

# Senior Insurance Professional.

## Level 6 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
<b>Insurance market</b>	Deep understanding of the complex and changing needs of the insurance market and the range of products and services available to meet those needs.
<b>Risk and Regulatory</b>	Deep Understanding of the Financial Services legal and regulatory framework and the ethical principles underpinning them. Thorough understanding of new or changing legislation and legal practice on the insurance sector. Understanding of the impact of exposure to risk and strategies to manage, mitigate and transfer risk.
<b>Clients and Colleagues</b>	Deep understanding of the principles of how to build strong internal and external relationships. Able to demonstrate an in depth understanding of customer service standards and the culture of the company.
<b>Processes and Procedures</b>	Deep understanding of the processes and procedures within own role and how these are impacted by insurance market practices and agreements. Able to evaluate how these support the delivery of the operational and strategic objectives of the business.
<b>Commercial awareness</b>	Deep understanding of how the insurance market may be affected by external change. Understanding of how to assess the impact of competitor strategy on businesses and their market position and how to use this knowledge to contribute to organisational strategy.

Skills	Learning Outcomes
<b>Technical ability</b>	Apply specialist technical knowledge and experience to unfamiliar and/or complex situations. Proactively respond to insurance market changes to deliver positive outcomes to all stakeholders. Consistent application of legal insurance principles, knowledge of the market structure and its processes and procedures and documentation to a range of complex situations.
<b>Relationship development</b>	Engage and network proactively with clients, customers, colleagues and senior management, as required to deliver business outcomes. Manage customer and stakeholder expectations effectively. Use interpersonal skills and networks to influence and gain support, to deliver positive business outcomes.
<b>Communication</b>	Use a range of advanced communication techniques to convey complex information. Negotiate effectively. Seek out opportunity to communicate complex information clearly and negotiate effectively by applying advanced communication techniques.
<b>Ownership and initiative</b>	Contribute to the development and implementation of operational plans within business area. Manage people and/or processes to ensure the operational and strategic needs of business are met. Challenge existing processes and procedures to improve the customer, clients and stakeholders experience. Use a structured, evidence- based approach when taking ownership for resolving identified problems. Able to provide a clear rationale when making decisions.
<b>Governance</b>	Use in-depth knowledge of regulatory requirements to support organisational compliance. Use understanding of risk to contribute to anticipating, identifying and managing exposures within the business area.
<b>Advice and support</b>	Consistently support others and collaborates to achieve results in line with business strategy. Take a leadership role within team when appropriate. Be alert to sector developments and notifies others where they impact on own business area.
<b>Management of information and data</b>	Obtain and analyse relevant information and data to evaluate performance and influence business results. Use data analysis to challenge existing business processes and procedures. Proficient in the use of bespoke and/or generic IT software and systems needed to facilitate the analysis and evaluation of data.

Behaviours	Learning Outcomes
<b>Drive to excel</b>	Identify opportunities to drive higher performance. Take the initiative to set and meet challenging individual and team performance measures underpinned by commercial acumen and sound judgement.
<b>Innovation</b>	Demonstrate a creative and questioning approach. Enterprising when seeking solutions to business needs understanding the impact at both a practical and a technical level. Respond positively to feedback and change.
<b>Professionalism</b>	Display professional and personal integrity by being truthful and sincere in actions and avoiding/ managing any potential conflicts of interest. Role models and coaches others in positive behaviours.