

AQF Certificate IV in General Insurance

The AQF (Australian Qualifications Framework) Certificate IV in General Insurance FNS41420 is designed for insurance professionals with up to one year of experience working in small or large insurance businesses with retail and/ or commercial clients.

Enrol now

Visit www.anziif.com/AQFCertIVGI to learn more, and email IIEA via training@iiea.co.ke to enrol.

 Attain Associate Membership Level



Each unit aims to develop specific technical, analytical and interpersonal knowledge and skills required to:

- Effectively provide support in handling and investigating customer insurance claims
- Prepare and maintain relevant documentation
- Answer customer inquiries.

On completion, students will also have developed:

- Solid workplace relationship-building and communication skills
- A good understanding of the general insurance industry and the General Insurance Code of Practice.

Insurance professionals can focus on specific areas they wish to develop by taking units as standalone short courses – or, if desired, units can be combined to attain the full Certificate IV in General Insurance.

Course Structure

To be awarded the Certificate IV, students must complete THREE Compulsory units plus: SEVEN Elective Group A units, and Two Elective Group B units.

Compulsory			Complete 3 units
Deliver professional general insurance services	GE20013-20	AUD \$425	10 Credit Points
Apply workplace communication strategies	GE20014-20	AUD \$425	10 Credit Points
Understand general insurance products and policies	GE20002-20	AUD \$425	10 Credit Points

Elective Group A			Complete 7 units
Communicating and discussing options with clients	GE10001-20	AUD \$425	10 Credit Points
Understand and apply insurance terminology	GE20003-20	AUD \$425	10 Credit Points
Analyse data	GE20006-20	AUD \$425	10 Credit Points
Analyse insurance claims	CL20001-20	AUD \$425	10 Credit Points
Introduction to Underwriting	UW20001-20	AUD \$425	10 Credit Points
Understand the core processes of underwriting	UW20002-20	AUD \$425	10 Credit Points
Issues of renewal business	UW20003-20	AUD \$425	10 Credit Points
Tier 2 General Insurance Compliance - General Advice	T2GI-20	AUD \$250	10 Credit Points
Tier 2 General Insurance Compliance - General and Personal Advice	T2GP-20	AUD \$295	10 Credit Points

Elective Group B			Complete 2 units
General insurance law and regulation	GE30004-20	AUD \$425	10 Credit Points
Apply code of ethical practice	GE20012-20	AUD \$425	10 Credit Points
Resolve disputes	GE20011-20	AUD \$425	10 Credit Points