



FNS51915 Diploma of Personal Injury and Disability Insurance Management

Advanced Return to Work Stream

Overview

This qualification reflects job roles requiring well-developed skills and a broad knowledge base in the personal injury management and planning in the disability insurance sector. It will involve leadership and guidance to others. Possible work functions may include:

- People who are responsible for establishing, managing and evaluating injury management and RTW programs within an organisation.
- People in roles which require well developed skills and knowledge in managing complex and difficult return to work cases.
- Those who provide leadership and guidance to a team who manage return to work and rehabilitation services.
- Return to Work Coordinators who are responsible for managing complex return to work cases and Planners who work within the Disability Insurance Sector.

Benefits

- Nationally recognised qualification.
- Online delivery and assessment program.
- Easily accessible learning portal.
- Interaction with return to work professionals from across Australia.

Tailored to

- Providing leadership and coaching teams in personal injury settings in order to ensure effective team performance and regulatory compliance.
- Identifying areas of risk within the organisation's business, and undertaking research and analysis to generate business solutions.
- Promoting high quality case management practices and advising on complex claims matters.
- Providing rehabilitation advice and RTW and health strategies.
- Preparing and finalising participants' plans.
- Implementing appropriate strategies to continually monitor effectiveness of approached in achieving agreed goals.
- Understanding the accident compensation industry, including benefit administration and the different funding and claims management models in existence.
- Developing and implementing injury management strategies.

About the Personal Injury Education Foundation

The Personal Injury Education Foundation (PIEF) was established in 2006 by a consortium of Australian accident compensation regulators, insurers and claims management organisations who shared the vision of creating leading educational programs focused on the needs of those working in the personal injury and disability management industry.

Structure

The qualification is structured into five modules and is delivered online via PIEF's Learning Management System (LMS). Each module is delivered and supported by a field specialist who facilitates online discussions. All learning and assessment materials are provided via the PIEF LMS. Students are assessed in each module through:

- Daily participation in online discussions.
- Submission of Major Assessment Pieces (MAP).
- Third Party Evidence Report where required (TPER).
- Workplace Improvement Project (WIP).

A recommended minimum of seven hours per week for each module is required to successfully complete this program. Each module varies in its length. Students are given several months to complete their Workplace Improvement Project. The qualification takes up to nine months to complete.

Pre-requisites

There are no formal qualification pre-requisites, however, PIEF requires participants to have a minimum of 5 years' experience working in the personal injury industry. Participants need to have language and literacy skills equivalent to or have completed year 12 and have basic computer skills to be able to participate in the online environment.

Contact us

Visit pief.com.au

Student Support Officers

+61 3 9940 4893

training_pief@pief.com.au

Recognition of Prior Learning (RPL) is also available.



NATIONALLY RECOGNISED
TRAINING

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Modules	Description
Understanding the Personal Injury and Disability Insurance Management Industry	<p>This module addresses the skills and knowledge required to ensure compliance with personal injury management industry legislation, regulations and industry codes of practice/compliance at an organisational level.</p> <p>The module provides an overview and understanding of the personal injury industry:</p> <ul style="list-style-type: none">• Types of benefits and services available to those that have suffered an injury or disability.• Knowledge required to interact with relevant agencies to fund treatments and services.
Developing Return to Work and Health Strategies	<p>This module builds your skills in the development of return to work and health strategies:</p> <ul style="list-style-type: none">• Facilitate an early, safe and sustainable return to work / return to community for the injured person by developing and implementing appropriate strategies.• Apply specific knowledge of rehabilitation processes, injury management models and relevant legislation along with case management and analysis skills.• The key components of an injury management and return to work strategy.• The roles and responsibilities of key stakeholders involved in injury management.• An overview of the bio-psychosocial approach to injury management.
Managing Serious and Complex Claims	<p>This module will focus on developing specialist skills and knowledge required to provide expertise and advice for more complex, serious or long term personal injury claims and will include the following:</p> <ul style="list-style-type: none">• Providing leadership in specialist case management practice.• Predicting complexity, poor recovery and ongoing work disability.• Goal-setting and measuring progress in severe injury case management.• Contemporary practices related to the provision of care, support and compensation following severe injury.• The provision of high-cost items such as home and vehicle modifications and prosthetics.
Managing Complex Return to Work Cases	<p>This module will focus on how to think strategically about influencing the return to work of individuals across compensation schemes. This includes:</p> <ul style="list-style-type: none">• Effectively managing complex and or difficult cases (including mental health and serious injury).• Explaining the strategic concepts of return to work, taking into account the views of the different parties involved.• Examining factors that positively and negatively impact on return to work, identifying barriers and developing strategies to overcome them.• Developing best practice return to work planning solutions including injury management programs, return to work programs and individual return to work plans.• Reviewing and using effective strategic communication to achieve sustainable return to work outcomes.
Workplace Improvement Project	<p>The Workplace Improvement Project is a research project based on an identified workplace performance issue and represents a leadership development opportunity to make a difference in the workplace.</p> <p>In this module, participants will:</p> <ul style="list-style-type: none">• Apply their knowledge and skills gained in their studies to an actual workplace problem.• Enable students to expand their skills in information gathering, analysis, project management, negotiation and communication.• Students may have the opportunity to present their research findings to senior management in their organisation and have their recommendations considered and potentially adopted. <p>Note: This module is a major project which is run concurrently with other modules.</p>

The competencies included in this qualification are listed on www.pief.com.au

