The Certificate IV in General Insurance (FNS41415) is for those who already work or want to work in the general insurance industry.

The Generalist stream has been developed for customer service, claims, administrative and underwriting roles. It focuses on legislation, general insurance products and services, risk, underwriting, claims, sales and the skills to work well with clients. For more information please visit our website.

www.kaplanprofessional.edu.au
LEARNING OUTCOMES

› Apply legislation, regulation and procedures to general insurance job roles
› Identify general insurance products and services and who they are suitable for
› Understand the concepts of general risk and underwriting
› Identify the implications of underwriting for an insurance policy
› Understand the processes of receiving, assessing and deciding the outcome of general insurance claims
› Seek assistance with complex specialist terminology
› Respond to client enquiries with client relationship management skills
› Use client feedback to participate in continuous improvement processes
› Understand the dispute resolution process and manage complaints

“Whether you’re starting from scratch or needing to improve your knowledge, the flexibility of being able to study whilst still meeting your family and other commitments makes it a no-brainer. In my opinion, Kaplan is perfect for busy people who want to learn.”
David Cooper

TOPICS COVERED

Topic 1: General insurance and the financial services industry
Topic 2: General insurance products and services
Topic 3: General insurance risk
Topic 4: Work well with clients
Topic 5: General insurance underwriting
Topic 6: General insurance sales and distribution
Topic 7: General insurance claims

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.
Our reputation is built on the quality of our programs, the flexibility of delivery options and our rigour of approach to assessment and industry education standards.

Kaplan Professional offers vocational and postgraduate education, providing pathways from certificate level all the way to masters degrees.

At Kaplan we believe in a global vision by supporting and building an environment of success through our core values of: integrity, knowledge, support, opportunity and results.

We focus on creating long-term training and education partnerships with individuals and organisations. Our learning solutions range from ASIC compliance programs to professional qualifications and CPD.

AT KAPLAN WE SPECIALISE IN:
› Financial Planning
› Applied Finance
› Real Estate
› SMSF
› Advanced SMSF
› Insurance
› TASA
› Credit Management
› Finance & Mortgage Broking
› Leadership & Management
› WorkReady
› Continuous Professional Development

Our History

1966 Founded the Securities Institute of Australia (SIA).
1990 Introduced the Graduate Diploma of Applied Finance and Investment targeting industry participants.
2005 Securities Institute of Australia merges with the Australian Institute of Banking and Finance to become the Financial Services Institute of Australasia (FINSIA).
2006 Kaplan enters the Australian market and acquires highly successful and established vocational education business, Tribeca.
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Kaplan Professional is one of the leading providers of professional education and training in Australia, servicing over 50,000 advisers, responsible managers, lenders and customer service staff annually.