



Tier 1 General Insurance — Personal Advice

Subject outline

Subject overview

Tier 1 General Insurance — Personal 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 providing Tier 1 personal advice.

Students have 12 weeks to complete this subject.

Learning outcomes

On successful completion of Tier 1 General Insurance: Personal Advice, 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
- understand the skills required for Tier 1 personal advice for personal sickness and accident insurance.

Subject topics

Topic 1: Tier 1 personal advice — the financial services industry

Topic 2: Tier 1 personal advice — general insurance products

Topic 3: Tier 1 personal advice — work well with clients

Topic 4: Tier 1 personal advice — managing disputes

Topic 5: Tier 1 personal advice – adviser skills

Units of competency

Subject	Code	Title	Core or Elective	Topic	Type of Assessment
Tier 1 General Insurance: Personal Advice	FNSFMK505	Comply with financial services legislation and industry codes of practice	Elective licensing requirement	Topics 1, 2, 3, 4, 5	Exam
	FNSASICN503	Provide Tier 1 personal advice in general insurance	Elective licensing requirement	Topics 1, 2, 3, 4, 5	Assignment
	FNSIAD501	Provide appropriate services, advice and products to client	Elective licensing requirement	Topics 1, 2, 3, 4, 5	Assignment

The above 3 units of competency are awarded for the successful completion of the Tier 1 General Insurance: Personal Advice requirements. These units of competency form part of the FNS51115 Diploma of General Insurance.

Note: The assessment is listed by unit of competency above. The assessments within the subject are combined covering multiple units of competency. Refer to ‘Assessment tasks’ for further information.

Generic knowledge, core insurance knowledge and specialist insurance knowledge are included in this subject.

Subject entry requirements

There are no entry requirements.

However, it is recommended individuals complete Tier 2 General Insurance General Advice for underpinning knowledge.

It is also recommended that individuals are working in the insurance industry.

Subject duration

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

The subject has hardcopy notes and is delivered online.

An additional four (4) weeks is available if students are required to resubmit an assignment or resit an examination.

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

Subject	Topic	Assessment	Assessment Detail
Tier 1 General Insurance:	Topics 1, 2, 3, 4, 5	1 Exam	Supervised, open book multiple choice examination.

Personal Advice	Topics 1, 2, 3, 4, 5	1 Assignment	Completion of short answer questions and case studies to demonstrate the skills and knowledge required
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Students may 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.

Students who complete the subject will receive a statement of attainment.

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 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>>.

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.