



Arrangements for:

**PDA in General Insurance
at SCQF level 6**

Group Award Code: GA2A 46

Validation date: November 2010

Date of original publication: February 2011

Version: 01

Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

Contents

1	Introduction	1
2	Rationale for the development of the Award	1
2.1	Market research, consultation and development process.....	2
3	Aims of the Award	2
3.1	General aims of the Award	2
3.2	Specific aims of the Award.....	2
3.3	Target groups	3
3.4	Employment and progression opportunities	3
4	Access to Award	4
5	Award structure	4
5.1	Framework.....	4
5.2	Articulation, professional recognition and credit transfer	5
6	Approaches to delivery and assessment	5
7	General information for centres	5
8	General information for candidates.....	6
9	Glossary of terms	6
10	Appendices.....	8
	Appendix 1: PDA Units mapped to the knowledge requirements of the CII Certificate in Insurance.....	9

1 Introduction

This is the Arrangement Document for the ***new Group Award Professional Development Award (PDA) in General Insurance at SCQF level 6, which was validated in November 2010.*** This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

This award has been developed to equip candidates who wish to enter, or who have been recently employed in, the insurance industry with sufficient knowledge and understanding to allow them to apply their learning in a general insurance role with an insurance company or insurance broker.

2 Rationale for the development of the Award

Within the economic structure of the Perth and Kinross Council area, the insurance sector of the financial services industry is very important with a cluster of three main employers with expertise in the sector. In 2008 a study was commissioned by Perth and Kinross Council to determine the industry's size and economic impact on the region. In addition an Insurance Sector group was set up to raise awareness of the importance of the sector and to develop a strategy for the future.

Key findings from the 2008 study, conducted by Mackay Consultants, concluded:

- ◆ Within Perth and Kinross, 8,100 people are employed in the financial sector, of which 2,000 (2.7%) are specifically employed within the insurance profession.
- ◆ The insurance sector accounts for 7.1% of the local GDP — at £135 million. If the multiplier effects are taken into account, the estimate of local economic output rises to £203 million per year.
- ◆ The insurance industry generates an annual local income of approximately £29 million but adding the multiplier effects raises that figure to approx £44 million.

The Insurance Sector group used this research to develop a strategy to build and exploit the current skills base. Key themes developed include:

- ◆ Promoting Perth and Kinross as a General Insurance Centre of Excellence nationally
- ◆ Raising the profile of the Insurance Sector as a viable career path within schools and link to the Curriculum for Excellence objectives
- ◆ Developing a pipeline of skilled people to be employed in the Insurance Sector
- ◆ Strengthening the economic base in the Insurance Sector in Perth and Kinross.

A number of initiatives were developed around these key themes, including the development of the PDA in General Insurance which has been specifically designed to meet the industry demand for work-ready employees and plug an identified gap in the current education framework — as SQA did not offer any group awards in the Insurance related area.

Prior to the introduction of this PDA, candidates wishing to study Insurance qualifications, had to first secure a position within the industry and then register with the Chartered Insurance Institute (CII) who sets professional standards for the insurance industry.

2.1 Market research, consultation and development process

To ensure that the PDA is vocationally relevant and meets the needs of both candidates and industry, further market research and consultation was carried out by the Qualifications Design Team (QDT) set up to oversee the development. The QDT used the research carried out by the Insurance Sector group and consulted with a variety of key stakeholders on the development of the PDA.

The QDT consulted SQA regarding the level of this award and after examining the content and learning outcomes for candidates, it was felt that the appropriate SCQF level for this award was 6, (apply knowledge and understanding in known, practical contexts).

The QDT recognised the need to ensure that the PDA was supported by the CII as this organisation is one of the largest examination awarding bodies in the UK. The CII offers its members the opportunity to develop broad professional capabilities and to subscribe to the standards associated with professional status. Therefore, the PDA was mapped to the CII's professional qualifications (see Appendix 1).

Consultation with the Insurance Sector group confirmed that both insurance companies and insurance brokers were supportive of the content of the PDA and would support current employees to study towards this PDA qualification.

Head teachers of local secondary schools supported the development of this award as it offered school candidates a route into employment which is not currently available.

3 Aims of the Award

This award will assess and certify progression in a defined set of specialist Occupational Skills.

