

Personal Injury
Education Foundation

FNS41915 Certificate IV in Personal Injury Management

Claims Management Stream



NATIONALLY RECOGNISED
TRAINING

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About the Personal Injury Education Foundation

The Personal Injury Education Foundation (PIEF) was established in 2006 by a consortium of Australian accident compensation regulators, insurers and claims management organisations who shared the vision of creating leading educational programs focused on the needs of those working in the personal injury management industry.

FNS41915 Certificate IV in Personal Injury Management

Claims Management Stream



Overview

The Claims Management Stream of the FNS41915 Certificate IV in Personal Injury Management is designed to assist in the development of skills and knowledge in:

- Understanding the accident compensation industry, including benefit administration and the different funding and claims management models in existence.
- Building positive working relationships with internal and external stakeholders involved in accident compensation claims.
- Assisting injured persons to return to work and/or their community.
- Claims management and managing an accident compensation claims portfolio.
- Preventing and resolving disputes arising in accident compensation claims.

This qualification will enable participants to develop the key skills required to take on the accountability for the active management of an accident compensation claims portfolio through the coordination of activities and services in consultation with a range of stakeholders.

It provides the knowledge required for a case manager to undertake their role, building upon behavioural and communication skills and promoting strong working relationships between the case manager, the injured person, employers and service providers.

Benefits

- Nationally recognised qualification.
- Flexible online program.
- Easily accessible learning portal.
- Interaction with other case managers from across Australia.

Tailored to

Case managers who have been working in the industry between 6-18 months and are now dealing with more complex cases including the development of strategic case management action plans.

This program recognises the challenges faced by case managers in their roles and offers participants the opportunity to develop and enhance their skills in problem resolution, negotiation, dispute management and the establishment of effective workplace relationships.

No prerequisites are required to undertake this qualification, however it is recommended that participants are currently working in the personal injury industry and have undertaken a case manager induction program in their jurisdiction.

Structure

The program is structured into five modules and is delivered online via PIEF's learning management system, *Learning@PIEF*. Each module is delivered and supported by a facilitator who facilitates online discussions. All learning and assessment materials are provided to students via *Learning@PIEF*. Students are assessed in each module through:

- Participation in online discussions.
- Submission of workplace assessments.

An estimated five hours per week for each module is required to successfully complete this program. Note: modules vary in their length, ranging from three to five weeks.

PIEF RTO Services

Upon successful completion of the qualification students will be awarded the qualification by PIEF RTO Services (RTO No. 40778) which is a fully-owned subsidiary of PIEF.

More information and applications

Visit pief.com.au for more information and to apply. Recognition of Prior Learning (RPL) is also available. For more information contact us.

Claims Management Stream Modules

| Modules | Description |
|--|--|
| Overview of the Personal Injury Industry | <p>Provides an overview of the Australian personal injury industry including:</p> <ul style="list-style-type: none"> • The evolution of accident compensation schemes. • The social insurance model. • A comparison of accident compensation schemes. • The range of entitlements available. • The types of income replacement benefits and services available to those that have suffered a workplace or motor accident injury. • Scheme pricing and funding models. |
| Injury Management and Return to Work | <p>Provides an overview of:</p> <ul style="list-style-type: none"> • How to develop and implement an injury management strategy. • Rehabilitation processes, injury management models and relevant legislation, along with case management and analysis skills. • How to facilitate an early, safe and sustainable return to work for the injured person by developing and implementing appropriate strategies including development of return to work plans. |
| Personal Injury Claims Management | <p>Provides an examination of how to manage personal injury claims and case loads, including:</p> <ul style="list-style-type: none"> • Receiving a claim and determining liability. • Effective segment allocation of claims. • Developing a case management plan. • Integrating cultural considerations into the plan. • Implementing and monitoring the case management plan. • Managing a personal injury case load. • Prioritising claims management activities. |
| Communicating Effectively with Injured Clients and Stakeholders | <p>Provides an understanding of what is required to maintain an ongoing relationship with the injured person and employers within the personal injury management sector, including:</p> <ul style="list-style-type: none"> • Communicating effectively with others. • Developing trust and confidence. • Communicating information and ideas appropriately. • Meeting different stakeholder needs. • Maintaining ongoing stakeholder service. • Resolving problems identified through feedback. • Establishing effective workplace relationships. |
| Personal Injury Dispute Prevention and Resolution | <p>Provides an in depth examination of:</p> <ul style="list-style-type: none"> • How to prevent and resolve disputes commencing with applying effective negotiating techniques to finalise an agreement. • How to assess potential conflict situations. • How to apply conflict resolution strategies. • How to resolve disputes between injured persons, employers and regulators. • Formal dispute resolution processes and procedures. |

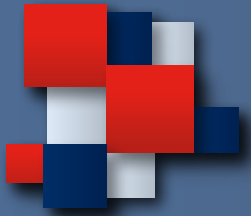
The competencies included in this qualification are listed on pief.com.au.

Personal Injury Education Foundation (PIEF)

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