



Australian Government

FNS41415 Certificate IV in General Insurance

Release 2

FNS41415 Certificate IV in General Insurance

Modification History

Release	Comments
Release 2	This version released with FNS Financial Services Training Package version 1.1 Release 2 created to correct typographical error
Release 1	This qualification first released with FNS Financial Services Training Package version 1.0

Qualification Description

This qualification is designed to reflect the role of persons carrying out work in general insurance in a range of organisations. Individuals in these roles apply specialist knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities relating to claims handling, determining risk exposure, dispute resolution, providing customer service and underwriting. They apply solutions to a defined range of general insurance problems, and analyse and evaluate information from a variety of relevant sources

Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 12

4 core units plus

8 elective units

The elective units consist of:

- up to 8 from the electives below
- up to 3 may be from a Certificate IV in the Financial Services Training Package
- up to 2 may be from a Certificate IV or Diploma in any endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Core Units

BSBWHS201 Contribute to health and safety of self and others

BSBLDR402 Lead effective workplace relationships

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

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

Elective Units

BSBCUE405 Survey stakeholders to gather and record information

BSBCUS301 Deliver and monitor a service to customers

BSBCUS401 Coordinate implementation of customer service strategies

BSBCUS403 Implement customer service standards

FNSASIC301 Establish client relationship and analyse needs

FNSASIC302 Develop, present and negotiate client solutions

FNSASIC304 Provide Tier 2 general advice in general insurance

FNSASIC305 Provide Tier 2 personal advice in general insurance

FNSCUS401 Participate in negotiations

FNSCUS402 Resolve disputes

FNSCUS505 Determine client requirements and expectations

FNSCUS506 Record and implement client instructions

FNSIAD501 Provide appropriate services, advice and products to clients

FNSINC501 Conduct product research to support recommendations

FNSISV401 Evaluate risk for new business

FNSISV402 Underwrite new business

FNSISV403 Survey potential risk exposure

FNSISV404 Underwrite renewal business

FNSISV405 Analyse insurance claims
FNSISV406 Use specialist terminology in insurance claims
FNSSAM401 Sell financial products and services
FNSSAM402 Implement a sales plan
FNSSAM403 Prospect for new clients

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS41415 Certificate IV in General Insurance	FNS41411 Certificate IV in General Insurance	Updated to meet Standards for Training Packages.	Equivalent qualification

Links

Companion volumes available from the IBSA website:

http://www.ibsa.org.au/companion_volumes - http://www.ibsa.org.au/companion_volumes