



Australian Government

PSPLND011 Handle compensation claims

Release: 1

PSPLND011 Handle compensation claims

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 PSPLAND409A Handle compensation claims. • 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 determine eligibility of compensation claims. It includes responding to and settling claims by analysing legislation and applying it to the received claims.

This unit applies to those working in administration roles processing compensation claims.

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 complex tasks within a range of familiar contexts.

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

Competency Field

Public land administration

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. Respond to claims for compensation	1.1 Assess and respond to claims within statutory timeframes. 1.2 Serve compensation claims in the required format within the specified time period. 1.3 Determine whether a claimant is entitled to compensation.
2. Determine compensation	2.1 Determine settlement terms. 2.2 Seek advice as necessary to deal with any non-routine aspects of claims. 2.3 Negotiate agreement with the claimant. 2.4 Prepare and process an action through court or compensation court if agreement cannot be reached. 2.5 Prepare settlement documents in accordance with the compensation determination containing information that is technically correct.
3. Settle compensation	3.1 Pay compensation, once a settlement is reached, within the required timeframe in accordance with agreements or court determination. 3.2 Obtain settlement release from client and/or third party, as applicable. 3.3 Store, maintain and secure records of finalised compensation claims.

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 PSPLAND409A Handle compensation claims.

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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