

# Why Work as an... Insurance Practitioner

A solution for your training needs and career progression

## ROLE OVERVIEW

The broad purpose of the occupation is to provide insurance coverage and recourse in the event of a loss, servicing the expectations of client's policies as they arise. Insurance practitioners provide an important role in the administration of applications and claims.

### KEY POINTS

- **Level:** 3
- **Duration:** 12 months + End Point Assessment
- **Pathways:** Claims Handler/Loss Adjuster OR Assistant Underwriter OR Junior Broker
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** Insurance Professional at Level 4 and 6

## KNOWLEDGE REQUIREMENTS

- How own role supports the insurance organisations strategic vision, commercial aims and objectives
- The range of potential insurance data and other information sources and how to use this to make informed judgements
- Take appropriate action on insurance issues within the limits of own authority and the relevant escalation procedures
- Techniques for working compliantly, including the insurance policies and procedures to be followed
- The underwriting limits operating within the area of responsibility

## SKILL REQUIREMENTS

- Analyse data to make evidence based decisions
- Apply organisational quality assurance policies and procedures in their role and within the limits of own authority
- Compliant with relevant governance, policies and procedures
- Identify potential claims fraud and determine the correct action to prevent loss
- Manage insurance claims and/or payments within the limits of responsibility in line with policies and procedures

## BEHAVIOUR REQUIREMENTS

- Adopts a positive approach to seeing challenging insurance related situations through to completion
- Actively listens and asks constructive questions in order to build relationships effective to insurance outcomes
- Looks to keep up to date with relevant Insurance matters by taking ownership for their own learning plan
- Seeks out areas of their insurance delivery that might be improved and is proactive in offering own ideas for change
- Displays honesty and integrity in their actions

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