



## Subject outline

### **DiplB4 Complex Client Needs**

# Subject outline

## SUBJECT OVERVIEW

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**Complex Client Needs (DIB4)** is the last subject in the course FNS51220 Diploma of Insurance Broking. Kaplan Professional’s Diploma of Insurance Broking supports the role of professionals working in the general insurance sector.

In this subject, students will learn about managing complex and non-routine claims, key legislation and standards for managing claims for clients, monitoring client requirements, identifying loss controls and reviewing service performance.

This subject includes a large case study; with characters in client, general insurance, broking and specialist job roles. Students are given the opportunity to see a helicopter view of general insurance as they apply technical solutions to complex problems, research, use initiative and evaluate their own work.

This subject is highlighted below, showing its place towards completion of FNS51220 Diploma of Insurance Broking.

FNS51220 Diploma of Insurance Broking			
<b>DIB1F</b> Insurance broking fundamentals	<b>DIB2A</b> Provide Tier 1 insurance broking advice	<b>DIB3</b> Client relationship and risk	<b>DIB4</b> Complex client needs

## LEARNING OUTCOMES

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On successful completion of Complex Client Needs, students should be able to:

- apply processes for managing complex and non-routine claims (including analysing the context, negotiating settlement and notifying the client)
- summarise and apply key legislation and standards to the claims of broking clients
- identify loss trends and recommend loss control programs for broking clients
- review the service performance of a broking firm for a client and implement an action plan
- review and evaluate service performance of a broking firm for a client.

## TOPICS

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Topic 1: Negotiate complex claims 1

Topic 2: Negotiate complex claims 2

Topic 3: Monitor insurance broking client programs

Topic 4: Review service performance.



## UNITS OF COMPETENCY

Insurance Broking Fundamentals				
Code	Title	Core or Elective	Topic	Assessment(s)
FNSIBK522	Negotiate complex claims settlement for insurance broking clients	Elective	Topics 1-2	Written assignment and Oral assignment
FNSIBK525	Monitor insurance broking client programs	Elective	Topic 3	Written assignment and Oral assignment
FNSIBK517	Review insurance broking service performance	Elective	Topic 4	Written assignment and Oral assignment

The above 3 core units of competency are awarded for the successful completion of Complex Client Needs. These units of competency form part of the FNS51220 Diploma of Insurance Broking.

Note: The assessment is listed by unit of competency, above. Refer to 'Assessment tasks' for further information.

## SUBJECT ENTRY REQUIREMENTS

There are no educational requirements for Complex Client Needs.

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

Individuals who are in Australia on a student visa are unable to enrol in this subject. 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.

It is recommended that student complete Tier 2 General Insurance Personal Advice before completing this subject for the underpinning knowledge.

Students **must** complete the four subjects in sequential order.

<b>DIB1F</b> Insurance broking fundamentals	<b>DIB2A</b> Provide Tier 1 insurance broking advice	<b>DIB3</b> Client Relationship and Risk	<b>DIB4</b> Complex Client Needs
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## SUBJECT DURATION

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Students have a total of:

- 12 weeks to complete the learning and assessment requirements for the, 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. 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 16 weeks.

The **amount of training** for this subject may be up to 15 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 are 15 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 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 subject requirements in a shorter timeframe or less hours per week.

If a student applies for extensions beyond the 16-week completion timeframe or is granted special consideration, and is enrolled in Diploma of Insurance Broking, the maximum period of time to complete the qualification is two years from the qualification activation date. If enrolling in single subjects with the intention of completing a qualification, the two-year timeframe is calculated from the initial activation date of the first subject.

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](http://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](http://www.kaplanprofessional.edu.au/terms-and-conditions)> or our Student Handbook:

<[www.kaplanprofessional.edu.au/current-students/vocational-education-student-handbook](http://www.kaplanprofessional.edu.au/current-students/vocational-education-student-handbook)>

for important information on:

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



## DELIVERY MODE

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This subject 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.

KapLearn is the access point for subject 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.

## ASSESSMENT TASKS

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

Topic	Assessment	Assessment Detail
Topics 1-4	1 Written assignment	Completion of short-answer questions and case studies to demonstrate the skills and knowledge for insurance broking roles, two (2) attempts.
Topics 1-4	1 Oral assignment	Completion of oral response to questions and role plays to demonstrate the skills and knowledge for insurance broking roles, two (2) attempts.

Students may submit their Written assignment and/or 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, in order to be awarded their units of competency.

Students who complete the subject will receive a Certificate of Completion.

## CPD POINTS

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

## RECOGNITION OF PRIOR LEARNING

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Individuals may be able to obtain Recognition of Prior Learning (RPL) for a Kaplan Professional award subject 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 subject 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](http://www.kaplanprofessional.edu.au/faqs/kaplans-exemptions-service)>.



## FEES

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

## STUDENT POLICIES

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Students who enrol in a Kaplan subject 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: <[www.kaplanprofessional.edu.au/vocational-education-student-policies-and-forms](http://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.