



FNS41515
Certificate IV in Life Insurance
(Underwriting stream)

Course outline

Course overview

The Certificate IV in Life Insurance is for people who already work or want to work in the life insurance industry. The Underwriting stream has been developed for underwriting job roles. This stream includes an introduction to legislation, life insurance products and services, claims and the skills to work well with clients. The Underwriting stream focuses on risk, underwriting complex medical risk, underwriting complex non-medical risks and the use of specialist terminology.

Learning outcomes

On successful completion of the **Underwriting stream subject**, students should be able to:

- Apply legislation, regulation and procedures to a life underwriting job role.
- Identify life insurance products and services and who they are suitable for.
- Understand the concepts of life 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 complaint management skills.
- Explain the process of underwriting complex medical risks.
- Understand the process of underwriting complex non-medical risks.
- Describe the concepts of claims assessment and its relationship to underwriting.
- Seek assistance with complex specialist and medical terminology as needed.

Topics

Topic 1: Life insurance and the financial services industry

Topic 2: Life insurance products and services

Topic 3: Work well with clients

Topic 4: Life insurance risk

Topic 5: Life insurance underwriting

Topic 6: Life insurance advanced underwriting

Topic 7: Life insurance claims

Units of competency

Subject	Code	Title	Core or Elective	Topic	Type of Assessment
Certificate IV in Life Insurance — Underwriting stream	FNSINC301	Work effectively in the financial services industry	Core	Topic 1	Exam, Assignment
	FNSILF403	Develop and maintain in-depth knowledge of products and services used by the life insurance sector	Core	Topic 2	Assignment
	FNSCUS301	Respond to customer enquiries	Elective	Topic 3	Assignment
	FNSCUS403	Deliver a professional service to customers	Elective	Topic 3	Assignment
	FNSCUS402	Resolve disputes	Elective	Topic 3	Exam
	BSBCMM301	Process customer complaints	Elective	Topic 3	Exam
	FNSILF401	Contribute to the life risk underwriting process	Elective	Topic 4	Exam, Assignment
	FNSISV402	Underwrite new business	Elective	Topic 5	Assignment
	FNSILF502	Underwrite complex medical risks	Elective	Topic 6	Assignment
	FNSILF503	Underwrite complex non-medical risks	Elective	Topic 6	Assignment
	FNSILF405	Receive and evaluate life insurance claims	Elective	Topic 7	Assignment
	FNSISV406	Use specialist terminology in insurance claims	Elective	Topic 7	Assignment
	FNSISV407	Use medical terminology in an insurance context	Elective	Topic 7	Assignment

The above 13 units of competency are awarded for the successful completion of the Certificate IV qualification; 2 core and 11 electives.

The assessment is listed by unit of competency above. The assessments within subjects are combined covering multiple units of competency. Refer to 'Assessment tasks' for further information.

Course entry requirements

There are no entry requirements.

Exemptions may be granted on the basis of previous study and/or experience.

Course duration

Individuals who enrol into the FNS41515 Certificate IV in Life Insurance will have a total of 26 weeks to complete the qualification from their initial enrolment date.

Subject	Duration
Underwriting stream — Certificate IV in Life Insurance FNS41515	26 weeks

The course has hardcopy notes and is delivered online. An additional four (4) weeks for the course is available if required to resubmit an assignment or resit an exam.

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 listed below. Units of competency are co-assessed by topic within the course as follows. The units of competency are co-assessed as listed earlier in ‘Units of competency’.

Subject	Topic	Assessment	Assessment Detail
Underwriting stream — Certificate IV In Life Insurance	Topics 1, 2, 3, 4	1 Exam	Supervised, open book multiple choice examination.
	Topics 1, 2, 3, 4, 5, 6, 7	1 Assignment	Completion of short answer questions, case studies and validation reports to demonstrate the skills and knowledge for underwriting job roles

Students may attempt the exam and/or submit their assignment at any time if they believe they are adequately prepared. Students will receive personal reminder emails as they approach their assessment deadlines.

Exemptions

Students may be able to obtain an exemption for a Kaplan award subject based on their previous study and/or work experience. To do this they must submit evidence that demonstrates they have already met the requirements of the subject through these other means.

Evidence can take many forms, such as information about approved study, information about work experience, certificates, transcripts or other credentials.

Kaplan’s exemption policy and the request pro forma are available at: www.kaplanprofessional.edu.au.

CPD points

If students wish to apply for CPD points with an industry body, the student will need to supply the industry body with a copy of their Certificate IV transcript listing the units of competency completed.

Fees

An updated schedule of fees is available at the Kaplan Professional website:

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