Learn, to lead.
Certificate IV in General Insurance
Sales stream

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

The Sales stream has been developed for general insurance sales roles. It includes an introduction to legislation, general insurance products and services, risk and the skills to work well with clients. For more information please visit our website.

www.kaplanprofessional.edu.au

THE KAPLAN ADVANTAGE
Written for the industry by the industry

BALANCE
Fit your study around work and life commitments

THE COMPETITIVE EDGE
Learn specialist knowledge and effective communication skills to effectively identify clients’ needs and expectations as part of the advising process

WHY STUDY WHAT YOU ALREADY KNOW?
Your current skills and experiences matched against qualification competencies

FLEXIBILITY AT YOUR FINGERTIPS
Study online; anywhere, anytime

THE KAPLAN PROFESSIONAL
The Sales stream includes Tier 2 General Insurance for personal advice and Tier 1 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 sales roles
› Identify general insurance products and services and who they are suitable for
› Understand the concepts of general insurance risk and underwriting
› Respond to client enquiries with client relationship management skills
› Present a positive perception and adapt to a diversity of clients
› 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

"My study with Kaplan allowed me to move up the ladder in my workplace and secure the role I always wanted. I found the online experience fantastic as it allowed me to study at my own pace."

Chris Jehu

ENROLMENT DATE
Start anytime.

ENTRY REQUIREMENTS
Tier 2 in General Insurance and Tier 1 General Insurance both need to be completed before this subject. Credit transfer for these competencies is in the Sales stream.

<table>
<thead>
<tr>
<th>Competency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FNSASIC301</td>
<td>Establish client relationship and analyse needs</td>
</tr>
<tr>
<td>FNSASIC302</td>
<td>Develop, present and negotiate client solutions</td>
</tr>
<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>
</tr>
<tr>
<td>FNSFMK505</td>
<td>Comply with financial services legislation and industry codes of practice</td>
</tr>
<tr>
<td>FNSIAD501</td>
<td>Provide appropriate services, advice and products to clients</td>
</tr>
</tbody>
</table>

TIER 1 GENERAL INSURANCE COMPETENCIES:

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 1 General Insurance and 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.

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.

1999 Introduced Master of Applied Finance, a revolutionary degree and the first industry specific provider in Australia.

20006 Kaplan enters the Australian market and acquires highly successful and established vocational education business, Tribeca.

2005 Securities Institute of Australia 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.
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.