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## Overview

This unit may be suitable for you if you work for an insurer or an intermediary or other organisation with delegated authority. Your work may involve you in providing customers with a policy or documentation as evidence of alterations. After new business and alterations have been processed, the documentation providing the evidence of the contract of insurance, or of the alteration, is prepared and issued to the customer. You will usually deal with documentation for policies with standard rates and wordings, i.e., those policies/products that are system-driven allowing little, if any, scope for individual judgement to vary the terms and conditions. You will need to present information clearly and concisely and pay attention to details that are critical to your work.

# FSPGI19 – SQA Unit Code H5GC 04

## Process insurance policy documentation

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### Performance criteria

- You must be able to:*
- P1 Enter correct information in the appropriate location
  - P2 Produce the correct documentation in accordance with your employer's procedures
  - P3 Resolve any ambiguities or discrepancies
  - P4 Issue documentation promptly to those who need it
  - P5 Incorporate standard clauses and endorsement wordings correctly
  - P6 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P7 Keep accurate and complete records at all stages
  - P8 Check that the documentation is accurate
  - P9 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 and legal principles and regulations which affect your activities
- K2 The structure of the insurance market and the different roles, authority levels and responsibilities of the various parties within it as they impact on your activities
- K3 Relevant legal principles and regulations which affect your activities
- K4 The structure of the insurance market and the different roles, authority levels and responsibilities of the various parties within it
- K5 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K6 Sources of information and advice
- K7 The limits of your authority and the actions required for situations outside your authority
- K8 Your organisation's service and timescale standards, including dealing with complaints
- K9 Your organisation's systems and procedures for recording and amending information
- K10 Your organisation's policy and procedures for communicating with customers
- K11 Your organisation's procedures for preparing schedules and relevant policy attachments
- K12 Your organisation's procedures and timescales for the issue of revised policy schedules and endorsements
- K13 Your organisation's procedures for standard policy alteration, including any associated essential information required from the customer
- K14 Your organisation's procedures for mid-term cancellations including return of premiums and return of documentation
- K15 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 your customer's best interests
2. You show understanding of others and deal with them in a professional manner
3. You disclose information only to those who need it and who are entitled to it

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