

Certificate IV in Financial Services - General Insurance (Traineeship)

This is a distance education traineeship program available to new and existing employees. It is ideal for loss adjusting companies wanting to develop their employees by completing a nationally recognised accredited qualification. The program also incorporates the provision of three of four modules required to obtain AICLA's Certificate in Loss Adjusting Practice.

Program Framework

The Certificate IV in Financial Services provides common and specialist national competencies for each of the following five relevant learning modules:

- Serving the Customer
- Claims Handling
- Introduction to Loss Adjusting
- Loss Adjusting Practice
- Loss Adjusting Law and Regulation

Program Features

- Delivery is via distance learning, typically undertaken within a 12 to 24 month period with the ability to fast track as the business requires
- The program can attract a funding subsidy often higher than the full cost of the program
- An individualised Training Plan is developed for each trainee by the Institute in conjunction with the employer
- Presentation of a Certificate IV qualification upon successful program completion.

Benefits to the employer

- The Institute's Insurance Traineeship Program provides skilled, versatile and productive workers
- The program forms part of a cost-effective and long term staff retention strategy
- The program is flexible to satisfy your company's professional development programs.

Benefits to the employee

- Professional development provided by Australasia's leading provider of insurance education
- Provision of the Certificate IV in Financial Services
- Peer recognition and eligibility to apply for Associate CIP membership of the Institute
- Provides three of four modules required to obtain AICLA's Certificate in Loss Adjusting Practice
- Provides three of eight modules required to obtain the Institute's Diploma of Financial Services – Loss Adjusting

Delivery Method and Student Support

The Certificate IV in Financial Services is delivered by self paced study. Each module is undertaken within a study timeframe of 12 weeks, during which the recommended time required to study is 50-60 hours per module. Assessment is via submission of an assignment and a two hour examination for each of the five modules.

Further student support is provided by the Institute via:

- Pre-enrolment contact to structure an individual study plan
- Provision of a student newsletter tailored to the individuals' study program
- Access to online discussion forums which are facilitated by subject matter experts
- Telephone contact during each module to support the student's progress and understanding of the learning materials
- Further contact prior to the assignment submission date and the examination date for each module
- Access to online practice examinations
- Trainees are eligible for Recognition of Prior Learning (RPL) credits for modules based on previous formal studies or relevant professional experience, at no extra fee.

Program Fees and Funding

- The net return to the employer is up to \$500 per eligible employee. That is, the program fee payable is \$3,500.00 per trainee, and government funding available to the employer is up to \$4,000.00 per trainee.
 - The employer receives \$1,500 upon commencing the traineeship and another \$2,500 on successful completion.
 - The employer pays \$2,000 to the Institute upon commencing the traineeship and another \$1,500 at the time of the third module enrolment.
- This is subject to pre-existing conditions such as previous funding, prior qualifications and full completion within the Nominal Program Duration (see below)
- Specific funding can be approved prior to enrolment with a pre-program eligibility check of each employee. This can be provided at no charge through either your preferred Australian Apprenticeship Centre (AAC) or the Institute can provide contact details.

Nominal Program Duration: Certificate IV in Financial Services - FNS40107

Source: natinfo.com.au (viewed 13/11/08)

- VIC, NT: 36 months
- NSW, QLD, SA, TAS: 24 months
- WA: 12 months
- ACT: funding not available

Nominal durations are for full time occupations stated in months. Data supplied by State and Territory Training Authorities and should be confirmed with these authorities.

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Competencies provided by module

Serving the Customer

1. Responding to customer enquiries
2. Communication in the workplace
3. Establishing client relationships and analysing needs
4. Developing, presenting and negotiating client solutions
5. Apply principles of professional practice to work in the financial services industry
6. Delivering a professional service to customers
7. Maintaining customer relationships
8. Resolving disputes
9. Providing appropriate services, advice and products to clients

Claims Handling

10. Receiving and recording/ registering claims
11. Analysing insurance claims
12. Following company procedures to process claims
13. Settling claims
14. Processing claims payments
15. Participating in negotiations

Introduction to Loss Adjusting

16. Using technology in the workplace

Loss Adjusting Practice

17. Plan and implement loss investigation

18. Collect, assess and use information

19. Evaluate collected information

20. Report findings and provide guidance to involved parties

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

Loss Adjusting Law and Regulation

22. Interpret and manage statutory, legislative and regulatory obligations for organizational compliance

23. Apply health and safety practices in the workplace