

The Sector Skills Council for
financial services, accountancy and finance

Financial Services

Skills Council

National Occupational Standards for the Financial Services Sector

General Takaful

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GTC01: Process straightforward new takaful claims notifications

Overview

This unit may be suitable for you if you work for a takaful provider, or an intermediary or other organisation with authority to handle straightforward claims. Your work must involve processing either new or existing claims. This will involve recording accurate details of the claim and obtaining any missing information. You will need to identify any claims which are not covered by the takaful contract and show that you have taken appropriate action when a claim falls outside your authority. Throughout you will keep the claimant up to date with the progress of the claim.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. record details of claims accurately 2. inform any party with a legitimate interest of the procedures and requirements for progressing the claim 3. obtain any further information and/or documentation to take the claim forward, if necessary 4. refer any situations you are not authorised to deal with to the appropriate person/department 5. identify claims which are not valid and take the appropriate action 6. prepare, review and/or update reserves for claims 7. ensure that systems used to monitor the progress of claims are kept up to date 8. provide information to the claimant or their representative which is clear, accurate and relevant to their needs within the timescales required 9. handle problems or complaints associated with the claim in accordance with your organisational procedures 10. keep accurate and complete records 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you act within your authority • you use information and knowledge effectively, efficiently and ethically • you keep information confidential and secure and disclose it only to those authorised to receive it • you use communication styles that are appropriate to different people and situations • you show understanding of others and deal with them in a professional manner • you pay attention to details that are critical to your work • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. sources of information and advice 4. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 5. the information needed to process a claim 6. the limits of your authority and the action required when a claim falls outside those limits 7. your organisation's customer service standards and procedures, including dealing with complaints 8. your organisation's systems and procedures for accessing, recording and amending information 9. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities 10. your organisation's policies and procedures for processing claims 11. your organisation's procedures for handling late notification of claims 12. your organisation's procedures for handling emergency claims situations 13. the importance of accurate cause codes and event dates in claims records 14. signs of fraud in a claim and the action required

GTC02: Settle straightforward takaful claims

Overview

This unit may be suitable for you if you work for a takaful provider, or an intermediary or other organisation with authority to settle straightforward claims. Your work will involve progressing the claim application, calculating the claim's estimates, agreeing the amount of settlement, settling the claim and arranging for payment. You will liaise with policy-holders and advise them on the status of their claim application.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. identify and obtain the information you need to assess potential liability and/or quantum 2. supply to any party with a legitimate interest accurate information on the status of, and procedures for, settling the claim 3. make decisions up to the limit of your authority 4. refer any situations you are not authorised to deal with to the appropriate person/department 5. take appropriate action where fraud, or potential fraud, is suspected 6. review and update estimates and/or record final costs accurately 7. apply any terms and conditions correctly 8. identify opportunities for recovery and arrange for these to be pursued 9. collate and check that documentation are valid before proceeding to settlement 10. agree the means of settlement 11. arrange for the settlement to be completed promptly and in the agreed manner 12. keep accurate and complete records 13. comply with legal requirements, industry regulations, organisational policies and professional code 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and ethically • you act within the limits of your authority • you carry out tasks with due regard to your organisation's policies and procedures • you show understanding of others and deal with them in a professional manner • you keep information confidential and secure and disclose it only to those authorised to receive it • you present information clearly and concisely • you pay attention to details that are critical to your work 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 4. your organisation's estimating practices 5. your organisation's customer service standards and procedures including dealing with complaints 6. your organisation's systems and procedures for accessing, recording and amending information 7. your organisation's procedures for payment of claims 8. the limits of your authority and the action required when a claim falls outside those limits 9. your organisation's procedures for recording claims settlements 10. how to handle late notification of claims 11. your organisation's procedures for handling emergency claims situations 12. authorised sources of information, supply or repair used by your organisation to settle claims 13. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities 14. the effect of claims leakage on takaful providers 15. signs of fraud in a claim and the action required 16. your organisation's procedures for pursuing recoveries

GTC03: Deal with straightforward claims for takaful losses

Overview
 This unit may be suitable for you if you work in any type of takaful organisation that does not have claims settlement authority. Your work must involve giving policy-holders guidance on straightforward claims and processing claims settlements received from takaful providers. Policy-holders often need guidance as to whether a claim will be met in full and the best course of action for them, bearing in mind the need to keep the loss to a minimum and that a claim may have an effect upon their future takaful position. Details of the claim must be obtained and submitted to takaful providers or their delegated representatives, including any supporting documentation where necessary. You will check the progress of the claim, resolving any queries raised by the takaful provider. You will notify those concerned of the outcome.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. obtain accurate and complete information required to proceed with the claim, resolving any queries 2. refer any situations you are not authorised to deal with to the appropriate person/department 3. identify any reasons why full settlement may not be made and notify the policy-holder of these 4. give clear guidance to policy-holders on any necessary loss mitigation and the actions they need to take to proceed with the claim 5. submit details to takaful providers in a manner and timescale appropriate to the claim 6. request any information and/or documentation required to support the claim 7. advise the policy-holder of any specialists involved with the claim where appropriate 8. monitor the progress of the claim and deal with any delays 9. handle problems or complaints associated with the claim in accordance with your organisation's procedures 10. arrange for settlement of the claim 11. keep accurate and complete records 12. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and ethically • you act within the limits of your authority • you show understanding of others and deal with them in a professional manner • you keep information confidential and secure and disclose it only to those authorised to receive it • you pay attention to details that are critical to your work • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 4. sources of information and advice 5. your organisation's systems and procedures for accessing, recording and amending information 6. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities 7. your organisation's customer service procedures including dealing with complaints 8. the limits of your authority and the action required when a claim falls outside those limits 9. your organisation's procedures for processing and recording claims and claims settlements 10. the circumstances relevant to your work in which a claim may be repudiated or only partially met 11. the actions to be taken by a partner in a takaful contract following a loss 12. the roles and functions of other parties involved in claims

GTC04: Deal with complex claims for losses not covered by the takaful contract

Overview

This unit may be suitable for you if you work for a legal expenses takaful provider or any organisation involved in pursuing and recovering losses not covered by the takaful contract. Your work must involve processing and finalising complex claims for losses not covered by the takaful contract. A loss not covered by the takaful contract is complex if it is not routine and cannot be dealt with mechanistically, for example, claims involving negotiation of liability, disputes over loss mitigation or personal injury. This unit involves obtaining information on the circumstances and nature of the claim and giving the policy-holder guidance on the best solution, taking into consideration legal principles and the prospects of recovering the policy-holder's loss. It also involves negotiation to settle the claim to give the best result for your policy-holder and your organisation, giving the policy-holder guidance on how best to proceed further should this be necessary.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. record accurate information on the circumstances of the claim 2. refer any situations you are not authorised to deal with to the appropriate person/department 3. give guidance which will provide the best situation for the policy-holder, given legal principles, loss mitigation and prospects of recovery 4. obtain any information and/or documentation required to progress the claim 5. deal with any discrepancies in information and/or documentation 6. ensure the claim is formulated and submitted to the third party correctly 7. negotiate settlement of the claim in the best interests of your policy-holder and your organisation 8. make recommendations for further action which will help the policy-holder arrive at the best settlement 9. advise all interested parties of the outcome of the claim 10. keep accurate and complete records 11. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and ethically • you present information clearly and concisely • you show respect for others in your dealings with them • you carry out tasks with due regard to your organisation's policies and procedures • you keep information confidential and secure and disclose it only to those authorised to receive it • you negotiate effectively 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 4. your organisation's procedures for dealing with losses not covered by the takaful contract 5. sources of information and advice 6. the limits of your authority and the action required when a claim falls outside those limits 7. your organisation's customer service procedures including dealing with complaints 8. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities 9. the systems for accessing, recording and amending information 10. the information and/or documentation required to progress a claim 11. the roles and functions of other parties involved in claims

