



HIGHER APPRENTICESHIP

# Insurance (Technician Pathway)

Level 4

# 4



Chartered  
Insurance  
Institute

**Aspire  
Apprenticeships**

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# Apprenticeship Framework

The goal of this apprenticeship is to equip learners with the essential skills and knowledge required to advance in senior and technical roles within the insurance industry.

## Who is this apprenticeship for?

This programme is suitable for those seeking a career in the highly technical world of insurance, or for those wishing to upskill themselves to take on a technical insurance role within the organisation, or for insurance professionals who want an accredited qualification to affirm their existing experience in the field.

## On completion apprentices will achieve the following:

- Level 4 NVQ Diploma in Insurance (Technician Pathway)
- Level 4 CII Diploma in Insurance (Dip CII)
- Level 2 Essential Skills Communication
- Level 2 Essential Skills Application of Number



\*Please note that due to the high cost of pre-registration for the CII elements of the programme, a service level agreement for the repayment of fees incurred should apprentices withdraw from the programme prior to completion is a requisite for enrolment.

## Benefits of the apprenticeship programme:

**Accelerate Career Growth:** Undertaking the Level 4 Higher Apprenticeship will enhance career development by gaining invaluable hands-on experience alongside theoretical knowledge. Apprentices will be equipped with the tools to thrive and build a fulfilling career in the insurance industry.

**Industry-Recognised Certification:** Upon successful completion of this programme, apprentices will earn an industry-recognised certification, providing them with a competitive edge in the job market. Employer's value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.

**Practical and Real-World Learning:** Our programme emphasises practical, real-world learning. Apprentices will practice skills in the workplace collaborating with experienced colleagues and supported by ALS professionals who will guide the apprentice through every step of the process.

**Tailored Curriculum:** Our comprehensive curriculum is designed to meet the demands of the continually evolving insurance industry. Apprentices will cover essential topics such as regulatory arrangements, managing risk, underwriting, claim management and customer relationship management.

**Experienced and Knowledgeable Advisors:** Throughout the apprenticeship, we will provide access to a network of experienced advisors who will provide guidance, support, and feedback.

## Course Delivery

- Typical duration of 24 months.
- Induction session for apprentices and for their line managers.
- 12 full day CII Diploma workshops
- Supported by self-study online resources.
- 3 exams and 3 assignments for the CII Diploma.
- Monthly 1-2-1 sessions to achieve your NVQ
- 4 Essential skills assessment days. (2 Preparation days and 2 Live Task days) \*\*
- 2 hour long essential skills confirmatory tests. \*\*

*\*\*Essential Skills activities are not applicable to apprentices with exemptions.*



# Level 4 NVQ Diploma in Insurance (Technicians Pathway)

## Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

The units are assessed via a variety of work-based methods including work products, professional discussion, questioning, witness testimony and observation. (this can be done virtually, if required)

## Qualification Structure Summary

The Level 4 NVQ Diploma in Insurance consists of units totalling 53 credits.

1 mandatory unit, with a total of 5 credits that must be achieved and optional units totalling 48 credits.

**Please note: at least 30 credits must be at Level 4 or above.**

Unit rules of combination:

- Mandatory Units (Learners must achieve this unit) – 5 credits.
- Optional units Group 1 – minimum 27 credits.
- Optional units Group 2 – maximum 21 credits.

## What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business). A brief overview of these units is below.

Mandatory Unit	
Unit Title	Level
Managing your own performance, personal development and insurance industry awareness.	4

Optional Units Group 1 (Minimum of 27 Credits)		
Unit Title	Level	Credits
Preparing market presentations and soliciting insurance quotations in line with organisational placing policy.	4	10
Negotiating and agreeing complex insurance cover on behalf of clients.	4	8
Processing complex insurance renewals as an intermediary.	4	6
Negotiating and settling complex insurance claims.	4	9
Evaluating and deciding whether to underwrite complex new risks.	4	10
Negotiating and determining the conditions under which risk will be underwritten in complex insurance.	4	10
Managing the business relationship with clients in a financial services environment.	4	4
Progressing the underwriting of complex insurance policy alterations and midterm amendments.	4	8
Carrying out initial assessment and investigating complex insurance Claims.	4	5
Advising and Supporting clients making a claim in complex insurance cases.	4	7
Making sure of effective recovery in complex insurance claims.	4	6

### Optional Units Group 2 (maximum of 21 Credits)

Unit Title	Level	Credits
Develop working relationships with colleagues and stakeholders.	4	4
Lead and manage meetings.	3	4
Monitor and solve customer service problems.	3	6
Plan, allocate and monitor work in own area of responsibility.	3	5
Encourage new ideas and innovation amongst the work team.	3	4
Manage the achievement of customer satisfaction.	4	5
Address performance problems affecting team members.	4	3

### Have any questions about our Level 4 NVQ Diploma in Insurance (Technician Pathway)?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact [info@alstraining.org.uk](mailto:info@alstraining.org.uk)



# Level 4 CII Diploma in Insurance (Dip CII)

## Course Delivery

This element of the programme will be delivered through blended learning with learners attending 12 full day knowledge and technical skills workshops delivered either face to face or virtually using Microsoft Teams on an approximately monthly basis across the 24-month duration of the programme.

Assessment for the CII qualification is through completion of 3 online exams and 3 written assignments aligned to the units of study. Each exam should be completed within 6 months of commencement.

Learners will benefit from CII membership for the duration of the apprenticeship.

## Qualification Structure Summary

The Level 4 CII Diploma in Insurance consists of 120 Credits.

On the assumption you already hold your \*Certificate in Insurance (Cert CII) and respective 40 credits, you will need to complete three CII units totalling 75 Credits along with the Level 4 NVQ Diploma in Insurance.

\*You must hold your Cert CII before undertaking the Level 4 qualification.

## What you will learn

This programme is made up of 3 CII units

CII Units		
Unit Title	Level	Credits
M92 Insurance Business & Finance.	4	25
M05 Insurance Law.	4	25
M85 Claims Practice.	4	25

### Have any questions about our Level 4 CII Diploma in Insurance (Dip CII)?

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# Essential Skills Qualifications

When you agree to undertake an Apprenticeship, you may be required to complete Essential Skills as part of your apprenticeship framework.

## Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number.

## Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish. This will be discussed with you before you sign up with us, and will also be followed up by your assessor before and during your first visit from us.

### Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact [info@alstraining.org.uk](mailto:info@alstraining.org.uk)