

# Insurance Practitioner

## Level 3

Duration: 12-18 months

Funding band: £7,000



### What is the background to this programme?

Insurance is an incredibly diverse marketplace with a rich history of helping people and businesses assess the risks they could face. Insurance touches the lives of everyone and allows us to operate secure in the knowledge that should the worst happen, we will have the support we need. The Insurance Practitioner Apprenticeship is an entry level role into the industry, leading to possible future career paths in underwriting, client relations, insurance claims, loss adjusting, broking, reinsurance and account management. This standard provides the competencies which will be achieved as part of an introduction to the industry and which will be transferable across future roles and companies. Some possible duties to perform in this role would include supporting in the acquisition of new clients and retention of existing ones, analysing data to support business objectives, preparing and issuing documents, preparing reports and market research, maintaining and developing both internal and external relationships and compliance with regulatory requirements.

### What are the entry requirements?

There are no formal entry requirements for this Apprenticeship. Apprentices who have not achieved an A\*-C GCSE (or equivalent) in Maths and English GCSE will be expected to gain Functional Skills Level 2 as part of this Apprenticeship.

## What is covered?

- Technical ability - Adherence to relevant processes using technical ability and proficient IT skills to deliver positive outcomes for the business, e.g. processing a claim taking into account policy documents and internal processes
- Relationship development – Development and management of positive working relationships, handling & resolving client queries through effective verbal/written/IT skills, e.g. working closely with an Account Director to achieve business wins and client renewals
- Effective working - Working in a variety of ways to achieve results, e.g. collaboratively or independently. Demonstrating attention to detail, appropriate time management and a problem-solving approach to work, e.g. working as part of a team to win new business.
- Governance – Working compliantly, including understanding data protection and treating customers fairly. Understanding specific threats to the business.

## What qualification is achieved?

The supporting qualification for the apprenticeship is either the Certificate in Insurance (Cert CII) or the Certificate in Claims Handling (Cert CILA). It is also the first step on the route to an Advanced Diploma in Insurance (ACII) qualification or Associateship of the CILA (ACILA).

## Apply to start or ask for more information

Our team are here to help.

The quickest route is to email [learning@davies-group.com](mailto:learning@davies-group.com)

We look forward to chatting to you soon!



*"I was really impressed with the amount of resources and expertise that were available from Davies Learning Solutions. Everything I needed was provided, the environment was so supportive, and I never felt like I had to do anything on my own"*

– Ciara Octigan, Apprentice