

**CHARTERED**   
INSTITUTE OF PROFESSIONAL CERTIFICATIONS

# AUSTRALIA INSURANCE LAWS AND CONTRACT REGULATIONS

**Fully Accredited  
By:**

Chartered Institute of  
Professional Certifications

CPD  
Certification Service

# PROGRAM OVERVIEW



Australia's insurance laws are complex. **With a complex interplay of federal and state regulations, this multi-layered system can create overlapping or even conflicting rules, making it difficult for insurance leaders to navigate the legal landscape.** In addition, Australia's insurance laws contain significant ambiguities. Concepts like "utmost good faith" and "duty of disclosure" are open to interpretation, leading to **frequent disputes between insurers and the insured.**

This certified program will provide you with a comprehensive understanding of the **complex and dynamic insurance laws in Australia at both the federal and state levels.** You will gain legal insights into legislative frameworks like the Financial Services Reform Act 2001, Life Insurance Act 1995, and Insurance Contracts Act 1984, as well as **clarity into ambiguous insurance terms such as the duty of utmost good faith and the nuances of industry standards,** particularly under the General Insurance Code of Practice. Participants will also acquire skills in **interpreting intricate policy terms, resolving disputes based on contract interpretation, and formulating insurance policies and procedures that align with current Australian legislation.** Special emphasis will also be given to unique state laws, to help you comprehend the fine interplay between federal and state regulations in the insurance sector.

Throughout this program, you will learn to be adept at **formulating and executing policies and procedures that comply with the diverse insurance legislation across Australia.** You will also acquire skills in conducting insurance-related audits, preparing detailed reports, and advising clients on various aspects of insurance policies, all while integrating legal compliance into your professional responsibilities. With a solid understanding of the regulatory framework, you will learn practical skills for **insurance management, discover how to develop compliant policies, handle claims and disputes, and fulfil reporting obligations.**

Upon successfully completing the program, you will attain the **Certification in Australia Insurance Laws,** elevating your professional credentials and demonstrating your expertise in navigating the intricacies of Australian insurance legislation and regulations. This industry-recognized certification will **demonstrate your underlying expertise in managing insurance policies and implementing industry best practices.** With lifelong validity, it will position you as a legal authority in driving organizational success and contribute to a more knowledgeable and compliant insurance sector in Australia.

## ACCREDITATIONS



4.8



4.6



# KEY SKILLS YOU WILL GAIN

## From This Program



**INSURANCE LAW INTERPRETATION  
INSURANCE POLICY ANALYSIS PROFICIENCY  
REGULATORY COMPLIANCE MONITORING  
ETHICAL CONDUCT IN INSURANCE**

**FINANCIAL SERVICES REFORM ACT 2001 (CTH)  
LIFE INSURANCE ACT 1995 (CTH)  
INSURANCE CONTRACTS ACT 1984 (CTH)  
DUTY OF UTMOST GOOD FAITH**

**CLAIMS HANDLING  
GENERAL INSURANCE CODE OF PRACTICE  
ADD-ON INSURANCE REFORMS  
ANTI-HAWKING OF FINANCIAL PRODUCTS  
REFORMS**

**DISPUTE RESOLUTION MECHANISMS  
ARBITRATION AND LITIGATION  
INSURANCE FRAUD AND ABUSE  
CONSUMER RIGHTS AND INSURANCE  
INSURANCE LEGAL RISK MITIGATION**

**POLICY RENEWAL HANDLING  
INSURANCE ETHICS UNDERSTANDING**

# YOUR FACULTY DIRECTOR



## Beverley Honig

Internationally Qualified Lawyer and Author of Best-Selling Book “Making Contracts Work”

Beverley Honig is a world-renowned speaker, lawyer, and author. She is a recipient of the prestigious **Top 100 Women for Influence award by The Australian Financial Review**. Currently listed in Who’s Who in Business in Australia, Beverley was also inducted into the Businesswoman Hall of Fame in 2016.

She has over 20 years’ experience as an internationally qualified lawyer who has worked in Australia, the United Kingdom, and Middle East. She also serves as a **Judge for the Essential Services Commission Appeals** and is the **Chairman of Greenville Developments** and **Director of Australia Chamber of Commerce** for over 20 years.

