

FSPGI22 – SQA Unit Code H5GG 04

Prepare insurance policy documentation for complex new business



Overview

This unit will be suitable for you if you work for an insurer or an intermediary or other organisation with delegated authority. This unit will be suitable for you if you prepare policies from source documentation, and/or use a central signing facility. This unit requires you to decide which policy form, wordings and attachments should be used. It involves taking the information from the source document and will require selection of those wordings which have the same meaning and implications as those negotiated. It also involves producing the documentation according to market practices and regulations and by the appropriate method. You will need to present information clearly and concisely.

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Performance criteria

- You must be able to:*
- P1 Draft policies and endorsements within your competence and authority incorporating all information from the source documentation
 - P2 Communicate with others to ensure any ambiguities are resolved
 - P3 Incorporate any alterations made to wordings
 - P4 Use wordings which are unambiguous and which have the same meaning and implications as those negotiated
 - P5 Ensure policies meet any legal requirements
 - P6 Keep accurate and complete records at all stages
 - P7 Confirm that the documentation is accurate
 - P8 Refer any situations you are not authorised to deal with to the appropriate person/department
 - P9 Provide policy documentation to those who need it
 - P10 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

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Knowledge and understanding

You need to know and understand:

- K1 Relevant insurance legal principles and regulations which affect your activities
- K2 The structure of the insurance market and the roles and responsibilities of the various parties within it as they impact on your activities
- K3 Your organisation's customer service standards and procedures including dealing with complaints
- K4 Your organisation's procedures for policy issue.
- K5 Sources of advice and information
- K6 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K7 The limits of your authority and the action required when preparation of a policy appears to exceed your authority
- K8 Your organisation's procedures and timescales for the issue of documentation
- K9 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

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Additional Information

Behaviours

1. You use information and knowledge effectively, efficiently and in the customer's best interests
2. You adopt an enquiring attitude to obtain required details that are critical to your work
3. You show understanding of others and deal with them in a professional manner
4. You disclose information only to those who need it and who are entitled to it

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