

Gold Seal Module for Insurance Qualification	Unit of Competency	Tier 2*	Certificate IV in Financial Services	Tier 1	Diploma of Financial Services (Insurance Broking)
Tier 2 General Insurance	Establish client relationship and analyse needs FNSASIC301B	✓	✓		
	Develop, present and negotiate client solutions FNSASIC302B	✓	✓		
	Provide appropriate services, advice & products to clients FNSICADV501B	✓	✓		
	Develop & maintain in depth knowledge of products & services used by your organisation or sector FNSICPRO401B	✓	✓		
	Match financial products to customer needs FNSICPRO402B	✓	✓		
	Tailor a product/service to meet customer needs FNSICPRO403B	✓	✓		
	Sell financial products & services FNSICSAM401B	✓	✓		
Tier 2 General Insurance Short Course	Establish client relationship and analyse needs FNSASIC301B	✓			
	Develop, present and negotiate client solutions FNSASIC302B	✓			
Customer Relationship Management	Respond to customer enquiries FNSICCUS301B		✓		
	Process customer complaints FNSICCUS302B		✓		
	Provide inbound telephone service FNSICCUS303B		✓		
	Deliver a professional service to customers FNSICCUS401B		✓		
	Maintain customer relationship FNSICCUS402B		✓		
	Resolve disputes FNSICGEN404B		✓		
Introduction to the Insurance Profession	Communicate in the workplace FNSICGEN301B		✓		✓
	Use technology in the workplace FNSICGEN302B		✓		✓
	Apply health & safety practices in the workplace FNSICGEN304B		✓		✓
	Collect, assess and use information FNSICGEN403B		✓	✓	✓
	Apply principles of professional practice to work in the financial services industry FNSICIND401B		✓	**	✓
Tier 1 Insurance Broking	Respond to customer enquiries FNSICCUS301B			✓	✓
	Provide advice in insurance broking FNSASIC503YB			✓	✓
	Produce research reports and make presentations FNSICGEN501B			✓	✓
	Prepare a new business submission for a broking client FNSINBK501B			✓	✓
	Monitor broking clients FNSINBK502B			✓	✓
	Implement changes to broking client's insurance program FNSINBK503B			✓	✓
	Identify and advise on significant risk changes to broking client insurance FNSINBK504B			✓	✓
	Review insurance brokerage service performance FNSINBK603B			✓	✓
Compliance and Claims Management in Insurance Broking	Negotiate complex claims settlement for insurance broking client FNSINBK508B				✓
	Meet compliance requirements relating to insurance broking FNSINBK507B				✓

* Students must have relevant product knowledge to satisfy ASIC Tier 2 accreditation requirements.

** It is highly recommended that students who have not previously worked in the insurance industry also complete *The Insurance Profession* module. Assessment activities in the ASIC Tier 1 modules assume detailed knowledge of the insurance industry and the compliance framework in which it operates. This knowledge is covered in this module.