



**PERSONAL
INJURY**
NATIONAL
STANDARDS

National Standards

FAQs

April 2026



About the National Standards



What are the National Standards?

The National Standards are a nationally consistent framework that defines what “good” looks like in personal injury claims service delivery. They comprise four Industry Standards and thirteen Competencies that set clear, evidence-based expectations for case managers and claims professionals. The Standards provide a trusted benchmark to uplift capability, improve recovery outcomes, and support the ongoing professionalisation of the personal injury sector.

What

Why

Why were they created?

The Standards were developed to address inconsistencies across jurisdictions, reduce duplication and strengthen service delivery outcomes. They represent a collective industry commitment to building capability, improving recovery outcomes and increasing confidence in the personal injury system.

Who developed the Standards?

The Standards were co-designed by the Personal Injury Education Foundation (PIEF) in collaboration with regulators, insurers, agents, educators, and practitioners across multiple jurisdictions. They are underpinned by research evidence, industry reviews, and international best practice.

Who

How

Are the Standards mandatory?

No. Adoption of the National Standards is voluntary. They are not a regulatory or compliance requirement. Instead, they are an industry-led initiative designed to support capability uplift and service excellence.

Who can access the National Standards?

Access to the National Standards is available to PIEF Member organisations.

Non-member organisations can:

- Become a PIEF Member to access the full National Standards package; or
- Participate in an Affiliate Program (where available), which provides access to selected learning and recognition pathways.

What is the Affiliate Program?

The Affiliate Program is designed to extend access to National Standards-aligned learning and recognition for broader stakeholder groups who may not be directly assessed under the full National Standards model.

This may include roles such as brokers, consultants, employers, and rehabilitation providers.

Affiliate Programs are currently available in selected jurisdictions (e.g. Western Australia) and may expand over time.

What does the Affiliate Program include?

Participants complete structured learning aligned to the National Standards, including learning modules, quizzes, and assessments.

Successful participants receive an Affiliate digital credential aligned to the program.

What does the National Standards licence include?

The National Standards are provided as a package under an organisational licence.

This includes:

- National Standards Framework (4 Standards, 13 Competencies)
- Learning content aligned to the Standards
- Assessment tools and resources
- Digital credentialing (badging) - Governance, QA, and Community of Practice access
- Implementation and communication support

How does implementation work?

Implementation is organisation-led and flexible.

PIEF works in partnership with each organisation to align the Standards to their:

- Strategic priorities
- Workforce structure
- Existing frameworks
- Implementation readiness

Organisations can adopt the Standards progressively.



Do we have to assess all Case Managers?

No. Organisations determine:

- Who is assessed
- When assessment occurs
- The pace and volume of credentialing

The Standards are designed to support capability uplift, not mandate universal assessment.

How are credentials issued?

Credentials are issued based on successful completion of assessment aligned to the National Standards.

Assessment may include workplace-based validation, supported by trained assessors and quality assurance processes.

What reporting is available?

The National Standards include reporting tools to support organisations in monitoring:

- Adoption
- Assessment activity
- Capability uplift

Reporting is limited to the organisation's own data.

PIEF does not provide cross-organisation reporting, benchmarking, or visibility of individual organisational performance.

What is External Framework Validation (EVF)?

External Framework Validation (EVF) is a structured process that enables organisations or jurisdictions to align their existing capability frameworks to the National Standards.

It recognises capability already developed within existing frameworks and assesses the level of alignment to the National Standards.

Does EVF replace existing frameworks?

No. EVF does not replace existing frameworks. Organisations retain full ownership of their frameworks.

EVF provides an additional layer of industry alignment and confidence.

What is “one-way equivalence”?

One-way equivalence means that where an existing framework demonstrates sufficient alignment to the National Standards, individuals may be recognised against the National Standards without repeating equivalent assessment.

However, achieving a National Standards credential does not automatically grant recognition against external frameworks.

Does EVF create visibility across organisations?

No. EVF outcomes are specific to the organisation undertaking validation.

PIEF does not provide cross-organisation visibility, benchmarking, or reporting.

What is the EVF process?

The EVF process typically includes:

- Mapping existing frameworks to the National Standards
- Identification of alignment and gaps
- Recommendations for gap closure (if required)
- Validation and endorsement process



What assessment model is used?

