FNS40310
Certificate IV in Personal Injury Management
(Claims Management)

Part A:
Program Specific Information

Part B:
Key Policies, Student Responsibilities and Support
Part A: Program Specific Information

1. Staff Contact Details

<table>
<thead>
<tr>
<th>Staff Contact</th>
<th>Phone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Susie Butchart</td>
<td>0411 338 340</td>
<td><a href="mailto:sbutchart@procaregoup.com.au">sbutchart@procaregoup.com.au</a></td>
</tr>
<tr>
<td>Training Team</td>
<td>02 9086 8000</td>
<td><a href="mailto:training@procaregroup.com.au">training@procaregroup.com.au</a></td>
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2. Program Details

The program modules incorporate an introduction to the industry, case management liability, compensation benefits, public liability, CTP, injury management and return to work, analysis of relevant legislation and the key cultural changes in industry over recent years. We look at best practice injury management and return to work methodology and put these to practice with realistic examples and activities. The workshops enable students to work with others to learn practical skills and knowledge.

This qualification is suitable for those involved or looking to become further involved in the daily challenges of personal injury management, the program provides essential academic learning as well as the practical aspects of claims and injury management. Participants will gain skills and a valuable academic profile not previously available to industry.

3. Program Duration

TBA
4. Teaching Times and Locations

TBA
5. Subjects assessed

BSBPMG510A - Manage projects
BSBRES401A - Analyse and present research information
CHCCOM403A - Use targeted communication skills to build relationships
FNSCUS401A - Participate in negotiations
CULEVP401A - Present information on activities, events and public programs
FNSCUS402A - Resolve disputes
FNSISV405A - Analyse insurance claims
FNSPIM303A - Work within the personal injury management sector
FNSPIM304A - Manage claims
FNSPIM401A - Plan and implement rehabilitation and return to work and health strategies
FNSPIM402A - Represent personal injury management agent or insurer at conciliation and review hearings
FNSPIM403A - Educate clients on personal injury management issues
FNSPIM404A - Assist injured persons with job placement
FNSPIM405A - Facilitate a return to work
FNSPIM409A - Maintain customer relationship
FNSPIM411A - Manager personal injury case loads

6. Fees

The total amount of all program and materials fees is $2850. The total fee is $2850 and includes access to the learning materials via the learning portal. We are required by the Australian Skills Quality Authority to ensure upfront payments are no more than $1000. The remaining $1850 will be payable after the course commences.

For more information about our fee policies refer to Part B Section 8 Fee Policies. Please ensure you read and understand these policies.

7. Program Schedule and Assessments

Program Assessments
To successfully pass this program, you need to be marked as competent in each assessment task. You are also required to fill out a student survey at the end of each workshop and one at the end of the program.

Feedback will be given to any student who is deemed not yet competent, in order to help the student fulfil all requirements of the subject/s assessed. Feedback will not be given to competent students.
Part B: Key Policies, Student Responsibilities and Support

1. Access and Equity Policy

The Procare Group supports equal opportunity in the selection of employees and students and ensures that people are not discriminated against on the basis of sex, pregnancy, race, beliefs, marital status, physical or intellectual disability, homosexuality or age. This means that all employees and students are entitled to equal consideration and respect in their dealings with Procare Group.

The Procare Group ensures employees and those seeking employment, students and those seeking enrolment, are treated equitably. This means:

- Selecting people based on their skills, aptitude and relevant qualifications including life experience.
- Recognising and valuing different skills and ideas.
- Ensuring a workplace and learning environment, which is free from discrimination and harassment.
- Giving everyone an equal chance to develop skills and make the most of their talents.
- Supporting employees and students to combine work, study and family responsibilities.

The Procare Group, where appropriate, provides full access to the organisation's employment opportunities for people from disadvantaged groups. This includes those disadvantaged socially, geographically, educationally, physically and intellectually, racially or by gender. In addition to this the Procare Group seeks to ensure the highest standards of service delivery through the employment of the best-qualified staff most suited to the available positions.

The Procare Group ensures that students derive maximum benefit from the program and will select students on the basis of their ability to fulfill the program entry qualifications. This includes assessment and support to identify language, literacy and numeracy difficulties.

2. Privacy Policy

We are bound by the Privacy Act 1988, which sets out a number of principles concerning the protection of your personal information. The purpose of this policy is to provide information on how Procare Group Pty Ltd collects, uses and discloses your personal information.

Personal information is any information or an opinion (whether true or not) about you. It may range from the very sensitive (e.g. medical history or condition) to the everyday (e.g. address and phone number). It would include the opinions of others...
about your work performance (whether true or not), your work experience and qualifications, aptitude test results and other information obtained by us in connection with your possible work placements.