GTC05: Process straightforward claims for losses not covered by the takaful contract

Overview

This unit may be suitable for you if you work for a legal expenses takaful provider or any organisation involved in pursuing and recovering straightforward losses not covered by the takaful contract. Your work must involve processing losses not covered by the takaful contract. You assist policy-holders with the recovery of losses not covered by the takaful contract guiding them on the best action to take. You obtain all the information and/or documentation required to deal with the claim for losses not covered by the takaful contract, and notify the third party.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. obtain accurate and complete information required to progress the claim, resolving any queries 2. refer any situations you are not authorised to deal with to the appropriate person/department 3. give policy-holders clear guidance on the actions they need to take to proceed with the claim 4. give guidance which will provide the best situation for the policy-holder, taking into account legal principles, loss mitigation and prospects of recovery 5. obtain any documentation and/or information required to progress the claim 6. notify the third party of the claim 7. ensure that systems used to monitor the progress of claims are kept up to date 8. refer problems and claims which are outside your authority to the appropriate person in your organisation 9. keep accurate and complete records 10. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you act within the limits of your responsibility • you show understanding of others and deal with them in a professional manner • you carry out tasks with due regard to your organisation's policies and procedures • you present information clearly and concisely • you use communication styles that are appropriate to different people and situations • you pay attention to details that are critical to your work 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. sources of information and advice 4. the limits of your authority and the action required when a claim falls outside those limits 5. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 6. your organisation's procedures for dealing with losses not covered by the takaful contract 7. your organisation's systems and procedures for accessing, recording and amending information 8. your organisation's customer service procedures, including dealing with complaints 9. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities 10. the roles and functions of other parties involved in claims 11. the information and/or documentation required to progress a claim

GTC06: Deal with complex claims for losses covered by the takaful contract

Overview
 This unit may be suitable for you if you work in any type of takaful organisation that does not have claims settlement authority. Your work must involve giving policy-holders guidance on complex claims and processing claims settlements. Claims are complex when they are not routine and cannot be dealt with mechanistically, for example, when a claim involves negotiation or is technically demanding. Policy-holders often need guidance as to whether a claim will be met in full and the best course of action for them, bearing in mind the need to keep the loss to a minimum and that a claim may have an effect upon their future takaful position. Details of the claim must be obtained and submitted to takaful providers or their delegated representatives, including any supporting documentation where necessary. You will check the progress of the claim, resolving any queries raised by the takaful provider. You will negotiate settlement and notify those concerned of the outcome.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. confirm that the intimation of the claim is accurate, complete and recorded correctly 2. evaluate the circumstances of the claim to assess if it is valid 3. refer any situations you are not authorised to deal with to the appropriate person/department 4. explain the likely outcomes of the claim to the policy-holder within your organisation's timescales 5. make sure you have sufficient information to submit the claim to the takaful provider, requesting missing information or documentation 6. dispatch the appropriate correspondence and/or documentation within the timescales required 7. obtain all relevant information and/or documentation requested by takaful providers 8. resolve difficulties associated with the claim according to business agreements, legal requirements, market practices and the limit of your authority 9. negotiate settlement of the claim in the client's best interests 10. arrange interim payment where appropriate 11. finalise the claim and advise all interested parties 12. keep accurate and complete records 13. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you keep information confidential and secure and disclose it only to those authorised to receive it • you show integrity, fairness and consistency in the assessments and decisions you make • you present information clearly and concisely • you use information and knowledge effectively, efficiently and ethically • you show understanding of others and deal with them in a professional manner • you use communication styles that are appropriate to different people and situations • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful provider market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 4. sources of advice and information 5. the limits of your authority and the action required when a claim falls outside those limits 6. your organisation's policy and procedures regarding communicating with policy-holders 7. your organisation's customer service procedures including dealing with complaints 8. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities 9. how to access and amending policy-holder records 10. how to handle late notification of claims 11. your organisation's procedures for recording claims settlements 12. the roles and functions of other parties involved in claims 13. the actions to be taken by the partner in a takaful contract following a loss 14. the documentation and/or information required to process a claim

GTC07: Carry out initial assessment and investigate complex takaful claims

Overview

This unit may be suitable for you if you work for a takaful provider, an intermediary or another organisation with authority to handle complex claims. Claims are complex when they are not routine and cannot be dealt with mechanistically, for example, when a claim involves negotiation or is technically demanding. You will assess if the claim is valid and repudiate claims which should not be met. You will identify all relevant takaful contract terms, conditions and warranties. You will identify the potential liability and notify any interested parties. You will instigate enquiries into liability, and/or quantum of damages and will place on notice any parties from whom a potential recovery may be made.

Performance	Behaviours	Knowledge and understanding
<ol style="list-style-type: none"> 1. You must be able to: 2. make an initial assessment of the validity of the claim up to the limit of your authority 3. refer any situations you are not authorised to deal with to the appropriate person/department 4. dispatch the appropriate correspondence and/or documentation within the timescales required 5. identify and request missing information and/or documentation 6. obtain the information required to assess the potential liability and/or quantum, using specialists where appropriate 7. prepare, review and/or update reserves for claims 8. notify any interested parties of the progress of the claim 9. resolve difficulties or discrepancies associated with the claim in the best interest of the policy-holder 10. identify all terms and conditions which may apply to the claim 11. repudiate invalid claims, promptly informing the policy-holder and/or their representative of the decision 12. identify potential adverse claims features and refer them promptly to the appropriate person 13. arrange to place on notice any parties from whom a potential recovery may be made at the earliest possible stage 14. take appropriate action where fraud or potential fraud is suspected 15. keep accurate and complete records at all times 16. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and ethically • you keep information confidential and secure and disclose it only to those authorised to receive it • you negotiate effectively • you present information clearly and concisely • you show understanding of others and deal with them in a professional manner • you pay attention to details that are critical to your work • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 4. sources of advice and information 5. the limits of your authority and the action required when a claim falls outside those limits 6. methods of claims assessment and investigation and the resources your organisation has to conduct these activities 7. your organisation's procedures for handling emergency claims 8. the principles used by your organisation to estimate and set reserves 9. your organisation's systems and procedures for accessing, recording and amending information 10. your organisation's customer service procedures including dealing with complaints 11. your organisation's procedures for late notification of claims 12. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities 13. the roles and functions of other parties involved in claims 14. procedures for dealing with adverse features discovered during the claims process 15. the actions to be taken by the partner in a takaful contract after a loss 16. the information and/or documentation required to process a claim 17. signs of fraud in a claim and the action required

