

Insurance Professional.

Level 4 Apprenticeship

As part of the programme, you will be expected to meet the Knowledge, Skills and Behaviours outcomes detailed below.

Your line manager will need to demonstrate how you will meet these outcomes during your programme, by completing a form during the application process.

Knowledge	Learning Outcomes
Insurance market	A comprehensive understanding of the insurance market and the available products and services.
Risk and Regulatory	A comprehensive understanding of the Financial Services legal and regulatory framework and organisational policies and procedures to ensure compliance. Demonstrate an understanding of how a range of situations may be affected by legal and insurance principles.
Clients and Colleagues	An understanding of the importance of being proactive in developing the relationships and networks required to be successful in the role, whilst achieving business objectives and ensuring that client needs are met.
Processes and Procedures	A clear understanding of the processes and procedures relevant to the technical requirements of the role and their impact on the wider organisation and industry.
Commercial awareness	An understanding of the impact of change within the insurance market and how it affects the role and the wider organisation. Understand and can differentiate between the organisation's short, medium and long term business objectives.

Skills	Learning Outcomes
Technical ability	Ability to apply technical knowledge and experience to deliver positive outcomes to all stakeholders utilising appropriate policies and procedures.
Relationship development	Ability to apply legal and insurance principles, knowledge of the market structure and its processes, procedures and documentation to a range of complex situations.
Ownership and initiative	Take ownership for delivering in your area of responsibility. Find ways to progress and meet commitments when issues arise, being creative where appropriate. Escalate issues and decisions where necessary. Identifies and proposes business process improvements.
Governance	Apply legal and regulatory requirements to work compliantly, whilst promoting a culture of treating customers fairly. Assess whether organisational processes and procedures and those that follow them are compliant with legal and regulatory requirements.
Advice and support	Provide technical advice and support to others on complex insurance matters.

Behaviours	Learning Outcomes
Drive to excel	An understanding of your own and the company's performance measures and the application of this knowledge to contribute positively to key business objectives. Share your own knowledge and experience to support others to achieve personal and business objectives.
Communication	Adapt communication and resources to take account of the target audience including less experienced colleagues. Present information accurately and effectively using more complex communication methods such as reports and presentations. Communicate using the necessary technical language but articulates this in a way that others can understand.
Personal Accountability	Act using your own initiative to accomplish objectives and seeks alternatives when barriers arise. Tenacious in finding the best solutions, demonstrating commitment to the role and the Insurance Industry.
Innovation	Proactively able to challenge the status quo by considering the feasibility of suggested ideas and improvement considering the impact they may have on business objectives.
Professionalism	Truthful, sincere in your actions (even when not the easiest) and demonstrates Utmost Good faith. Demonstrate role model behaviour in your approach to colleagues, clients and partners.