FNS41422 Certificate IV in General Insurance + Tier 2

Course outline

COURSE OVERVIEW

The FNS41422 Certificate IV in General Insurance is for people who already work or want to work in the general insurance industry. This qualification has been developed for customer service, claims, administrative and underwriting roles. Students will learn about the foundations of risk and compliance. Based on these foundations, students will learn about products, providing general insurance product and service information to clients, underwriting, claims, change and working well with clients.

FNS41422 Certificate IV in General Insurance	Tier 2 Personal Advice General Insurance

Tier 2 Personal Advice General Insurance is optional, and is not a pre-requisite for the FNS41422 Certificate IV in General Insurance. The optional Tier 2 subject is added to meet the ASIC Regulatory Guide 146 educational requirements for providing Tier 2 personal advice; where this is a job requirement for adviser and sales job roles.

LEARNING OUTCOMES

On successful completion of **FNS41422 Certificate IV in General Insurance**, students should be able to:

- Apply legislation, regulation and procedures to general insurance job roles.
- Identify general insurance products and services and who they are suitable for.
- Understand the concepts of general insurance risk, underwriting and insurance policies.
- Respond to client enquiries with client relationship management skills.
- Use client feedback to participate in continuous improvement processes.
- Understand the dispute resolution process and manage complaints.
- Understand the processes of receiving, assessing and deciding the outcome of general insurance claims.
- Seek assistance with complex specialist terminology.

On successful completion of **Tier 2 Personal Advice General Insurance**, students should be able to:

- understand how to provide Tier 2 general advice and personal advice in general insurance.

TOPICS

FNS41422 Certificate IV in General Insurance

Topic 1: General insurance and the financial services industry

Topic 2: General insurance products and services

Topic 3: General insurance risk

Topic 4: Work well with clients

Topic 5: General insurance underwriting

Topic 6: General insurance product distribution and service

Topic 7: General insurance claims

Tier 2 Personal Advice General Insurance

Knowledge area	Level of advice	Module	Module name	No. of questions	eLearning module sit time
Foundations of the financial services Industry	Foundations of the financial services industry	1.1	The financial system	9	30
		1.2	The concept of advice	7	25
		1.3	Economic factors	8	20
General Insurance	General Advice General Insurance	2.1	Insurance overview	10	25
		2.2	Domestic insurance products	10	30
		2.3	Commercial insurance products	7	15
		2.4	Responsibilities and resolving disputes	6	15
	Personal Advice General Insurance	2.5	Introduction to the general insurance advice process	10	30
		2.6	The general insurance advice process	10	15
Adviser Skills	Adviser Skills	A Workplace Validation Report (WVR) is to be completed by a Tier 2 accredited line manager or supervisor for each student. The report covers the application of knowledge and skills in the workplace. This is required for both General and Personal Advice. If a student does not have access to complete this in the workplace, a roleplay with a Kaplan assessor will be conducted.			

UNITS OF COMPETENCY

FNS41422 Certificate IV in General Insurance					
Code	**Title**	**Core or Elective**	**Topic**	**Exam**	**Written and oral assignment**
FNSINC411	Conduct work according to professional practices in the financial services industry	Core	Topics 1, 2, 4 & 6	Yes	Yes
FNSINC412	Apply and maintain knowledge of financial products and services	Core	Topics 1, 2, 4 & 6	Yes	Yes
BSBXCM401	Apply communication strategies in the workplace	Core	Topic 4	No	Yes
BSBLDR413	Lead effective workplace relationships	Elective	Topics 1 & 4	No	Yes
FNSISV411	Evaluate insurance risk for business	Elective	Topics 3 & 5	Yes	Yes
BSBOPS304	Deliver and monitor a service to customers	Elective	Topics 1, 4 & 6	Yes	Yes
BSBOPS404	Implement customer service strategies	Elective	Topics 2, 4 & 6	No	Yes
FNSCUS412	Resolve disputes	Elective	Topic 4	Yes	Yes
FNSISV412	Underwrite insurance business	Elective	Topics 1, 2, 3 & 5	Yes	Yes
FNSSAM421	Provide information on financial products and services to clients	Elective	Topics 1, 2, 4 & 6	Yes	Yes
FNSISV405	Analyse insurance claims	Elective	Topics 1, 2 & 7	No	Yes
FNSISV416	Use specialist terminology in insurance claims	Elective	Topics 1, 2 & 7	No	Yes

The above 12 units of competency are awarded for the successful completion of FNS41422 Certificate IV in General Insurance; three (3) core and nine (9) electives.

