



Subject outline  
**Tier 1 Insurance Broking:  
Generic knowledge**

# Subject outline

## Tier 1 Insurance Broking: Generic knowledge

### Subject overview

---

Tier 1 Insurance Broking is an online course to meet the needs of clients that require their employees to meet Regulatory Guide 146 (RG 146) requirements as insurance brokers.

This subject is 'Tier 1 Insurance Broking: Generic knowledge' and is the first of two subjects in this course. This subject meets the requirements of RG 146 for generic knowledge and core insurance knowledge.

### Learning outcomes

---

On 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 insurance broker
- understand the role of a general insurance broker in the insurance industry
- describe basic risk assessment for broking clients
- understand the features, classes and risks of insurance products
- explain general advice and personal advice
- outline appropriate communication skills to manage complaints and disputes.

### Subject topics

---

Topic 1: General insurance broking – The financial services industry

Topic 2: General insurance broking – Risk assessment

Topic 3: General insurance broking – General insurance products

Topic 4: General insurance broking – Managing disputes

## Units of competency

---

There are no units of competency in this subject.

## Subject duration and work load

---

Students have a total of 12 weeks to complete the assessment requirements for 'Tier 1 Insurance Broking: Generic knowledge'.

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 20 hours a week reading their subject notes, completing the learning activities and preparing for the exam.

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

## Entry requirements

---

Individuals must have either Tier 2 General Insurance Personal Advice or Tier 2 Insurance Broking Personal Advice. It is recommended that individuals are working in the insurance industry because they need access to brokerage processes, insurance plans for a range of broking clients, retail insurance products and compliance.

After this subject, students need to complete the subject 'Tier 1 Insurance Broking: Personal advice' to complete the RG146 educational requirements for Tier 1 Insurance Broking.

## 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 deadlines. The first sit of an exam must be completed before the end of the 12 week enrolment period.

## Fees

---

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