Your personal and sensitive information will be collected by us for our own use.

**How your information will be collected**

Personal information will be collected from you directly when you fill out and submit one of our enrolment/registration forms or any other information in connection with your application to us for enrolment or registration.

**Personal and sensitive information will be collected when:**

- We receive any references about you
- We receive results of inquiries that we might make of your former employers, work colleagues, professional associations or registration body
- We receive the results of any competency or medical tests
- We receive performance feedback (whether positive or negative)
- We receive any complaint from or about you in the workplace
- You provide us with additional information about you
- Information submitted and obtained in relation to absences from work due to leave, illness or other causes

**Your personal and sensitive information may be used in connection with:**

- Your actual or possible work placement
- Our assessment of your ongoing performance and prospects
- Our management of any complaint, investigation or inquiry in which you are involved

**Your personal and sensitive information will be disclosed to:**

- Potential and actual employers and clients of ours
- Referees
- A professional association or registration body that has a proper interest in the disclosure of your personal and sensitive information
- Our contractors and suppliers e.g. our IT contractors and database designers
- Any person with a lawful entitlement to obtain information

If you do not provide to Procare the information we seek:

- We may be limited in our ability to locate suitable work for you
- We may be limited in our ability to place you in work

You can access your information if it is incorrect:

Subject to some exceptions that are set out in the National Privacy Principles (Principle 6 – Access and Correction), you have a right to see and gain a copy of personal and sensitive information about you that we hold. You may be required to
put your request in writing for security reasons. We reserve the right to charge a fee for searching for, and providing access to your information.

3. Recognition of AQF qualifications issued by other Registered Training Organisations

The Procare Group has a policy and a procedure for the Recognition AQF qualifications issued by other Registered Training Organisations. The Procare Group is committed to recognise the AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

Students can apply upon enrolment for recognition of AQF qualifications and any statement of attainment issued by any other RTO.

The applicant will be required to provide copies of qualifications, Statement of Attainments and/or Statement of Results from the other RTO
• These qualifications, Statements of Attainment and/or Statement of Results will be verified with the issuing RTO
• Upon verification, the applicant will be granted credit for the subjects which the applicant has previously completed at the other RTO and the applicant’s record will be updated with credit transfer noted against those subjects.

The option for Application for Recognition of Prior Learning is available upon request to the trainee. The client will be supported by Procare Group staff throughout the RPL process. Please contact a member of our staff for more details.

4. Complaints and Appeals Policies and Procedures

The Procare Group deals with all complaints and appeals promptly and systematically. Every complaint or appeal is recorded in writing with details of the process undertaken to resolve the case and its outcome. Procare Group will take appropriate action to substantiated complaints.

All complaints are initially referred to the Director, Mark Colgan, who mediates to resolve the situation with all parties involved. If the complainant is unsatisfied with the resolution they must lodge an appeal, an independent mediator is engaged.

All appeals made against decisions by Procare Group are referred to an independent person or panel, with proven mediation and negotiation skills and/or industry expertise.

The appellant is given the opportunity to formally present their case and is provided with a written statement of the outcome of their appeal and the reasons for the decision.

The Procare Group maintains confidentiality concerning all complaints and appeals.
We ensure allegations and details are only disclosed to those who need to be involved in the complaint.

**Issuance of Complaint Form**

We have a *Complaints Form and Appeals Forms* available to all students seeking to make a complaint or appeal.

The Complainant will be required to complete the *Complaints Form or Appeals Forms* and return it to the Procare Group.

Upon receipt of the *Complaints Form or Appeals Forms* the Procare Group Director will be advised and the complaint officially recorded and filed in the Complainants file.

**Dealing with a Complaint**

Upon receipt of the *Complaints and Appeals Form* the Complainant will be advised of the appropriate steps to resolve the grievance. The matter will be investigated and relevant persons interviewed and consulted.

Attempts will be made to negotiate with the Complainant to resolve the situation if possible and/or mediate between the complainant and other persons to resolve the situation.

We will engage an independent mediator if the grievance remains unresolved. All records will be kept of each step taken to resolve grievance. Any formal mediation findings will be copied and provided to all parties.

**5. Appeal of Assessment Decision Policies and Procedures**

A request for clarification of a mark awarded for an assignment should be addressed to your trainer. However, students are not automatically entitled to a ‘remark’ (a rereading and reassessing of material). Remark is at the discretion of the Director of The Procare Group, Mark Colgan. You should contact the Mark Colgan within one week of the mark having been given.

