



Northern Territory Workers Compensation Injury Management e-Learning program

NTWorkSafe



**NORTHERN
TERRITORY
GOVERNMENT**

Introduction

In 2014 a review of the NT Workers Compensation scheme was conducted. One of the recommendations from the review was that NT WorkSafe work with a registered training organisation to develop relevant and recognised educational pathways for careers in relation to the Northern Territory workers compensation laws.

In 2017 NT WorkSafe commenced working with the Personal Injury Education Foundation (PIEF) to develop NT WorkSafe's Northern Territory Workers Compensation Injury Management e-Learning program in collaboration with insurer representatives specifically focused on the Return to Work legislation.

The program will provide the minimum level of knowledge required for all scheme participants in the Northern Territory and a consistent approach to claims management including the terminology used.

Course management and duration

- NT WorkSafe portal
- Completely online – any computer with web access (google chrome recommended)
- Unique, secure login
- Each participant required to have a Unique Student Identifier (USI)
- Start and stop - remembers where you were
- There are 12 modules made up of 38 topics
- Each topic takes about 20 minutes
- Built in resources – glossary, medical dictionary, links to legislation
- Program to be completed within 6 months
- Each unit has Learning Outcomes – 100% pass mark required (unlimited attempts available until results achieved)

Program outline

There are 3 courses in the program to be done in the following order:

1. Workers Compensation Legislation
2. Claims Management
3. Injury Management and Return to Work

Outcomes

A certificate will be provided on completion and a unit of competency and recognition of prior learning will apply towards both the FNS42115 Certificate IV in Personal Injury Management and BSB40315 Certificate IV in Customer Engagement.

Feedback on any problems or errors encountered during the program is encouraged.

Workers Compensation Legislation

Overview of NT Legislation	<ol style="list-style-type: none">1. Overview of NT Legislation2. Underwriting and Statutory Obligations3. Dispute Resolution
Claims and Compensation	<ol style="list-style-type: none">4. Claim Notification & Determination5. Loss of Earning Capacity6. Medical Treatment and Expenses
Workers and Injuries	<ol style="list-style-type: none">7. Define a Worker8. Injuries and Diseases9. State of Connection
Long Term and Permanent Injuries	<ol style="list-style-type: none">10. Entitlements and long term incapacity11. Permanent Impairment12. Death of a Worker13. Settlements

Claims Management

Introduction to Claims Management	<ol style="list-style-type: none">1. Role of a Case Manager2. Document Claims and Manage Costs3. Develop Service Relationships
Source Claim and Medical Information	<ol style="list-style-type: none">4. Collect and Share Information5. Contact Employer and Worker6. Maintain Stakeholder Relationships7. Contact Treating Medical Practitioners8. Medical Certificates and Examinations
Assess Claim Liability	<ol style="list-style-type: none">9. Injury Notification and Entitlements10. Determine Claim Liability11. Prevent Disputes
Monitor a Claim	<ol style="list-style-type: none">12. Develop a Case Management Plan13. Implement a Case Management Plan14. Monitor a Case Management Plan

Injury Management and Return to Work

Overview of Injuries	<ol style="list-style-type: none">1. Medical Terminology2. Body Systems3. Workplace Injuries
Workplace Injury Rehabilitation	<ol style="list-style-type: none">4. Injuries and Recovery5. Vocational Rehabilitation Providers
Injury and Return to Work Strategies	<ol style="list-style-type: none">6. Injury Management Strategy7. Identify Risk Factors8. Return to Work Strategy
Return to Work Plan	<ol style="list-style-type: none">9. Develop Return to Work Plans10. Barriers to Return to Work11. Monitor Return to Work Plans

Further education

By successfully completing the entire Northern Territory Workers Compensation Injury Management e-Learning program you are eligible for fast track into both the FNS42115 Certificate IV in Personal Injury Management and BSB40315 Certificate IV in Customer Engagement.

The tables below detail the Skill Pods that you will receive a credit for, those that require an assessment and those that require further learning and assessment.

There are eight Skill Pods in the FNS42115 Certificate IV in Personal Injury Management program and seven Skill Pods in the BSB40315 Certificate IV in Customer Engagement program which are available on-line and can be completed self-paced. This means you can complete the program at a time and pace that suits you.

To enrol in either of these programs please contact training_pief@pief.com.au or call (03) 9940 4893.

FNS42115 Certificate IV in Personal Injury Management

SKILL PODS	WORK REQUIRED
Know your industry • FNSPIM303 Work within the personal injury management sector	Credit transfer - No further work required
Guide to return to work • FNSPIM405 Facilitate a return to work • FNSPIM401 Plan and implement rehabilitation and return to work and health strategies	Assessment only
Managing claims • FNSISV405 Analyse insurance claims • FNSPIM414 Manage personal injury claims	Assessment only
Use medical knowledge • FNSPIM505 Use medical knowledge in management of personal injury claims	Assessment only
Build and sustain relationships • FNSPIM409 Maintain customer relationship (core) • BSBCUS301 Deliver and monitor a service to customers	Learning and assessment
Provide customer service • BSBCUS403 Implement customer service standards • BSBCUS402 Address customer needs	Learning and assessment
Manage case loads • FNSPIM415 Manage personal injury case loads	Learning and assessment
Resolve conflicts and disputes • FNSCUS402 Resolve disputes • FNSCUS401 Participate in negotiations	Learning and assessment

SKILL PODS

WORK REQUIRED

<p>Know your industry</p> <ul style="list-style-type: none"> • FNSPIM303 Work within the personal injury management sector 	<p>Credit transfer - No further work required</p>
<p>Guide to return to work or Managing claims</p> <ul style="list-style-type: none"> • FNSPIM405 Facilitate a return to work • FNSPIM401 Plan and implement rehabilitation and Return to work and health strategies <p>Or</p> <ul style="list-style-type: none"> • FNSISV405 Analyse insurance claims • FNSPIM414 Manage personal injury claims 	<p>Assessment only</p>
<p>Deliver service strategies</p> <ul style="list-style-type: none"> • FNSPIM409 Maintain customer relationships • BSBCUS401 Coordinate implementation of customer service strategies 	<p>Learning and assessment</p>
<p>Provide customer services</p> <ul style="list-style-type: none"> • BSBCUS403 Implement customer service standards • BSBCUS402 Address customer needs 	<p>Learning and assessment</p>
<p>Resolve conflict and disputes</p> <ul style="list-style-type: none"> • FNCSUS402 Resolve disputes • FNCSUS401 Participate in negotiations 	<p>Learning and assessment</p>
<p>Workplace safety and well-being</p> <ul style="list-style-type: none"> • BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements • BSBWOR405 Manage stress in the workplace 	<p>Learning and assessment</p>
<p>Lead and develop people</p> <ul style="list-style-type: none"> • BSBMGT401 Show leadership in the workplace • BSBLED401 Develop teams and individuals 	<p>Learning and assessment</p>