

# General Insurance Essentials

General Insurance Essentials is designed to provide a holistic introduction to the insurance industry. It is aimed for professionals performing key roles in claims, sales and service, broking and underwriting within general insurance. The course is an ideal complement to an induction program.

SHORT COURSE

7 CIP Points

\$247.50 AUD

Foundation Level

5 Credit Points

5-week Study Period on Academic Calendar

General Insurance, Claims, Insurance Broking Sectors

## Who Should Take the Course

Entry-level insurance professionals who are:

- Working in general insurance
- Working in supporting roles within claims, sales, service and underwriting
- With 0 – 1 year experience

Individuals who intend to familiarise themselves with insurance or enter the insurance industry.

## Features of ANZIIF General Insurance Essentials

- Easy to digest in bite-sized content
- Supported by interactive scenarios from a customer, insurer and broker perspective

- Key takeaway document in printable PDF for continuous learning
- Recognition of Current Competency (RCC) is available to fast-track the learning.

## Topics

- About insurance: key terms definitions, products, roles and policy lifecycle
- Understanding best practice: regulations and legislations
- The customer and you: elements of good customer service, and vulnerability considerations
- Set up for success: all about the contract
- Delivering on the promise: all about the claims

## Learning Outcome

Upon completion of the course, learners will have gained:

- Knowledge and skills to identify, model and meet expected industry professional approaches to procedure, guidelines, policies, standards and ethical requirements
- A good understanding of general insurance products, principles and relevant legislation
- A solid foundation for future professional development.

RTO 3596

## Register Your Staff

Enrol [online](#) or contact the Sales Team via [sales@anziif.com](mailto:sales@anziif.com) for further assistance.

