

# ReACT

## Regulation and the law, what you need to know now

This short course is designed to help insurance professionals understand and value the requirements of the Acts by drawing links to real world situations and examples. By looking at situations from the customers' perspectives, students will be able to identify best practices for treating people fairly and with utmost good faith.

SHORT COURSE

★ 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 suitable for all insurance professionals across sectors, especially for those who are:

- General insurance carriers
- Life insurance carriers
- Brokers
- Underwriting agencies
- Loss adjusters/claim specialists
- Service suppliers.

### Topics

This short course covers the following key areas:

- Introduction: overview of the Acts including UCT, DDO and anti-hawking
- Anti-competitive behaviour: fair marketing and transparent dealings, and Design and Distribution Obligations (DDO)
- Supporting our customers: disclosure requirements, Unfair Contract Terms (UCT), anti-hawking prohibitions and APRA's Prudential Standard CPS 230
- A sense of ethics: dealing with vulnerable customers, Claims as a Financial Service (overview), and Modern Slavery Act
- Acting with utmost good faith: what is utmost good faith, and obligations of all involved.

### Learning Outcome

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

- Define the purpose of the regulatory obligations
- Identify internal processes and procedures that support the Acts
- Acknowledge the importance of acting in the clients' best interest.

RTO 3596

### Register Your Staff

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

