



# Innovative Training & Recruitment

## Injury Claims Administration (Cert IV Government) – Course 2 – August 2007



Day	Unit Code	Unit content	Dates	Times	Presenter	Guest speaker
1	PSPGOV422A (Days 1)	<ul style="list-style-type: none"> <li>Overview of WorkCover, its powers, powers of self insurers and structure and hierarchy of WorkCover</li> <li>Government legislation impacting on Self Insurers such as Workers Compensation, Privacy, Confidentiality, FOI</li> <li>Legislative process—including Self Insurance Code of conduct, Natural Consequences Model</li> <li>Audit Process - requirements understanding the standards</li> </ul>	6 <sup>th</sup> Aug	9.30-4.30	Danielle Mik	
			8 <sup>th</sup> Aug	9.30-4.30	Danielle Mik	
2	PSPIM401A (Days 2 & 3)	<ul style="list-style-type: none"> <li>Initial assessment of claim, including assessing the claimants paperwork and appropriate file management</li> <li>Powers to investigate a claim</li> <li>Determining Compensability and if claimant is a worker under the Act</li> </ul>	13 <sup>th</sup> Aug	9.30 – 4.30pm	Danielle Mik	
3		<ul style="list-style-type: none"> <li>Accepting or Rejecting the claim - completing the appropriate letter of determination</li> <li>Determining Average Weekly Earnings</li> </ul>	15 <sup>th</sup> Aug	9.30-11.30am 11.30-4.30pm	Danielle Mik	
4	PSPETHC401A (Day 5)	<ul style="list-style-type: none"> <li>Ethics within the workplace</li> <li>Application of ethical values and principles within the workplace</li> <li>Ethical decision making and problem solving</li> </ul>	20 <sup>th</sup> Aug	9.30-4.30	Phil Bates	
7	PSPIM403A (Days 7 & 8)	<ul style="list-style-type: none"> <li>Interim Payments - what are they, and how and when to pay</li> <li>Investigating the claim - how, and what to do</li> <li>Appropriate recording of information on the file, including payment of expenses—review of Section 32</li> </ul>	27 <sup>th</sup> Aug	9.30-4.30	Danielle Mik	
8			29 <sup>th</sup> Aug	9.30-11.30 11.30- 4.30	Danielle Mik	Chris Shopov
9	PSPGOV402B (Day 9)	<ul style="list-style-type: none"> <li>Defining the specific needs of the client—evaluating the 'whole' person and their needs</li> <li>Tailoring communication to the clients needs</li> <li>Seeing workers and their managers as internal customers and managing their needs in line with this.</li> <li>Establishing accountability with all clients involved in the return to work process</li> </ul>	3 <sup>rd</sup> Sept	9.30-4.30	Karishma Chandiramani Phil Bates	
10	PSPGOV412A (Day 10)	<ul style="list-style-type: none"> <li>Establishing a rapport with the claimant</li> <li>Questioning, listening and enquiring skills</li> <li>Conflict Resolution and giving directions in a clear and concise manner</li> <li>Presentation of information at case conference including how to facilitate a meeting for a successful outcome</li> </ul>	5 <sup>th</sup> Sept	9.30-4.30	Karishma Chandiramani	
11	PSPIM408A (Days 11 & 12)	<ul style="list-style-type: none"> <li>Assessing Rehabilitation Needs</li> <li>Monitoring rehabilitation and return to work plans and programs</li> <li>Understanding and applying Sections 26 and 28A of the Act to ensure appropriate and timely return to work</li> </ul>	10 <sup>th</sup> Sept	9.30-4.30	Gail Sandelance	
12		<ul style="list-style-type: none"> <li>Applying appropriate statutory reductions and economic reviews of income maintenance</li> <li>Assessing and finalising Section 43 entitlements and discontinuing income maintenance appropriately</li> </ul>	12 <sup>th</sup> Sept	9.30-11.30 11.30-4.30	Danielle Mik Danielle Mik	Chris Shopov

