

Course Information

Intermediate Apprenticeship in Providing Financial Services (General Insurance) Course Code - W112E

What is an Apprenticeship?

The Apprenticeship programme provides you with an opportunity to earn while you learn. As an Apprentice will spend time both in College and in the workplace learning new skills and training alongside experienced staff, which will lead to nationally recognised qualifications. At the end of the Apprenticeship you will have acquired job specific skills and the ability to perform your job competently; you will also achieve qualifications which are recognised by your chosen profession.

Venue and duration of course:

The Apprenticeship programme will take place both at East Surrey College and at the workplace and will run for approximately 12-18 months.

Entry requirements:

There are no formal entry requirements for this Apprenticeship but you must be in paid work for a minimum of 30 hours per week. It is essential you have the right mind-set for working full time and studying at the same time. Having a can-do attitude, being flexible and reliable are also important. You must also be able to communicate effectively with others.

What qualifications will I get?

The Apprenticeship is made up of a number of qualifications that you will receive, which includes:

- Level 2 Certificate in Providing Financial Services
- Level 2 Certificate in Customer Service
- English Functional Skills
- Maths Functional Skills
- Employment Rights and Responsibilities
- Personal, Learning and Thinking Skills

Course description:

The purpose of this Apprenticeship is to train insurance underwriters, claims and broking staff, banking cashiers/call centre advisers, investment operators, pension administrators, financial advice and mortgage support staff and those involved in debt collections.

This Apprenticeship is relevant for the following job roles:

- Insurance Underwriting Administrators
- Claims Handling Administrators

- Broking Administrators
- Banking Cashiers
- Banking Call Centre Advisers
- Investment Information Administrators

Units/topics covered:

The general insurance route will focus on those who deal with, assess, investigate and settle insurance claims, as well as those working in broking and in underwriting straightforward and complex business. This will include, for example, handling and processing new business, renewals and mid-term amendments as well as the documentation. They may also provide administrative back up in all types of insurance departments. The main tasks involve recording and checking information, dealing with clients and undertaking financial calculations

Type of assessment:

Practical on-the job training, together with knowledge based assignments

Equipment needed:

No specific equipment

Where can it lead?

Apprentices completing their Level 2 Intermediate Apprenticeship programme may progress directly onto the Level 3 Advanced Apprenticeship in Providing Financial Services. For those who wish to continue their development of skills and qualifications beyond Level 3, opportunities exist to progress to higher level professional qualifications including:

- Chartered Insurance Institute (CII) Level 3 Certificate, Level 4 Diploma and Level 6
- Advanced Diploma in Insurance
- ifs School of Finance Certificate of Regulated General Insurance (CeRGI)
- Level 4 Higher Apprenticeship in Insurance
- Level 4 Higher Apprenticeship in Providing Financial Advice

Course fee: If you are under 19 on 31/08/2014, tuition is free. If you are 19 or over please call our Employer Services team for advice and guidance on funding and eligibility.

What to do next:

For advice & guidance or to arrange an interview please contact our Employer Services team on 01737 788316 or by emailing employerservices@esc.ac.uk.

Disclaimer:

Every effort has been made to ensure that the details contained in this leaflet are up-to-date and accurate at the time of printing. However, the College reserves the right to alter or cancel courses, their content, entry requirements, fees or other details should circumstances dictate.

Should you require this leaflet in a different format please contact Client Services on 01737 788444.