



GOVERNMENT GAZETTE

OF THE

REPUBLIC OF NAMIBIA

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General Notice

MINISTRY OF HIGHER EDUCATION, TRAINING AND EMPLOYMENT CREATION

No. 228

2002

NOTIFICATION OF NATIONAL STANDARDS IN RESPECT OF THE LONG- TERM INSURANCE INDUSTRY

The NQA hereby publishes the following unit standards developed by the Long-Term Insurance Industry, for public comment as well as for general information.

This notice contains the titles, levels, credits, fields, sub-fields, learning assumed to be in place, purpose, elements, performance criteria, accreditation options, moderation options, underpinning knowledge and generic competencies for each standard.

Comments on the unit standards should reach the NQA at the address below not later than, 31 October 2002.

All correspondence should be marked 'standards for Long-Term Insurance Industry'.

STANDARD SETTING DIVISION

NQA

MINISTRY OF HIGHER EDUCATION, TRAINING AND EMPLOYMENT CREATION

Private Bag 13391

Windhoek

Namibia

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TILES MATRIX FOR LIFE INSURANCE NAMIBIA

The following table indicates the unit standard titles identified for the Life Insurance industry in Namibia. It includes generic titles for skills other than the *specialised* skills for the industry. These generic skill areas will go towards making up qualifications within the industry.

Sales	Underwriting	Administration	Technical	People
<ul style="list-style-type: none"> Establish client contact and arrange a sales opportunity Issue a quotation to an individual 1. Sell 'packaged' solutions in response to identified needs Assess a client's needs and identify possible solutions 2. Provide simple financial advice in defined situations 3. [Provide a variety of basic solutions to individuals] 4. [Provide financial and investment advice to individuals] 5. [Provide financial and investment advice to groups] 	<ul style="list-style-type: none"> Conduct a preliminary assessment of an individual's insurability Conduct financial valuations for the financial services industry Assess medical risk in the financial services industry 	<ul style="list-style-type: none"> Gather and report information for a group quotation Establish and update a client database Assess and process claims 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

A Broader Framework (as a basis for qualifications design)

SECTION	BROKING	UNDERWRITING	ADMINISTRTION
Foundation	<ul style="list-style-type: none"> Communication Maths (Numeracy) Enter data Manage database 	<ul style="list-style-type: none"> Communication Maths (Numeracy) Enter data Manage database 	<ul style="list-style-type: none"> Communication Maths (Numeracy) Enter data Manage database
Generic	<ul style="list-style-type: none"> Establish client contact and arrange a sales opportunity Issue a quotation for an individual Manager anger Manage use of time Manage stress Develop self to improve performance Interpret + use financial data + reports for decision-making Plan and allocate work Maintain compliance with legal requirements, policies + procedures Create and maintain positive workplace relations Describe ways of managing and coping with change 	<ul style="list-style-type: none"> Manager anger Manage use of time Manage stress Develop self to improve performance Plan and allocate work Maintain compliance with legal requirements, policies + procedures Create and maintain positive customer and client relations 	<ul style="list-style-type: none"> Manager anger Manage use of time Manage stress Develop self to improve performance Plan and allocate work Describe ways of managing and coping with change Create and maintain positive customer and client relations Administer office systems Work with diverse groups

Specialisation	<ul style="list-style-type: none"> • Sell 'packaged' solutions in response to identified needs • Assess a client's needs and identify possible solutions • Provide simple financial advice in defined situations • Provide a variety of basic solutions to individuals • Provide financial and investment advice to individuals • Provide financial and investment advice to groups 	<ul style="list-style-type: none"> • Conduct a preliminary assessment of an individual's insurability • Assess medical risk in the financial services industry • Conduct financial valuations for the financial services industry 	<ul style="list-style-type: none"> • <i>(Issue a quotation to an individual)</i> • Gather and report information for a group quotation • Establish and update a client database • Assess and process claims
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NQA

Unit Standard No: LA/01

Title:	Establish client contact to arrange a sales opportunity
Level:	2
Credit:	4
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance - generic
Issue Date:	January 2001
Review Date:	January 2004

Learning assumed to be in place

Open: No specific skill or knowledge requirements apart from fundamental skills.

