

# FNS40310 Certificate IV in Personal Injury Management (Claims)



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

RTO: 40206

## TRAINING OUTCOMES

This course is targeted at individuals working in the **workers compensation industry**. You **must** have at least 6 months experience in the workers compensation industry or have completed FNS30210 Certificate III in Personal Injury Management (Claims) prior to being granted entry to this course.

This course is designed to strengthen the skills and knowledge in three key areas:

- \* Communication skills
- \* Return to work strategies, rehabilitation services and client education.
- \* Negotiation skills

### 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?**

## FNS40310 Certificate IV in Personal Injury Management (Claims)

### 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  
PSPGOV516A Develop and use Emotional Intelligence  
FNSPIM409A Maintain customer relationship

### 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

### Dispute Management

FNSCUS402A Resolve disputes  
FNSCUS401A Participate in negotiations  
FNSPIM402A Represent personal injury management agent or insurer at conciliation and review hearings



## HOW MUCH DOES IT COST?

\$3950: (GST exempt) for thirteen units

Duration of the course is 41 weeks

## COURSE DATES

Thursday 4th Oct 2012  
Thursday 1st November 2012  
Thursday 29th November 2012  
Thursday 17th January 2013  
Thursday 14th February 2013  
Thursday 14th March 2013  
Thursday 2nd May 2013  
Friday 7th June 2013