GTC08: Settle complex takaful claims

Overview

This unit may be suitable for you if you work for a takaful provider, or an intermediary or another organisation with authority to settle complex claims. Claims are complex when they are not routine and cannot be dealt with mechanistically, for example, when a claim involves negotiation or is technically demanding. You will pursue any potential recoveries and will update other interested parties as they require. You will negotiate the claim according to the facts and circumstances involved. You will agree a final settlement figure, obtaining formal discharge of the claim from the claimant where this is required and you will arrange payment of the final settlement.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. obtain all information necessary to make an assessment of the claim 2. assess liability and/or quantum of damages based on the information obtained 3. refer any situations you are not authorised to deal with to the appropriate person/department 4. take appropriate action where fraud or potential fraud is suspected 5. make decisions up to the limit of your agreed authority 6. evaluate issues effectively and make appropriate decisions 7. request missing information or documentation promptly 8. issue correspondence and/or documentation promptly 9. provide accurate information and instructions to appropriate specialists 10. arrange for potential recoveries to be pursued 11. provide interested parties with updated information as required 12. negotiate the liability and/or quantum of damages 13. agree final settlement and inform interested parties 14. arrange for the settlement to be completed promptly and in the agreed manner 15. keep accurate and complete records 16. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and ethically • you show understanding of others and deal with them in a professional manner • you pay attention to details that are critical to your work • you are vigilant for potential risks • you keep information confidential and secure and disclose it only to those authorised to receive it • you negotiate effectively • you show integrity, fairness and consistency in the assessments and decisions you make • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 4. your organisation's customer service procedures including dealing with complaints 5. your organisation's procedures for recording claims settlements 6. your organisation's estimating practices 7. the roles and functions of other parties involved in claims 8. sources of advice and information 9. the limits of your authority and the action required when a claim falls outside those limits 10. the effects of claims leakage 11. methods of claims assessment and investigation and the resources your organisation has to conduct these activities 12. your organisation's procedures for handling emergency claims 13. your organisation's systems and procedures for accessing, recording and amending information 14. your organisation's procedures for late notification of claims 15. your organisation's procedures for settlement of claims 16. authorised sources of information, supply or repair needed, to settle claims 17. the importance of allocating correct cause codes and event dates 18. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities 19. the options available for settling a claim

GTC09: Agree settlement of straightforward claims for losses not covered by the takaful contract

Overview

This unit may be suitable for you if you work for a legal expenses takaful provider or any organisation involved in agreeing settlement of straightforward losses not covered by the takaful contract. Your work must involve finalising losses not covered by the takaful contract. You assist policy-holders with the recovery of losses not tackled by the takaful contract. You check that you have all documentation and/or information required to deal with the loss not covered by the takaful contract aspect of the claim. You pursue others, as necessary, to achieve a recovery.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. identify and obtain the information you need to agree settlement of the claim 2. ensure the claim is formulated and submitted to the third party correctly 3. monitor the progress of the claim and deal with any delays 4. refer problems and claims which are outside your authority to the appropriate person in your organisation 5. negotiate with others to resolve problems and finalise the claim in the best interests of your organisation and the policy-holder 6. arrange for settlement of the claim 7. handle any problems or complaints associated with the claim in accordance with your organisations procedures 8. keep accurate and complete records 9. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you act within the limits of your responsibility • you show understanding of others and deal with them in a professional manner • you carry out tasks with due regard to your organisation's policies and procedures • you present information clearly and concisely • you use communication styles that are appropriate to different people and situations • you pay attention to details that are critical to your work 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. sources of information and advice 4. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 5. the limits of your authority and the action required when a claim falls outside those limits 6. your organisation's procedures for dealing with losses not covered by the takaful contract 7. your organisation's procedures for recording claims settlements 8. your organisation's systems and procedures for accessing, recording and amending information 9. your organisation's customer service procedures including dealing with complaints 10. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities 11. the roles and functions of other parties involved in claims 12. the information and/or documentation required to process a claim

GTI10: Evaluate takaful products and services

Overview

This unit may be suitable for you if the firm in which you work is an intermediary, a takaful provider or an organisation working on their behalf. This unit involves evaluating a product or service offered by your employing firm and comparing it with others available in the market. It also involves identifying cover and contributions your employing firm offers that may not be relevant to the needs of policy-holders, gaps in the products and services offered by your employing firm and any changes in the market or the needs of your policy-holders. After your evaluation, you will prepare your recommendations for improving a product or service offered by your employing firm, and present these to the appropriate person in your employing firm.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none">1. obtain and assess appropriate information to evaluate a product or service2. identify and evaluate the differences in the features, benefits and prices of the products or services offered by your company with others available in the market3. identify any cover and contributions your company offers that may not be relevant to the needs of policy-holders4. identify and evaluate gaps in the products and services offered by your company5. analyse information about products and services and draw conclusions about the products and services you offer6. identify any changes in the market or your policy-holders' needs which necessitate changes in products or services7. prepare recommendations for improving products and services and support these with sufficient and valid evidence8. present your recommendations to the appropriate people, explaining the features, benefits and any disadvantages9. comply with legal requirements, industry regulations, organisational policies and professional codes	<p>You must demonstrate that:</p> <ul style="list-style-type: none">• you recognise changes in circumstances and take these into account• you take pride in delivering high quality work• you present information clearly and concisely• you pay attention to details that are critical to your work• you carry out tasks with due regard to your organisation's policies and procedures	<p>You need to know and understand:</p> <ol style="list-style-type: none">1. relevant takaful and legal principles and regulations which affect your activities2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities3. sources of advice and information at work4. the limits of your authority5. the takaful contract terms and conditions of the products and services including standard and non-standard extensions and/or limitations6. your work role and the responsibilities it places on you7. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTI11: Process straightforward takaful business as an intermediary

Overview

This unit will be suitable for you only if you work for an intermediary dealing with straightforward new business. Your work must involve both processing requests for and finalising takaful cover. After a quotation has been accepted, details are submitted to underwriters and, as an intermediary, you manage the new business process. Arrangements are then made for the payment of the contribution and issue of the takaful contract documentation to the policy-holder.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. place takaful business within your agreed level of responsibility, the authority given by the potential policy-holder and your employer's guidelines 2. refer any situations you are not authorised to deal with to the appropriate person/department 3. submit details to takaful providers in a manner and timescale appropriate to the business 4. inform the policy-holder of the terms and the cover provided 5. process proposals for new business and obtain any relevant supplementary information and documentation required 6. identify and resolve any discrepancies in the information supplied 7. keep information confidential 8. process the payment correctly and by the appropriate means 9. make sure cover documentation is accurate, legible and meets legal and regulatory requirements 10. issue takaful documentation to the policy-holder in accordance with your employer's policy 11. make complete and accurate records at all stages 12. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and in the client's best interests • you show understanding of others and deal with them in a professional manner • you identify the information needs of others • you use communication styles that are appropriate to different people and situations • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's customer service procedures including dealing with complaints 4. your organisation's policy and procedures regarding communicating with policy-holders 5. methods of payment offered by your organisation including instalment facilities 6. your organisation's procedures for contacting underwriters 7. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 8. the limits of your authority and the action required when a situation falls outside those limits 9. your organisation's systems and procedures for accessing, recording and amending information 10. the information that should be supplied by clients to enable you to process new business 11. the features of new business which require investigation by takaful providers 12. sources of information and advice 13. your organisation's procedures for checking and correcting policies and associated documentation 14. your organisation's procedures for dealing with new business where cover is subject to conditional acceptance 15. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTI12: Process straightforward takaful contract renewals as an intermediary

