

# “Claims Essentials”



If you are interested in this course please contact Cheryl Longford on 08 8342 6488 or [cheryl@appliedinnovativeservices.com.au](mailto:cheryl@appliedinnovativeservices.com.au) to obtain a copy of the Course Handbook or an enrolment form.

[www.itandr.com.au](http://www.itandr.com.au)

RTO: 40206

## TRAINING OUTCOMES

This course focuses on developing **critical core** claims management skills

- participants will learn how to:

- \* work with key stakeholders
- \* review strategies for identifying suitable work duties, and
- \* develop good claims management practices to maximise the chances of ensuring an injured worker in returns to work.

## Assessment

Assessment is undertaken via a range of methods including short answer quizzes, case studies, activities, discussion, on-the-job projects the completion of a workplace log book in conjunction with your workplace supervisor

## Where

Suite 5, West Wing, Innovation House, Mawson Lakes Boulevard, Mawson Lakes

## When

9.30am—4.30 pm each day

## Are you ready to answer all those questions about workers compensation claims?

“Claims Essentials” covers the following nationally accredited units of competency

### Practical Claims Management Skills

FNSISV405A Analyse insurance claims  
FNSPIM304A Manage claims  
FNSPIM302A Determine claim liability  
FNSPIM411A Manage personal injury case loads

### Enhancing communication and education skills

FNSPIM303A Work within the personal injury management sector

### Promoting improved health and return to work outcomes

FNSPIM401A Plan and implement rehabilitation and return to work and health strategies  
FNSPIM405A Facilitate a return to work  
FNSPIM403A Educate clients on personal injury management issues



## COURSE DATES

Thursday 4th Oct 2012  
Thursday 1st November 2012  
Thursday 29th November 2012  
Thursday 14th February 2013  
Thursday 14th March 2013

## HOW MUCH DOES IT COST?

\$2550: (GST exempt) for eight units