Fundamental skills: Communication competence at level equivalent to NQF Level 4, and Maths skills equivalent to NQF Level 3 will facilitate learning towards this standard.

Purpose:

Persons credited with this unit standard are able to:

- identify and classify clients with a view to a sales opportunity
- arrange and confirm a meeting
- complete preparations for a first contact

This standard is useful to intermediaries and personal assistants in the Life Insurance Industry. It is important for people who are required to identify and select prospects and set up sales opportunities.

Elements and Performance criteria**element 1:**

Identify and classify clients with a view to a sales opportunity.

performance criteria:

- 1.1. Different methods of prospecting are identified. Each method is explained with reference to advantages, disadvantages and likelihood of success.

Range:

Prospecting methods must include: telephone, door-to-door, client referrals, company leads, direct marketing via mail, media leads.

- 1.2. Prospects identified are realistic according to company guidelines and/or documented best practice for the method. Contact details are established and confirmed ahead of the first approach.

Range:

Contact details must include: name, organisation, physical address (home and business), telephone number.

- 1.3. The prospect's current insurance provision is established. Any conflict of interest with own company intermediaries is determined in accordance with professional and ethical codes of practice.

Range:

establishing current provision include: oral questions to the client and/or questionnaires, review of salary advice, tracing computer databases.

- 1.4. Prospects are sorted and listed according to the prospecting method. Prospects are prioritised in terms of the likelihood of a sale.
- 1.5. Information is available in a format that allows for ease of use, for planning purposes and in line with company formats and/or guidelines where appropriate.

element 2:

Arrange and confirm a meeting.

performance criteria:

- 2.1. The method of contact is in line with the type of prospect and appropriate to the type of sale or sales presentation.

Range:

Method of contact must include at least three of: telephone, personal call, email, mail, website

Type of sale includes: telephonic, one-on-one, general and special group presentations.

- 2.2. The approach is conducted in a manner that promotes positive interaction and the likelihood of a meeting.

Range:

manner includes: tone of voice, choice of language, body language, facial expression, degree of politeness.

- 2.3. Information conveyed to the prospect is relevant to the desired sale and opportunity is provided for questions of clarification from the prospect.

- 2.4. Communication is concise and clear, and the language level is appropriate to the particular contact.

- 2.5. The methods used to initiate and maintain the contact are appropriate to the context and type of sales prospect.

Range:

Methods must include: use of open-ended questions, requests to call back,

- 2.6. Meeting details are complete, recorded and confirmed before the contact is terminated.

Range:

Meeting details must include: purpose, date, time, venue.

- 2.7. Own details provided to the prospect are comprehensive and accurate, and are offered to the prospect, together with alternatives, to facilitate contact.

element 3:

Complete preparations for a first contact.

performance criteria:

- 3.1. Meeting details are recorded in the agreed format and communicated to affected parties, as required, in accordance with company policies and procedures.

Range:

Affected parties may include: administration, intermediaries, sales managers

- 3.2. Materials for the presentation are appropriate in terms of the purpose and nature of the meeting.

- 3.3. Materials, including existing portfolios where possible, are complete and available on time for the presentation.

- 3.4. The meeting is confirmed within the agreed timeframe before the meeting. The channel used complies with agreements with the prospect, and company policies and procedures.

Range:

Channels must include: telephone and/or email

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time.
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients.
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention.
- contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

- Customer profiles
- Policy types
- Time management
- Database management
- Customer service skills

NQA

Unit Standard No: LA/02

Title:	Issue a quotation to an individual
Level:	3
Credit:	4
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance
Issue Date:	January 2001
Review Date:	January 2004

Learning assumed to be in place:

Fundamental skills: Communication competence at level equivalent to NQF Level 4, and Maths skills equivalent to NQF Level 3 will facilitate learning towards this standard.

