FNS41415
Certificate IV in General Insurance (Claims stream)
Course overview – Claims stream

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

The Claims stream has been developed for claims assessor and case manager job roles. This stream focuses on legislation, general insurance products and services, risk, claims processing and the skills to work well with clients.

The Claims stream includes Tier 2 General Insurance for personal advice, which is completed before this subject. This meets the education requirements of ASIC Regulatory Guide 146 (RG 146).

Learning outcomes – Claims stream

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

- apply legislation, regulation and procedures to general insurance claims roles or roles selling Tier 2 general insurance products
- identify general insurance products and services and who they are suitable for
- understand the concepts of general risk and underwriting
- understand the processes of receiving, assessing and deciding the outcome of general insurance claims
- seek assistance with complex specialist terminology
- explain general insurance claims in words that retail clients can understand
- 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

Topics – Claims stream

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 claims
**Units of competency for the Claims stream**

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<tr>
<th>Code</th>
<th>Description</th>
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<tr>
<td>FNSINC401</td>
<td>Apply principles of professional practice to work in the financial services industry</td>
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<tr>
<td>FNSINC402</td>
<td>Develop and maintain in-depth knowledge of products and services used by an organisation</td>
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<tr>
<td>BSBWHS201</td>
<td>Participate in WHS processes</td>
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<tr>
<td>BSBLED402</td>
<td>Lead effective workplace relationships</td>
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<tr>
<td>FNSISV401</td>
<td>Evaluate risk for new business</td>
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<tr>
<td>FNSISV405</td>
<td>Analyse insurance claims</td>
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<tr>
<td>FNSISV406</td>
<td>Use specialist terminology in insurance claims</td>
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<tr>
<td>BSBCUS301</td>
<td>Deliver and monitor a service to customers</td>
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<tr>
<td>BSBCUS403</td>
<td>Implement customer service standards</td>
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<tr>
<td>BSBCUS402</td>
<td>Resolve disputes</td>
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Please note that the list of competencies above assumes the prior completion of Tier 2 in General Insurance for personal advice.

**Course pre-requisites**

Tier 2 in General Insurance for personal advice needs to be completed before this course.

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<tr>
<td>FNSASIC301</td>
<td>Establish client relationship and analyse needs</td>
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<tr>
<td>FNSASIC302</td>
<td>Develop, present and negotiate client solutions</td>
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Students who have completed Tier 2 General Insurance with Kaplan will also have:

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<tr>
<td>FNSASIC304</td>
<td>Provide Tier 2 general advice in general insurance</td>
</tr>
<tr>
<td>FNSASIC305</td>
<td>Provide Tier 2 personal advice in general insurance</td>
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**Subject duration and work load**

Students have twelve (12) weeks per subject to complete the assessment requirements for the five (5) topics in this course.

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

Students should expect to spend up to 10 hours a week reading their topics, 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 General Insurance are given a maximum time of 12 months to complete the qualification from their initial enrolment date. This includes the Tier 2 General Insurance as part of this qualification.
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 examinations

**Assignment:** The assignments include short answer questions, case studies and validation statements to demonstrate the skills and knowledge for claims job roles.

Students may attempt the exam and/or submit their assignment 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).

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](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.