The National Standards use a hybrid assessment model designed to balance consistency, flexibility, and workplace relevance.

This includes:

- Workplace-based evidence and validation
- Structured assessment criteria aligned to the Standards
- Trained Workplace Assessors or PIEF Assessors
- Quality assurance and moderation processes

The model ensures assessments are practical, defensible, and aligned to real-world performance.

What assessment options are available?

Organisations can choose from multiple assessment approaches depending on their needs:

- **Workplace Assessor Model:** Internal assessors are trained and accredited to assess their own workforce
- **PIEF Assessor Model:** PIEF provides independent assessors to conduct assessments
- **Blended Approach:** A combination of internal and external assessors

This flexibility allows organisations to align assessment with scale, capability, and maturity.

Assessment costs are structured to support flexibility:

- Workplace Assessor training and accreditation (\$5,000 p/p)
- PIEF Assessor services (daily rate or annual fee depending on model)

Organisations can determine the pace and volume of assessment, allowing for staged investment.

What governance supports the assessment model?

The National Standards are supported by a national governance framework that ensures consistency, credibility, and continuous improvement.

This includes:

- Workplace Assessor accreditation requirements
- Community of Practice (CoP) for assessors
- Standardised assessment criteria and guidance
- Ongoing governance oversight through PIEF

How is quality assured?

Quality Assurance (QA) is a core component of the assessment model and includes:

- Moderation and calibration across assessors
- QA reviews of assessment decisions
- Continuous improvement processes
- Feedback loops to refine tools and methodology

The focus of QA is to ensure consistency and confidence in assessment outcomes across organisations, without creating a compliance-driven or punitive environment.

How is pricing structured?

The National Standards are licensed on a per-learner basis.

Organisations pay for the number of individuals they choose to assess and credential.

What is the cost per learner?

Indicative pricing includes:

- Year 1: Approximately \$350 per learner (initial assessment and credentialing)
- Ongoing: Approximately \$10 per learner per year (credential maintenance)

Are there additional costs?

Additional costs may apply for:

- Workplace Assessor training and accreditation
- Use of PIEF assessors (if required) - EVF (External Framework Validation) processes

Do we have to roll this out to everyone at once?

No. Organisations can control rollout based on their priorities, allowing for phased implementation.

Yes. A one-off implementation cost may apply, depending on the size, complexity, and rollout approach of the organisation.

This cost reflects the support required to successfully establish the National Standards within an organisation, which may include:

- Implementation planning and onboarding
- Alignment to existing frameworks and operating models
- Configuration of learning and assessment pathways
- Communication and change support

Importantly, implementation is not a one-size-fits-all approach.

Costs are tailored based on:

- The size and structure of the organisation
- The number of roles and individuals in scope
- The pace and volume of assessment and credentialing
- The level of support required from PIEF

This flexible model ensures organisations can adopt the National Standards in a way that aligns to their priorities, capacity, and investment profile.

Do the National Standards replace our internal framework?

No. The National Standards are designed to complement existing frameworks, not replace them.

What if we already have a framework (e.g. PSF)?

Organisations with existing frameworks can:

- Map to the National Standards; or
- Undertake External Framework Validation (EVF)

This avoids duplication while achieving national alignment.

Is this a compliance requirement?

No. The National Standards are not a regulatory or compliance program.

They are an industry-led initiative focused on capability uplift and service improvement.

Can we adopt part of the Standards?

Access to the National Standards is provided as a package for Member organisations.

However, implementation remains flexible, allowing organisations to determine how and where the Standards are applied.

Why are organisations adopting the Standards?

Organisations are adopting the Standards to:

- Improve consistency across jurisdictions
- Strengthen workforce capability
- Support career pathways
- Reduce duplication across frameworks
- Increase confidence in service delivery and recovery outcomes

How can we get involved?

Organisations can:

- Become a PIEF Member
- Participate in pilot programs
- Explore EVF opportunities
- Undertake assessor accreditation

Who do we contact?

Please contact the PIEF National Standards team at: info_pief@pief.com.au

Built by industry, for industry.



**PERSONAL
INJURY**
NATIONAL
STANDARDS

CONTACT

For any questions, contact info

www.pief.com.au/nationalstandards

info_pief@pief.com.au

