



PIEF RTO Services Limited:
RTO number 40778



FNS42120 Certificate IV in Personal Injury Management



Who is this course for?

This course is ideal for:

- claims management coordinators
- case managers or claims administrators and assessors
- RTW coordinators
- RTW case managers and providers of RTW and rehabilitation services

Two streams to choose from

Stream
01

Claims Management

Stream
02

Return to Life

Units of competency

The course includes 12 units of competency in total with 2 core units plus 10 elective units.

PIEF clusters units that have related content together.
We call them Skill Pods.
Turn over for a full list of units.

Pathways

FNS51920 Diploma of Personal Injury and
Disability Insurance Management

Fees

Training and Assessment

Member \$3,475 Non-member \$4,345

Assessment Only and Recognition of Prior Learning (RPL)

Member \$2,220 Non-member \$2,770

*All fees include a \$250 non-refundable
administration fee
Prices correct at time of printing.*

For more information contact us: 03 9940 4893 or training_pief@pief.com.au
To submit an expression of interest [please click here](#)

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Skill Pod	Unit(s) of Competency	Stream 01 Claims Management	Stream 02 Return to Life
Understand Your Industry	FNSPIM313 Work within the personal injury management sector	✓	✓
Personal Injury Relationships	FNSPIM419 Maintain relationships with personal injury clients	✓	✓
Negotiation and Dispute Resolution	FNSCUS411 Participate in negotiations	✓	✓
	FNSCUS412 Resolve disputes	✓	✓
Develop Emotional Awareness	BSBPEF502 Develop and use emotional intelligence	✓	✓
Manage Your Health and Wellbeing	BSBPEF401 Manage personal health and wellbeing	✓	✓
Gather and Manage Information	FNSPIM410 Collect, assess and use information	✓	
Research and Apply Medical Information	FNSPIM505 Use medical knowledge in the management of personal injury claims	✓	✓
The Emerging Leader	BSBLDR413 Lead effective workplace relationships	✓	✓
Manage Case Portfolios	FNSPIM415 Manage personal injury case loads	✓	
Manage Personal Injury Claims	FNSPIM434 Manage personal injury claims	✓	
	FNSPIM411 Plan and implement rehabilitation and return to life strategies	✓	
Guide Recovery and Return to Work	FNSPIM411 Plan and implement rehabilitation and return to life strategies		✓
	FNSPIM425 Facilitate recovery and return to life		✓
Return to Work Plans	PSPINM006 Develop return to work plans		✓
Facilitate Workplace Assessments	FNSPIM522 Facilitate workplace assessment with stakeholders for personal injury cases		✓