

FSPITS04 - SQA Unit Code H69G 04

Determine and evaluate clients' insurance requirements for a tailored policy



Overview

This unit is about determining and evaluating clients' insurance requirements which include particular considerations outside the terms offered normally by standard insurance policies. It includes making an assessment of the likely impact of the particular requirements upon possible premiums and determining those potential insurers best able to fulfil the clients' requirements. It also includes checking the validity and reliability of information and at all times acting within the limits of your authority.

It is recognised that brokers may not necessarily be the main interface with the client, and the term 'relevant parties' is used within this unit to allow for such parties being the client and/or their agent.

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Performance criteria

- You must be able to:*
- P1 Determine the nature of the insurance cover which the client is seeking, including, where relevant, any contingency and environmental cover required
 - P2 Identify all information necessary to determine the need for a policy tailored to their specific needs
 - P3 Identify whether the insurance requirements differ from those needed normally and establish any particular requirements
 - P4 Assess the likely impact of the particular requirements upon the level of risk to be covered
 - P5 Identify potential insurers likely to underwrite the insurance cover sought by the client, and who might be best able to cover the client's particular requirements
 - P6 Inform relevant parties of the progress made, including those requirements which are deemed as particular, and the rationale for seeking quotes from particular insurers
 - P7 Arrange for market presentation and the soliciting of quotes
 - P8 Maintain accurate and complete records
 - P9 Refer all matters that are beyond your level of authority promptly to the relevant person, setting out clearly the circumstances and reason for the referral, making reasoned recommendations regarding future actions

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Knowledge and understanding

You need to know and understand:

Financial services specific knowledge and understanding

- K1 The structure of the insurance market and the roles and responsibilities of the various parties within it as they impact on your activities
- K2 The implications and risks associated with failure to obtain full details and to undertake full disclosure
- K3 The issues to be considered when selecting product providers with whom to place business for complex risks

Context specific knowledge and understanding

- K4 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 determining and evaluating clients' insurance requirements
- K5 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K6 The information that should be supplied by clients to enable you to evaluate the need for a tailored policy
- K7 The impact of different policy wordings, terms and conditions for clients' scope of cover
- K8 The importance and implications of surveys in the negotiation and placement of risks
- K9 Your organisation's policies and procedures for the placing of insurance cover to meet clients' requirements when covering complex risks
- K10 How binders and delegated authority schemes can be used to place risks within your area of work
- K11 Your organisation's policy and procedures regarding communicating with clients and their agents
- K12 The limits of your authority and the action required where these limits are exceeded

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Additional Information

Behaviours

You must demonstrate that:

1. You anticipate and adjust to changes in customer's needs
2. You recognise changes in circumstances promptly
3. You keep promises and honour commitments
4. You use information and knowledge effectively, efficiently and ethically

Links to other NOS

'Signposting' other relevant NOS

There is a close relationship between these NOS and the NOS for General Insurance, which have been developed separately by the Financial Skills Partnership (formerly Financial Services Skills Council). These can be accessed via www.financialskillspartnership.org.uk

In addition, the Sector Skills Body, Skills CFA, have developed NOS which include the competences required for leadership and management, as well as customer service. The website address for Skills CFA is www.cfa.uk.com

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