



## Tier 1 General Insurance General Advice

# Subject outline

## Subject overview

Tier 1 General Insurance General Advice (personal sickness and accident insurance) is an online course which meets the educational requirements of Regulatory Guide 146 (RG 146) for Tier 1 general insurance advisers. This subject meets the requirements of RG 146 for providing Tier 1 general advice. Generic knowledge, core insurance knowledge and specialist insurance knowledge are included in this subject.

## Learning outcomes

On successful completion of Tier 1 General Insurance General 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.

## Topics

Topic 1: The financial services industry

Topic 2: General insurance products

Topic 3: Work well with clients

Topic 4: Managing disputes

Topic 5: Tier 1 general advice — adviser skills

## Units of competency

Code	Title	Core or Elective	Topic	Exam	Written and Oral Assignment
FNSASICO503	Provide Tier 1 general advice in general insurance	E	Topic 1, 2, 3, 4 and 5	Yes	Yes

The above unit of competency is awarded for the successful completion of Tier 1 General Insurance General Advice; 1 elective. The unit of competency forms 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.

## Subject entry requirements

There are no entry requirements.

However, it is recommended that individuals complete Tier 2 General Insurance General Advice for the 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 learning and assessment requirements for the subject, Tier 1 General Insurance General Advice, from their initial activation date.
- An additional four (4) weeks resubmission time, 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 a 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 is granted, the duration will be 16 weeks.

The **amount of training** for this subject may be up to 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 subject requirements in a shorter timeframe or less hours per week.**

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, 2, 3, 4 and 5	1 Exam	Supervised, open book multiple choice examination, four (4) sittings.
Topics 1, 2, 3, 4 and 5	1 Oral Assignment	Oral assignment — two (2) attempts: <ul style="list-style-type: none"> <li>oral — oral questions and role play. The mode of oral assessment is by audio recording. Students will need to organise a volunteer to assist in the role play.</li> </ul>

Students may attempt the exam and/or submit their 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 statement of attainment.

## CPD points

If students wish to apply for CPD points so that their Kaplan Professional insurance course counts towards their membership with the relevant industry body, they will need to supply the industry body with a copy of their transcript listing the units of competency.

## 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](http://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](http://www.kaplanprofessional.edu.au). The policies also assist students when their study program does not go as planned and they need extra support.