Basic computer literacy or competence equivalent to "Operate a personal computer" and "Operate a personal computer operating system" is assumed.

Purpose:

Persons credited with this unit standard are able to:

- gather information pertaining to a quotation
- capture data in a specified database format, and
- verify and issue the quotation

This unit standard is intended for intermediaries and administration personnel – including new business clerks, issuers, coders and processors – working in the Life Insurance Industry. The unit standard is intended for those who issue quotations after solutions have been presented to and accepted by clients.

Elements and Performance criteria

element 1:

Gather information pertaining to the quotation.

performance criteria:

- 1.1. Information requirements for a variety of packages and/or products are identified and listed for quotation purposes.

Range:

Information requirements must include: client biographical detail, existing client portfolio, tender document specifications

- 1.2. Information gathered from the needs analysis is matched to package or product requirements. Missing client information is identified for follow-up.

- 1.3. All sources of information relevant to the particular quotation and information requirements are identified and included in the information search.

Range:

Sources may include: medical records, employment details, remuneration advice

- 1.4. Information is updated and confirmed as current and accurate. All required information is available within the agreed time, for processing.

element 2:

Capture data in a specified database format.

performance criteria:

- 2.1. The key components of the specified database are accurately described in terms of purpose and function.

- 2.2. Use of structured codes for the entry of data is correct in terms of company and/or industry definitions. Codes are identified and described in relation to the nature of data output required.

Range:

Examples of structured codes must include: passport numbers, credit card numbers, customer account numbers; company specific codes

- 2.3. The annuity codes to update rates are verified to be up to date and correct for the issue of quotes on annuities and other linked products.

- 2.4. Data are accurately entered into the appropriate locations in the database. Data entry is correct in terms of set procedures and the purpose and design of the system.

Range:

data capture methods may include: hand-written data entry, electronic keyboard entry, scanning

- 2.5. Data capture is complete within the agreed timeframe and in accordance with company service standards.

- 2.6. Entered data is verified as correct against the original source information, using approved methods in line with company best practice.

Range:

Verification methods must include: alignment of database structure to data entry form design; checking output against original source; re-entry of incorrect data;

element 3:

Verify and issue the quotation.

performance criteria:

- 3.1. The processed quotation is checked and verified as correct in terms of the product specifications and client needs.
- 3.2. The quotation is prepared for delivery in the format prescribed by company policy and procedures.
- 3.3. The quotation is delivered to the authorised party/s within the scheduled time, using the approved channels.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
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- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time.
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients.
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention.
- contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

Knowledge of:

- Accident benefits,
- Annuity policies,
- Child deferred assurance,
- Death benefit (accidental), Death benefit (health),
- Deferred Compensation,
- Disability benefit (accident), Disability benefit (health), Disability income replacer, Dread disease benefit,
- Endowment Policies with life cover, Endowment Policies without life cover, Single premium endowment policies,
- Funeral benefits,
- Hospital benefits, Hospital Plans,
- Increasing term assurance, Level term assurance,
- Limited premium paying term endowment policies, Limited premium paying term whole life policies,
- Policies without profits,
- Excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy,
- Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium Retirement Annuities

NQA

Unit Standard No: LA/03

Title:	Sell 'packaged' solutions in response to identified needs
Range:	Accident benefits (to a specified level), Disability Benefits (to a predetermined maximum level), Death benefit (accidental), Dread disease benefit (to a predetermined maximum level), Funeral benefits, Savings Benefits
Level:	4
Credit:	10
Field:	Business, Commerce and Management Studies

Sub-Field: Finance: Life Insurance

Issue Date: January 2001

Review Date: January 2004

Learning assumed to be in place:

Communication skills – spoken and written – at NQF Level 3 are an advantage. Persons learning towards this unit standard should have competence equivalent to:

Unit Standard: LA/01 - Establish client contact and arrange a sales opportunity

Purpose:

Persons credited with this unit standard are able to:

- identify a prospective market
- present the solution, and
- conclude the sale.

