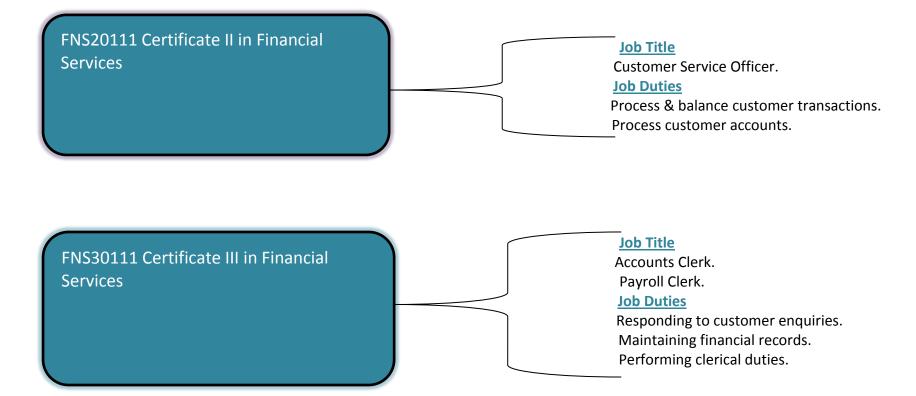


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Promoting Quality Training To Industry

QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY





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QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

Job Title Claims Processing Officer. FNS30210 Certificate III in Personal Claims Agent. Injury Management (Claims **Job Duties** Management) Process benefit payments. Determine claim liability. Manage claims. **Job Title** Claims Officer **Job Duties** FNS30511 Certificate III in General Administration. Handling claims. Insurance Providing customer service at a general insurance branch, by telephone, teleclaims or online.

PLEASE NOTE: the insurance industry is regulated and subject to licensing requirements – refer to http://www.asic.gov.au for more information. The information is merely an indication of qualification job roles and appropriate duties.

This information should not be relied upon & no responsibility is accepted to any party who may use or rely on the whole or any part of the contents of this document.



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QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

Job Title Insurance Broking Clerk Job Duties FNS30610 Certificate III in Insurance Assisting in managing insurance broking business on **Broking** behalf of a client. Handling customer complaints. Responding to customer enquiries for insurance broking products and services. Assisting insurance broking clients with an insurance claim. **Job Title** Claims Processor. FNS40310 Certificate IV in Personal Injury Case Claims Coordinator. Management (Claims Management) Claims Team Manager. **Job Duties** Lead a work team in the personal injury management sector. Resolve disputes. Analyse insurance claims.

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QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

Job Title Workplace Injury Insurance Officer. FNS40410 Certificate IV in Personal Compulsory Third Party Insurance Injury Management (Return to Work) officer. **Job Duties** Ensure that organisations adhere to return to work programs. Educate stakeholders. Maintain return to work information hase. **Job Title** FNS40510 Certificate IV in Personal Injury Underwriting Team Manager. Management (Underwriting) Underwriting Agent. **Job Duties** Underwrite new and renewed business. Settle policy payments and terminations.

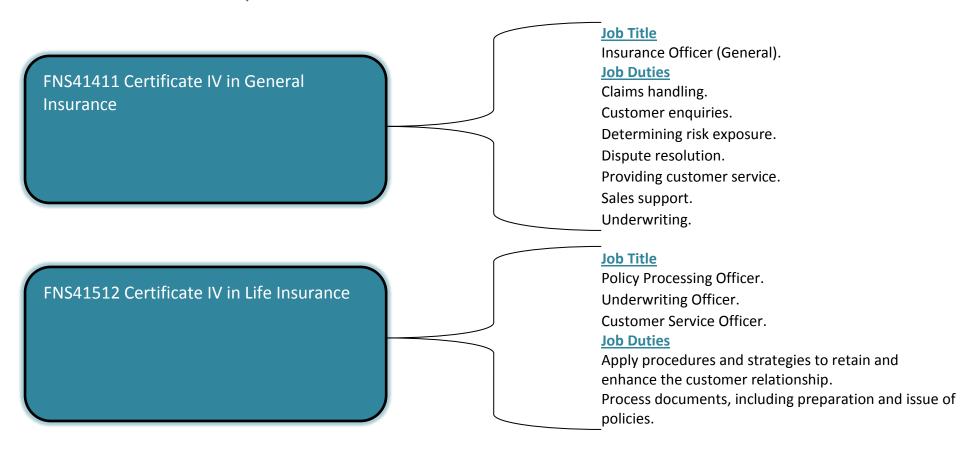
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QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY



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QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

Job Title Customer Service Officer. FNS41611 Certificate IV in Loss Adjusting Vehicle Inspection & Assessment Officer. **Job Duties** Inspect for damage. Recommend repair work. Inspect quality of work related to vehicle insurance claims. **Job Title** Life Insurance Broking Officer. **Job Duties** FNS41710 Certificate IV in Insurance Assisting in managing the broking business **Broking** on behalf of a client. Identifying customer needs. Preparing insurance program presentations. Presenting risk options to clients. Responding to customer enquiries for insurance broking products and services. Assisting a broking client regarding an insurance claim.

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QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS50110 Diploma of Personal Injury
Management

FNS50110 Diploma of Personal Injury
Insurance (CTP).

Job Duties
Comply with financial services legislation and industry codes of practice.
Review business performance.
Monitor and supervise work practices to meet financial services regulatory requirements.
Assess risks.



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QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

Job Title

Team Leader.

Job Duties

Identifying risk within a client's broking portfolio.

Monitoring a client's broking portfolio including monitoring complex domestic and business risk portfolios.

Negotiating and resolving disputes.

Negotiating with insurers on behalf of their clients in an insurance claim.

Preparing new business proposals for insurance broking clients.

Reviewing and reporting losses.

Working as an insurance broking account executive in

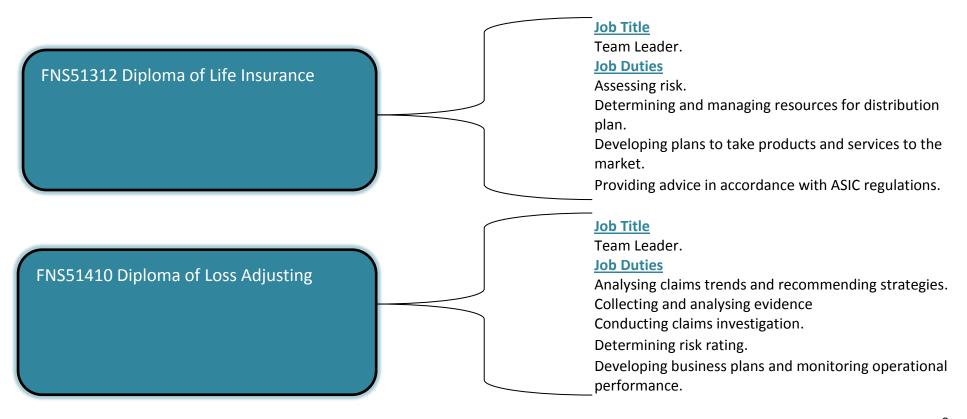
the life general or reinsurance sector.



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QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS60110 Advanced Diploma of Insurance Broking

Developing and implementing business plans.

Managing compliance for the business.

Developing work processes in broking.

Developing marketing plans and growth strategies.

Managing business performance.