



## GJ2C 24 SVQ 4 in Insurance at SCQF Level 8 – Structure

To attain the qualification candidates must complete 10 Units in total. This comprises:

- ◆ 1-2 Mandatory Units
- ◆ 8-9 Optional Units

Please note the table below shows the SSC identification codes listed alongside the corresponding SQA Unit codes. It is important that the SQA Unit codes are used in all your recording documentation and when your results are communicated to SQA.

### Mandatory Units : Candidates must complete 1 Unit from this group

SQA code	SSC code	Title	SCQF level	SCQF credits
H68N 04	FSPITS01	Manage Your Own Performance, Personal Development and Insurance Industry Awareness	8	5

### ROUTES (Restricted): 9.0 credits needed, 1 sub-component needed

#### ROUTE 1: Technicians (Mandatory): 9.0 credits needed

#### Group 1 (Mandatory): 5.0 credits needed

SQA code	SSC code	Title	SCQF level	SCQF credits
H5G3 04	FSPGI10	Evaluate Insurance Products and Services	6	5
H5FD 04	FSPIO15	Manage the Business Relationship with Clients in a Financial Services Environment	8	10
H69G 04	FSPITS04	Determine and Evaluate Client's Insurance Requirements for a Tailored Policy	9	11
H68R 04	FSPITS05	Prepare Market Presentations and Solicit Insurance Quotations in Line With Organisational Placing Policy	9	11
H68S 04	FSPITS06	Negotiate and Agree Complex Insurance Cover on Behalf of Clients	9	11

H5GA 04	FSPGI17	Evaluate Risk and Advise other Insurance Intermediaries	7	6
H68T 04	FSPITS07	Progress Complex Insurance Renewals as an Intermediary	8	9
H68V 04	FSPITS08	Progress Complex Mid-Term Insurance Amendments	8	9
H5G0 04	FSPGI07	Carry out Initial Assessment and Investigate Complex Insurance Claims	7	7
H68W 04	FSPITS09	Determine the Cover and Extent of Liability in Complex Insurance Claims	9	11
H68X 04	FSPITS10	Negotiate and Settle Complex Insurance Claims	9	11
H68Y 04	FSPITS11	Progress Complex Claims for Uninsured Losses	8	9
H69H 04	FSPITS12	Ensure Effective Recovery in Complex Insurance Claims	9	11
H691 04	FSPITS13	Evaluate and Decide Whether to Underwrite Complex New Risks	8	12
H692 04	FSPITS14	Negotiate and Determine the Conditions Under Which Risk Will Be Underwritten in Complex Insurance Cases	8	13
H693 04	FSPITS15	Progress the Underwriting of Complex Insurance Policy Alterations and Mid-Term Amendments	8	13
H5G8 04	FSPGI15	Process Complex Insurance Renewals as an Intermediary	6	7
H694 04	FSPITS19	Provide Technical Advice and Support Regarding Complex Insurance Matters to Others	9	13
H695 04	FSPITS20	Advise and Support Clients Making a Claim in Complex Insurance Cases	9	13
H696 04	FSPITS02	Contribute to Evaluations of Potential Insurance Work in Line with Organisational Objectives	9	12
H697 04	FSPITS03	Determine and Report Trends in Insurance Business and Make Recommendations for Business Development	9	12

H698 04	FSPITS16	Carry Out Audits of Insurance Claims Processes	7	8
H5GK 04	FSPGI25	Review Underwriting Decisions to Accept Risks	6	6
H699 04	FSPITS17	Undertake a Quality Audit of Insurance Casework Within Your Area of Responsibility	7	8
H69A 04	FSPITS18	Carry Out a Quality Audit of Insurance Work Undertaken by Suppliers	7	8
<b>Route 1 Optional Units (Optional): 4.0 credits needed</b>				
<b>H58V 04</b>	DD2	Develop and Sustain Productive Working Relationships with Stakeholders	9	12
<b>H68H 04</b>	DD6	Lead Meetings to Achieve Specific Objectives	7	4
<b>H6XF 04</b>	C8	Handle Referred Customer Complaints	8	10
<b>H6XG 04</b>	C5	Monitor and Solve Customer Service Problems	6	6
<b>H68K 04</b>	EA4	Manage Budgets	7	11
<b>H5XN 04</b>	DC2	Support Individuals' Learning and Development	7	6
<b>H683 04</b>	DB1	Build Teams	7	8
<b>H68F 04</b>	SLS 25	Plan and Resource the Work of the Sales Team	8	5
<b>H422 04</b>	CA1	Identify and Evaluate Opportunities for Innovation and Improvement	10	12
<b>H5XR 04</b>	DA2	Recruit, Select and Retain People	9	14
<b>H69C 04</b>	BA7	Promote Equality of Opportunity, Diversity and Inclusion	8	9
H69F 04	DC5	Help Individuals Address Problems Affecting Their Performance	6	5
H58X 04	DB4	Manage People's Performance at Work	7	14
H68E 04	BA9	Develop Operational Plans	8	11
H6PW 04	DD4	Develop and Sustain Collaborative Relationships with Other Organisations	11	6
H68M 04	FD3	Manage Customer Service	6	9

