

Media Release

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ANZIIF launches Insurance Brokers Code of Practice training

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF) has launched a new training unit around the Insurance Brokers Code of Practice.

Developed with input from the Insurance Brokers Code Compliance Committee (IBCCC), the online course has been created to explain the details of the Code – which is administered by the National Insurance Brokers Association (NIBA) – and give brokers a greater understanding of how its twelve standards apply to Australian businesses.

“The Code aims to increase consumer confidence in brokers and to build the professional competence in the broking profession,” said ANZIIF CEO Prue Willsford.

“Our research tells us that brokers are concerned with how the public perceives them, particularly when the vast majority are committed to the principles of the code: high standards of customer service and a free and transparent complaints and compliance process.”

“By adhering to the Code, and completing training to assure clients of a broker’s qualifications and commitment to customer service, brokers will come a long way in changing any unfavourable perceptions in the public.”

Content for the course has been drawn from real-life breach examples to ensure its relevance to a broker’s day-to-day work. Explanations of the service standards in the Code are followed by short case studies to increase understanding. On completion, brokers will understand the Code’s objectives, how the Code applies to clients, complaints handling and dispute resolution, and how the Code is monitored and enforced.

“The skills required to report breaches and manage compliance with the Code are essential to providing excellent customer service and lifting the broking profession in the eyes of the public,” said Willsford.

ANZIIF is offering the course free of charge to all current and future ANZIIF members from Allied to Fellow as it considers training around compliance to the Code to be essential for the broking industry.

Non-members can enrol in the course for AUD \$145.

The course can be found via the ANZIIF website at www.anziif.com/brokerscode.

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About ANZIIF

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF) is the leading membership body and provider of education, training and professional development services to the insurance and financial services industry in Australia, New Zealand and the Asia-Pacific region. Established in 1884, ANZIIF has more than 14,000 members in over 50 countries. Visit www.anziif.com for more information.