

Certificate IV in General Insurance

This document is applicable for students who commence studies between 2016 to October 2021.

Every five years, a major review of the competency framework for the Financial Services Training Package is undertaken by an independent Industry and Skills Committee. This is part of a continuous improvement process to keep up to date with the industry's needs and changing circumstances. ANZIIF, like many other education providers, actively participated in identifying skills and knowledge needs in the workforce.

The 2020 Financial Services Training Package came into effect on 3 November 2021 for the FNS41420 Certificate IV in General Insurance. Continuing and new students need to complete **three (3) compulsory units and nine (9) elective units**. This table outlines the units and if applicable, the credit pathways from previous ANZIIF studies.

| | Unit Code and Name | Eligible for credit? |
|---|---|----------------------|
| Compulsory Units • complete all 3 | GE20013-20 Deliver professional general insurance services <i>(*additional ANZIIF check if you completed GIBF41-15 Business Fundamentals for General Insurance)</i> | |
| | GE20014-20 Apply workplace communication strategies | |
| | GE20002-20/GE2N002-20 Understand general insurance products and policies <i>(automatic cross credit if you completed GE20002-15/GE2N022-15/GI403-15 Understand general insurance products and policies)</i> | |
| Elective Units – Group A • choose 7 | GE20003-20 Understand and apply insurance terminology <i>(automatic cross credit if you completed GE20003-15 Understand and apply insurance terminology)</i> | |
| | CL20001-20 Analyse insurance claims <i>(automatic cross credit if you completed CL20001-15/GI405-15 Analyse insurance claims)</i> | |
| | GE10001-22 Customer advice on insurance products <i>(*additional ANZIIF check if you completed GE10001-20/GE1N001-20/GE10001-15/GE1N021-15/GI401-15 Communicating and discussing options with clients)</i> | |
| | UW20001-20 Introduction to underwriting <i>(*additional ANZIIF check if you completed UW20001-15/UW2N001-15/GI404-15 Introduction to underwriting)</i> | |
| | UW20002-20 Understand the core processes of underwriting <i>(*additional ANZIIF check if you completed UW20002-15/UW2N002-15/UW2N022-15 Understand the core processes of underwriting)</i> - or - | |
| | UW20003-20 Issues of renewal business <i>(*additional ANZIIF check if you completed UW20003-15/UW2N003-15 Issues of renewal business)</i> | |
| | GE20006-20 Analyse data <i>(*additional ANZIIF check if you completed GE20006-15/GE2N006-15 Manage and interpret financial results)</i> | |
| | GE10002-20 Serving the Customer <i>(automatic cross credit if you completed GE10002-15/GE1N002-15/GI401-15 Serving the Customer)</i> | |
| | T2GI-20 Tier 2 General Insurance Compliance - General Advice <i>(automatic cross credit if you completed T2GI-15 Tier 2 General Insurance Compliance - General Advice, or T2GP-15 General Insurance Compliance - General and Personal Advice)</i> | |
| | T2GP-20 Tier 2 General Insurance Compliance - General and Personal Advice <i>(*additional ANZIIF check if you completed T2GP-15 Tier 2 General Insurance Compliance - General and Personal Advice)</i> | |
| | BR30014-20 Managing broking client claims | |
| | ** BSBLDR413 Lead effective workplace relationships <i>(automatic cross credit if you completed GIBF41-15 Business Fundamentals)</i> | |
| | ** FNSIAD511 Provide appropriate services, general advice and products to clients <i>(automatic cross credit if you completed GI401-15 Serving the Customer)</i> | |
| Elective Units – Group B • choose 2 | GE30004-20/GE3N004-20 General insurance law and regulation <i>(automatic cross credit if you completed GE30004-15/GE3N024-15/GI402-15/GI406-15/GI407-15 General insurance law and regulation)</i> | |
| | GE20012-20 Apply codes and standards from ethical practice | |
| | GE20011-22 Resolve disputes <i>(automatic cross credit if you completed GE20011-15/GI401-15 Resolve disputes)</i> | |

* Additional ANZIIF check is usually conducted via a Manager's Verification Form, Evidence Statements (and supporting evidence), and if needed, a 30 minute RPL interview assessment. Depending on the modules completed, you may not need to satisfy all these requirements. Detailed templates can be obtained by contacting customerservice@anziif.com.

** Not available for new enrolments. Only applicable for students who completed the FNS15 (-15) versions.