

## AREAS FOR FURTHER DEVELOPMENT

### T LEVEL: FINANCE

T Level learners will have covered a broad spectrum of knowledge and understanding of the concepts, theories and principles relevant to the T level in the core content. They will then specialise and cover the knowledge and skills required in that occupational specialism, putting this into practise during the industry placement. There may be some areas a learner will need to further develop in a workplace environment following a T Level to reach full competence, such as behaviours. Following engagement with employers, industry experts and providers, we have captured below what these areas for development may be following a T Level. This will depend on the learner and an initial assessment. The RPL guidance gives further details.

#### **Occupational Specialism: Insurance Practitioner** **Standard: Insurance Practitioner**

##### **Aspects for further development**

###### Knowledge:

- K1: How own role supports the insurance organisations strategic vision, commercial aims and objectives.
- K7: Techniques for verifying and recording customer information securely using an IT system.
- K8: verify and record customer identity, in accordance with data protection (GDPR), Financial Conduct Authority (FCA) regulation Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) and Know your Customer and organisational procedures.

###### Skills:

- S1: Achieve desired business outcomes within own area of insurance responsibility, in line with the organisation's commercial aims and objectives.
- S4: Apply organisational quality assurance policies and procedures in their role and within the limits of own authority.
- S6: Records, verifies, maintains and where appropriate, shares information.
- S9: Balances competing priorities in order to meet deadlines.
- S10: Identify potential claims fraud and determine the correct action to prevent loss.

- S12: Manage insurance claims and/or payments within the limits of responsibility in line with policies and procedures.
- S17: Optimises the potential return on insurance decisions within the scope of own role by identifying and positioning the client's case with the insurer.

### **Further Practical Application**

Knowledge:

- K4: Engage with all relevant stakeholders - internal and/or external, to ensure successful insurance conclusions within the limits of their own authority.

### **Additional Learning**

Further Practical Application of knowledge and skills to reach full occupational competence. They will need further support to apply their knowledge and skills, particularly in non-routine situations to develop their:

- Quality of skill
- Pace
- Adaptability
- Independence and focus
- Appropriate workplace behaviours

Behaviours.