The Certificate IV in Life Insurance (FNS41512) is for those who already work or want to work in the life insurance industry.

The Sales stream has been developed as an introduction to sales and service roles. It includes an introduction to legislation, life insurance products and services, risk, claims and the skills to work well with clients. For more information please visit our website.

www.kaplanprofessional.edu.au
The Sales stream focuses on sales skills including the processing of life insurance applications, business to business sales, retail sales, cross-selling and the implementation of a sales plan. Following this course, students who want to progress to giving financial advice to retail clients will need to enrol in Tier 1 Life Insurance.

**LEARNING OUTCOMES**

- Apply legislation, regulation and workplace procedures to a life insurance job role
- Identify life insurance products and services and who they are suitable for
- Understand the concepts of life risk, underwriting and claims
- Understand how selling varies with the application, policy and type of client
- Understand the range of selling models, cross-selling and why selling to retail clients is regulated by financial advice legislation
- Respond to client enquiries with client relationship management skills
- Present a positive perception and adapt to a diversity of clients
- Understand continuous improvement, dispute resolution and complaint management

**TOPICS COVERED**

- Topic 1: Life insurance and the financial services industry
- Topic 2: Life insurance products and services
- Topic 3: Work well with clients
- Topic 4: Life insurance risk
- Topic 5: Life insurance sales
- Topic 6: Life insurance claims

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“I gained knowledge and experience, a broader understanding of my industry, and the qualifications I needed to move into the role I wanted. At the moment, it is also providing me with tools to become even more effective in my current role, while building me up for future roles.”

Daniel Bofinger

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Enrolment Date
Start anytime.

Entry Requirements
There are no entry requirements for this course.

Exemptions
Exemptions may be granted on the basis of previous study and/or experience.

Duration
12 weeks. Students are given a maximum time of 12 months to complete the qualification from their initial enrolment date.

Delivery
Online: self-study access to a virtual classroom

Assessment
One (1) exam and one (1) assignment.

Fees
For an updated schedule of fees please visit our website.