Overview

This unit will be suitable for you only if you work for an intermediary firm, dealing with straightforward renewals. Your work must involve both processing and completing renewals. You will process the policies due for renewal in compliance with current regulations. You will assess whether or not to look for an alternative quotation for the policy-holder. The renewal invitation is sent to the policy-holder, once you have received any information or documentation needed to progress the renewal. You will then monitor the progress of the renewal, ensuring there are no delays in the process. You will check renewal documentation are accurate and release them when agreement for payment has been reached.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. deal with renewals as authorised by your employer 2. commence dealing with forthcoming renewals within the timescale required by your employer and regulator 3. obtain sufficient, accurate information required to proceed with the renewal 4. clarify information which is unclear and obtain additional information where required 5. identify any features that indicate fresh underwriting should take place and whether to re-broke the business 6. refer any situations you are not authorised to deal with to the appropriate person/department 7. resolve any queries on renewal documentation 8. request any information or documentation required and store these securely 9. arrange for the appropriate documentation to be dispatched to the policy-holder in the time required by the regulator and/or your employer 10. request renewal instructions from your policy-holder 11. monitor the progress of the renewal and deal with any delays 12. arrange for the release of renewal documentation when arrangements for payment have been agreed 13. keep accurate and complete records 14. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and in the client's best interest • you present information clearly and concisely • you pay attention to details that are critical to your work • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 4. sources of information and advice within your organisation relevant to renewals 5. the limits of your authority and the action required when a renewal falls outside those limits 6. your organisation's service standards and procedures including dealing with complaints 7. your organisation's systems and procedures for accessing, recording and amending information 8. your organisation's policy and procedures for communicating with policy-holders 9. the limits of your own authority and the action required if a renewal is beyond those limits 10. how to use rating guides and/or computer systems to calculate contributions 11. the information that should be supplied by clients to enable you to process renewals 12. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTI13: Process straightforward mid-term takaful contract amendments

Overview

This unit will be suitable for you only if you work for an intermediary. Your work must involve both processing and completing straightforward amendments to cover. This unit covers the work of an intermediary when a policy-holder wishes to amend a takaful contract. After the information has been gathered, details are submitted to underwriters if required and you manage the amendment process. Arrangements are then made for the adjustment of the contribution and issue of the amendment documentation to the policy-holder.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. obtain sufficient, accurate information required to proceed with the amendment 2. clarify information which is unclear and obtain additional information where required 3. refer any situations you are not authorised to deal with to the appropriate person/department 4. communicate accurate and complete information regarding the adjustment to the takaful provider or underwriter in the appropriate way 5. identify any features that indicate fresh underwriting should take place and decide whether to re-broke the business 6. clarify with the policy-holder any queries raised by the takaful providers and pass the information back to the takaful providers 7. give policy-holders accurate information which meets their requirements 8. monitor the progress of the adjustment and deal with any delays where appropriate 9. make arrangements for any adjustment in contribution 10. arrange to issue amendment documentation to the policy-holder within the time required having checked for and rectified any discrepancies 11. keep accurate and complete records at all stages 12. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and in your client's best interests • you present information clearly and concisely • you pay attention to details that are critical to your work • you show understanding of others and deal with them in a professional manner • you show a clear understanding of the demands and needs of different policy-holders • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's service standards and procedures including dealing with complaints 4. your organisation's policy and procedures for communicating with policy-holders 5. how to use rating guides and/or computer systems to calculate contributions 6. your organisation's procedures for straightforward takaful contract alteration, including any associated essential information required from the policy-holder 7. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 8. the limits of your authority and the action required when an amendment falls outside those limits 9. your organisation's systems and procedures for accessing, recording and amending information 10. the limits of your own authority and the action required if an alteration is beyond those limits 11. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTI14: Process complex new takaful business as an intermediary

Overview

This unit will be suitable for you only if you work for an intermediary and if you deal with complex new business. New business is complex where it is not routine and cannot be dealt with mechanistically. Examples of complex new business may include fleets, commercial combined requiring separate underwriting, high net worth personal lines or any business requiring additional investigation or underwriting. Your work must involve both processing requests for and finalising takaful cover. After a quotation has been accepted, details are submitted to underwriters and, as an intermediary, you manage the new business process. Arrangements are then made for the payment of the contributions and issue of the takaful contract documentation to the policy-holder.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. place business within your agreed level of responsibility, the authority given by the policy-holder and your employer's guidelines 2. resolve difficulties associated with new business according to business agreements, legal requirements and the limit of your authority 3. refer any situations you are not authorised to deal with to the appropriate person/department 4. request any documentation and/or information required and store them securely 5. submit details to takaful providers in a manner and timescale appropriate to the business 6. identify and resolve any discrepancies in the information supplied 7. agree final terms and contribution and process the new business for payment 8. issue confirmation of cover 9. monitor the progress of the new business and deal with any delays 10. make sure cover documentation are accurate, legible and meet legal and regulatory requirements 11. arrange for the issue of documentation to the client 12. keep accurate and complete records at all stages 13. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you show understanding of others and deal with them in a professional manner • you evaluate situations and information effectively and make appropriate decisions • you use information and knowledge effectively, efficiently and in the client's best interests • you present information clearly and concisely • you pay attention to details that are critical to your work • you negotiate effectively • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's customer service procedures including dealing with complaints 4. your organisation's policy and procedures regarding communicating with policy-holders 5. methods of payment offered by your organisation including instalment facilities 6. how to calculate contributions using manual and/or automated systems 7. your organisation's procedures for contacting underwriters 8. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 9. your organisation's systems and procedures for accessing, recording and amending information 10. the information that should be supplied by clients to enable you to process new business 11. the features of new business which require investigation by takaful providers 12. the limits of your authority and the action required when new business falls outside those limits 13. your organisation's procedures for checking and correcting takaful contracts and associated documentation 14. your organisation's procedures for dealing with new business where cover is subject to conditional acceptance 15. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTI15: Process complex takaful contract renewals as an intermediary

