

Training Schedule - FNS30210 Certificate III Personal Injury Management (Claims Management) 2013



<u>DAY</u>	<u>DATE</u>	<u>START TIME</u>	<u>END TIME</u>	<u>CODE</u>	<u>UNIT DESCRIPTION</u>	<u>PRESENTER</u>	<u>LOCATION</u>
Working with stakeholders							
Thursday	29-Aug-13	9.30am	4.30pm	FNSPIM303A	Work within the personal injury management sector	K Terrington	Mawson
Thursday	29-Aug-13	9.30am	4.30pm	BSBCUS301B	Deliver and monitor a service to customers	K Terrington	Mawson
Thursday	3-Oct-13	9.30am	4.30pm	BSBWOR203B	Work effectively with others	K Terrington	Mawson
Thursday	3-Oct-13	9.30am	4.30pm	FNSCUS401A	Participate in negotiations	K Terrington	Mawson
Managing a case management caseload							
Thursday	31-Oct-13	9.30am	4.30pm	BSBWOR404B	Develop work priorities	K Terrington	Mawson
Thursday	31-Oct-13	9.30am	4.30pm	FNSPIM410A	Collect assess and use information	K Terrington	Mawson
Thursday	5-Dec-13	9.30am	4.30pm	BSBINM301A	Organise workplace information	K Terrington	Mawson
Thursday	5-Dec-13	9.30am	4.30pm	BSBCMM301B	Process customer complaints	K Terrington	Mawson
Core case management skills							
Thursday	9-Jan-14	9.30am	4.30pm	BSBMED301B	Interpret and apply medical terminology appropriately	A McIntosh	Mawson
Thursday	6-Feb-14	9.30am	4.30pm	FNSPIM304A	Manage claims	K Terrington	Mawson
Thursday	6-Mar-14	9.30am	4.30pm	FSNPIM302A	Determine claim liability	K Terrington	Mawson
Thursday	3-Apr-14	9.30am	4.30pm	FNSPIM301A	Process benefit payments	K Terrington	Mawson
Thursday	3-Apr-14	9.30am	4.30pm	BSBWHS201A	Contribute to health and safety of self and others	R. Hall	Mawson