Note: The assessment is listed by unit of competency, above. The assessments within the course are combined covering multiple units of competency. Refer to 'Assessment tasks' for further information.

Tier 2 Personal Advice General Insurance#			
Code	**Title**	**Modules**	**Type of Assessment**
FNSASIC315	Provide Tier 2 personal advice in general insurance	1.1–1.3 2.1–2.6	Exams Workplace Validation Report

To provide **Personal Advice in General Insurance**: Students must successfully complete all of the modules, exams, and the Workplace Validation Report.

The above unit of competency is awarded for the successful completion of Tier 2 General Insurance Personal Advice subject.

The Tier 2 General Insurance Personal Advice subject is optional and is not a pre-requisite for the completion of the FNS41422 Certificate IV in General Insurance qualification.

COURSE ENTRY REQUIREMENTS

There are no educational entry requirements for FNS41422 Certificate IV in General Insurance + Tier 2.

Individuals are required to be 18 years and over to enrol in this course.

Individuals who are in Australia on a student visa are unable to enrol in this course. If you are in Australia on a visa and wish to enrol, you need to check that you are enrolling in accordance with the study conditions of your visa.

COURSE DURATION

FNS41422 Certificate IV in General Insurance

Students have a total of:

- 26 weeks to complete the learning and assessment requirements for the FNS41422 Certificate IV in General Insurance, from their initial activation date.
- An additional four (4) weeks resubmission time, which will be granted if all assessment tasks have been attempted and the student has been deemed 'not yet competent' in one or more tasks. This time can be used to resubmit a written and oral assignment or resit an exam. There is no fee for this extension.

Therefore, if a student completes the learning and assessment, and the resubmission time is granted, the duration will be 30 weeks.

The **amount of training** for this course may be up to 7 hours per week. The amount of training is the hours a student can expect to spend engaged in structured learning or tutor-led activities.

The **assessment hours** for this subject may be up to 9 hours per week. These are the hours a student can expect engaging in assessment activities. In addition to the amount of training and assessment hours, students who are new to industry or vocational training could need up to 7 hours per week known as **unsupervised hours**. These additional hours are for study skills or further research. For example, a student not working in industry would need more time to review industry websites that are usually introduced in workplace compliance training.

Students working in the industry may be able to complete this course requirements in a shorter timeframe or less hours per week.

If a student applies for extensions beyond the 30-week completion timeframe or is granted special consideration, and is enrolled in FNS41422 Certificate IV in General Insurance, the maximum period of time to complete the qualification is two years from the qualification activation date.

Additional study-related fees apply to formal extensions and re-enrolments. Please refer to the Vocational Education Fees schedule: <www.kaplanprofessional.edu.au/faqs/financial-services-fees>.

Please also refer to our Vocational Education and Training (VET) Enrolment Terms and Conditions: <www.kaplanprofessional.edu.au/terms-and-conditions> or our Student Handbook: <www.kaplanprofessional.edu.au/current-students/vocational-education-student-handbook> for important information on:

- subject activation and completion timeframes
- extensions
- subject re-enrolment.

Tier 2 General Insurance Personal Advice

Students have a total of 90 days to complete the learning and assessment requirements from their initial activation date.

Subjects in the course	Duration
T2PAGI – Tier 2 Personal Advice General Insurance	90 days course work

The **amount of training** for this course may be up to 5 - 7 hours per week. The amount of training is the hours a student can expect to spend engaged in structured learning or tutor-led activities.

The assessment hours for this subject may be up to 9 hours per week. These are the hours a student can expect engaging in assessment activities. In addition to the amount of training and assessment hours, students who are new to industry or vocational training could need 3 - 5 hours per week known as **unsupervised hours**. These additional hours are for study skills or further research. For example, a student not working in industry would need more time to review industry websites that are usually introduced in workplace compliance training.

Students working in the industry may be able to complete this course requirements in a shorter timeframe or less hours per week.

DELIVERY MODE

This course is delivered online and does ***not*** include hard copy notes.

Kaplan's online learning portal, KapLearn, enables the provision of innovative, interactive learning resources and support. KapLearn can be accessed anywhere, at any time, using a computer or mobile device that has internet access.

