Certificate III in General Insurance

FNS30515

A GREAT INTRODUCTION TO A CAREER IN THE INSURANCE INDUSTRY
The Certificate III in General Insurance will give you a strong introduction into the insurance industry. You will be able to transfer your knowledge into the workplace almost immediately as you will become adept at issuing quotes, understanding the renewal process and making approved policy alterations and cancellations. ASIC Tier 2 accreditation is also a part of this qualification.

When you enrol in the Certificate III in General Insurance, you will be learn about each of the main fields of insurance such as quoting, making policy changes and renewals. Other key skills and knowledge include working with others and using technology.

### Subject Choices

5 - 6 elective subjects are required

- Business Technology
- General Insurance Products
- Contribute to Safety
- Working With Others
- Working in the Financial Services Industry
- Quoting Insurance (E)
- Insurance Policy Changes (E)
- Insurance Renewals (E)
- General Insurance Advice (E)
- Critical Service Skills (E)
- Essential Selling Skills in Finance (E)
- Customer Engagement (E)
- Personal Advice on Insurance (E)
Key Course Facts

Start Date:  
Start immediately

Duration:  
Complete within 8 months

Delivery Options:  
On-line/Correspondence

Group Training:  
Workshops available

Course Fees: $3,300  
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:

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Existing Worker Traineeship Fees for this Qualification:

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School Based Traineeship Fees for this Qualification:

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Subsidised Training Options for this Qualification:

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* NSW fees depend on previous qualification levels
** 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 basic English reading and writing skills, or higher. As a guide - you should have completed Year 10 schooling, or have proven workplace written communication skills.

Spoken English Skills
To ensure successful completion of this course you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Numeracy Skills
Numeracy skills are only required to a basic level eg calculations with calculators.

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
Core Subjects:

Business Technology
This subject looks at the skills and knowledge required to select and use computer software and organise electronic information and data. It also addresses knowledge about business technology such as computers and printers. A competency conversation is used at the completion of your course to confirm your knowledge and skills across a range of technology.

Unit(s):
BSBWOR204 - Use business technology

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
FNSIAD301 - Provide general advice on financial products and services

Contribute to Safety
This subject covers the skills and knowledge required to work in a healthy and safe manner. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a workplace. This is a great entry level subject to help you act and respond in a safe manner and it also covers how to respond to emergency incidents.

Unit(s):
BSBWHS201 - Contribute to health and safety of self and others

Working With Others
This subject examines the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict. It develops an understanding of the role of individuals in the achievement of team goals and also considers essential team communication skills.

Unit(s):
BSBWOR203 - Work effectively with others
Working in the Financial Services Industry

All roles in the financial services sector require skills to correctly interpret and apply industry and organisation procedures, guidelines and policies. Professional and ethical standards as well as the application of practices relating to sustainability also have a significant role to play.

Unit(s):
FNSINC301 - Work effectively in the financial services industry

Elective Subjects: 5 - 6 elective subjects are required

Quoting Insurance

Quoting Insurance is a very practical subject. The student will learn about general insurance terms, policy coverage and exclusions and complaint resolution schemes. They will be required to obtain a quote, use a valuation tool and take part in a simulation with one of our College student advisers to demonstrate the customer service skills needed to provide a quote to a customer.

Unit(s):
FNSISV303 - Issue contract of insurance

Insurance Policy Changes

This subject covers processing alterations to general insurance policies including changing the details of the insured, the sum insured and other standard policy changes. The topics address the concepts of disclosure and under insurance as well as processing policy cancellations.

Unit(s):
FNSISV302 - Process alteration to insurance policy
FNSISV305 - Issue insurance cancellation advice

Insurance Renewals

This subject will provide the student with an in depth knowledge of the insurance renewal process. A number of case studies focus on the important aspects of the renewal document itself. Students will be asked to make a recommendation as to whether a policy should be renewed, and if so, on existing or adjusted terms.

Unit(s):
FNSISV301 - Evaluate risk for renewal business
FNSISV304 - Issue insurance renewal advice

General Insurance Advice

This subject describes the skills and knowledge required to assess a client’s insurance needs and to provide general advice about general insurance products such as car insurance and building home and contents.

Unit(s):
FNSASIC304 - Provide Tier 2 general advice in general insurance

Critical Service Skills

Customer service is a key function in all job roles. This subject provides information and knowledge on identifying the customers needs and delivering good customer service. As well as covering practical service skills there is specific
emphasis on customers with special needs, working in a culturally diverse workplace and effective complaint handling skills. In this subject you will also learn about typical procedures that businesses want applied to any complaints received, and how to best adapt your communication to the specific needs of the customer.

Unit(s):
BSBCMM301 - Process customer complaints

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**Essential Selling Skills in Finance**

Essential sales skills in Finance include identifying the customers needs and the features of the product or service that will most benefit them. This requires good interpersonal and communication skills as well as the ability to be accurate when processing the sale. This subject covers these essential sales skills.

Unit(s):
FNSSAM301 - Identify opportunities for cross-selling products and services

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**Customer Engagement**

Customer engagement is a key function in many job roles. This subject covers customer service delivery, with emphasis on telephone communication skills and etiquette. The practical activities in the course provide an opportunity to develop key customer communication techniques.

Unit(s):
BSBCUE203 - Conduct customer engagement

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**Personal Advice on Insurance**

Personal advice is where the authorised insurance adviser considers the customers financial circumstances, needs and objectives when making advice about suitable general insurance products. This requires in depth knowledge of the ASIC licencing obligations, disclosure obligations and scaled personal advice. This subject is only recommended for those who will be in roles where they are giving personal advice.

Unit(s):
FNSASIC305 - Provide Tier 2 personal advice in general insurance
Service Guarantees

Quality Training Provider
ACCM was one of the first private training Colleges to be given official RTO registration status. 21 years later we have helped over 2,000 employers and 25,000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards. We have a history of satisfied students and clients and repeat business. Our testimonials on our website 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 being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system 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 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start
When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have. They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time 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 be emailed a monthly progress report showing the status of all learners. We understand that its essential to keep you up to date.