The Certificate IV in General Insurance (FNS41415) is for those 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. It focuses on legislation, general insurance products and services, risk, claims processing and the skills to work well with clients. For more information please visit our website.

www.kaplanprofessional.edu.au
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**

- 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 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 claims

"Kaplan is one of the most respected providers in the financial services industry. My study allowed me to gain greater experience and knowledge within the industry, which resulted in me securing a role with a major financial institution. I strongly believe my qualifications stood me out from the rest of the pack."

Andrew Hadjidemetri

**Enrolment Date**

Start anytime.

**Entry Requirements**

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

| FNSASIC301 | Establish client relationship and analyse needs |
| FNSASIC302 | Develop, present and negotiate client solutions |

Students who have completed Tier 2 General Insurance with Kaplan will also have:

| FNSASIC304 | Provide Tier 2 general advice in general insurance |
| FNSASIC305 | Provide Tier 2 personal advice in general insurance |

**Duration**

12 weeks. Students 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**

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.

**OUR HISTORY**

- **1966** Founded the Securities Institute of Australia (SIA).
- **1990** Introduced the Graduate Diploma of Applied Finance and Investment targeting industry participants.
- **1999** Introduced Master of Applied Finance, a revolutionary degree and the first industry specific provider in Australia.
- **2005** Securities Institute of Australia merges with the Australian Institute of Banking and Finance to become the Financial Services Institute of Australasia (FINSIA).
- **2005** Kaplan enters the Australian market and acquires highly successful and established vocational education business, Tribeca.
- **2006** Kaplan acquires the education division of FINSIA.
- **2007** Kaplan merges with the Australian Institute of Banking and Finance to become the Financial Services Institute of Australasia (FINSIA).
- **2007** Kaplan acquires the education division of FINSIA.
- **Present** Today we build on the tradition of quality education designed specifically for the industry and harness the global reach of Kaplan.

**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
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.