



Australian Government

Assessment Requirements for PSPINM004 Make claim determinations

Release: 1

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Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying legislation, regulations and policies relating to determination of compensation claims
- assessing the sufficiency of information and the requirement for further investigation
- analysing information and making judgments
- calculating interim payments
- reading and applying complex information
- using communication with a diverse range of people including employers, unions, workplace supervisors, medical advisers, legal advisers, insurer/self-insurer

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation, including work health and safety, and environment
- regulations, policies, procedures and guidelines relating to determination of claims
- privacy legislation
- freedom of information legislation
- procedures to ensure confidentiality and security of information
- eligibility and compensable conditions under the legislation
- expenses that may be claimed
- non-economic loss

- medical terminology
- documentary requirements of a claim
- organisational standards for claim determinations
- range of payment options under the legislation

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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