Overview

This unit will be suitable for you only if you work for an intermediary firm, and if you deal with complex renewals. Your work must involve both processing and completing renewals. A renewal is complex where it is not routine and cannot be dealt with mechanically. The unit involves identifying policies due for renewal and checking the documentation against information received from takaful providers. You will solve any difficulties associated with the renewal such as where there have been major changes in terms or contributions, or where there have been changes in the business, and will provide the best solution for your policy-holder. You will request any documentation or information from the policy-holder necessary to process the renewal. You will send any required documentation or information to takaful providers to process the renewal and will check the progress of the renewal to ensure there are no delays. You will check the renewal documentation for accuracy and resolve any inaccuracies and ambiguities. You will release the documentation when agreement for payment has been reached.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. identify accurately forthcoming renewals within the timescale required by your employer and regulator 2. request documentary evidence and/or any information required and store this securely 3. resolve difficulties associated with the renewal according to business agreements, legal requirements and the limit of your authority 4. refer any situations you are not authorised to deal with to the appropriate person/department 5. identify any features that indicate fresh underwriting should take place and/or whether to re-broke the business when appropriate 6. monitor the progress of the renewal and deal with any delays 7. resolve any inaccuracies and/or ambiguities in renewal documentation and/or information 8. arrange for the renewal documentation to be dispatched to the policy-holder in the time required 9. request renewal instructions from your policy-holder 10. arrange for the release of renewal documentation when arrangements for payment have been agreed 11. explain clearly any delays in completing the renewal and take appropriate action 12. keep accurate and complete records of all stages 13. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you show understanding of others and deal with them in a professional manner • you evaluate situations and information effectively and make appropriate decisions • you use information and knowledge effectively, efficiently and in the client's best interest • you present information clearly and concisely • you pay attention to details that are critical to your work • you negotiate effectively • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's customer service procedures including dealing with complaints 4. your organisation's policy and procedures regarding communicating with policy-holders 5. methods of payment offered by your organisation including instalment facilities 6. how to calculate contributions using manual and/or automated systems 7. the limits of your authority and the action required when a renewal falls outside those limits 8. your organisation's procedures for contacting underwriters 9. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 10. your organisation's systems and procedures for accessing, recording and amending information 11. the information that should be supplied by clients to enable you to process renewals 12. how to use rating guides and/or computer systems to calculate contributions 13. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTI16: Process complex mid-term takaful contract amendments

Overview

This unit may be suitable for you only if the firm in which you work is an intermediary and you deal with complex mid term amendments. The takaful contract may be straightforward; it is the alteration that is complex. Complex alterations are those which are not routine and cannot be dealt with mechanistically. This will include any alteration involving significant changes to terms and conditions. The unit covers the work of an intermediary when a policy-holder wishes to amend a takaful contract. Your work must involve both processing requests for and finalising takaful cover. After the information has been gathered, details are submitted to underwriters if required and you manage the amendment process. Arrangements are made for the adjustment of the contributions and issue of the amendment documentation to the policy-holder.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. obtain sufficient information to allow you to assess the policy-holder's needs 2. clarify information which is unclear and obtain additional information where required 3. communicate accurate and complete information regarding the adjustment to the takaful provider or underwriter in the appropriate way 4. resolve difficulties associated with the amendment according to business agreements, legal requirements and the limit of your authority 5. provide the policy-holder with accurate and complete information 6. make arrangements for any adjustment in contribution 7. refer any situations you are not authorised to deal with to the appropriate person/department 8. monitor the progress of the amendment and deal with any delays 9. make sure amendment documentation are accurate, legible and meet legal and regulatory requirements 10. check and issue the takaful provider's documentation to the policy-holder promptly once you have received them 11. keep accurate and complete records of all stages 12. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you show understanding of others and deal with them in a professional manner • you evaluate situations and information effectively and make appropriate decisions • you use information and knowledge effectively, efficiently and in the client's best interest • you present information clearly and concisely • you pay attention to details that are critical to your work • you negotiate effectively • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's customer service procedures, including dealing with complaints 4. your organisation's policy and procedures regarding communicating with policy-holder 5. how to calculate amendment contributions using manual and/or automated systems 6. your organisation's procedures for contacting underwriters 7. the limits of your authority and the action required when an amendment falls outside those limits 8. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 9. your organisation's systems and procedures for accessing, recording and amending information 10. the information that should be supplied by clients to enable you to process amendments 11. the features of amendments which require investigation by takaful providers 12. your organisation's procedures for checking and correcting amendment documentation 13. your organisation's procedures for dealing with amendments where cover is subject to conditional acceptance 14. your organisation's procedures for mid term cancellations including returns of contribution and return of documentation 15. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTI17: Evaluate new takaful business and advise other takaful intermediaries

Overview

This unit may be suitable for you only if the firm in which you work is a takaful intermediary. This unit covers the work of an intermediary who is placing business on behalf of other intermediaries, for example acting as a wholesale intermediary or placing business on behalf of an appointed representative. You will assess the needs of the other intermediary and analyse and evaluate all the relevant information provided. You will arrange for further investigations into the business where these are required and then assess the material facts before proceeding. After making your assessment, you will advise the other intermediary, making sure your proposals and their implications are fully understood, and you will agree the course of action to be taken.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. obtain all required information to assess the needs of the other intermediary and their client 2. analyse and evaluate the information 3. investigate the new business further, where this is required 4. assess the material facts and obtain any relevant documentation 5. refer any situations you are not authorised to deal with to the appropriate person/department 6. give advice in accordance with any agreement to place business on behalf of the intermediary within your agreed limits of responsibility 7. give advice which provides the best market situation for the other intermediary given the nature of the request and your employer's policies, procedures and status 8. explain your recommendations clearly and confirm that the other intermediary understands your advice 9. agree the course of action to be taken with the other intermediary 10. confirm your advice in accordance with your organisation's procedures 11. maintain confidentiality when giving advice to other intermediaries 12. protect the integrity of the relationship with your retail intermediary 13. keep accurate and complete records of all stages 14. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you evaluate situations and information effectively and make appropriate decisions • you present information clearly and concisely • you encourage the other intermediary to ask questions and seek clarification • you use information and knowledge effectively, efficiently and in the best interests of the other intermediary and their client • you show understanding of others and deal with them in a professional manner • you pay attention to details that are critical to your work • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's customer service and operational standards including dealing with complaints 4. sources of advice and information relevant to your work 5. how to analyse and evaluate information supplied by other intermediaries 6. your organisation's requirements for making and recording recommendations to other intermediaries 7. legal and organisational requirements for maintaining the confidentiality of information 8. the limits of your authority 9. your organisation's procedures for contact with takaful providers 10. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 11. the information and material facts that should be supplied by other intermediaries 12. your organisation's requirements relating to the application of codes, laws and regulatory requirements, as they impact on your activities

GTU18: Underwrite straightforward new takaful business

Overview

This unit may be suitable for you if you work for a takaful provider or for an intermediary or other organisation with delegated authority. Your work must involve you in assessing straightforward new business and deciding if they can be accepted. You must have the underwriting authority to accept them. This unit involves getting the required information from the potential policy-holder, matching the potential policy-holder's requirements to takaful contract cover available, arranging for further investigations into the business if they are required. All available information should be used to make an assessment of the business and fix an equitable price. It also involves deciding whether to accept or decline the business, suggesting (if appropriate) risk improvement measures and applying current underwriting criteria.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. accept only new business which falls within your authority and pass others to the appropriate person 2. gather sufficient information, resolving any discrepancies, to enable you to assess the business accurately 3. inform the potential policy-holder of any risk improvements required as appropriate 4. apply current underwriting criteria to reflect the features of the business 5. identify and clarify any differences between takaful contract cover and the potential policy-holder's requirements 6. refer any situations you are not authorised to deal with to the appropriate person/department 7. inform the potential policy-holder promptly of your decision 8. agree final terms and contribution 9. keep accurate and complete records at all times 10. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you evaluate issues effectively to make appropriate decisions • you use information and knowledge effectively, efficiently and in your potential policy-holder's best interest • you show understanding of others and deal with them in a professional manner • you disclose information only to those who need it and who are entitled to it • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's customer service standards and procedures including dealing with complaints 4. sources of advice and information at work 5. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 6. your organisation's policy and procedures regarding communicating with potential policy-holders 7. your organisation's procedures and the circumstances for granting cover subject to conditional acceptance 8. the limits of your authority and the action required for underwriting business outside your authority 9. how to apply underwriting criteria 10. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTU19: Process takaful contract documentation