This standard is useful to entry-level employees and contractors in the Life Insurance Industry. The unit standard is intended for those who provide clearly defined solutions to specific and clearly defined needs.

Elements and Performance criteria

element 1:

Identify a prospective market for the packaged product.

performance criteria:

- 1.1. The key features of the package are identified and described in terms of the benefits to clients.
- 1.2. Prospective clients are described and the shared characteristics and common features listed identify them as ideal prospects for the packaged products.
Range:
characteristics and features include: profession, age group, salary bracket, marital status, family status, medical wellbeing.
- 1.3. Methods of approaching or gaining access to target groups are described. The method is explained with clear indications of the advantages, disadvantages and likely success of the method.
Range:
Prospecting methods must include: telephone, door-to-door, client referrals, company leads, direct marketing via mail, media leads, large group presentations, union leaders, shop stewards and/or 'gate-keepers'.
- 1.4. The appointment is made in the manner approved by company and/or industry, and confirmed within the agreed timeframe.

element 2:

Present the solution to a specific need.

performance criteria:

- 2.1. The information presented is clear and the language used is at a level appropriate to the particular product and client.

Range:

Language level means: jargon, vocabulary, register.

- 2.2. The information presented is current and clear, and the presentation accurately reflects the package specifications.

Range:

Information presented must include: Accident benefits (to a specified level), Disability Benefits (to a predetermined maximum level), Death benefit (accidental), Dread disease benefit (to a predetermined maximum level), Funeral benefits, Education Plans (to a predetermined maximum level), Savings Benefits.

- 2.3. Illustrations and/or projections used during the presentation are realistic and appropriate to both the client and the product under discussion. The illustrations promote informed decision-making.

- 2.4. Media used during the sale are appropriate to product and audience. They assist with information transfer and understanding.

Range:

Media includes: brochure, pamphlet, graphic illustrations, “worked” examples.

- 2.5. Persuasive techniques used are consistent with best sales practice, as well as ethical standards and codes of practice within the industry.

- 2.6. Client understanding of the information presented is determined through the use of a range of questioning techniques. Opportunity is provided for clarification of understanding.

element 3:

Conclude the sale.

performance criteria:

- 3.1. The terms and conditions of the package are clearly defined and accurately presented. Client understanding of benefits, responsibilities and obligations is established and opportunity provided for questions of clarification.

- 3.2. The choices and their implications are presented in a manner consistent with best sales practice, and ethical standards and codes of practice within the industry.

- 3.3. The sale is concluded to the mutual benefit of both parties. Opportunities that are clearly out of line with client requirements are indicated as such, and the sale declined.

- 3.4. Documentation pertaining to the sale is complete, accurate and submitted for processing to specified parties, within the agreed time period.

Range:

Documentation includes: proposal, signed agreement, limited medical information (dread diseases), limited financial information (payslip – affordability)

Parties include: administration, underwriting.

- 3.4. The consequences of poor and/or manipulative sales practices are described and explained with reference to the impact on trust relationships and industry credibility.

- 3.5. Processed documentation is securely stored in the location specified in company policies and procedures.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
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2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time.
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients.
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention.
- contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This

means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

- Accident benefits (to a specified level),
- Disability Benefits (to a predetermined maximum level),
- Death benefit (accidental),
- Dread disease benefit (to a predetermined maximum level),
- Funeral benefits,
- Savings Benefits

NQA

Unit Standard No: LA/04

Title:	Assess a client's needs and identify possible solutions
Level:	4
Credit:	4
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance
Issue Date:	January 2001
Review Date:	January 2004

Learning assumed to be in place:

Communication skills – spoken and written – equivalent to NQF Level 4, and Numeracy/Accounting at Level 4, or equivalent competence will facilitate learning towards this standard.

