



APPRENTICESHIP

Providing Financial Services (Insurance Pathway)

Level 3

3



Chartered
Insurance
Institute

**Aspire
Apprenticeships**



Apprenticeship Framework

The Level 3 apprenticeship in Providing Financial Services – Insurance Pathway is your stepping stone to a rewarding career in the dynamic world of insurance. This nationally recognised qualification equips learners with the knowledge, skills, and experience needed to kickstart a career in the insurance agency.

The programme prepares learners for roles including those:

- Insurance Sales Representative
- Insurance Claims Handler
- Insurance Customer Service Agent
- Underwriting Assistant
- Insurance Brokerage Assistant

Who is this apprenticeship for?

This qualification is suitable for individuals working within the insurance industry who provide complex products and services to customers either face-to-face or over the telephone. The apprenticeship will give learners the opportunity to receive recognition for their experience or, if new to a role, the opportunity to take the first step towards professional qualifications.

On completion of this apprenticeship, you will achieve the following:

- Level 3 NVQ Certificate in Providing Financial Services – Insurance Pathway
- CII Level 3 Certificate in Insurance (Cert CII)
- Highfield Level 3 NVQ Certificate in Customer Service
- Essential Skills Wales Level 2 in Communication
- Essential Skills Wales Level 2 in Application of Number



Benefits of the apprenticeship programme:

Accelerate Your Career Growth: With the Level 3 apprenticeship in Providing Financial Services – Insurance Pathway, you will gain the essential skills, knowledge and gain practical experience to propel your advancing career in the insurance industry.

Industry-Recognised Certification: Upon successful completion of this programme, you'll earn an industry-recognised certification, providing you with a competitive edge in the job market. Employer's value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.

Practical and Real-World Learning: Our programme emphasises practical, real-world learning. You will practice skills in the workplace collaborating with experienced colleagues and supported by ALS professionals who will guide you through every step of the process.

Tailored Curriculum: Our comprehensive curriculum is designed to meet the demands of the ever-evolving insurance industry. The insurance pathway will explore the regulatory frameworks that apply to the insurance industry, the principles and practice of broking, underwriting and claims handling, alongside the customer service and teamworking skills to build lasting professional relationships.

Experienced and Knowledgeable Advisors: Throughout your apprenticeship, you'll have access to a network of experienced advisors who will provide guidance, coaching, support, and feedback.

Course Delivery

- Typical duration of 18 months.
- Induction session for apprentices and for their line managers.
- 4 Half Day Insurance (IF1) Workshops
- 3 x 2 hour 1-2-1 sessions to support with the second CII exam *
- Supported by self-study online resources.
- 2 CII Exams (IF1 – 2 Hours, Optional CII unit 90 minutes – 2 Hours)
- Monthly 1-2-1 sessions to achieve your NVQ
- 4 Essential skills assessment days. (2 Preparation days and 2 Live Task days) **
- 2 hour long essential skills confirmatory tests. **

***Essential Skills activities are not applicable to apprentices with exemptions.*

** If required*



Level 3 Certificate in Providing Financial Services – Insurance Pathway

Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

Knowledge for this element will be further supported through attendance at the workshops for the CII element of the apprenticeship.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

Qualification Structure Summary

The Level 3 Certificate in Providing Financial Services – Insurance Pathway consists of units totalling a minimum of 31 credits. 3 mandatory units, with a total of 16 credits plus a minimum of 6 optional credits from group C and a minimum of 2 units from the further optional unit group totalling a minimum of 9 credits.

Unit rules of combination:

- Mandatory Units (Learners must achieve all 3 units) – 16 credits.
- Optional units Group C – Minimum 6 credits.
- Further Optional Units Group – Minimum 9 credits and at least 2 units.

What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business). Below is a brief overview of the units available.

Mandatory Units	
Unit Title	Level
Improving and maintaining workplace competence in a financial services environment.	2
Developing productive working relationships with colleagues	3
Complying with regulations within the financial services environment	2

Optional Units Group C (Minimum of 6 Credits)		
Unit Title	Level	Credits
Carrying out initial assessment and investigating complex insurance claims.	3	5
Dealing with complaints relating to financial services products and /or services.	3	8
Dealing with complex claims for uninsured losses.	3	5
Dealing with complex claims for insured losses.	3	5
Evaluating insurance products and services.	3	5
Evaluating risk as an insurance intermediary and advise other intermediaries.	3	5
Processing complex insurance business as an intermediary.	3	5
Processing complex insurance renewals.	3	5
Processing complex insurance renewals as an intermediary.	3	5
Processing complex mid-term insurance amendments.	3	5
Processing complex policy documentation for new business.	3	5
Providing information to customers in a financial services environment.	2	4
Review underwriting decisions to accept risks.	3	5
Settling complex insurance claims.	3	5
Underwriting complex new risks.	3	5
Underwriting complex policy alterations.	3	5

Further Optional Units Group (Minimum of 9 Credits and 2 units)

Unit Title	Level	Credits
Improve the customer relationship.	3	7
Monitor and solve customer service problems.	3	6
Organise the delivery of reliable customer service.	3	6
Managing the business relationship with clients in a financial services environment.	3	4
Plan, allocate and monitor work in own area of responsibility.	4	5

Have any questions about our Level 3 Certificate in Providing Financial Services –Insurance Pathway?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at info@alstraining.org.uk



Level 3 Certificate in Insurance (Cert CII)

Course Delivery

This element of the programme will be delivered through blended learning with learners attending 4 half day knowledge and technical skills workshops delivered either face to face or virtually using Microsoft Teams across the 18-month duration of the programme.

Assessment for the CII qualification is through completion of 2 online exams aligned to the units of study.

Learners will benefit from CII membership for the duration of the apprenticeship.

Qualification Structure Summary

The Level 3 CII Certificate in Insurance consists of 40 Credits.

You will need to complete the CII IF1 unit totalling 15 Credits along with one optional CII unit totalling 15 credits and complete the Level 3 NVQ Certificate in Providing Financial Services – Insurance Pathway (equivalent to 10 credits)

What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business). Below is a brief overview of the units available.

Mandatory Unit		
Unit Title	Level	Credits
IF1 – Insurance, Legal and Regulatory	3	15

Optional Units (1 unit required)		
Unit Title	Level	Credits
IF2 General Insurance Business.	3	15
IF3 Insurance Underwriting Process.	3	15
IF4 Insurance Claims Handling Process.	3	15
IF5 Motor insurance products.	3	15
IF6 Household insurance products.	3	15
IF7 Healthcare insurance products.	3	15
IF8 Packaged commercial insurances.	3	15
IF9 Customer service in insurance.	3	15
I10 Insurance broking fundamentals.	3	15

Have any questions about our Level 3 CII Certificate in Insurance (Cert CII)?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at info@alstraining.org.uk

4

Essential Skills Qualifications

When you agree to undertake an apprenticeship, you may be required to complete Essential Skills as part of your apprenticeship framework.

Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number.

Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish. This will be discussed with you before you sign up with us, and will also be followed up by your assessor before and during your first visit from us.

Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact info@alstraining.org.uk