Overview

This unit may be suitable for you if you work for a takaful provider or for an intermediary or other organisation with delegated authority. Your work may involve you in providing policy-holders with a takaful contract or documentation as evidence of alterations. After new business and alterations have been processed, the documentation providing the evidence of the contract of takaful, or of the alteration, is prepared and issued to the policy-holder. You will usually deal with documentation for takaful contracts with standard rates and wordings, i.e., those contracts/products that are system-driven allowing little, if any, scope for individual judgement to vary the terms and conditions.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. enter correct information in the appropriate location 2. produce the correct documentation in accordance with your employer's procedures 3. resolve any ambiguities or discrepancies 4. issue documentation promptly to those who need it 5. incorporate standard clauses and endorsement wordings correctly 6. refer any situations you are not authorised to deal with to the appropriate person/department 7. keep accurate and complete records at all stages 8. check that the documentation is accurate 9. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and in your policy-holder's best interests • you present information clearly and concisely • you pay attention to details that are critical to your work • you show understanding of others and deal with them in a professional manner • you disclose information only to those who need it and who are entitled to it • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 4. sources of information and advice 5. the limits of your authority and the actions required for situations outside your authority 6. your organisation's service and timescale standards, including dealing with complaints 7. your organisation's systems and procedures for recording and amending information 8. your organisation's policy and procedures for communicating with policy-holders 9. your organisation's procedures for preparing schedules and relevant takaful contract attachments 10. your organisation's procedures and timescales for the issue of revised takaful contract schedules and endorsements 11. your organisation's procedures for standard takaful contract alteration, including any associated essential information required from the policy-holder 12. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTU20: Process straightforward takaful contract renewals

Overview

This unit will be suitable for you if you work for a takaful provider or for an intermediary or other organisation with delegated authority. Your work must include processing straightforward renewals, falling within your authority, with features indicating that fresh underwriting may be required. This may include those where claims have been made or where there are changes in circumstances. You will obtain and clarify information from the policy-holder. You will invite renewals and issue the documentation required to comply with legislation and regulation.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. deal with only those renewals falling within your authority and pass others to the appropriate person 2. commence dealing with forthcoming renewals within the timescale required by your employer and regulator 3. identify correctly any features which indicate fresh underwriting should take place 4. obtain sufficient information and/or documentation required to proceed and decide whether to accept or decline the renewal 5. clarify information which is unclear and obtain additional information where required 6. prepare documentation and/or correspondence 7. refer any situations you are not authorised to deal with to the appropriate person/department 8. invite renewal of takaful contracts promptly and confirm any changes in terms and conditions 9. keep accurate and complete records 10. update or complete any additional records or databases required 11. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and in the client's and the takaful provider's best interest • you show understanding of others and deal with them professionally • you present information clearly and concisely • you pay attention to details that are critical to your work • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's service and timescale standards 4. sources of advice and information 5. the limits of your authority and the action required when a renewal falls outside those limits 6. your organisation's procedures for granting cover subject to conditional acceptance 7. how to access existing policy-holder records 8. your organisation's policy and procedures for communicating with policy-holders 9. how to apply underwriting criteria using manual or automated systems 10. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 11. your organisation's procedures for the issue of renewal documentation 12. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities 13. the structure of the takaful market and the roles and responsibilities of the various parties within it

GTU21: Underwrite complex new takaful business

Overview

This unit will be suitable for you if you work for a takaful provider or for an intermediary or other organisation with delegated authority. Your work must involve you in assessing complex new business within your authority, deciding if they can be accepted. Takaful business is complex if it is not routine and cannot be dealt with mechanistically. This unit involves getting the required information from the potential policy-holder, matching the potential policy-holder's requirements to takaful contract cover available and arranging for further investigations into the business if they are required. All available information should be used to make an assessment of the business, and to fix an equitable price. It also involves deciding whether to accept or decline the business, suggesting risk improvement measures (if appropriate), and applying current underwriting criteria before informing the potential policy-holder of the contribution and terms.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. accept only new business which falls within your agreed level of responsibility and pass others to the appropriate person 2. gather sufficient information, resolving any discrepancies, to enable you to assess the business accurately 3. advise the potential policy-holder of any risk improvements required 4. decide whether to accept or decline the business, allowing for all features and history of the business and/or the effect your decision will have on other business 5. apply appropriate limitations or extensions of cover to reflect the features of the business 6. identify and clarify any differences between takaful contract cover and the potential policy-holder's requirements 7. refer any situations you are not authorised to deal with to the appropriate person/department 8. take action to avoid any unnecessary delays in underwriting the business 9. inform the potential policy-holder promptly of your decision 10. agree final terms and contribution 11. keep accurate and complete records at all times 12. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you evaluate issues effectively to make appropriate decisions • you use information and knowledge effectively, efficiently and in your potential policy-holder's best interests • you show understanding of others and deal with them in a professional manner • you show awareness of potential problems associated with any proposal • you disclose information only to those who need it and who are entitled to it • you negotiate effectively • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's customer service standards and procedures including dealing with complaints 4. sources of advice and information 5. current market trends and development 6. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 7. the limits of your authority and the action required when new business falls outside those limits 8. your organisation's policy and procedures regarding communicating with potential policy-holders 9. how to determine if a proposal fits your organisation's planned profile of acceptable business 10. your organisation's procedures and the circumstances for granting cover subject to conditional acceptance 11. the action required for underwriting business that is outside your agreed level of responsibility 12. how to apply underwriting criteria 13. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTU22: Prepare takaful contract documentation for complex new business

Overview

This unit will be suitable for you if you work for a takaful provider or for an intermediary or other organisation with delegated authority and you prepare takaful contracts from source documentation, and/or use a central signing facility. The unit requires you to decide which takaful contract 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.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. draft takaful contracts and endorsements within your competence and authority incorporating all information from the source documentation 2. communicate with others to ensure any ambiguities are resolved 3. incorporate any alterations made to wordings 4. use wordings which are unambiguous and which have the same meaning and implications as those negotiated 5. ensure takaful contracts meet any legal requirements 6. keep accurate and complete records at all stages 7. confirm that the documentation is accurate 8. refer any situations you are not authorised to deal with to the appropriate person/department 9. provide takaful contract documentation to those who need it 10. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and in the policy-holder's best interests • you present information clearly and concisely • you pay attention to details that are critical to your work • you show understanding of others and deal with them in a professional manner • you disclose information only to those who need it and who are entitled to it • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's customer service standards and procedures including dealing with complaints 4. your organisation's procedures for takaful contract issue. 5. sources of advice and information 6. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 7. the limits of your authority and the action required when preparation of a takaful contract appears to exceed your authority 8. your organisation's procedures and timescales for the issue of documentation 9. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTU23: Process complex takaful contract alterations

