

FSPLPI08 – SQA Unit Code H5HH 04

Process documentation for complex life, pensions and investment contracts



Overview

This unit may be suitable for you if you work for, or on behalf of, an insurer or other product provider. Your work will involve you in providing customers with a policy or other documentation as evidence of the contract. After new business and/or alterations have been processed, you prepare and issue the necessary documentation to the customer. You will deal with documentation for policies with both standard and non-standard wordings, extensions and limitations. You will need to use information and knowledge effectively, efficiently and in your customer's best interests and pay attention to details that are critical to your work.

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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 and non-standard clauses, extensions and/or limitations into wordings correctly
- P6 Keep accurate and complete records at all stages
- P7 Check that the documentation is accurate
- P8 Comply with legal requirements, industry regulations, ethical standards and health and safety, organisational policies and professional codes
- P9 Disclose information only to those who need it and who are entitled to it

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Knowledge and understanding

You need to know and understand:

- K1 Relevant 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 Sources of information and advice
- K4 Your organisation's service and timescale standards, including dealing with complaints
- K5 Your organisation's systems and procedures for recording and amending information
- K6 Your organisation's policy and procedures for communicating with customers
- K7 Your organisation's procedures for preparing policies and/or other documentation, including any associated essential information required from the customer
- K8 Standard and non-standard clauses, extensions and limitations relevant to your job role
- K9 Your organisation's procedures and timescales for the issue of policies and/or other documentation
- K10 Your organisation's procedures for mid-term cancellations
- K11 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety as they impact on your activities

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Additional Information

Behaviours

1. You present information clearly and concisely
2. You show understanding of others and deal with them in a professional manner

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