



FNS41515
Certificate IV in Life Insurance
(Claims stream)

Course outline

Course overview

The FNS41515 Certificate IV in Life Insurance is for people who already work or want to work in the life insurance industry. The Claims stream has been developed for claims assessor and case manager job roles. This stream includes an introduction to legislation, life insurance products and services, claims, risk, underwriting and the skills to work well with clients.

Learning outcomes

On successful completion of FNS41515 Certificate IV in Life Insurance (Claims stream) course, students should be able to:

- Apply legislation, regulation and procedures to a life claims 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 processes of receiving, assessing and deciding the outcome of life insurance claims.
- Seek assistance with complex specialist and medical terminology where needed.
- Explain life claims in words that retail clients can understand.

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 claims

Units of competency

Code	Title	Core or Elective	Topic	Exam	Written and oral assignment
FNSINC301	Work effectively in the financial services industry	Core	Topic 1	Yes	Yes
FNSILF403	Develop and maintain in-depth knowledge of products and services used by the life insurance sector	Core	Topic 2	No	Yes
FNSCUS301	Respond to customer enquiries	Elective	Topic 3	No	Yes
FNSCUS403	Deliver a professional service to customers	Elective	Topic 3	No	Yes
FNSCUS402	Resolve disputes	Elective	Topic 3	Yes	Yes
BSBCMM301	Process customer complaints	Elective	Topic 3	Yes	Yes
FNSILF401	Contribute to the life risk underwriting process	Elective	Topic 4	No	Yes
FNSISV402	Underwrite new business	Elective	Topic 5	No	Yes
FNSILF405	Evaluate life insurance claims	Elective	Topic 6	No	Yes
FNSILF406	Collect and manage information to facilitate claims	Elective	Topic 6	No	Yes
FNSILF407	Settle life insurance claims	Elective	Topic 6	No	Yes
FNSISV406	Use specialist terminology in insurance claims	Elective	Topic 6	No	Yes
FNSISV407	Use medical terminology in an insurance context	Elective	Topic 6	No	Yes

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

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.

Course entry requirements

There are no entry requirements.

Course duration

Students have a total of:

- 26 weeks to complete the learning and assessment requirements for the FNS41515 Certificate IV in Life Insurance (Claims stream) from their initial activation date.
- An additional four (4) weeks resubmission time per subject, which will be granted if all assessment tasks have been attempted and the student has been deemed not yet competent in one or more tasks. This time can be used to resubmit the *written and oral assignment* or resit an *exam*. There is no fee for this extension.

Therefore, if a student completes the learning and assessment, and the resubmission time in every subject is granted, the duration will be 30 weeks.

The **amount of training** for this course is 15 hours per week. The amount of training is the hours a student can expect to spend to complete their course work and assessments.

In addition to the amount of training, students who are new to industry or vocational training could need up to 5 hours per week known as **unsupervised hours**. These additional hours are for study skills or further research. For example, a student not working in industry would need more time to review industry websites that are usually introduced in workplace compliance training. **Students working in industry may be able to complete the course requirements in a shorter timeframe or less hours per week.**

If a student applies for extensions beyond the 30-week completion timeframe or is granted special consideration, the maximum period of time to complete this qualification is two years from the qualification activation date. If enrolling in single subjects with the intention of completing a qualification, the two year timeframe is calculated from the initial activation date of the first subject.

Additional study-related fees apply to formal extensions and re-enrolments. Please refer to the Vocational Education Fees schedule found [here](#).

Please also refer to our Vocational Education and Training (VET) Enrolment Terms and Conditions [here](#) or our Student Handbook [here](#) for important information on:

- Subject activation and completion timeframes
- Extensions
- Subject re-enrolment

Delivery mode

This subject is delivered online.

Kaplan Professional'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 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'.

Topic	Assessment	Assessment Detail
Topics 1, 3	1 Exam	Supervised, open book multiple choice examination, four (4) attempts.
Topics 1 to 6	1 Written and Oral Assignment	Written and oral assignment – two (2) attempts <ul style="list-style-type: none"> • Written – Comprises answering short answer questions, case studies and oral assessment by audio to demonstrate the skills and knowledge for claims job roles • Oral - Comprises answering oral questions and role plays. The mode of oral assessment is by audio recording.



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

Students must be deemed competent in all assessment items, including demonstrating competency in all of the exam questions, in order to be awarded their qualification.

Students who complete the subject will receive a qualification certificate.

Recognition of Prior Learning

Individuals may be able to obtain Recognition of Prior Learning (RPL) for a Kaplan Professional award subject based on their previous study and/or work experience. To do this, individuals 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.

To find out if you are eligible for RPL, refer to our [Credit Transfer and Recognition of Prior Learning \(RPL\) page](#).

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 Professional subject are bound by our published policies, including the policy that sets out our rules for assessment. Students can review these policies and our terms and conditions before they enrol by going to the Kaplan Professional website:

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