Overview

This unit will be suitable for you if you work for a takaful provider or for an intermediary or other organisation with delegated authority to make alterations to takaful contracts. The takaful contract may be straightforward; it is the alteration that is complex. Complex alterations are those which are not routine and cannot be dealt with mechanically. You will establish the policy-holder's requirements, request further information as necessary, decide if the alteration can be accepted and process the alteration. You will deal with requests for mid-term alterations to existing business by establishing what changes to the takaful contract are required and determine a revised contribution where this is necessary.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. deal with new requests for alterations promptly 2. deal only with alterations for which you are authorised and pass others to the appropriate person 3. identify the details you need to proceed with the request and confirm that you have all these details 4. clarify any information which is unclear and obtain additional information where required to eliminate any ambiguities 5. identify and take into account any existing business 6. identify any features in the request which indicate it should be declined or referred and proceed accordingly 7. apply underwriting criteria 8. refer any situations you are not authorised to deal with to the appropriate person/department 9. provide a quotation with appropriate terms to the policy-holder 10. ensure that all requirements are clearly understood and, when necessary, you obtain confirmation that these have been acted upon 11. suggest alternative products or actions if the policy-holder declines the quotation 12. clearly explain when cover has been granted and confirm any special conditions 13. arrange for accurate documentation to be provided to those who need it 14. keep accurate and complete records at all stages 15. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and in the policy-holder's best interest • you present information clearly and concisely and in a way that others will understand • you pay attention to details that are critical to your work • you show understanding of others and deal with them in a professional manner • you disclose information only to those who need it • you show awareness of potential problems associated with any proposal • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 4. sources of information and advice 5. your organisation's service and timescale standards 6. your organisation's systems and procedures for recording and amending information 7. how to access existing business policy-holder records 8. your organisation's policy and procedures for communicating with policy-holders 9. the limits of your authority and the action required when an alteration appears to exceed your authority 10. how to apply underwriting criteria 11. the information required to carry out the proposed alteration 12. your organisation's procedures for processing mid-term adjustments and return of documentation, where appropriate 13. your organisation's procedures for granting cover subject to conditional acceptance 14. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTU24: Process complex takaful contract renewals

Overview

This unit will be suitable for you if you work for a takaful provider or for an intermediary or other organisation with delegated authority. A renewal is complex where it is not routine and cannot be dealt with mechanistically. You will determine renewal terms by taking into account fresh underwriting information such as the claims history, making allowance for all features of the business. This may involve proposing risk improvement measures. You will consult with other interested parties if appropriate to the circumstances and to your job role. You will suggest alternative products and services when these are appropriate. You may negotiate on terms with the policy-holder, invite the renewal and arrange for the policy-holder to be issued with the required documentation.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. review takaful contracts and identify business requiring re underwriting within the limit of your authority and pass others to the appropriate person 2. obtain accurate information required including any claims history and estimates for outstanding claims to decide whether to accept or decline renewals 3. clarify any information that is ambiguous or unclear 4. make allowance for all features and history of the business and propose appropriate risk improvement measures 5. decide whether to accept or decline the business, allowing for all features and history of the business and the effect your decision will have on other business 6. apply underwriting criteria 7. notify and consult with other interested parties when appropriate to the circumstances 8. refer any situations you are not authorised to deal with to the appropriate person/department 9. confirm when cover has been granted and explain clearly any special conditions 10. arrange for accurate and complete documentation and correspondence to be prepared and issued 11. keep complete and accurate records 12. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you show understanding of others and deal with them in a professional manner • you evaluate situations and information effectively and make appropriate decisions • you use information and knowledge effectively, efficiently and in the client's and takaful provider's best interest • you present information clearly and concisely • you pay attention to details that are critical to your work • you negotiate effectively • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 4. your organisation's service and timescale standards 5. your organisation's policy and procedures for communicating with policy-holders 6. the limits of your authority and the action required when a renewal falls outside those limits 7. your organisation's procedures for processing renewals and associated documentation 8. your organisation's procedures for the issue of revised takaful contract schedules 9. how to access existing policy-holder records 10. your organisation's procedures and the circumstances for granting cover subject to conditional acceptance 11. how to apply underwriting criteria 12. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTU25: Review underwriting decisions to accept takaful business

Overview

This unit will be suitable for you if you work for a takaful provider or for an intermediary or other organisation with delegated authority. Your work will involve checking quotations given to potential policy-holders. Quotations which have been provided are checked to make sure that the underwriter's guidelines have been correctly applied, underwriting authority has not been exceeded and that the quotation is valid. Where a quotation is dependent upon the potential policy-holder supplying documentation or other evidence, this is also checked and any differences between the material facts supplied by the potential policy-holder at the time of the quote and the information provided by the evidence will be referred to the person able to deal with these.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. promptly review quotations which fall within your authority and pass others to the appropriate person 2. confirm that you have all the documentation and information you need to proceed 3. identify any differences in the details received from the potential policy-holder and the material facts on which the quotation was based 4. identify quotations which fall outside your organisation's guidelines and take the appropriate action 5. refer any situations you are not authorised to deal with to the appropriate person/department 6. investigate quotations which do not meet standard cover and underwriting guidelines 7. validate quotations which meet requirements 8. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you evaluate issues effectively and make appropriate decisions • you use information and knowledge effectively, efficiently and in the potential policy-holder's best interests • you show awareness of potential problems associated with any proposal • you pay attention to details that are critical to your work • you show understanding of others and deal with them in a professional manner • you disclose information only to those who need it • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. the takaful contract terms and conditions relevant to your work including standard and non-standard extensions and/or limitations 4. your organisation's service and timescale standards 5. sources of advice and information 6. the limits of your authority and the action required when a quotation falls outside those limits 7. the underwriting criteria for the quotations you are authorised to review 8. your organisation's procedures for granting cover subject to conditional acceptance 9. how to access existing policy-holder records 10. your organisation's policy and procedures for communicating with potential policy-holders 11. how to determine if a proposal fits your organisation's planned profile of acceptable business 12. how to check the correct contribution has been charged 13. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GTU26: Underwrite straightforward takaful contract alterations