**ROUTE 2: Team Leaders (Mandatory): 9.0 credits needed****Group 1 (Mandatory): 1.0 credits needed****Selected Units (Mandatory): 1.0 credits needed**

<b>SQA code</b>	<b>SSC code</b>	<b>Title</b>	<b>SCQF level</b>	<b>SCQF credits</b>
H5XS 04	BA2	Provide Leadership in Your Area of Responsibility	8	9

**Group 2 Optional Units (Optional): 4.0 credits needed**

<b>SQA code</b>	<b>SSC code</b>	<b>Title</b>	<b>SCQF level</b>	<b>SCQF credits</b>
H5G3 04	FSPGI10	Evaluate Insurance Products and Services	6	5
H5FD 04	FSPIO15	Manage the Business Relationship with Clients in a Financial Services Environment	8	10
H69G 04	FSPITS04	Determine and Evaluate Client's Insurance Requirements for a Tailored Policy	9	11
H68R 04	FSPITS05	Prepare Market Presentations and Solicit Insurance Quotations in Line With Organisational Placing Policy	9	11
H68S 04	FSPITS06	Negotiate and Agree Complex Insurance Cover on Behalf of Clients	9	11
H5GA 04	FSPGI17	Evaluate Risk and Advise other Insurance Intermediaries	7	6
H68T 04	FSPITS07	Progress Complex Insurance Renewals as an Intermediary	8	9
H68V 04	FSPITS08	Progress Complex Mid-Term Insurance Amendments	8	9
H5G0 04	FSPGI07	Carry out Initial Assessment and Investigate Complex Insurance Claims	7	7
H68W 04	FSPITS09	Determine the Cover and Extent of Liability in Complex Insurance Claims	9	11
H68X 04	FSPITS10	Negotiate and Settle Complex Insurance Claims	9	11
H68Y 04	FSPITS11	Progress Complex Claims for Uninsured Losses	8	9
H69H 04	FSPITS12	Ensure Effective Recovery in Complex Insurance Claims	9	11

H691 04	FSPITS13	Evaluate and Decide Whether to Underwrite Complex New Risks	8	12
H692 04	FSPITS14	Negotiate and Determine the Conditions Under Which Risk Will Be Underwritten in Complex Insurance Cases	8	13
H693 04	FSPITS15	Progress the Underwriting of Complex Insurance Policy Alterations and Mid-Term Amendments	8	13
H5G804	FSPGI15	Process Complex Insurance Renewals as an Intermediary	6	7
H694 04	FSPITS19	Provide Technical Advice and Support Regarding Complex Insurance Matters to Others	9	13
H695 04	FSPITS20	Advise and Support Clients Making a Claim in Complex Insurance Cases	9	13
H696 04	FSPITS02	Contribute to Evaluations of Potential Insurance Work in Line with Organisational Objectives	9	12
H697 04	FSPITS03	Determine and Report Trends in Insurance Business and Make Recommendations for Business Development	9	12
H698 04	FSPITS16	Carry Out Audits of Insurance Claims Processes	7	8
H5GK 04	FSPGI25	Review Underwriting Decisions to Accept Risks	6	6
H699 04	FSPITS17	Undertake a Quality Audit of Insurance Casework Within Your Area of Responsibility	7	8
H69A 04	FSPITS18	Carry Out a Quality Audit of Insurance Work Undertaken by Suppliers	7	8
<b>Group 3 Optional Units (Optional): 4.0 credits needed</b>				
<b>H58V 04</b>	DD2	Develop and Sustain Productive Working Relationships with Stakeholders	9	12
<b>H68H 04</b>	DD6	Lead Meetings to Achieve Specific Objectives	7	4
<b>H6XF 04</b>	C8	Handle Referred Customer Complaints	8	10
<b>H6XG 04</b>	C5	Monitor and Solve Customer Service Problems	6	6
<b>H68K 04</b>	EA4	Manage Budgets	7	11

<b>H5XN 04</b>	DC2	Support Individuals' Learning and Development	7	6
<b>H683 04</b>	DB1	Build Teams	7	8
<b>H68F 04</b>	SLS 25	Plan and Resource the Work of the Sales Team	8	5
<b>H422 04</b>	CA1	Identify and Evaluate Opportunities for Innovation and Improvement	10	12
<b>H5XR 04</b>	DA2	Recruit, Select and Retain People	9	14
<b>H69C 04</b>	BA7	Promote Equality of Opportunity, Diversity and Inclusion	8	9
H69F 04	DC5	Help Individuals Address Problems Affecting Their Performance	6	5
H58X 04	DB4	Manage People's Performance at Work	7	14
H68E 04	BA9	Develop Operational Plans	8	11
H6PW 04	DD4	Develop and Sustain Collaborative Relationships with Other Organisations	11	6
H68M 04	FD3	Manage Customer Service	6	9