FNS41422 Certificate IV in General Insurance

KapLearn is the access point for course notes, supplementary learning material, practice activities and assessments. KapLearn is also the access point for ongoing support. The 'Ask your tutor' forum provides continuous technical support from subject matter experts.

Tier 2 Personal Advice General Insurance

KapLearn is the access point for the interactive learning modules, supplementary learning material, practice activities and assessments.

ASSESSMENT TASKS

FNS41422 Certificate IV in General Insurance

The assessment tasks for this course are listed below. Units of competency are co-assessed by topic within the course, as follows. The units of competency are co-assessed, as listed earlier in 'Units of competency'.

Topic	Assessment	Assessment Detail
Topics 1, 2, 3, 4 and 6	1 Exam	Supervised, open-book multiple-choice examination, four (4) attempts
Topics 1, 2, 3, 4, 5, 6 and 7	1 Written and oral assignment	Written and oral assignment — two (2) attempts • written — short answer questions, case studies • oral — oral questions and role plays. The mode of oral assessment is by audio recording. Students will need to organise a volunteer to assist in the role plays.

Students may attempt the exam and/or submit their written and oral assignment at any time if they believe they are adequately prepared. Students will receive personal reminder emails as they approach their assessment deadlines.

Students must be deemed to be demonstrated in all assessment items, including demonstrating competency in all of the exam questions, in order to be awarded their qualification or course.

Students who complete the course will receive a qualification certificate.

Tier 2 Personal Advice General Insurance

The assessment tasks for this program are listed below.

Level of Advice	Module	Assessment	Assessment Detail
Foundations of the financial services industry	1.1–1.3	Exams	**Type of exam:** open book, multiple choice exam. Exam questions are randomised per person per sitting. **Score required to pass this module:** 100% **Time limit:** Unlimited **Number of exam attempts allowed:** Unlimited
General Advice General Insurance	2.1–2.4	Exams	**Type of exam:** open book, multiple choice exam. Exam questions are randomised per person per sitting. **Score required to pass this module:** 100% **Time limit:** Unlimited **Number of exam attempts allowed:** Unlimited
Personal Advice General Insurance	2.5–2.6	Exams	**Type of exam:** open book, multiple choice exam. Exam questions are randomised per person per sitting. **Score required to pass this module:** 100% **Time limit:** Unlimited **Number of exam attempts allowed:** Unlimited
Adviser Skills		1 WVR	The Workplace Validation Report (WVR) is the final assessment item. It is to be completed by a Tier 2 accredited line manager or supervisor for each student. The report covers the application of knowledge and skills in the workplace. This is required for Personal Advice. Each WVR completed by a line manager or supervisor is reviewed and marked for final competency by a Kaplan assessor. For General Insurance, adviser skills need to be demonstrated on at least two (2) occasions with different clients and insurance products. If a student does not have access to complete this in the workplace, a roleplay with a Kaplan assessor will be conducted.

Students will receive personal reminder emails as they approach their assessment deadlines.

Students must be deemed to be demonstrated in all assessment items, including demonstrating competency in the WVR, in order to be awarded their course.

Students who complete the subject will receive a statement of completion as evidence of compliance with ASIC requirements and a statement of attainment as evidence of the unit of competency issued.

CPD POINTS

If students wish to apply for CPD points so that their Kaplan Professional insurance course counts towards their membership with the relevant industry body, they will need to supply the industry body with a copy of their transcript listing the units of competency.

RECOGNITION OF PRIOR LEARNING

Individuals may be able to obtain Recognition of Prior Learning (RPL) for a Kaplan Professional award course based on their previous study and/or work experience. To do this, individuals must submit evidence that demonstrates they have already met the requirements of the course through these other means.

Evidence can take many forms, such as information about approved study, information about work experience, certificates, transcripts or other credentials.

To find out if you are eligible for RPL, refer to our Credit Transfer and RPL page: <www.kaplanprofessional.edu.au/faqs/kaplans-exemptions-service>.

FEES

An updated schedule of fees is available at the Kaplan Professional website: <https://www.kaplanprofessional.edu.au/faqs/financial-services-fees>.

STUDENT POLICIES

Students who enrol in a Kaplan course are bound by our published policies, including the policy that sets out our rules for assessment. Students can review these policies before they enrol by going to the Kaplan website: <https://www.kaplanprofessional.edu.au/vocational-education-student-policies-and-forms/>. The policies also assist students when their study program does not go as planned and they need extra support.