



Diploma of General Insurance

FNS51115



ADVANCED INSURANCE SKILLS AND
KNOWLEDGE IN CLAIMS, SETTLEMENT
AND RECOVERY

About This Course

By choosing the Diploma of General Insurance, you will enjoy a wide choice of subjects that aim to increase your exposure and understanding of complex matters relating to insurance contracts and claims management. You will gain an insight into how to develop policies and workplace procedures and more diverse skills such as successful networking and sales planning.

Extend your skills and knowledge in claims settlement and recovery and show that you are ready for a step up in your insurance career.

Subject Choices

2 - 3 Electives are required (depending on subjects chosen)

- General Insurance Products
- Professional Conduct in Finance
- Complex Insurance Contracts (E)
- Claims Settlement and Recovery (E)
- Dispute Resolution (E)
- Client and Third Party Relationships (E)
- Safety and Risk Controls (E)
- Policy Development (E)
- Sales Planning (E)
- Advanced Selling of Financial Products (E)
- Risk Management Strategies (E)
- Manage a Sales Team (E)

Key Course Facts

Start Date:

Start immediately

Duration:

Complete within 18 months

Delivery Options:

On-line/Correspondence

Group Training:

Contact the College for Availability

Course Fees: \$7,500 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	\$7,500	N/A	\$7,500	N/A	N/A	N/A

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	\$7,500	N/A	N/A	N/A

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Subsidised Training Options for this Qualification *

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

** Subject to eligibility and availability at the time of enrolment

Entry Requirements

Reading and Writing Skills

The course is an online correspondence course so you need to have average English reading and writing skills, or higher. As a guide - you should have completed Year 12 schooling, or have sound workplace written communication skills.

Past Work Experience

For this qualification you should have completed the Certificate IV or have relevant work experience.

Spoken English Skills

Some components of this course have practical components where students will be required to demonstrate verbal communication skills as part of their assessments. Average English skills are necessary to complete these components successfully.

Numeracy Skills

Numeracy skills are required at an average level eg completion of Year 10 maths and the ability to use a calculator.

Computer and Internet

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other

- Ability to study and conduct assessments in a safe environment

Subject Descriptions

Core Subjects:

General Insurance Products

This subject focuses on home building, contents and motor vehicle insurance products to develop an understanding of insurance terminology, policy coverage and common exclusions. Students get the opportunity to not only research their own products so that they are able to confidently outline the product features and benefits and how they suit specific customer needs.

Unit(s):

FNSINC402 - Develop and maintain in-depth knowledge of products and services used by an organisation or sector

Professional Conduct in Finance

To build a successful career in the financial services industry you need a range of skills and knowledge. This subject covers skills to work effectively in a team, manage your time, apply specific legislation that affects your role, to identifying how your organisation can be more sustainable. You will develop your own professional development plan to ensure that you continue to progress in your chosen field in financial services.

Unit(s):

FNSINC401 - Apply principles of professional practice to work in the financial services industry

Elective Subjects: 2 - 3 Electives are required (depending on subjects chosen)

Complex Insurance Contracts

This subject is very practical and covers a wide range of non-routine insurance risks. Students have the opportunity to develop their knowledge by researching a variety of insurance products to further understand their complex nature. A large number of real life case studies are also used to assess the student's ability to underwrite risk and make a decision on acceptability.

Unit(s):

FNSISV501 - Issue contracts of insurance covering non-routine and complex situations

Claims Settlement and Recovery

Primarily this subject centres on the management of claims that are complex in nature. It covers policy exclusions, fraud indicators and possible breaches of contract. Students are assessed on their ability to document liability decisions, settle claims and make a recovery. A role play is used to demonstrate the student's negotiation skills.

Unit(s):

FNSISV507 - Implement claim recovery procedures

FNSISV510 - Manage non-routine and complex claims

FNSISV511 - Settle non-routine and complex claims

Dispute Resolution

Formal disputes processes exist in financial services as a regulatory requirement. In this subject you will learn formal complaints management techniques, Internal Dispute Resolution requirements and understand the applicable External Dispute Resolution Schemes.

Unit(s):

FNSCUS402 - Resolve disputes

Client and Third Party Relationships

This subject covers the skills and knowledge required to communicate and network with a wide range of people, internal and external to the organisation, to increase efficiency, build continuing relationships and improve sales. It has a focus on relationship building and prospecting for business referrals.

Unit(s):

FNSCUS501 - Develop and nurture relationships with clients, other professionals and third party referrers

Safety and Risk Controls

This subject provides you with knowledge and skills in hazard identification, risk assessment and developing a Risk Control Plan. These are essential skills in any workplace to ensure work health and safety.

Unit(s):

BSBWHS404 - Contribute to WHS hazard identification, risk assessment and risk control

Policy Development

This subject covers the role of policy and procedure within an organisation as part of the improvement process. The subject reviews the triggers for Policy Review, the planning process, and the implementation steps. It also reviews clear standards to assist in the effective communication of Policies and Procedures and the importance of the monitoring process.

Unit(s):

FNSORG502 - Develop and monitor policy and procedures

Sales Planning

This subject takes you through developing sales plans, budgets and KPIs, as well as achieving sales budget requirements, understanding sales management techniques, promotional activities and working with teams to implement sales plans. It includes topics such as team consultation, team motivation and mentoring as well as cost consciousness.

Unit(s):

BSBSLS501 - Develop a sales plan

Advanced Selling of Financial Products

Strict rules apply to the sale of financial products. This subject looks at how to be effective with sales but also to be compliant and ethical. The subject covers advanced level questioning and probing skills; addressing customer objections; and taking steps to close the sale. As interpersonal and presentation skills are an important aspect of sales - a component of the assessment is undertaken via a Role Play on Skype.

Unit(s):

FNSSAM501 - Apply advanced selling techniques to selling of financial products and services

Risk Management Strategies

Risk Management Strategies covers risk context and risk identification, as well as risk management processes. The subject looks into the analysis of a risk, its causes, and ways to consider risk tolerance. Strategies for controlling and treating risks, as well as reviewing and monitoring those risks, are considered.

Unit(s):

BSBRISK501 - Manage risk

FNSRSK501 - Undertake risk identification

FNSRSK502 - Assess risks

Manage a Sales Team

This subject covers developing sales plans, sales budgets and KPIs. A key component is the critical thinking and analysis involved in assessing customer needs. Sales management techniques and promotional activities are topics examined to ensure that you can successfully lead the sales team.

Unit(s):

FNSSAM502 - Assess market needs

BSBSLS502 - Lead and manage a sales team

Service Guarantees

Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.
