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

Course overview

The Certificate IV in Life Insurance is for people 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. This stream includes an introduction to legislation, life insurance products and services, risk, claims and the skills to work well with clients. This 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 – Sales stream

Upon successful completion of this subject, students should be able to:

• 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 – Sales 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 sales
Topic 6: Life insurance claims
Units of competency for the Sales stream

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Description</th>
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</thead>
<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>FNSILF302</td>
<td>Process a life insurance application</td>
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<tr>
<td>FNSILF303</td>
<td>Issue a life insurance policy</td>
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<tr>
<td>FNSSAM301</td>
<td>Identify opportunities for cross-selling products and services</td>
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<tr>
<td>FNSSAM401</td>
<td>Sell financial products and services</td>
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<tr>
<td>FNSSAM402</td>
<td>Implement a sales plan</td>
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<tr>
<td>FNSILF405</td>
<td>Evaluate life insurance claims</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>
</tr>
<tr>
<td>FNSCUS402</td>
<td>Resolve disputes</td>
</tr>
<tr>
<td>BSBCMM301</td>
<td>Process customer complaints</td>
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Subject duration and work load

Students have twelve (12) weeks to complete the assessment requirements for 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.

Course entry requirements

There are no entry requirements for this course.
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 journals to demonstrate the skills and knowledge for life insurance 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>.

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: http://www.kaplanprofessional.edu.au/Study_Information/Policies

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