



Australian Government

FNS41420 Certificate IV in General Insurance

Release 3

FNS41420 Certificate IV in General Insurance

Modification History

Release	Comments
Release 3	This version first released with FNS Financial Services Training Package Version 7.0. Titles of two units listed in Group C elective unit group corrected (FNSISV411 and FNSISV412).
Release 2	This version first released with FNS Financial Services Training Package Version 6.0. Release created to reflect updated units of competency.
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

Qualification Description

This qualification reflects the role of those who work in general insurance in a range of organisations. Individuals in these roles apply specialist skills and knowledge to work autonomously and as part of a team. They 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, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Relevant regulatory authorities should be consulted to confirm those requirements before applying the qualification.

Entry Requirements

Nil

Packaging Rules

Total number of units = 12

3 core units plus

9 elective units, of which:

- 7 must be from the elective units listed below
- up to 2 may be from elsewhere in this or any other currently endorsed Certificate 3 or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

Core units

BSBXCM401 Apply communication strategies in the workplace

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

FNSINC411 Conduct work according to professional practices in the financial services industry

Elective units**Group A - ASIC compliance**

FNSASIC301 Establish client relationship and analyse needs

FNSASIC302 Develop, present and negotiate client solutions

FNSASIC314 Provide Tier 2 general advice in general insurance

FNSASIC315 Provide Tier 2 personal advice in general insurance

Group B - Claims management

BSBINS401 Analyse and present research information

FNSISV405 Analyse insurance claims

FNSISV408 Manage handling and settlement of routine insurance claims for retail clients

FNSISV416 Use specialist terminology in insurance claims

Group C - Underwriting management

FNSINC511 Conduct financial product research to support product recommendations

FNSISV404 Underwrite renewal business

FNSISV411 Evaluate insurance risk for business

FNSISV412 Underwrite insurance business

FNSISV413 Survey potential risk exposure

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

Group D - Risk management

BSBDAT501 Analyse data

BSBWS414 Contribute to WHS risk management

FNSRSK411 Apply risk management strategies to own work

Group E - Client relationship management

BSBCUS301 Deliver and monitor a service to customers

BSBOPS305 Process customer complaints

BSBOPS404 Implement customer service strategies

BSBOPS505 Manage organisational customer service

FNSCUS401 Participate in negotiations

FNSCUS515 Determine client financial requirements and expectations

FNSCUS516 Record and implement client instructions

Group F - Sales and marketing

FNSIAD501 Provide appropriate services, advice and products to clients

FNSSAM403 Prospect for new clients

FNSSAM411 Sell financial products and services

Group G - General

BSBLDR411 Demonstrate leadership in the workplace

BSBLDR413 Lead effective workplace relationships

BSBLDR414 Lead team effectiveness

BSBOPS402 Coordinate business operational plans

BSBPEF402 Develop personal work priorities

Qualification Mapping Information

No equivalent qualification. Supersedes and is not equivalent to FNS41415 Certificate IV in General Insurance.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>