



Assisting
Beyond
Expectation



Diploma of Financial Services (Insurance Broking)

Includes ASIC Tier 1 Accreditation for Insurance Broking

Unlock the potential of your people

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NATIONALLY RECOGNISED
TRAINING

The Diploma of Financial Services (Insurance Broking) FNS50107 is a nationally recognised qualification accredited under the Australian Qualifications Framework.

TARGET AUDIENCE

This course is aimed at current broking staff wishing to attain Tier 1 accreditation or upgrade to a Diploma level qualification, in particular Brokers / Account Executives, Senior Account Executives, Broking Managers and those who wish to hold Responsible Manager positions.

ENTRY CRITERIA / PRE - REQUISITES

Although there are no formal pre-requisites, it is desirable for students to have completed some previous study in general insurance, including Tier 2 accreditation for general insurance products and have a minimum of 12 months broking experience. Prospective students who do not meet these criteria but still wish to enrol should contact Gold Seal for guidance prior to enrolment.

DELIVERY AND ASSESSMENT

Gold Seal's Diploma of Financial Services (Insurance Broking) is offered as a distance education or blended delivery programme. A phone and e-mail support service is available for individuals or small groups.

Statements of Attainment will be issued progressively for each module once assessed and competency has been demonstrated by the student.

Distance Education

Completion of the modules includes workplace-based assessment activities which will be verified through assessment portfolios submitted to Gold Seal.

Blended Delivery

The blended delivery programme enables students to complete some of the programme requirements via a workshop. The *ASIC Tier 1 (Insurance Broking) Accreditation Workshop* replaces the modules required for Tier 1 Accreditation. This workshop consists of pre-course work, attendance at the 2-day workshop and a comprehensive workplace assignment. Students who have previously completed units of competency with other accredited institutions and/or who have solid professional work experience should contact Gold Seal who will map individual pathways for against the Diploma of Financial Services (Insurance Broking) requirements.

COURSE OUTLINE – DIPLOMA OF FINANCIAL SERVICES (INSURANCE BROKING)

Completion of all three modules, or their equivalent workshop, will satisfy the accreditation requirements for a Diploma of Financial Services (Insurance Broking).

Introduction to the Insurance Profession

This module covers fundamental communication, basic office skills and how to apply principles of professional practice to work in the financial services sector. Students who have completed a Certificate III or IV in financial services may be entitled to exemptions for this module or alternatively those with extensive work experience in the insurance industry will be encouraged to apply for Recognition of Prior Learning.

Compliance and Claims Management

This module covers the functions involved with meeting compliance requirements in the provision of financial services within an insurance broking business, and the functions involved in negotiating terms and conditions of insurance claims settlements for clients.

Tier 1 Accreditation for Insurance Broking

The Tier 1 module includes the following topics:

- Customer Contact

This topic will assist in the development of the skills and knowledge required to respond to customer enquiries about financial products or services.

- Advising the Client

This topic describes the functions involved in determining and preparing submissions for new broking business.

- Insurance Programme Management

This topic covers the functions involved in establishing an ongoing monitoring and review process with new broking clients; implementing changes to a client's insurance programme; identifying additional exposures; advising broking clients on required changes to their insurance and implementing their instructions.

- Managing Service Performance

The purpose of this topic is to assess the competency of the student to establish a system to review service performance. It requires student to demonstrate their ability to set measures which enable performance to be assessed effectively and collect information in accordance with the measures set. Students must also be able to identify variations with required performance standards, to determine the remedial measures needed to correct performance and assess the effectiveness of changes implemented will be monitored.

PROGRAMME FEES

Programme fees are currently:

- Distance education - \$800.00 for *Introduction to the Insurance Profession*, and *Compliance and Claims Management in Insurance Broking* (no GST)
\$1,200 for *ASIC Tier 1 Accreditation* (no GST)
- Workshop: - \$1,800.00 for *ASIC Tier 1 Accreditation* (no GST)

ENROLMENT

To enrol, prospective students will need to complete an enrolment form. Gold Seal Practice Management may be contacted for a copy on 03 9510 5100 or email education@goldseal.com.au.