Overview

This unit will be suitable for you if you work for a takaful provider or for an intermediary or other organisation with delegated authority. Your work must involve clarifying with policy-holders the nature of the proposed alteration, requesting any further information you may need, deciding if the alteration can be accepted and carrying out the processing of the alteration. Dealing with requests for mid-term alterations to existing business on behalf of the takaful provider involves establishing what change, if any, to the takaful contract is required, and calculating a revised contribution where this is necessary.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. deal promptly with requests for alterations 2. check you have sufficient details relating to the request to allow you to proceed 3. identify and clarify non-standard requests 4. clarify any information which is unclear, and obtain any additional information where required 5. disclose confidential information only to those authorised to receive it 6. identify appropriate information from the current policy-holder record 7. correctly apply all underwriting criteria 8. deal with those alterations for which you are authorised and promptly refer all others to the person authorised to deal with them 9. inform the policy holder that you have granted cover once the alteration is accepted and confirm any special conditions 10. take the appropriate action for the policy-holder to receive any documentation required to meet the policy-holders needs or legal requirements 11. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you evaluate issues effectively to make appropriate decisions • you use information and knowledge effectively, efficiently and in your policy-holder's best interest • you show understanding of others and deal with them in a professional manner • you disclose information only to those who need it and who are entitled to it • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant takaful and legal principles and regulations which affect your activities 2. the structure of the takaful market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's customer service standards and procedures including dealing with complaints 4. sources of advice and information at work 5. the takaful contract terms and conditions relevant to your work including standard extensions and/or limitations 6. your organisation's policy and procedures regarding communicating with policy-holders 7. how to access existing business customer records 8. your organisation's procedures for processing mid-term adjustments and the return of documentation where appropriate 9. the limits of your authority and the action required for underwriting business outside your authority 10. how to apply underwriting criteria using manual or automated systems 11. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

IFP02: Communicate the practice and principles of takaful to customers and colleagues

Overview

This unit covers the basic competences required to work with Takaful (Sharia'a compliant insurance) services and products. You need to be able to communicate competently with customers and colleagues about the principles and practice of Takaful activities. This includes the ability to outline how Takaful contracts adapt conventional concepts of underwriting, management of risk and mutual protection. Takaful contracts may be made available by Islamic financial institutions or within conventional financial institutions offering a range of special products. In either case, if you are dealing with those products, you must be in a position to share your understanding of the services or products with customers and colleagues. This unit is about developing that competence.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. describe the features of mutuality that underpin Takaful to customers or colleagues 2. describe the reasons why conventional insurance contracts are not Sharia'a compliant to customers or colleagues 3. explain to customers or colleagues how Takaful avoids Gharar and Maisir through Tabarru 4. explain to customers or colleagues how Takaful avoids Riba through the use of non-interest bearing assets 5. explain to customers or colleagues the differences between general Takaful and life or family Takaful 6. explain to customers or colleagues the structure of Takaful in relation to separation of funds and the role of Qard al Hasan 7. explain to customers or colleagues the rules associated with Takaful claims 8. explain to customers or colleagues the risks associated with Takaful claims and their mitigation 9. explain to customers or colleagues how re-Takaful operates 10. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and ethically • you show integrity, fairness and consistency when using your knowledge • you explain things so that others will understand • you pay attention to details that are critical to your work • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. the significance of the religious sources which underpin islamic finance principles 2. key features of guidance and authority relating to islamic finance 3. the importance of adapting your explanations about islamic banking when explaining them to customers or to colleagues 4. the features of conventional insurance contracts that make them non-compliant with sharia'a principles 5. the features of mutuality that underpin takaful 6. how takaful is structured 7. the principles of tabarru as a replacement for conventional insurance premiums 8. the importance of the separation of participant's funds from those of the takaful operator 9. the role of qard al hasan in takaful 10. rules for distribution of underwriting surpluses in takaful 11. takaful claims, the contribution pool, the underwriting and investment fund and internal risk pooling arrangements 12. the purpose of re-takaful and how it is structured 13. relevant legislation and regulations affecting your business 14. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GFS01: Provide information to customers in a financial services environment

Overview

This Standard is about enabling you to deal with a variety of requests from customers relating to financial services; for example in a reception area (face to face) or by telephone or correspondence. Such requests might include information about a new product, or altering an existing product or making a claim. Your work must involve you directly in providing information to customers in a financial services environment.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 11. acknowledge customers promptly and treat them in a courteous manner 12. accurately find out what the customer requires to meet his/her information needs about financial services products and/or services 13. recognise any requests for information about financial services products and/or services which you are not authorised to deal with 14. promptly and accurately pass any requests for information about financial services products and/or services which you are not authorised to deal with to the person authorised by your employer to deal with them 15. provide information about financial services products and/or services to customers which is clear, accurate and relevant to their needs 16. keep a record of the information about financial services products and/or services provided, as required by your employer 17. describe the details of financial services products and/or services clearly and accurately 18. make sure the financial products and/or services are sufficient to meet what you believe are the customer's needs 19. disclose confidential information only to the people authorised to receive it 20. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you effectively identify the information needs of others • you present information about financial services products and/or services clearly and concisely • you encourage customers to ask questions and seek clarification • you use information and knowledge effectively, efficiently and in the customer's best interests • you show understanding of others and deal with them in a professional manner • you pay attention to details that are critical to your work • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant legal principles and regulations which affect your activities 2. the structure of financial services and the roles and responsibilities of the relevant parties as they impact on your activities 3. your organisation's customer service procedures (including dealing with complaints) 4. your organisation's policy and procedures regarding communicating with customers 5. sources for providing relevant financial services products and/or services information and advice within your job role 6. the difference between providing information and giving advice within your job role 7. the types of financial services products and/or services information you are able to provide within your job role 8. how to access customer records 9. the features, terms and conditions of the financial products and/or services you deal with 10. the limits of your own personal authority and the action required if a request for information about financial services products and/or services is beyond those limits 11. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

GFS02: Deal with requests to cancel financial services products or services

Overview
 This unit may be suitable for you if you work for any type of organisation providing financial services products or services to customers. Your work must involve proactively dealing with requests from customers to cancel a financial services product or service which they have purchased, discussing with them the reasons for cancellation. You will ensure that they fully understand all the features and benefits of the product or service which would be lost, if cancelled. Where the customer wishes to proceed with the cancellation, you will arrange for the customer records to be amended accordingly and for confirmation to be sent to the customer.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. acknowledge customers promptly and treat them in a courteous manner 2. identify appropriate information from the current customer record 3. establish accurately the reasons why the customer wishes to cancel the financial services product or service 4. refer any situations you are not authorised to deal with to the appropriate person/department 5. provide information to the customer which is accurate and sufficient for an informed decision to be made about whether to cancel the financial services product or services 6. ensure that the customer fully understands all the features and benefits of the product or service which will be lost through cancellation 7. provide your customer with the opportunity to ask questions about the financial services product/s or services they wish to cancel 8. action your organisation's procedures once the customer decides to proceed with the cancellation 9. keep accurate and complete records at all stages 10. comply with legal requirements, industry regulations, organisational policies and professional codes 	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> • you use information and knowledge effectively, efficiently and in your customer's best interest • you show understanding of others and deal with them in a professional manner • you disclose information only to those who need it and who are entitled to it • you present information clearly and concisely • you show a clear understanding of the demands and needs of different customers • you carry out tasks with due regard to your organisation's policies and procedures 	<p>You need to know and understand:</p> <ol style="list-style-type: none"> 1. relevant legal principles and regulations which affect your activities 2. the structure of the financial services market and the roles and responsibilities of the various parties within it as they impact on your activities 3. your organisation's service standards and procedures including dealing with complaints 4. your organisation's policy and procedures for communicating with customers 5. your organisation's procedures for cancellations 6. contract terms and conditions relevant to your work 7. the limits of your authority and the action required when a cancellation falls outside those limits 8. your organisation's systems and procedures for accessing, recording and amending information 9. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities