



Subject Outline

CLI2C Life Insurance Essentials — Claims Stream



Subject outline

SUBJECT OVERVIEW

Life Insurance Essentials – Claims Stream is the second of two subjects in the FNS41521 Certificate IV in Life Insurance.

This subject covers the skills and knowledge to work effectively in claims roles in the life insurance industry. Working professionally and effectively with clients, managing claims information and evaluating life insurance claims, managing claims portfolios and dealing effectively with client complaints are included in this subject.

Upon successfully meeting the requirements of the units of competency of Life Insurance Fundamentals (CLI1F) and Life Insurance Essentials – Claims Stream (CLI2C) students will receive the FNS41521 Certificate IV in Life Insurance qualification. Below is a table indicating the recommended study order for subjects in this course.

FNS41521 Certificate IV in Life Insurance — Claims Stream	
CLI1F Life Insurance Fundamentals	CLI2C Life Insurance Essentials – Claims stream

Students who have previously completed the units of competency that make up the FNSSS00018 Life Insurance Fundamentals Skill Set may enrol in the FNS41521 Certificate IV in Life Insurance, and the units of competency may be recognised through [credit transfer](#) as the first subject of this qualification.

LEARNING OUTCOMES

On successful completion of this subject, students should be able to:

- 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.
- Apply legislation, regulation, organisational policies and procedures and the code of practice to a life claims job role.
- Explain the processes of receiving, assessing and deciding the outcome of life insurance claims.
- Explain life claims in words that retail clients can understand.
- Understand how to use and interpret specialist terminology orally and in writing.
- Seek assistance with specialist terminology where needed.
- Understand how to effectively manage an insurance claims portfolio.
- Understand the dispute resolution process and complaint management skills.

TOPICS

Topic 1: Working professionally with clients

Topic 2: Managing information and evaluating life insurance claims

Topic 3: Managing insurance claims portfolios

Topic 4: Effectively managing client complaints

UNITS OF COMPETENCY

CLI2C Life Insurance Essentials — Claims Stream					
Code	Title	Core or Elective	Topic	Exam	Written and oral assignment
FNSCUS403	Deliver a professional service to customers	Elective	Topic 1	Yes	Yes
FNSILF416	Manage information for claims assessments	Elective	Topic 2	Yes	Yes
FNSISV416	Use specialist terminology in insurance claims	Elective	Topic 2	Yes	Yes
FNSILF415	Evaluate life insurance claims	Elective	Topic 2	Yes	Yes
FNSISV418	Manage insurance claims portfolios	Elective	Topic 3	Yes	Yes
BSBOPS305	Process customer complaints	Elective	Topic 4	Yes	Yes

The above six (6) units of competency are awarded for the successful completion of CLI2C Life Insurance Essentials — Claims Stream; six (6) elective units of competency. These units of competency form part of the FNS41521 Certificate IV in Life 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 educational entry requirements for this subject.

Individuals are required to be 18 years and over to enrol in this subject.

Individuals who are in Australia on a student visa are unable to enrol in this subject. If you are in Australia on a visa and wish to enrol, you need to check that you are enrolling in accordance with the study conditions of your visa.

SUBJECT DURATION

Students have a total of:

- 14 weeks to complete the learning and assessment requirements for the CLI2C Life Insurance Essentials — Claims Stream, 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 18 weeks.

The **amount of training** for this subject may be up to nine hours per week. The amount of training is the hours a student can expect to spend engaged in structured learning or tutor-led activities.

The **assessment hours** for this subject may be up to 10 hours per week. These are the hours a student can expect engaging in assessment activities. In addition to the amount of training and assessment hours, students who are new to industry or vocational training could need up to eight 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 the industry may be able to complete this course requirements in a shorter timeframe or less hours per week.

Students working in the industry may be able to complete this subject requirements in a shorter time frame or less hours per week.

If a student applies for extensions beyond the 18-week completion timeframe or is granted special consideration, and is enrolled in FNS41521 Certificate IV in Life Insurance, the maximum period of time to complete the 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: <www.kaplanprofessional.edu.au/faqs/financial-services-fees>.

Please also refer to our Vocational Education and Training (VET) Enrolment Terms and Conditions: <www.kaplanprofessional.edu.au/terms-and-conditions> or our Student Handbook: <www.kaplanprofessional.edu.au/current-students/vocational-education-student-handbook> for important information on:

- subject activation and completion timeframes
- extensions
- subject re-enrolment.



DELIVERY MODE

This subject is delivered online and does **not** include hard copy notes.

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.

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’.

Topic	Assessment	Assessment Detail
Topics 1, 2, 3 and 4	1 Exam	Supervised, open-book multiple-choice examination, four (4) attempts
Topics 1, 2, 3 and 4	1 Written and oral assignment	Written and oral assignment — two (2) attempts <ul style="list-style-type: none">written — short answer questions, case studiesoral — questions and role plays. The mode of oral assessment is by audio recording. As part of the subject requirements students will need to organise a volunteer to assist with their role plays.

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 to be ‘demonstrated’ in all assessment items, including demonstrating competency in all of the exam questions, in order to be awarded their units of competency.

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 RPL page: <www.kaplanprofessional.edu.au/faqs/kaplans-exemptions-service>.

FEES

An updated schedule of fees is available at the Kaplan Professional website: <www.kaplanprofessional.edu.au/faqs/financial-services-fees>.

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 before they enrol by going to the Kaplan Professional website: <www.kaplanprofessional.edu.au/vocational-education-student-policies-and-forms>. The policies also assist students when their study program does not go as planned and they need extra support.