

Retail Financial Services (Insurance) NVQ

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and EDI – a leading Awarding Body for vocational qualifications.

- Course duration: 3 – 6 months
- Assessed through observation, discussion, workplace evidence and written worksheets

To achieve the NVQ, candidates must complete *six* units in total; *three* mandatory units plus at least *two* technical units from groups B-E, and any *one* additional unit from groups B-H.

Level 2

Mandatory: Core competencies
■ Develop yourself to improve and maintain workplace competence
■ Plan and organise your work in a financial services environment
■ Ensure your own compliance with financial services regulation
Group B – Insurance Claims options
■ Deal with straightforward new insurance claims notifications
■ Settle straightforward insurance claims
■ Deal with straightforward claims for insured losses
■ Deal with straightforward claims and uninsured losses
Group C – Insurance Intermediation options
■ Advise customers as an insurance provider
■ Process straightforward insurance business as an intermediary
■ Process straightforward insurance renewals as an intermediary
■ Process straightforward mid-term insurance amendments
Group D – Insurance Underwriting options
■ Underwrite straightforward new risks
■ Process insurance policy documents and alterations
■ Process straightforward insurance renewals
Group E – Long Term Insurance options
■ Process new long term insurance business contracts
■ Alter contracts for long term insurance business
■ Process claims against a long term insurance contract
Group G – Financial Services Customer Care
■ Provide customers with information about financial products and services
■ Deliver reliable customer service
■ Resolve customer service problems
■ Deal with customers by telephone
Group H – Financial Services Sales
■ Generate and follow-up sales leads
■ Sell products and services over the telephone
■ Sell products or services face-to-face
■ Promote the organisation’s financial products and services

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors