



Australian Government

PSPINM010 Maintain injury management case files

Release: 1

PSPINM010 Maintain injury management case files

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 PSPIM409A Maintain injury management case files. • 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 maintain injury management case files in accordance with legislative requirements.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

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 under supervision while performing routine tasks in a familiar context.

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. Open injury management case files	1.1 Open case files. 1.2 Record comprehensive details of claims. 1.3 File all documents and other materials relating to claims. 1.4 Control access to and security of case files.
2. Maintain injury management case files	2.1 Meet correspondence, documentation, recordkeeping and reporting requirements. 2.2 Document and record all actions relating to cases. 2.3 Complete information on files and include supporting information for any decisions or actions. 2.4 Maintain case files to a standard that allows them to meet evidentiary requirements of tribunals and courts.
3. Close injury management case files	3.1 Complete all outstanding actions. 3.2 Confirm medical closure and check required documents for completeness before adding to file. 3.3 Finalise arrangements for any lump sum payment for non-economic loss. 3.4 Discontinue weekly payments and deal with outstanding accounts. 3.5 Undertake record closure and archive files. 3.6 Carry out reconciliation of payments.

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 PSPIM409A Maintain injury management case files.

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 PSPINM010 Maintain injury management case files

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 maintaining injury management case files
- using written communications, including correspondence, file notes, meeting notes

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 injury management
- public sector management acts
- privacy legislation
- freedom of information legislation
- procedures that ensure confidentiality and security of personal information
- rules relating to access to personal information
- public sector and organisational record keeping requirements
- reporting requirements

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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