



Tier 2 Generic Knowledge (911) Learning Outcomes

Upon the successful completion of this module, you should be able to:

- Describe your role and responsibilities as a Tier 2 adviser
- List the major types of service providers operating within the Australian financial system and explain their roles
- Distinguish between retail financial services and wholesale financial services
- Outline the role of the Reserve Bank in setting interest rates
- Outline the purpose of monetary policy and its implications for the banking industry
- Outline the role of the government's fiscal policy
- Describe how the finance system is regulated
- Recall the key regulatory Acts and Codes that impact on the finance industry

Tier 2 Cash and Deposit Taking (912) Learning Outcomes

On successful completion of this module, you should be able to:

- Describe the various types of accounts available to retail and business banking clients
- Explain the difference between simple interest and compound interest, and calculate simple interest
- Identify the features of a range of cash and deposit-taking products
- Describe the various non-cash payment products available to banking clients

Tier 2 General Insurance (913) Learning Outcomes

Upon the successful completion of this module, you should be able to:

- List and explain the different types of general insurance product types available to individuals
- Identify and explain the risks relating to various types of insurance products, as required for your job role

Tier 2 Adviser Skills (929) Learning Outcomes

On successful completion of this module, you should be able to:

- Identify client needs
- Demonstrate appropriate communication skills to advise a client
- Describe the steps in the advising process
- Handle client complaints