

Building Integrity

This short course is developed to address issues of conduct and culture in the insurance industry. It will explore what these issues are, the consequences that result from these issues and how we as an industry can work towards improving outcomes for our customers.

This course highlights the importance of good customer outcomes and may also be appropriate for those in financial services industries who are seeking education to develop soft skills.

★ 1.5 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 designed for insurance professionals of varying levels across different regions, this short course applies across multiple insurance sectors, such as General Insurance, Underwriting, Claims, Life Insurance, Broking.

Topics

This short course covers the following key areas:

- Why people get insurance, which focuses on the role of insurance in people's lives
- What good outcomes for customers are, which explores some of the issues that lead to poor customer outcomes and what good outcomes can be
- How to ensure good customer outcomes, which delves into some of the practical steps you can take to support your customers

Learning Outcome

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

- 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.

