Tier 1 General Insurance — General Advice
Subject outline

Tier 1 General Insurance — General Advice

Subject overview

Tier 1 General Insurance — General Advice (personal sickness and accident insurance) is an online course to meet the needs of clients that require their employees to meet Regulatory Guide 146 (RG 146) requirements as Tier 1 general insurance advisers. This subject meets the requirements of RG 146 for generic knowledge, core insurance knowledge, specific insurance knowledge and providing Tier 1 general advice.

Learning outcomes

Upon successful completion of this subject, students should be able to:
- gain an understanding of the financial services industry and the role and responsibilities of a Tier 1 adviser
- understand the features and risks of personal sickness and accident insurance
- determine when a client needs general advice or personal advice
- apply appropriate communication skills to build relationship with clients.

Subject topics

Topic 1: Tier 1 general advice — the financial services industry
Topic 2: Tier 1 general advice — general insurance products
Topic 3: Tier 1 general advice — work well with clients
Topic 4: Tier 1 general advice — managing disputes

Units of competency

<table>
<thead>
<tr>
<th>Units of competency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FNSFMK505</td>
<td>Comply with financial services legislation and industry codes of practice</td>
</tr>
<tr>
<td>FNSASICOS03</td>
<td>Provide Tier 1 general advice in general insurance</td>
</tr>
</tbody>
</table>
Subject duration and work load

Students have a total of 12 weeks to complete the assessment requirements for Tier 1 General Insurance — General Advice.

This subject will take between 60 and 120 hours to complete, depending on your experience in the financial services industry.

Students should expect to spend up to 10 hours a week reading their subject notes, completing the learning activities, doing the assignment and preparing for the exam.

An additional four weeks is available if students are required to resubmit an assignment or resit an examination.

Entry requirements

The entry requirement is Tier 2 General Insurance — General Advice.

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 task for this course is:

**Examination:** Supervised, open book online multiple choice examination.

Students may attempt the exam at any time before the conclusion of their 12 week study period if they think they are adequately prepared. Students will receive personal reminder emails as they approach their assessment deadline. The first sit of an exam must be completed before the end of the 12 week enrolment period.

**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: [http://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.