



Australian Government

Department of Education, Employment and Workplace Relations

PSP40804 Certificate IV in Government (Injury Claims Administration)

Revision Number: 2

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Modification History

PSP40804 Release 2: Layout adjusted. No changes to content.

PSP40804 Release 1: Primary release.

Description

This specialist qualification covers the competencies required of injury claims administrators in the public sector. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Not applicable.

Packaging Rules

This qualification requires 15 units of competency consisting of:

- 10 core units
- 5 elective units

Choose 5 elective units from the list below:

- a maximum of 1 unit from Group A;
- 2 units from Group B;
- and 2 units from elsewhere within this Training Package, **or** any endorsed Training Package **or** Accredited Course.

Units selected should not duplicate content already covered by other units in this qualification. from Certificate III and above.

Core Units	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
PSPIM401A	Conduct initial claim assessments
PSPIM408A	Monitor and review injury management cases
PSPIM409A	Maintain injury management case files
Group A Elective Units	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
Group B Elective Units	
PSPIM301A	Process claims
PSPIM403A	Make claim determinations

PSPIM406A	Implement and monitor return to work plans
PSPIM407A	Promote and educate about injury management
PSPREG410B	Give evidence