



Australian Government

FNS41521 Certificate IV in Life Insurance

Release 1

FNS41521 Certificate IV in Life Insurance

Modification History

Release	Comments
Release 1	<p>This version first released with FNS Financial Services Training Package Version 7.0.</p> <p>Supersedes and is not equivalent to FNS41515 Certificate IV in Life Insurance.</p> <p>The qualification has been updated to reflect the need for workers in the life insurance industry to understand and apply professional practices and codes and standards of ethical practice. Packaging rules changed. FNSILF404 <i>Process requests for policy alterations and assignments</i> has been removed from the qualification's elective list.</p>

Qualification Description

This qualification reflects the role of entry level life insurance consultants, who work in a range of practice environments. Individuals in these roles often work in teams and apply specialist knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities relating to customer service and processing life insurance policies and claims. They apply solutions to a defined range of life insurance problems and analyse and evaluate information from a variety of sources.

Licensing, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification is used may be 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 = 10

4 core units plus

6 elective units, of which:

- at least 3 must be from the elective units listed below

- the remaining units may be from this qualification or from any currently endorsed Certificate III 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

FNSILF409 Work effectively and sustainably in the life insurance industry

FNSILF413 Develop and maintain in-depth knowledge of life insurance products and services

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

FNSINC413X Apply codes and standards of ethical practice to own role

Elective units

BSBOPS305 Process customer complaints

FNSCUS402 Resolve disputes

FNSCUS403 Deliver a professional service to customers

FNSILF410 Underwrite financial risk in life insurance policies

FNSILF411 Undertake the life risk underwriting process

FNSILF412 Underwrite retrospective risk in life insurance policies

FNSILF415 Evaluate life insurance claims

FNSILF416 Manage information for claims assessments

FNSILF417 Settle life insurance claims

FNSILF512 Underwrite complex risks

FNSISV416 Use specialist terminology in insurance claims

FNSISV417 Use medical terminology in an insurance context

FNSISV418 Manage insurance claims portfolios

Qualification Mapping Information

No equivalent qualification. Supersedes and is not equivalent to FNS41515 Certificate IV in Life Insurance.

Links

Companion Volume Implementation Guide is found on VETNet - -

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