13	<b>PSPIM409A (Days 13&amp; 14)</b>	<ul style="list-style-type: none"> <li>▪ Setting up files and ensuring their security and confidentiality</li> <li>▪ File administration</li> <li>▪ Ensuring case files meet the required standards and are managed within necessary timeframes</li> <li>▪ Actuarial assessments of file and file estimations</li> </ul>	17 <sup>th</sup> Sept	9.30-12.30 1-3.30	Danielle Mik	Peter Crump
14		<ul style="list-style-type: none"> <li>▪ Closure of files is achieved in a timely and appropriate manner</li> <li>▪ Reduction and suspension of payments</li> </ul>	19 <sup>th</sup> Sept	9.30-12.30 1-3.30	Danielle Mik	Chris Shopov
18	<b>PSPGOV408A (Day 18)</b>	<ul style="list-style-type: none"> <li>▪ Understanding what diversity means and how to obtain relevant information</li> <li>▪ Assessing and managing diversity within the workplace</li> <li>▪ Assessing NESB, language and literacy issues and implementing appropriate management programs</li> <li>▪ Developing appropriate communication methods to meet the needs of the diverse workplace</li> </ul>	5 <sup>th</sup> Oct	9.30-4.30	Phil Bates	
16	<b>PSPGOV516A (Day 16)</b>	<ul style="list-style-type: none"> <li>▪ What is Emotional Intelligence? Encouraging its development within the workplace</li> <li>▪ How emotional intelligence can be utilised in the workplace to ensure better return to work outcomes</li> <li>▪ Developing flexibility and adaptability to deal better with others</li> <li>▪ Promoting a positive emotional climate in the workplace</li> </ul>	26 <sup>th</sup> Sept	9.30-4.30	Karishma Chandiramani	
17	<b>PSPREG410B (Day 17)</b>	<ul style="list-style-type: none"> <li>▪ Understanding the legal process in workers compensation</li> <li>▪ Preparing to give evidence</li> <li>▪ Understanding the documentation requirements for the Workers Compensation Tribunal</li> <li>▪ Role of a self insurer in Tribunal proceedings</li> </ul>	3 <sup>rd</sup> Oct	9.30-12.30 1-3.30	Danielle Mik	Chris Shopov
19	<b>BSBMED301A (Day 19)</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of medical terminology, specialists and commonly occurring injuries and illnesses</li> <li>▪ Interpreting PMC's, Medical Reports and written and oral instructions from medical personnel</li> <li>▪ Seeking appropriate medical advice</li> <li>▪ Writing appropriate medical report requests</li> </ul>	10 <sup>th</sup> Oct	9.30-11.30 11.30-12.30 1-3.30	Danielle Mik	James Schomburgk Dr (Corp Health)
20	<b>PSPPOL404A (Day 15)</b>	<ul style="list-style-type: none"> <li>▪ Understanding the government policies that impact on claims management within the self insurance environment</li> <li>▪ Determining how to ensure you continue to comply with relevant policy</li> <li>▪ Ensuring self insurance policies and procedures comply with statutory requirements.</li> </ul>	24 <sup>th</sup> Sept	9.30-4.30	Phil Bates	
	<b>PSPLEGN401A (Day 20)</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of the range of legislation that applies to self insurers</li> <li>▪ Understanding the integration of the relevant legislation</li> <li>▪ Consequences of non compliance with legislation</li> </ul>	15 <sup>th</sup> Oct	9.30-4.30	Phil Bates	
20	<b>BSBCMN421A (Day 6)</b>	<ul style="list-style-type: none"> <li>▪ Current OHS legislation—Act, Regulations, Codes of practice and standards—how do they fit together?</li> <li>▪ Responsibilities of all parties under the OHS Act—importance of OHS to a self insurer</li> <li>▪ Advise on relevant OHS to personnel involved in the claim</li> <li>▪ Ensuring any return to work does not put the worker at risk of aggravation</li> </ul>	22 <sup>nd</sup> Aug	9.30-4.30	Danielle Mik	