



# QualiPHI

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## Course Catalogue



## QualiPHI is an online learning solution created specifically for the private health insurance industry.

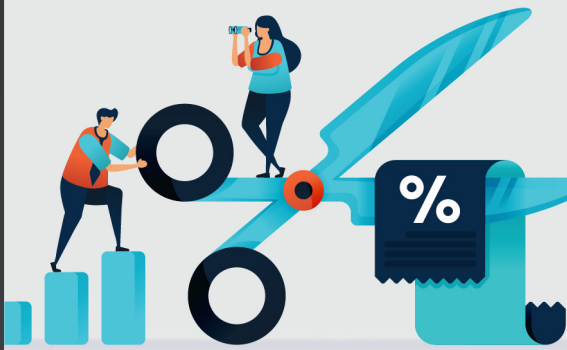
QualiPHI offers a comprehensive suite of private health insurance-specific training, delivered through an interactive and dynamic learning management system.

We offer three types of courses:

- **Private health insurance fundamental courses**  
Our fundamental courses help learners understand the information, legislation and concepts that underpin the private health insurance industry. These are short courses, designed to be completed in two hours or less.
- **Workplace legislation courses**  
Our workplace legislation courses introduce participants to some of the legislation and regulations that apply to Australian workplaces, with a focus on how they apply in the private health fund environment. These courses take approximately one hour.
- **Private health insurance extended courses**  
Our extended courses give learners comprehensive training in a range of private health insurance-related topics and skills. These courses are self-paced, and designed to take the learner approximately three months to complete.

Each course can be adapted for your organisation by adding your own policies, procedures and processes.

Use the courses to build the capability and skills of your existing workforce, or to ensure new employees get the start they need in induction or onboarding programs.



## Australian Government Rebate on Private Health Insurance

This course provides health fund staff with a working knowledge of the Australian Government Rebate on Private Health Insurance.

Participants learn:

- how to determine eligibility for the rebate, including the impact of income and age
- ways in which the rebate can be claimed
- who is eligible for the savings provision and how it works.



approximately 1 hour to complete



## Australian health care systems

This course provides health fund staff with a broad understanding of the Australian public and private health care systems and how each plays a role in keeping health care affordable for Australians.

Participants also learn:

- the functions of private health insurance industry bodies
- key industry terms and acronyms
- the key elements of private health insurance legislation, including the 2019 Government reforms.



approximately 2 hours to complete



## Lifetime health cover and age-affected government incentives

This course provides health fund staff with an understanding of the two age-based incentives in the Australian private health system - lifetime health cover and age-based discounts.

Participants learn:

- the key elements of lifetime health cover
- how to calculate lifetime health cover loading
- the three types of permitted days without hospital cover
- what special provision apply
- how age-based discounts work.



approximately 1.5 hours to complete



### Pre-existing conditions - Introduction

This course has been developed for health fund employees that are not expected to respond to queries about coverage.

The course provides participants with a general understanding of the pre-existing condition rule, including the exceptions to the rule and how the rule applies in different circumstances.

Participants learn what to do if they receive a query about pre-existing conditions, and are provided with an overview of the pre-existing condition assessment process.



approximately 45 minutes to complete



### Pre-existing conditions - Advanced

This course has been developed for health fund employees that are expected to respond to queries about coverage.

The course provides comprehensive information about the pre-existing condition rule, including the exceptions to the rule and how the rule applies in different circumstances.

Participants learn how to respond appropriately to queries from customers and potential customers about pre-existing conditions, and how to follow appropriate pre-existing condition processes.



approximately 1.5 hours to complete



### Private Health Insurance Code of Conduct

This course introduces participants to the *Private Health Insurance Code of Conduct*, and provides an understanding of how the Code applies in practice.

The course references the most recent version of the Code, which came into effect on 1 July 2021.



approximately 45 minutes to complete



### Occupational health and safety in Victoria

This course provides participants with an understanding of Victorian occupational health and safety legislation and how it applies in a workplace.

