

Innovative Training & Recruitment

Injury Claims Administration (Cert IV Government) – Course 2 – August 2007

Day	Unit Code	Unit content	Dates	Times	Presenter	Guest speaker
1	PSPGOV422A (Days 1)	<ul style="list-style-type: none"> Overview of WorkCover, its powers, powers of self insurers and structure and hierarchy of WorkCover Government legislation impacting on Self Insurers such as Workers Compensation, Privacy, Confidentiality, FOI Legislative process—including Self Insurance Code of conduct, Natural Consequences Model Audit Process - requirements understanding the standards 	6 th Aug	9.30-4.30	Danielle Mik	
			8 th Aug	9.30-4.30	Danielle Mik	
2	PSPIM401A (Days 2 & 3)	<ul style="list-style-type: none"> Initial assessment of claim, including assessing the claimants paperwork and appropriate file management Powers to investigate a claim Determining Compensability and if claimant is a worker under the Act 	13 th Aug	9.30 – 4.30pm	Danielle Mik	
3		<ul style="list-style-type: none"> Accepting or Rejecting the claim - completing the appropriate letter of determination Determining Average Weekly Earnings 	15 th Aug	9.30-11.30am 11.30-4.30pm	Danielle Mik	
4	PSPETHC401A (Day 5)	<ul style="list-style-type: none"> Ethics within the workplace Application of ethical values and principles within the workplace Ethical decision making and problem solving 	20 th Aug	9.30-4.30	Phil Bates	
7	PSPIM403A (Days 7 & 8)	<ul style="list-style-type: none"> Interim Payments - what are they, and how and when to pay Investigating the claim - how, and what to do Appropriate recording of information on the file, including payment of expenses—review of Section 32 	27 th Aug	9.30-4.30	Danielle Mik	
8			29 th Aug	9.30-11.30 11.30- 4.30	Danielle Mik	Chris Shopov
9	PSPGOV402B (Day 9)	<ul style="list-style-type: none"> Defining the specific needs of the client—evaluating the 'whole' person and their needs Tailoring communication to the clients needs Seeing workers and their managers as internal customers and managing their needs in line with this. Establishing accountability with all clients involved in the return to work process 	3 rd Sept	9.30-4.30	Karishma Chandiramani Phil Bates	
10	PSPGOV412A (Day 10)	<ul style="list-style-type: none"> Establishing a rapport with the claimant Questioning, listening and enquiring skills Conflict Resolution and giving directions in a clear and concise manner Presentation of information at case conference including how to facilitate a meeting for a successful outcome 	5 th Sept	9.30-4.30	Karishma Chandiramani	
11	PSPIM408A (Days 11 & 12)	<ul style="list-style-type: none"> Assessing Rehabilitation Needs Monitoring rehabilitation and return to work plans and programs Understanding and applying Sections 26 and 28A of the Act to ensure appropriate and timely return to work 	10 th Sept	9.30-4.30	Gail Sandelance	
12		<ul style="list-style-type: none"> Applying appropriate statutory reductions and economic reviews of income maintenance Assessing and finalising Section 43 entitlements and discontinuing income maintenance appropriately 	12 th Sept	9.30-11.30 11.30-4.30	Danielle Mik Danielle Mik	Chris Shopov

13	PSPIM409A (Days 13& 14)	<ul style="list-style-type: none"> ▪ Setting up files and ensuring their security and confidentiality ▪ File administration ▪ Ensuring case files meet the required standards and are managed within necessary timeframes ▪ Actuarial assessments of file and file estimations 	17 th Sept	9.30-12.30 1-3.30	Danielle Mik	Peter Crump
14		<ul style="list-style-type: none"> ▪ Closure of files is achieved in a timely and appropriate manner ▪ Reduction and suspension of payments 	19 th Sept	9.30-12.30 1-3.30	Danielle Mik	Chris Shopov
18	PSPGOV408A (Day 18)	<ul style="list-style-type: none"> ▪ Understanding what diversity means and how to obtain relevant information ▪ Assessing and managing diversity within the workplace ▪ Assessing NESB, language and literacy issues and implementing appropriate management programs ▪ Developing appropriate communication methods to meet the needs of the diverse workplace 	5 th Oct	9.30-4.30	Phil Bates	
16	PSPGOV516A (Day 16)	<ul style="list-style-type: none"> ▪ What is Emotional Intelligence? Encouraging its development within the workplace ▪ How emotional intelligence can be utilised in the workplace to ensure better return to work outcomes ▪ Developing flexibility and adaptability to deal better with others ▪ Promoting a positive emotional climate in the workplace 	26 th Sept	9.30-4.30	Karishma Chandiramani	
17	PSPREG410B (Day 17)	<ul style="list-style-type: none"> ▪ Understanding the legal process in workers compensation ▪ Preparing to give evidence ▪ Understanding the documentation requirements for the Workers Compensation Tribunal ▪ Role of a self insurer in Tribunal proceedings 	3 rd Oct	9.30-12.30 1-3.30	Danielle Mik	Chris Shopov
19	BSBMED301A (Day 19)	<ul style="list-style-type: none"> ▪ Knowledge of medical terminology, specialists and commonly occurring injuries and illnesses ▪ Interpreting PMC's, Medical Reports and written and oral instructions from medical personnel ▪ Seeking appropriate medical advice ▪ Writing appropriate medical report requests 	10 th Oct	9.30-11.30 11.30-12.30 1-3.30	Danielle Mik	James Schomburgk Dr (Corp Health)
20	PSPPOL404A (Day 15)	<ul style="list-style-type: none"> ▪ Understanding the government policies that impact on claims management within the self insurance environment ▪ Determining how to ensure you continue to comply with relevant policy ▪ Ensuring self insurance policies and procedures comply with statutory requirements. 	24 th Sept	9.30-4.30	Phil Bates	
	PSPLEGN401A (Day 20)	<ul style="list-style-type: none"> ▪ Knowledge of the range of legislation that applies to self insurers ▪ Understanding the integration of the relevant legislation ▪ Consequences of non compliance with legislation 	15 th Oct	9.30-4.30	Phil Bates	
20	BSBCMN421A (Day 6)	<ul style="list-style-type: none"> ▪ Current OHS legislation—Act, Regulations, Codes of practice and standards—how do they fit together? ▪ Responsibilities of all parties under the OHS Act—importance of OHS to a self insurer ▪ Advise on relevant OHS to personnel involved in the claim ▪ Ensuring any return to work does not put the worker at risk of aggravation 	22 nd Aug	9.30-4.30	Danielle Mik	