


Training Schedule - FNS40310 Certificate IV Personal Injury Management (Claims Management) 2014

<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>
Practical claims management skills								
Friday	4-Jul-14	09:00am	4.30pm	FNSISV405A	Analyse insurance claims		K Terrington	Mawson
Friday	4-Jul-14	09:00am	4.30pm	FNSPIM304A	Manage claims		K Terrington	Mawson
Friday	8-Aug-14	09:00am	4.30pm	FNSPIM411A	Manage personal injury caseloads		K Terrington	Mawson
Friday	8-Aug-14	09:00am	4.30pm	FNSPIM302A	Determine claim liability		K Terrington	Mawson
Enhancing communication and education skills								
Friday	5-Sep-14	09:00am	4.30pm	FNSPIM303A	Work within the personal injury management sector		K Terrington	Mawson
Friday	5-Sep-14	09:00am	4.30pm	PSPGOV516A	Develop and use Emotional Intelligence		K Terrington	Mawson
Friday	10-Oct-14	09:00am	4.30pm	FNSPIM409A	Maintain Customer Relationship		K Terrington	Mawson
Promoting improved health and return to work outcomes								
Friday	14-Nov-14	09:00am	4.30pm	FNSPIM401A	Plan and implement rehabilitation and return to work strategies		K Terrington	Mawson
Friday	14-Nov-14	09:00am	4.30pm	FNSPIM405A	Facilitate a return to work		K Terrington	Mawson
Friday	12-Dec-14	09:00am	4.30pm	FNSPIM403A	Educate clients on personal injury management issues		K Terrington	Mawson
Dispute Management								
Friday	16-Jan-15	09:00am	4.30pm	FNSCUS402A	Resolve disputes		K Terrington	Mawson
Friday	16-Jan-15	09:00am	4.30pm	FNSCUS401A	Participate in negotiations		K Terrington	Mawson
Friday	13-Feb-15	09:00am	4.30pm	FNSPIM402A	Represent workers compensation agent/insurer at conciliation and review hearings		K Terrington	Mawson