Participants also learn:

- how to set up an ergonomic workstation
- basic exercises to minimise the risk of injury
- how to respond in an emergency
- the responsibilities of both employers and employees under relevant workplace bullying, discrimination, harassment and violence legislation.



approximately 1 hour to complete



### Work health and safety

This course provides participants with an understanding of work health and safety legislation and how it applies in a workplace.

Participants also learn:

- how to set up an ergonomic workstation
- basic exercises to minimise the risk of injury
- how to respond in an emergency
- the responsibilities of both employers and employees under relevant workplace bullying, discrimination, harassment and violence legislation.



approximately 1 hour to complete



### Privacy

This course provides participants with an understanding of the *Privacy Act 1988* and the 13 Australian Privacy Principles. The module also shows participants how the principles apply to private health funds.



approximately 1 hour to complete



## Emotional intelligence

This course covers the development and use of emotional intelligence in the workplace to increase self-awareness, self-management, social awareness, and relationship management.

Participants learn to:

- identify the impact of their emotions on others
- recognise and appreciate the emotional strengths and weaknesses of others
- promote the development of emotional intelligence in others
- use emotional intelligence to maximise team outcomes.



self-paced, approximately three months



## Enhancing member experience

This course gives participants the skills and knowledge to effectively identify the needs of members and to deliver the appropriate service.

Participants will be able to monitor and report on service delivery, contribute to quality member service standards, implement member service systems, and implement team member service standards.

Participants will also learn about dispute resolution, and how to effectively handle a dispute.



self-paced, approximately three months



## Introduction to private health insurance

This course is an introduction to the skills and knowledge required of employees in the private health insurance industry.

Participants will develop an understanding of the scope, sectors and responsibilities of the industry, the procedures, guidelines, policies, standards, and ethical requirements of the industry, sustainability issues, how to manage information and how to plan work, how to participate in and facilitate work team activities, and how to develop and maintain personal competency.



self-paced, approximately three months



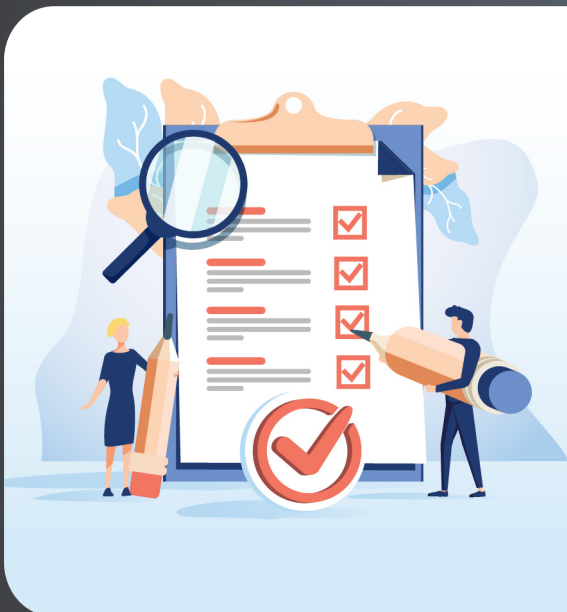
### Lead effectively and promote innovation

Participants of this course will develop the leadership skills and knowledge required to promote team cohesion and innovation.

Participants will learn to collect, analyse and communicate information and ideas, inspire trust and confidence, develop and maintain networks and relationships, manage difficulties into positive outcomes, maximise innovation in a team, develop effective ways to work, and support and guide colleagues.



self-paced, approximately three months



### Processing claims

This course provides participants with a thorough working knowledge of claims processing.

Participants will learn how to:

- interpret documents and instructions
- use and apply appropriate specialist terminology
- extend understanding of specialist terminology
- collect and organise information relating to claims
- research claims and validate claim information
- maintain records and lines of communication.



self-paced, approximately three months



### Selling products and services

This course covers the skills and knowledge required to develop and maintain an in-depth knowledge of the financial products and services provided by an organisation, or those an organisation uses, and how they may be applied to consumer needs.

It also covers the skills and knowledge required to present a sales solution and close a sale in response to a consumer enquiry.



self-paced, approximately three months



Winner of a **Gold LearnX Live!**  
**Award** in the *Best Compliance*  
*Training Project* category

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## Contact us

For more information or to arrange a demonstration, please contact:



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