



Australian Government

Department of Education, Employment and Workplace Relations

PSPIM407A Promote and educate about injury management

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2.	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers formal and informal education in an ongoing context about injury management, claims management and/or rehabilitation activities. It includes preparing information materials, preparing for and delivering presentations, and reviewing outcomes. In practice, promotion and education about injury management may overlap with other generalist or specialist public sector workplace activities such as acting ethically, complying with legislation, delivering service to clients, gathering and analysing information, applying government processes, etc.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1. Prepare information materials | <ul style="list-style-type: none">1.1 Purpose of the materials, intended audience and the media to be used are determined in accordance with organisational requirements.1.2 Materials are designed to suit intended audience.1.3 Feedback is sought on the content and presentation of materials, and revisions are made in accordance with feedback.1.4 Interpreters/translators are used as required to ensure materials reach a diverse audience in accordance with organisational requirements. |
| 2. Prepare presentations | <ul style="list-style-type: none">2.1 Objectives for the presentation are determined to reflect the identified needs of the audience, are achievable and are stated in terms of outcomes.2.2 Presentation methods are selected to suit identified outcomes, participants' needs and availability of equipment and resources.2.3 Provision is made for participants to contribute to sessions based on their experience.2.4 Content of materials to be used is validated by experience before use, where possible.2.5 Examples of issues and how they were addressed are included in presentation materials.2.6 Methods to be used and presentation style of information are determined to suit the specified objectives of the session, the needs of the participants and the size and location of the group. |
| 3. Deliver presentation | <ul style="list-style-type: none">3.1 Presentation of session is structured to facilitate the creation of opportunities for discussion of broad conceptual, ethical and legal issues surrounding injury management.3.2 Objectives of the session, structure of the activities and other details are explained to participants to suit their level of understanding and experience, and feedback is elicited.3.3 Materials and presentation techniques used are adapted to the particular audience and are effective and interesting.3.4 Materials are presented in such a way as to establish a positive response in the organisation and its clients regarding rehabilitation and claims management.3.5 Case studies are used for illustrative purposes where possible, and address urgency and levels of risk in injury management.3.6 Models of excellence in injury management are highlighted. |
| 4. Review session outcomes | <ul style="list-style-type: none">4.1 Participants are encouraged to provide feedback on all aspects of the education sessions.4.2 Suitability of the approach, the content and outcomes is reviewed as a guide for further activities.4.3 Own performance is reviewed against objectives and in response to participants' responses and comments. |

ELEMENT**PERFORMANCE CRITERIA**

- 4.4 Needs analysis for further education sessions/materials is undertaken.
- 4.5 Advice is provided to relevant people regarding possible future activities or amendments to organisational awareness strategy and programs.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, policies, guidelines and processes relating to injury management
- the organisation's strategic objectives related to injury management
- national strategic objectives relating to rehabilitation and return to work
- the link between ongoing information/awareness sessions and effective injury management
- audience requirements
- adult learning principles
- public sector values and codes of conduct
- anti-discrimination and diversity legislation
- legislation, policies and procedures relating to presentations including occupational health and safety and environment

Skill requirements

Look for evidence that confirms skills in:

- making presentations to provide awareness sessions aimed at improving injury management skills of less experienced members of staff
- tailoring sessions to the needs of adult learners
- explaining complex concepts and formal documents such as legislation, standards and codes of conduct
- using a range of communication styles to suit different audiences and purposes
- responding to diversity, including gender and disability
- mentoring culturally and linguistically diverse staff to maximise rehabilitation/return to work outcomes
- incorporating feedback from attendees into future session design and delivery
- applying occupational health and safety and environmental procedures in the context of promotion and education about rehabilitation

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV402B Deliver and monitor service to clients
 - PSPGOV406B Gather and analyse information
 - PSPGOV408A Value diversity
 - PSPGOV422A Apply government processes
 - PSPLEGN401A Encourage compliance with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- promotion and education about injury management in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, workplace procedures and protocols relating to injury management to provide the context for assessment
- formal and informal workplace situations where promotion and education occur
- injury management issues for presentation/explanation
- diverse audience for the presentation/s
- public sector values and codes of conduct
- case studies and workplace scenarios to capture the range of workplace situations likely to be encountered when promoting and educating about injury management

Where and how to

Valid assessment of this unit requires:

assess evidence

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when promoting and educating about injury management, including coping with difficulties, irregularities and breakdowns in routine
- promotion and education about injury management in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- demonstration
- observation
- questioning
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Media may include:

- Internet
- intranet
- brochures
- pamphlets

Presentations may include:

- formal presentations
- informal briefings
- part of a broader induction program for staff
- explaining procedures and guidelines
- one-off or ongoing sessions

Audience may include:

- managers
- supervisors
- executive
- staff

Information may include:

- legislative requirements
- Public Service Commissioner's instructions/directives
- injury management guidelines
- publications
- reference materials
- case briefings
- research outcomes
- outcomes of analysis

Unit Sector(s)

Not applicable.

Competency field

Injury Management.