

Beyond Breaches

This short course provides a general overview of compliance breaches as they relate to financial services provider licensing requirements and codes of practice and conduct in both Australia and New Zealand. This short course applies to a range of areas including General Insurance, Life Insurance and Broking.

★ 1 CIP Points

\$88 AUD

▬ Foundation Level

★ 0 Credit Points

🕒 Open Study Period

🏢 General Insurance, Claims, Insurance Broking, Life and Retirement Income Sectors

Who Should Take the Course

The course is suitable for those who provide financial services and/or advice and who hold a financial service licence, or are employed by or represent a financial services licence holder.

Topics

There are multiple learning pathways available with customised content related to your insurance faculty.

All students must complete topic 1, 2 and 3 and choose a topic from the remaining three:

1. Financial service providers
2. About breaches, breach reporting and resolution
3. Code of practice/conduct
4. General insurance
5. Life insurance
6. Broking

Learning Outcome

Upon completion of the course, learners will be able to:

- Describe licensing obligations
- Define breach types
- Understand general reporting requirements
- Consider the consequences of every customer interaction
- Explain what good outcomes for customers are
- Value the importance of providing services that are fit for purpose
- Behave ethically and fairly when making decisions.

RTO 3596

Register Your Staff

Enrol [online](#) or contact the Sales Team via sales@anziif.com for further assistance.

