

PATHWAYS INTO FINANCIAL SERVICES

- INSURANCE

The Financial Services Industry is the third largest sector in the economy, after Manufacturing and Property/Business Services. Its contribution to the national economy is twice that of Mining and one and a half times that of Agriculture. Skills and experience in this rapidly growing industry could lead to exciting careers that have you working and travelling throughout Australia and the world.

FINANCIAL SERVICES – INSURANCE

Financial Services – Insurance includes a broad range of career streams including Insurance Brokers, Claims Officers, Loss Adjuster/Investigator, Underwriters and Actuaries, Workers Compensation

CAREERS IN FINANCIAL SERVICES:

Insurance Assessor, Motor Assessor, Insurance Claims Team Leader, Health & Life Insurance Officer, Insurance Broking Manager, Specialist Customer Service Manager, Senior Insurance Assessor, Loss Adjustor, Insurance Broker, Life Distribution Advisor, ASIC Accreditation Financial Product Adviser, Credit Manager, Mortgage Broker, Lending Manager, Workers Compensation Case Manager, Account Manager, Account Executive, Insurance Business Development Manager, Customer Service Officer, Insurance Underwriter



INSURANCE BROKER

Insurance brokers are independent intermediaries between insurance companies and insurance buyers in other words, they 'broker' the best deal for their clients from all of the many different types of insurance products out in the marketplace.

LOSS ADJUSTER/INVESTIGATOR

This is another strange name for a very challenging job! When someone breaks into your house or your car gets too friendly with your letterbox, loss adjusters are the people that come to assess the amount of damage that has been done.

CLAIMS OFFICER

When you suffer a loss or damage you make a "claim" against your insurance policy. Claims officers arrange the settlement of these claims. Approximately \$29 million worth of claims are paid every day in Australia!

UNDERWRITERS

Underwriters are the insurance company's decision-makers. They review a customer's applications for insurance, research and assess risks to determine the cover and terms to be offered and the insurance premiums to be charged. This is a core skill because it is the essence of insurance - carried out well, it will minimise losses for a company and help it to make a profit.

Financial services is a growth industry looking for people with a wide range of skills, strengths and attributes.

To work in this industry you will need:

- Exceptional communication skills
- Attention to detail
- Smart presentation and grooming
- Customer service skills
- Good mathematical and analytical skills



www.fapstc.org.au

FINANCIAL ADMINISTRATIVE & PROFESSIONAL SERVICES TRAINING COUNCIL INCORPORATED

phone: (08) 9445 9000 • email: info@fapstc.org.au

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CAREER INFORMATION ONLINE

Career Centre www.careercentre.dtwd.wa.gov.au
Department of Education, Employment and Workplace Relations www.deewr.gov.au/youth/
Job Guide www.jobguide.deewr.gov.au
Skills One www.skillsone.com.au
My Future www.myfuture.edu.au
ApprentiCentre www.trainingwa.wa.gov.au/apprenticentre
Australian and New Zealand Institute of Insurance and Finance www.theinstitute.com.au
National Insurance Brokers Association www.niba.com.au
Insurance Commission of Western Australia www.icwa.wa.gov.au
Skills Connect www.skillsconnect.gov.au
FAPSTC www.fapstc.org.au

FINANCIAL QUALIFICATIONS

FNS20111	Certificate II	Financial Services	
FNS30111	Certificate III	Financial Services	Traineeship Available
FNS30210	Certificate III	Personal Injury Management (Claims Management)	
FNS30511	Certificate III	General Insurance	
FNS30610	Certificate III	Insurance Broking	
FNS40310	Certificate IV	Personal Injury Management (Claims Management)	
FNS40410	Certificate IV	Personal Injury Management (Return to Work)	
FNS40510	Certificate IV	Personal Injury Management (Underwriting)	
FNS41411	Certificate IV	General Insurance	Traineeship Available
FNS41512	Certificate IV	Life Insurance	
FNS41611	Certificate IV	Loss Adjusting	
FNS41710	Certificate IV	Insurance Broking	
FNS50110	Diploma	Personal Injury Management	
FNS51210	Diploma	Insurance Broking	
FNS51312	Diploma	Life Insurance	
FNS51410	Diploma	Loss Adjusting	
FNS60110	Adv Diploma	Insurance Broking	

TRAINEESHIPS

Traineeships are a great way to kick start your career.

- They allow you to earn while you learn
- Offer you hands-on, practical on-the-job work experience
- At the end of the traineeship you gain a qualification that is recognised Australia wide
- Qualifications may make it easier to get into university to complete further studies

Traineeships are a formal agreement between the employer and the trainee to provide employment and quality training for the duration of the traineeship. For more information on traineeships contact the ApprentiCentre on 13 19 54.

WHERE CAN I GET MORE INFORMATION?

For more information on the Financial Services Insurance industry, contact FAPSTC today.

www.fapstc.org.au

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