3.1 General aims of the Award

To enable candidates to learn specifically relevant skills and knowledge to contribute to the insurance industry and take advantage of employment opportunities.

3.2 Specific aims of the Award

- ◆ To prepare candidates for employment in General Insurance within underwriting, claims, sales and service, support functions, broking and loss adjusting.

- ◆ To develop and enhance knowledge and skills that can be applied within their current employment within the Financial Services' General Insurance sector.
- ◆ To prepare candidates for progression to further studies in the specialisms of General Insurance, for example Chartered Institute of Insurance (CII) Diploma.
- ◆ To provide opportunities to develop the Core Skills of Communication at SCQF level 6, although there is no automatic certification of Core Skills or Core Skills components.

3.3 Target groups

This PDA has been developed to equip candidates who wish to enter, or who have been recently employed in, the insurance industry with sufficient knowledge and understanding to allow them to apply their learning in a general insurance role with an insurance company or insurance broker.

It has also been developed to allow school pupils to gain a qualification which leads to a specific career path.

3.4 Employment and progression opportunities

The PDA in General Insurance will develop and enhance knowledge and skills that are necessary for employment in the Insurance sector within underwriting, claims, sales and service, support functions, broking and loss adjusting.

Candidates who successfully complete the PDA will also have the opportunity to be presented for the CII examinations, candidates who pass will be awarded the Chartered Institute of Insurers (CII) Certificate in Insurance.

This award could allow candidates to progress on to a full HNC in Business and will also prepare them for further studies in General Insurance eg CII Diploma in Insurance.

4 Access to Award

As with all SQA qualifications, access to the award will be at the discretion of the Centre. In general, entry should be open to any candidate who can demonstrate, by formal qualification or experience, a reasonable expectation of successfully completing the award. Candidates should demonstrate skills equivalent to Core Skills Level 5 in Communication and Numeracy as well as having skills in IT, Working with Others and Problem Solving. These may be demonstrated via the achievement of Core Skills at Level 5, or by possession of appropriate Standard Grade qualifications or a suitable NC or NQ Unit, or by prior learning or experience. Suitable NC/NQ Units include Business Decision Areas: Marketing and Operations (DV4K 11), Business Decision Areas: Finance and Human Resource Management (DV4L 11) and Business Enterprise (DV4G 11).

Candidates will be interviewed and they will be expected to display a real commitment to study this professional qualification.

5 Award structure

This PDA has been developed under SQA's Design Principles for PDAs, ie

- ◆ PDAs will be available at SCQF level 6–12
- ◆ at SCQF level 6 will be made up of Units with a minimum credit value of 12 SCQF credit points at level 6
- ◆ at SCQF level 7–12 will be made up of a minimum credit value of 16 SCQF credit points
- ◆ will be made up of at least two Units
- ◆ will have at least half the SCQF credit points at the level of the Group Award
- ◆ will be made up of mandatory and/or optional Units which reflect the title of the Group Award
- ◆ will be aligned to National Occupation Standards (NOS), or other professional body standards, as appropriate to the Group Award area

5.1 Framework

The PDA in General Insurance at SCQF Level 6 will be awarded to candidates who achieve 24 SCQF credit points. The award comprises of three Units at SCQF Level 6; each Unit has 8 SCQF credit points. All three Units in the framework are mandatory.

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Insurance Underwriting Process	F9YA 33	8	6	1
General Insurance Business	F9YC 33	8	6	1
Insurance: Legal and Regulatory Frameworks	F9YD 33	8	6	1

5.2 Articulation, professional recognition and credit transfer

Appendix 1 shows how the PDA Units map to the knowledge requirements of the CII Certificate in Insurance.

6 Approaches to delivery and assessment

The Units in the PDA Group Award, delivered together, constitute a coherent, attractive and relevant programme which will equip candidates with the underpinning knowledge and skills required for employment within the insurance industry. The PDA award will also be attractive to those already in employment by formalising the training as part of continuous personal development activity.

A wide range and combination of teaching, learning and assessment methods can be used. The following are suggested delivery methods:

- ◆ Lectures
- ◆ Tutorials
- ◆ Study packs
- ◆ Problem based scenarios
- ◆ Case studies
- ◆ Group work
- ◆ Online learning material
- ◆ IT based teaching material
- ◆ Role play and simulation
- ◆ Projects
- ◆ Virtual learning environments

Unit specifications set out the statements of standards and evidence required for achieving each Unit, along with guidance on content and assessment.