Once you have contacted Mark Colgan, please request a *Student Assessment Review Form* by emailing training@procaregroup.com.au.

The student will be required to complete the *Student Assessment Review Form* along with the required fees (refer to Part B – Section 8. Fee Policy) and return it to the Procare Group. Students have two weeks to submit this form after the assessment result has been returned to the student.

Upon receipt of the *Student Assessment Review Form* Mark Colgan will review the application and where appropriate contract an independent assessor to review the
previous assessment decision. The independent assessor will issue a full report to the student about the final assessment decision.

6. Late Assessment Procedures

Procare may offer an extension for students who experience illness and/or misadventure during the program. During the program if you are affected by either, please contact Susie as soon as possible. Procare requires submission of medical proof for students who are affected by illness or disease. Eligible students will receive extensions on a case by cases basis with regards to the seriousness of their illness or misadventure. Procare reserves the right not to mark assessments which are submitted late with no reasonable excuse. Note that this could lead to failure to attain a complete qualification.

7. Client Discipline Procedures

Students are expected to display a high level of personal responsibility for their learning process and for their interaction with staff members and other students.

Anyone displaying inappropriate or dangerous behaviour, (e.g. disruptive class behaviour, refusal to follow OH&S procedures) will be required to attend a disciplinary meeting to discuss the necessary changes they need to make. If these changes are not implemented, the client may be dismissed from the program.

Training programs may challenge students’ resolve and endurance. They are fundamentally practical, vocationally orientated programs requiring a steadfast commitment. Therefore punctual attendance at workshop classes is essential for successful completion of the program.

In the event of workshop absence due to ill health or personal reasons, students will need to discuss their position with the Director.

8. Student Support

Medical services and Alternative Therapists

The nearest major public hospital from the Procare Group office would be Prince Alfred Hospital in Camperdown. This is accessible by car, taxi and bus. Alternatively we would suggest locating your nearest General Practitioner in your local community.

Educational Providers

The following website refers you to many Universities within New South Wales that offer programs in English and some which have English language centres. Online programs are available for your convenience.
Literacy and numeracy assistance

The college of TAFE NSW offer many programs in the fields of literacy, numeracy and language. They have structured programs to suit all your needs and requirements.

You can find out more information at www.tafensw.edu.au or alternatively you can phone them on (61 2) 8289 4777.

Local government services

Below is a list of additional local government services which may be of assistance. If there is no listing for what you require, please contact one of our staff members, and they would be more than happy to assist you in any way they can.

- Abstudy/Austudy enquiries - visit www.centrelink.gov.au
- Centrelink - www.centrelink.gov.au
- Australian Taxation Office - www.ato.gov.au
- Immigration and Multicultural Affairs - www.immi.gov.au

Welfare agencies

National Welfare Rights Network and member organisations provide services that aim to reduce poverty, hardship and inequality in Australia by:
- providing casework advice and assistance to individuals to ensure they can exercise their rights, fulfil their obligations, meet their responsibilities and maximise their entitlements under the Australian social security system; and
- advocating for the maintenance of a social security system that has rights and entitlements, obligations and responsibilities, detailed under and protected by law.

For further information on welfare rights, please visit https://www.welfarerights.org.au/ or for information about your local community please visit www.mycommunitydirectory.com.au/.

Support at Procare Group

For additional support please feel free to contact Darren Cook on 02 9086 8000. Consultation about material covered in each module is available to students who arrange a time with the trainer. For each class, the trainer will provide a one hour consultation period to be advised during the first class.

Face to face support will depend on trainer availability; otherwise trainers will respond to emails and calls. We will provide reasonable support to students seeking help.

9. Fee Policy
If you decide not to commence your studies or do not attend any classes after your enrolment is confirmed, no refund is payable.

In the case where we cancel a program a full refund or program credit is available. Employers may receive a credit if a student does not commence study.

We allow up to three free attempts of the same assessment. After the first three attempts at an assessment, subsequent reassessments incur a fee of $50 for each attempt. There is a limit of 6 total attempts per student.

If you wish to appeal an assessment decision (refer to Part B Section 5: Appeal of Assessment Decision Policies and Procedures) you will incur a fee of $30 per appeal which is payable upon submission of the Student Assessment Review form. If students are found to be competent the full amount paid ($30) will be refunded.

Certificates or statement of attainments are issued to students who have paid all outstanding fees and who have satisfactorily met all program requirements as per the requirement in Part A Section 7 Program Schedule and Assessments. The replacement of a qualification testamur or statement of attainment incurs an administration fee of $5.