Program outline

Tier 2 Compliance Solution — RG146 Accreditation Program

Program overview

The Tier 2 Compliance Solution — RG146 Accreditation Program is specifically designed for corporate organisations that require employees to hold accreditation in General and/or Personal Advice in basic deposit and non-cash payment products and/or General Insurance.

In the elearning environment, students take on the role of a customer liaison officer at a fictional general insurance and banking business. Students are presented with realistic tasks to develop their skills and knowledge of workplace practice and to prepare them for the exam at the end of each module.

Learning outcomes

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

• Gain an understanding of the finance industry in Australia
• Understand the features of Tier 2 financial products, and the difference between general advice and personal advice
• Understand the role and responsibilities of a Tier 2 adviser
• Demonstrate their understanding of appropriate communication skills to build relationships with clients.

Who should enrol

• Employees in organisations who require accreditation in General and/or Personal Advice in basic deposit and non-cash payment products and/or General Insurance
• Employees in organisations ranging from tellers and call centre staff to senior managers in small to large urban and regional financial institutions.

Subject duration and work load

• Students have a total of 12 weeks to complete the assessment requirements for each subject. All subjects are activated on the same day.
• As a guide, all subjects may take up to five (5) hours to complete, depending on your experience in the financial services industry.
## Subject topics and units of competency

There are five (5) subjects available, depending on what level of advice is required, and in what areas (General Insurance & Deposit Products):

<table>
<thead>
<tr>
<th>Knowledge Area</th>
<th>Subject</th>
<th>Module</th>
<th>Module Name</th>
<th>No. of questions</th>
<th>Expected Duration (mins)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generic Knowledge</td>
<td>Generic Knowledge</td>
<td>1.1</td>
<td>The Financial System</td>
<td>8</td>
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<td></td>
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<td>1.2</td>
<td>The Concept of Advice</td>
<td>4</td>
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<td>1.3</td>
<td>Economic Factors</td>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td>General Insurance</td>
<td>General Advice</td>
<td>2.1</td>
<td>Insurance Overview</td>
<td>6</td>
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<tr>
<td></td>
<td>General Insurance</td>
<td>2.2</td>
<td>Domestic Insurance Products</td>
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<td></td>
<td></td>
<td>2.3</td>
<td>Commercial Insurance Products</td>
<td>3</td>
<td>15</td>
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<td></td>
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<td>2.4</td>
<td>Responsibilities and Resolving Disputes</td>
<td>2</td>
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<tr>
<td>Personal Advice</td>
<td>General Insurance</td>
<td>2.5</td>
<td>Introduction to the General Insurance Advice Process</td>
<td>6</td>
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<td>Deposit Products</td>
<td>2.6</td>
<td>The General Insurance Advice Process</td>
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<tr>
<td>Deposit Products</td>
<td>General Advice</td>
<td>3.1</td>
<td>Banking Basics</td>
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<tr>
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<td>Deposit Products</td>
<td>3.2</td>
<td>Types of Deposit Products</td>
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<td>3.3</td>
<td>Non-Cash Facilities</td>
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<td>15</td>
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<td></td>
<td></td>
<td>3.4</td>
<td>Managing Customer Complaints and Disputes</td>
<td>3</td>
<td>13</td>
</tr>
<tr>
<td>Personal Advice</td>
<td>Deposit Products</td>
<td>3.5</td>
<td>Introduction to the Deposit Products Advice Process</td>
<td>6</td>
<td>20</td>
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<td></td>
<td></td>
<td>3.6</td>
<td>The Deposit Products Advice Process</td>
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<td>20</td>
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</tbody>
</table>
**Generic Knowledge subject is mandatory**

To provide **General Advice in General Insurance**: Students must successfully complete Generic Knowledge & General Advice General Insurance subjects.

Unit of competency issued:
- FNSASIC304 Provide Tier 2 general advice in general insurance

To provide **Personal Advice in General Insurance**: Students must successfully complete Generic Knowledge, General Advice General Insurance, Personal Advice General Insurance subjects.

Units of competency issued:
- FNSASIC301 Establish client relationship and analyse needs
- FNSASIC302 Develop, present and negotiate client solutions
- FNSASIC304 Provide Tier 2 general advice in general insurance
- FNSASIC305 Provide Tier 2 personal advice in general insurance

To provide **General Advice in Deposit Products**: Students must successfully complete Generic Knowledge and General Advice Deposit Products subjects.

Unit of competency issued:
- FNSIAD301 Provide general advice on financial products and services

To provide **Personal Advice in Deposit Products**: Students must successfully complete Generic Knowledge and General Advice Deposit Products and Personal Advice Deposit Products subjects.

Units of competency issued:
- FNSASIC301 Establish client relationship and analyse needs
- FNSASIC302 Develop, present and negotiate client solutions
- FNSIAD301 Provide general advice on financial products and services

**Subject pre-requisites**

There are no pre-requisites for these subjects.

**Delivery mode**

This program is delivered online.

Kaplan’s online learning portal KapLearn enables us to provide you with innovative, interactive learning resources and support. You can access KapLearn from anywhere at any time using a computer or mobile device that has internet access.
**Assessment tasks**

Each module has **one (1)** short exam:

**Type of exam:** open book, multiple choice exam. Exam questions are randomised per person per sitting.

**Score required to pass this module:** 100%

**Time limit:** Unlimited

**Number of exam attempts allowed:** Unlimited attempts

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**Exemptions**

There are no exemptions for this program.

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**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>

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