



Tier 2 Compliance Solution — RG146 Accreditation Program



Program outline

Program overview

The Tier 2 Compliance Solution — RG146 Accreditation Program is specifically designed for corporate organisations that require employees to hold accreditation in General and/or Personal Advice in basic deposit and non-cash payment products and/or General Insurance.

In the eLearning environment, students take on the role of a customer liaison officer at a fictional general insurance and banking business. Students are presented with realistic tasks to develop their skills and knowledge of workplace practice and to prepare them for the exam at the end of each module.

Learning outcomes

On successful completion of the Tier 2 Compliance Solution RG146 Accreditation Program, students should be able to:

- Gain an understanding of the finance industry in Australia
- Understand the features of Tier 2 financial products, and the difference between general advice and personal advice
- Understand the role and responsibilities of a Tier 2 adviser
- Demonstrate their understanding of appropriate communication skills to build relationships with clients.

Topics

There are five (5) groups of modules available, depending on what level of advice is required (General Advice or Personal Advice), and in what knowledge areas (General Insurance or Deposit Products). All students will commence with 'Foundations of the financial services industry' modules, which are only required to be completed once. The Adviser skills module is required to be completed by all students

Knowledge area	Level of advice	Module	Module name	No. of questions	Module sit time
Foundations of the Financial Services Industry	Foundations of the Financial Services Industry	1.1	The financial system	8	30
		1.2	The concept of advice	6	25
		1.3	Economic factors	5	20
General Insurance	General Advice General Insurance	2.1	Insurance overview	9	25
		2.2	Domestic insurance products	10	30
		2.3	Commercial insurance products	6	15
		2.4	Responsibilities and resolving disputes	5	15
	Personal Advice General Insurance	2.5	Introduction to the general insurance advice process	9	30
		2.6	The general insurance advice process	9	15
Deposit Products	General Advice Deposit Products	3.1	Banking basics	10	30
		3.2	Types of deposit products	6	20
		3.3	Non-cash facilities	8	15
		3.4	Managing customer complaints and disputes	4	13
	Personal Advice Deposit Products	3.5	Introduction to the deposit products advice process	7	20
		3.6	The deposit products advice process	9	20
Adviser Skills	Adviser Skills	A Workplace Validation Report (WVR) is to be completed by a Tier 2 accredited line manager or supervisor for each student. The report covers the application of knowledge and skills in the workplace. This is required for both General and Personal Advice. If a student does not have access to complete this in the workplace, roleplays with a Kaplan assessor will be conducted.			

Units of competency

There are seven (7) subjects available, depending on what mix of knowledge areas and levels of advice are required. Each subject contains modules, exams, and one (1) Workplace Validation Report.

To provide **General Advice in General Insurance**: Students must successfully complete Foundations of the Financial Services Industry, General Advice General Insurance, exams and the Workplace Validation Report.

Subject	Code	Title	Module	Type of Assessment
General Advice General Insurance	FNSASIC314	Provide Tier 2 general advice in general insurance	1.1–1.3 2.1–2.4	Exam WVR

To provide **Personal Advice in General Insurance**: Students must successfully complete Foundations of the Financial Services Industry, General Advice General Insurance, Personal Advice General Insurance, exams and the Workplace Validation Report.

Subject	Code	Title	Module	Type of Assessment
Personal Advice General Insurance	FNSASIC315	Provide Tier 2 personal advice in general insurance	1.1–1.3 2.1–2.6	Exam WVR

To provide **General Advice in Deposit Products**: Students must successfully complete Foundations of the Financial Services Industry, General Advice Deposit Products, exams and the Workplace Validation Report.

Subject	Code	Title	Module	Type of Assessment
General Advice Deposit Products	N/A	[No units of competency are issued for this subject]	1.1–1.3 3.1–3.4	Exam WVR

To provide **Personal Advice in Deposit Products**: Students must successfully complete Foundations of the Financial Services Industry, General Advice Deposit Products, Personal Advice Deposit Products, exams and the Workplace Validation Report.

Subject	Code	Title	Module	Type of Assessment
Personal Advice Deposit Products	FNSASIC301	Establish client relationship and analyse needs	1.1–1.3 3.1–3.6	Exam WVR
	FNSASIC302	Develop, present and negotiate client solutions		

To provide **General Advice in Deposit Products and General Insurance**: Students must successfully complete Foundations of the Financial Services Industry, General Advice Deposit Products, General Advice General Insurance, exams and the Workplace Validation Report.

Subject	Code	Title	Module	Type of Assessment
General Advice Deposit Products and General Insurance	FNSASIC314	Provide Tier 2 general advice in general insurance	1.1–1.3	Exam WVR
			2.1–2.4	
			3.1–3.4	

To provide **Personal Advice in Deposit Products and General Insurance**: Students must successfully complete Foundations of the Financial Services Industry, General Advice Deposit Products, Personal Advice Deposit Products, General Advice General Insurance, Personal Advice General Insurance, exams and the Workplace Validation Report.

