



QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS20111 Certificate II in Financial Services

Job Title

Customer Service Officer.

Job Duties

Process & balance customer transactions.

Process customer accounts.

FNS30111 Certificate III in Financial Services

Job Title

Accounts Clerk.

Payroll Clerk.

Job Duties

Responding to customer enquiries.

Maintaining financial records.

Performing clerical duties.

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.



QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS30210 Certificate III in Personal Injury Management (Claims Management)

Job Title

Claims Processing Officer.
Claims Agent.

Job Duties

Process benefit payments.
Determine claim liability.
Manage claims.

FNS30511 Certificate III in General Insurance

Job Title

Claims Officer

Job Duties

Administration.
Handling claims.
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.



QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS30610 Certificate III in Insurance Broking

Job Title

Insurance Broking Clerk

Job Duties

Assisting in managing insurance broking business on 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.

FNS40310 Certificate IV in Personal Injury Management (Claims Management)

Job Title

Claims Processor.

Case Claims Coordinator.

Claims Team Manager.

Job Duties

Lead a work team in the personal injury management sector.

Resolve disputes.

Analyse insurance claims.

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.



QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS40410 Certificate IV in Personal Injury Management (Return to Work)

Job Title

Workplace Injury Insurance Officer.
Compulsory Third Party Insurance officer.

Job Duties

Ensure that organisations adhere to return to work programs.
Educate stakeholders.
Maintain return to work information base.

FNS40510 Certificate IV in Personal Injury Management (Underwriting)

Job Title

Underwriting Team Manager.
Underwriting Agent.

Job Duties

Underwrite new and renewed business. Settle policy payments and terminations.

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.



QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS41411 Certificate IV in General Insurance

Job Title

Insurance Officer (General).

Job Duties

Claims handling.
Customer enquiries.
Determining risk exposure.
Dispute resolution.
Providing customer service.
Sales support.
Underwriting.

FNS41512 Certificate IV in Life Insurance

Job Title

Policy Processing Officer.
Underwriting Officer.
Customer Service Officer.

Job Duties

Apply procedures and strategies to retain and enhance the customer relationship.
Process documents, including preparation and issue of policies.



QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS41611 Certificate IV in Loss Adjusting

Job Title

Customer Service Officer.
Vehicle Inspection & Assessment Officer.

Job Duties

Inspect for damage.
Recommend repair work.
Inspect quality of work related to vehicle insurance claims.

FNS41710 Certificate IV in Insurance Broking

Job Title

Life Insurance Broking Officer.

Job Duties

Assisting in managing the broking business 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.

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.



QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS50110 Diploma of Personal Injury Management

Job Title

Manager Workplace Injury Insurance.
Manager Compulsory Third Party 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.

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.



QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS51210 Diploma of Insurance Broking

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.

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.



QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS51312 Diploma of Life Insurance

Job Title

Team Leader.

Job Duties

Assessing risk.

Determining and managing resources for distribution plan.

Developing plans to take products and services to the market.

Providing advice in accordance with ASIC regulations.

FNS51410 Diploma of Loss Adjusting

Job Title

Team Leader.

Job Duties

Analysing claims trends and recommending strategies.

Collecting and analysing evidence

Conducting claims investigation.

Determining risk rating.

Developing business plans and monitoring operational performance.

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.



QUALIFICATION JOB ROLES IN THE INSURANCE INDUSTRY

FNS60110 Advanced Diploma of
Insurance Broking

Job Title

Manager.

Job Duties

Developing and implementing business plans.

Managing compliance for the business.

Developing work processes in broking.

Developing marketing plans and growth strategies.

Managing business performance.