AMP Life Insurance Code of Practice

E-LEARNING REVIEW 2019

STORYBOARD

PURPOSE OF THIS DOCUMENT

This document provides a storyboard representing new content on genetic testing to be included in the existing AMP e-learning module on the 'Life Insurance Code of Practice'.

KEY CONSIDERATIONS

The content must be written in the same company voice and style as the existing content to ensure consistency throughout the module.

The page design must take into consideration the company branding guidelines for font, colour, themes etc and be consistent with new GUI changes.

The content must provide a high-level view of the changes relating to genetic testing – further detail is provided within scenarios for underwriting and claims.

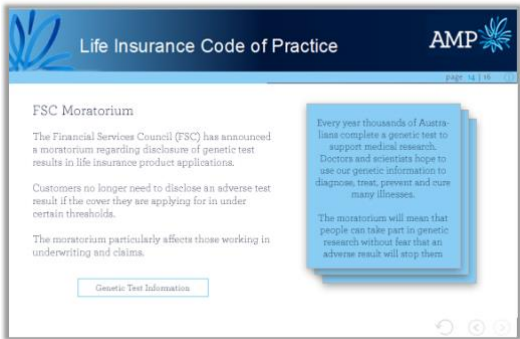## INSTRUCTIONAL DESIGN APPROACH

Initial discussions with AMP SMEs indicated that the content lent itself to five new slides being developed – three scenarios and two slides providing an overview of the changes to genetic testing. The three scenarios have been developed and have been provided to AMP in another document. The two overview slides are contained within this document.

On further investigation from our instructional design team, The Learning Factor recommends that one overview slide be placed at the start of the module for all audiences to view, and the other slide be placed within the underwriting section of the module as the content relates more specifically to this audience.

OVERIEW SLIDE ONE

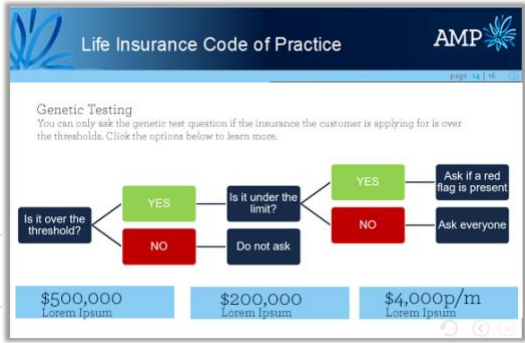To be placed in the module directly before the 'Choose your pathway' slide.

MORATORIUM

Page Title	FSC Moratorium		Type	Text and Static Image / Graphic	Number	1
Event	**Audio**		**On-Screen Text (OST)**		**Internal Development Notes**	
1.	The Financial Services Council (FSC) has announced a moratorium regarding disclosure of genetic test results in life insurance product applications. Prior to 1st July 2019, genetic test information was obtained from all customers as part of insurance applications. The moratorium means that customers no longer need to disclose an adverse test result if the cover they are applying for in under certain thresholds. The moratorium particularly affects those working in underwriting and claims. If you would like to know more about changes relating to genetic testing, click on the link provided or speak with you manager.		The Financial Services Council (FSC) has announced a moratorium regarding disclosure of genetic test results in life insurance product applications. Customers no longer need to disclose an adverse test result if the cover they are applying for in under certain thresholds. The moratorium particularly affects those working in underwriting and claims.		Design needs to be similar to other slides within the module. Also refer to email guidance on changes to the GUI. Text to appear on screen in sync with the audio. Include a clickable link to the AMP website to view the Genetic Test Information Flyer – link to be provided by AMP.	
2.			Every year thousands of Australians complete a genetic test to support medical research. Doctors and scientists hope to use our genetic information to diagnose, treat, prevent and cure many illnesses. The moratorium will mean that people can take part in genetic research without fear that an adverse result will stop them from being able to secure life insurance.		Place this text on the right in a highlighted box. Include an information icon.	

OVERIEW SLIDE TWO

To be placed in the module within the 'Underwriting Scenarios' section directly before the two new genetic test scenarios.

MORATORIUM

Page Title	Genetic Test Question	Type	Click and Reveal	Number	2
Screen Layout					

Event	Audio	On-Screen Text (OST)	Internal Development Notes
1.	When you are assessing an insurance application you will need to decide whether to ask the customer the genetic test question. Regardless of any other policies the customer has with AMP or externally, you can only ask if the insurance they are applying for is over the thresholds.	Genetic Testing You can only ask the genetic test question if the insurance the customer is applying for is over the thresholds. Click the options below to learn more.	Design needs to be similar to other slides within the module. Also refer to email guidance on changes to the GUI. Text to appear on screen in sync with the audio
2.		Is it above the threshold? $500,000 Lump Sum Death Cover, Total Permanent Disability Cover $200,000 Trauma/Critical Illness Cover $4,000p/m Income Protection/Salary Continuance Cover Yes No	This is represented as a decision tree for the learner to click on YES or NO
3.		YES – Is it under limit requirements? YES/NO NO – Do not ask	This is to the right of the above information on a layer.
4.		YES – Ask if a red flag is present (Medical/Family history) NO – Ask everyone	This is to the right of the above information on a layer.