FNS41515
Certificate IV in Life Insurance
(Claims stream)
Course outline

Course overview — Claims stream

The Certificate IV in Life Insurance is for people who already work or want to work in the life insurance industry.

The Claims stream has been developed for claims assessor and case manager job roles. This stream includes an introduction to legislation, life insurance products and services, risk, underwriting and the skills to work well with clients. The Claims stream focuses upon the assessment of life insurance claims, the use of specialist terminology and the use of medical terminology in claims.

Learning outcomes — Claims stream

Upon successful completion of this subject, students should be able to:
1. apply legislation, regulation and procedures to a life claims job role
2. identify life insurance products and services and who they are suitable for
3. understand the concepts of life risk and underwriting
4. understand the processes of receiving, assessing and deciding the outcome of life insurance claims
5. seek assistance with complex specialist and medical terminology where needed
6. explain life claims in words that retail clients can understand
7. respond to client enquiries with client relationship management skills
8. present a positive perception and adapt to a diversity of clients
9. use client feedback to participate in continuous improvement processes
10. understand the dispute resolution process and complaint management skills

Topics — Claims stream

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 underwriting
Topic 6: Life insurance claims
Units of competency for the Claims stream

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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<tbody>
<tr>
<td>FNSINC301</td>
<td>Work effectively in the financial services industry</td>
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<tr>
<td>FNSILF403</td>
<td>Develop and maintain in-depth knowledge of products and services used by the life insurance sector</td>
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<tr>
<td>FNSILF401</td>
<td>Contribute to the life risk underwriting process</td>
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<tr>
<td>FNSISV402</td>
<td>Contribute to the life risk underwriting process</td>
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<tr>
<td>FNSILF405</td>
<td>Evaluate life insurance claims</td>
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<td>FNSILF406</td>
<td>Collect and manage information to facilitate claims assessment</td>
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<td>FNSILF407</td>
<td>Settle life insurance claims</td>
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<td>FNSISV406</td>
<td>Use specialist terminology in insurance claims</td>
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<tr>
<td>FNSISV407</td>
<td>Use medical terminology in an insurance context</td>
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<tr>
<td>FNSCUS301</td>
<td>Respond to customer enquiries</td>
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<tr>
<td>FNSCUS403</td>
<td>Deliver a professional service to customers</td>
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Subject duration and work load

Students have twelve (12) weeks per subject to complete the assessment requirements for each of the six (6) topics in this course.

Each subject will take between 60 and 120 hours to complete, depending on your experience in the life insurance industry.

Students should expect to spend up to 10 hours a week reading their subject notes, completing the learning activities, doing the assignments and preparing for the exams.

An additional four weeks (4) is available if students are required to resubmit an assignment or resit an examination.

Students who enrol into the Certificate IV in Life Insurance are given a maximum time of 12 months to complete the qualification from their initial enrolment date.

Subject entry requirements

There are no entry requirements for this subject.

Delivery mode

This subject is delivered online.

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. Students are also provided with hard copy subject notes for their reference.

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

The assessment tasks for this course are:

**Examination:** Supervised, open book online multiple choice examination

**Assignment:** The assignment includes short answer questions, case studies and self validation reports to demonstrate the skills and knowledge for life claims job roles.

Students may attempt the exams and/or submit their assignments at any time before the conclusion of their 12 week study period per subject, if they think they are adequately prepared. Students will receive personal reminder emails as they approach their assessment deadlines. The first sit of an exam and the first submission of an assignment must be completed 12 weeks after starting a subject.

CPD points

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

Fees

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

Exemptions

Students may be able to obtain an exemption for a Kaplan award subject based on their previous study and/or work experience. To do this they 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.

Kaplan’s exemption policy and the request pro forma are available at: [www.kaplanprofessional.edu.au](http://www.kaplanprofessional.edu.au).

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: [www.kaplanprofessional.edu.au](http://www.kaplanprofessional.edu.au).

The policies also assist students when their study program does not go as planned and they need extra support.