

Media release

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ANZIIF launches industry wide General Insurance Code of Practice learning solution

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF), is proud to announce the launch of an innovative industry wide General Insurance Code of Practice (the Code) learning solution.

The Insurance Council of Australia has approved the General Insurance Code of Practice which sets the benchmark for self-regulation in Australia, and will strengthen the sector's reputation with customers, consumer advocates, regulators, and governments. The Code applies to all signatories and their supply chain including claims handlers and private investigators.

[What is the General Insurance Code of Practice?](#)

ANZIIF's learning solution has been developed in partnership with the ICA as the best practice solution for delivering efficient and effective code training to the industry and their partners covered under the Code.

'We are extremely proud to work with the Insurance Council of Australia to deliver the Code across insurers and their partners to raise the professional standards of the insurance industry and strengthen trust and customer confidence in an efficient, effective and centralised manner,' says ANZIIF CEO Prue Willsford. 'Our ability to drive collaboration that leads to improved professionalism, consistency, certainty and productivity will be valuable to the industry for many years to come.'

There are three learning solutions available:

1. General Insurance Code of Practice
2. Service Suppliers
3. Investigation Standards

Each learning solution consists of short, sharp and engaging online modules, that are easily accessible anytime, anywhere. ANZIIF's dynamic learning solution allows for recognition of existing knowledge, to potentially allow 'Fast Tracking', while also identifying an individual's gaps in knowledge. ANZIIF's on-demand record keeping and reporting capability gives insurers and the supply chain certainty, independent certification, and a centralised register that will provide a sustainable solution for industry.

All the options include the new vulnerability requirements. There is a significant and important focus on vulnerable customers. This includes the treatment of financial hardship, mental health and domestic violence in the new code. ANZIIF has worked closely with Uniting to produce training specifically to support the industry when working with vulnerable customers.

[Click here to read more about ANZIIF's General Insurance Code of Practice learning solution.](#)



For more information, please contact:

Ari Charilaou | Communications Coordinator | ANZIIF
| E: acharilaou@anziif.com

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 industry in Australia, New Zealand and the Asia-Pacific region.

Established in 1884, ANZIIF has more than 18,000 members in over 50 countries. With offices in Australia, New Zealand and China, ANZIIF works to promote and support lifelong learning through education, thought leadership, professional development events and ANZIIF's publication, *The Journal*.

Through our activities, we aim to help members achieve their career and corporate aspirations and to contribute to the success of the insurance and financial services industries.

Visit anziif.com for more information.