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### Reviewer Induction Programme

ACC legislation – an overview
Dispute resolution provisions of the current ACC Act, independent role, natural justice, costs
Conducting hearings, informality, introduction, explanation, oaths/affirmations, strategies for controlling the hearing, dealing with difficult behaviours, alarms, etc
Investigative role
Review decision writing, contents, reasoning, quality and measurement of quality (including peer reviews)
Jurisdiction
Onus and standard of proof
Digital voice recorders and the Document Management System (DMS)
Case Management
Technical training:
- PICBA
- Medical Misadventure
- Gradual process, work-related injuries
- Sensitive claims
- Exclusion
- Revoking cover
- Suspension of entitlements – causation
- Suspension of entitlements – weighing competing medical evidence
- Suspension of entitlements – non-compliance
- Vocational independence
- Incapacity
- Social rehabilitation
- Vocational rehabilitation
- Weekly compensation
- Independence allowance/lump sums
- What constitutes a primary decision
- Deemed decisions
- Maori and Pacific People protocols
- Different insurers, administrators, Partnership Programme, etc
- Electronic resources, Indices, Informe, etc
Attend a driver-training course if the role requires much driving.