Subject	Code	Title	Module	Type of Assessment
Personal Advice Deposit Products and General Insurance	FNSASIC301	Establish client relationship and analyse needs	1.1–1.3	Exam WVR
	FNSASIC302	Develop, present and negotiate client solutions	2.1–2.6	
	FNSASIC315	Provide Tier 2 personal advice in general insurance	3.1–3.6	

To provide **Personal Advice in Deposit Products and General Advice in General Insurance**: Students must successfully complete Foundations of the Financial Services Industry, General Advice Deposit Products, Personal Advice Deposit Products, General Advice General Insurance, exams and the Workplace Validation Report.

Subject	Code	Title	Module	Type of Assessment
Personal Advice Deposit Products and General Advice General Insurance	FNSASIC301	Establish client relationship and analyse needs	1.1–1.3	Exam WVR
	FNSASIC302	Develop, present and negotiate client solutions	2.1–2.4	
	FNSASIC314	Provide Tier 2 general advice in general insurance	3.1–3.6	

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 or eligibility requirements for this qualification.

Individuals are required to be aged 18 years or older to enrol in this course.

Subject duration

Students have a total of 90 days to complete the learning and assessment requirements for each subject selected, from their initial enrolment date. The program does not include hard copy notes and is delivered online.

Delivery mode

This program 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 that has internet access.

KapLearn is the access point for supplementary learning material, practice activities and assessments.

Assessment tasks

The assessment tasks for this program are listed below. Units of competency are co-assessed by module within the Level of Advice, as follows. The units of competency are co-assessed, as listed earlier in 'Units of competency'.

Level of Advice	Module	Assessment	Assessment Detail
Foundations of the Financial Services Industry	1.1–1.3	1 Exam	<p>Type of exam: open book, multiple choice exam. Exam questions are randomised per person per sitting.</p> <p>Score required to pass this module: 100%</p> <p>Time limit: Unlimited</p> <p>Number of exam attempts allowed: Three (3) attempts at the exam before the module is reset and has to be redone.</p>
General Advice General Insurance	2.1–2.4	1 Exam	<p>Type of exam: open book, multiple choice exam. Exam questions are randomised per person per sitting.</p> <p>Score required to pass this module: 100%</p> <p>Time limit: Unlimited</p> <p>Number of exam attempts allowed: Three (3) attempts at the exam before the module is reset and has to be redone.</p>
Personal Advice General Insurance	2.5–2.6	1 Exam	<p>Type of exam: open book, multiple choice exam. Exam questions are randomised per person per sitting.</p> <p>Score required to pass this module: 100%</p> <p>Time limit: Unlimited</p> <p>Number of exam attempts allowed: Three (3) attempts at the exam before the module is reset and has to be redone.</p>

General Advice Deposit Products	3.1–3.4	1 Exam	<p>Type of exam: open book, multiple choice exam. Exam questions are randomised per person per sitting.</p> <p>Score required to pass this module: 100%</p> <p>Time limit: Unlimited</p> <p>Number of exam attempts allowed: Three (3) attempts at the exam before the module is reset and has to be redone.</p>
Personal Advice Deposit Products	3.5–3.6	1 Exam	<p>Type of exam: open book, multiple choice exam. Exam questions are randomised per person per sitting.</p> <p>Score required to pass this module: 100%</p> <p>Time limit: Unlimited</p> <p>Number of exam attempts allowed: Three (3) attempts at the exam before the module is reset and has to be redone.</p>
Adviser Skills		1 WVR	<p>The Workplace Validation Report is the final assessment item. It is to be completed by the Tier 2 accredited line manager or supervisor for each student. The report covers the application of knowledge and skills in the workplace. This is required for both General and Personal Advice.</p> <p>For the knowledge area of Deposit Products, adviser skills must be demonstrated on at least one (1) occasion. For the knowledge area of General Insurance, adviser skills must be demonstrated on at least two (2) occasions.</p> <p>This means that each student that is enrolled in Deposit Products (only) will complete one (1) client interaction. Each student enrolled in General Insurance (only) will complete two (2) client interactions with different clients and products. Each student enrolled in Deposit Products <i>and</i> General Insurance will complete three (3) client interactions with different clients and products.</p> <p>If a student does not have access to complete these interactions in the workplace, roleplays with a Kaplan assessor will be conducted.</p>

Students will receive personal reminder emails as they approach their assessment deadlines.

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

Recognition of Prior Learning

Individuals may be able to obtain recognition of prior learning (RPL) for a Kaplan 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 subject 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: <www.kaplanprofessional.edu.au>. The policies also assist students when their study program does not go as planned and they need extra support.