



Australian Government

PSPINM004 Make claim determinations

Release: 1

PSPINM004 Make claim determinations

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPIM403A Make claim determinations. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to assess compensation claims for employment related injuries in order to make a determination. It includes assessing the claim and making a determination.

This unit applies to those working in the area of worker compensation claim assessment.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, while performing routine tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Injury management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Assess claim	1.1 Assess available information to establish if it is sufficient for a determination to be made. 1.2 Identify additional information required, if any, to make the determination. 1.3 Obtain additional information. 1.4 Re-assess information to determine if it is sufficient or if further investigation is required. 1.5 Make a decision to defer where information is insufficient, and consider interim payments where applicable.
2. Make a determination	2.1 Confirm the claimant's eligibility and the reported condition as compensable under the legislation. 2.2 Assess details of the claim to ensure they qualify for payment. 2.3 Accept or reject the claim based on all available evidence. 2.4 Calculate notional weekly earnings where required. 2.5 Advise the claimant and other relevant parties in writing of the decision, and ensure advice contains all information required by the legislation. 2.6 Complete case records ensuring they contain comprehensive details of the claim and justification for the decision.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPIM403A Make claim determinations.

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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Assessment Requirements for PSPINM004 Make claim determinations

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.

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