Beverley has also **authored several bestselling textbooks**, including “Making Contracts Works” and was a **distinguished Lecturer at the University of Melbourne and Queensland University of Technology Business School**. She is currently the CEO of an award-winning business consultancy, which has been honored by the Prime Minister of Israel for its outstanding contribution in forging international trade links.

# OUR PARTICIPANTS

Over 70% of FORTUNE 500 Companies Have Attended Our Accredited Programs Before



# PROGRAM AGENDA

## MODULE 1: INSURANCE – GENERAL MATTERS

- Matters to Consider When Buying Insurance
- Relationship Between Insured and Insurer
- Getting a Claim Paid
- Dispute Resolution Schemes

## MODULE 2: LEGISLATION

Insurance Policy-Contracts Regulated by Commonwealth Legislation and Common Law  
Eg:

- Financial Services Reform Act 2001 (Cth)
- Life Insurance Act 1995 (Cth)
- Insurance Contracts Act 1984 (Cth)

## MODULE 3: UNFAIR CONTRACT TERMS IN INSURANCE CONTRACTS

- Australian Securities and Investments Commission (ASIC)
- Examples of Potentially Unfair Contract Terms in Insurance Contracts

## MODULE 4: OTHER LEGAL OBLIGATIONS AND COMMON LAW

- The Duty of Utmost Good Faith
- Claims Handling
- Responding to Complaints

## MODULE 5: THE INSURED'S DUTY OF DISCLOSURE

- Common Law Position
- Legislation - Insurance Contracts Act 1984 (Cth)
- Factors Affecting Duty Eg: Contract Types, Materials Provided/Questions by Insurer
- Cancelling an Insurance Contract for Breach of Duty Not to Make a Misrepresentation

## MODULE 6: CODE OF PRACTICE

- General Insurance Code of Practice
- Penalties and Code Governance Committee Responsible for Monitoring and Enforcing

## MODULE 7: ADD-ON INSURANCE AND ANTI-HAWKING OF FINANCIAL PRODUCTS

- Add-On Insurance Reforms
- Anti-Hawking of Financial Products Reforms

## MODULE 8: MAKING THE CLAIM

- Before Claiming
- Making the Claim
- Notification



# PROGRAM AGENDA

## **MODULE 9: DISPUTE RESOLUTION**

- Dispute Resolution Mechanisms in Insurance
- Role of Arbitration and Litigation in Insurance Disputes

## **MODULE 10: CONSUMER PROTECTION AND CONTACTS IN INSURANCE**

- Insurance Fraud and Abuse
- Consumer Rights and Insurance
- Role of Consumer Advocacy Groups
- Relevant Organisation for Your Particular Type of Insurance Dispute
- Australian Prudential Regulation Authority
- Australian Securities Investment Commission
- Insurance Law Service (Financial Rights Legal Centre)
- Australian Financial Complaints Authority

# YOUR CHARTER DESIGNATION



Chartered Institute of Professional Certification's programs are unique as they provide you with professional charter designation and mark that can be used across your lifetime once you have completed our programs.

Upon completion of this comprehensive program, you will earn the prestigious **Certification in Australia Insurance Laws**, a globally recognized and lifelong designation that will distinguish you as an expert proficient in navigating insurance regulations, managing claims, and ensuring ethical compliance in the insurance industry. This achievement will bolster your professional credentials, enhancing your resume and CV to showcase your comprehensive knowledge and expertise to potential employers.

Developed by the **Chartered Institute of Professional Certifications** and certified by the **CPD Certification Service**, this program adheres to the highest continuing professional principles, ensuring that your certification reflects your dedication to excellence in your field.



# ABOUT US

49,525

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390

Certified and Fully  
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and Enhancements

## Chartered Institute of Professional Certifications

All of Chartered Institute of Professional Certifications program are fully accredited programs. The professional charter and designations are trademarked credentials that can only be used by professionals who have completed and passed our accredited program. It is also independently accredited by CPD as adhering to the highest standards of continuing professional principles.

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# OUR FACULTY DIRECTORS

We Collaborate With  
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# CONTACT US TODAY

We Thank You for Your Ongoing Support  
of Our Programs

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