7 General information for centres

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in SQA's *Guide to Assessment* (www.sqa.org.uk).

8 General information for candidates

This Professional Development Award in General Insurance at SCQF level 6 has been designed in consultation with practitioners. It will develop and enhance your knowledge and skills in general insurance that are necessary for employment in the Insurance sector within underwriting, claims, sales and service, support functions, broking and loss adjusting.

On successful completion of the PDA you will have the opportunity to be presented for the Chartered Institute of Insurers' (CII) examinations — candidates who pass will be awarded the Chartered Institute of Insurers (CII) Certificate in Insurance.

You will be interviewed and you will be expected to display a real commitment to study this professional qualification. You will also be required to evidence skills equivalent to at least Core Skills level 5 in Numeracy and Communication as well as having skills in IT, Working with Others and Problem Solving.

This PDA may allow you to progress onto a full HNC in Business and will prepare you for further studies in general insurance eg CII Diploma in Insurance.

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk

SCQF credit points: One HN credit is equivalent to 8 SCQF credit points. This applies to all HN Units, irrespective of their level.

SCQF levels: The SCQF covers 12 levels of learning. HN Units will normally be at levels 6–9. Graded Units will be at level 7 and 8.

Subject Unit: Subject Units contain vocational/subject content and are designed to test a specific set of knowledge and skills.

Graded Unit: Graded Units assess candidates' ability to integrate what they have learned while working towards the Units of the Group Award. Their purpose is to add value to the Group Award, making it more than the sum of its parts, and to encourage candidates to retain and adapt their skills and knowledge.

Dedicated Unit to cover Core Skills: This is a non-subject Unit that is written to cover one or more particular Core Skills.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the HNC/HND from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

Consortium-devised HNCs and HNDs are those developments or revisions undertaken by a group of centres in partnership with SQA.

Specialist single centre and specialist collaborative devised HNCs and HNDs are those developments or revisions led by a single centre or small group of centres who provide knowledge and skills in a specialist area. Like consortium-devised HNCs and HNDs, these developments or revisions will also be supported by SQA.

10 Appendices

Appendix 1: PDA Units mapped to the knowledge requirements of the CII Certificate in Insurance

Appendix 1: PDA Units mapped to the knowledge requirements of the CII Certificate in Insurance

CII unit	Summary of content	SQA Unit	Summary of Content
IF1 Insurance, Legal & Regulatory	<ol style="list-style-type: none"> 1 The nature and main features of risk and insurance 2 The structure and main features of the insurance market 3 The main legal principles governing insurance contracts 4 The main legal and regulatory requirements applicable to the transaction of insurance business 5 The main methods of preventing, handling and resolving customer complaints 	Insurance: Legal and Regulatory Requirements (F9YD 33)	<ol style="list-style-type: none"> 1 Describe the main features of risk and insurance 2 Describe the structure and main functions of the insurance market 3 Describe the main legal principles governing insurance contracts 4 Describe the main regulatory and legal requirements applicable to the transaction of insurance contracts 5 Describe the main methods of preventing, handling and resolving consumer complaints
IF2 General Insurance Business	<ol style="list-style-type: none"> 1 Insurance products and associated services 2 Underwriting and policy wordings 3 Claims 4 Information and communication technology, security, confidential information and data protection 5 Customer service 	General Insurance Business (F9YC 33)	<ol style="list-style-type: none"> 1 Describe insurance products and related services 2 Describe the underwriting process and explain policy wordings 3 Describe the main principles of claims handling 4 Describe the main uses of information and communication technology 5 Describe the main methods of providing customer service
IF3 Insurance Underwriting Process	<ol style="list-style-type: none"> 1 Underwriting and policy wordings 2 Insurance products and associated services 3 Underwriting considerations 4 Establishing the price 5 Managing exposure 	Insurance Underwriting Process (F9YA 33)	<ol style="list-style-type: none"> 1 Describe the nature and main features of underwriting and policy wordings 2 Describe the main features of insurance products and related services 3 Describe the main underwriting considerations 4 Describe the factors involved in establishing price 5 Describe the factors involved in managing exposure