It is further assumed that the candidate has knowledge of areas covered in the unit standards:

LA/05: "Provide simple financial advice in defined situations"

LA/06: "Provide a variety of basic solutions to individuals"

Purpose:

Persons credited with this unit standard are able to:

- establish a relationship with a client
- gather information about the client's situation
- establish client needs
- match products and solutions to client needs

This unit standard will be useful to intermediaries at all levels in the Life Insurance Industry. It covers those skills required for building relationships, determining needs and providing solutions. These skills will be used in all sales opportunities except those where pre-packaged solutions are sold 'off-the-shelf'.

Elements and Performance criteria

element 1:

Establish a relationship with the client.

performance criteria:

- 1.1. The purpose and agenda for the meeting are identified and agreed with the potential client in a manner that will set the client at ease and establishes goodwill and trust.

- 1.2. The “fact find” format of the discussion and the purpose of the meeting are explained clearly, accurately and positively.
- 1.3. The intermediary confirms the confidentiality of discussions and information to the client’s satisfaction, and in line with company standards and ethical practices.
- 1.4. Interactions with the client are positive, open and honest, and are conducted in a manner that promotes trust and continued interaction.
- 1.5. The client profile is confirmed and personal information is accurate and complete in accordance with company requirements.

Range:

Personal information includes: home and business telephone numbers, home and business address, job and position, age, gender, marital status, dependants, income

- 1.6. The client’s agreement to proceed is checked and all further actions are consistent with the agreement, and are conducted in such a way as to confirm the intermediary’s respect for the client.

element 2:

Gather information about the client’s situation.

performance criteria:

- 2.1. The range of questioning techniques used is appropriate to the situation and the type of information required. The information gathered is useful for building relationships, and/or for establishing the client’s current and future needs. The client’s opinions are acknowledged with respect and without criticism.

Range:

Additional information includes: Dependent and/or family information (number of dependants; dates of birth); Financial responsibilities; Time horizon (expected normal retirement age(s); expected date of financial need); Risk profile information; Information about restricted cover or cover granted subject to a premium loading; Preferences and/or sentiments on financial products; Financial objectives; Existing provision (Pension fund details, Group life and disability benefit details, Healthcare details, Existing investments); Wants needs and desires; Medical history; Estate distribution information; Rates and assumptions to be used (Rates and assumptions refer to annuity rates, real rate of return assumptions).

- 2.2. The explanation for each type of information requested is given in a credible and convincing manner.
- 2.3. Information is treated confidentially, and is recorded and stored securely in accordance with company policies and procedure. Use of the information is consistent with ethical standards and professional practices in the industry.
- 2.4. All information is identified, verified and recorded clearly and accurately, according to company specific requirements. Information is recorded in hard copy or electronically.
- 2.5. Information includes all the relevant data required in forms and annexures for the field in which the intermediary operates.
- 2.6. All additional information requirements are identified, and a schedule for its provision is agreed with the client. Written permission is obtained for confidential information.
- 2.7. Any refusal to provide information is noted clearly and the possible implications for any future advice given are explained to the client.

elements 3:

Establish client needs.

Range:

Needs include: Accident benefits, Annuity policies, Child deferred assurance, Death benefit (accidental), Death benefit (health), Deferred Compensation, Disability benefit (accident), Disability benefit (health), Disability income replacer, Dread disease benefit, Endowment Policies with life cover, Endowment Policies without life cover, Funeral benefits, Hospital benefits, Hospital Plans, Medical Aid Schemes, Increasing term assurance, Level term assurance, Limited premium paying term endowment policies, Limited premium paying term whole life policies, Policies without profits, excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy, Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium endowment policies, Single premium Retirement Annuities, Unit Trusts, Linked Products (Unit Trusts Managed Across Companies), Employee Benefit Products, Professional Provident Society (PPS), Estate Planning (Wills).

performance criteria:

- 3.1. Financial objectives are established, confirmed and recorded accurately.
- 3.2. The discussion of future needs includes a recognition of, and respect for, client sentiment on the future value of existing provision.
- 3.3. Future needs are discussed in relation to confirmed current insurance provision. Current provision is determined from an authorised investigation of the client's portfolio.
- 3.4. The gap between the client's current provision and the identified additional requirements is defined.
- 3.5. The sales potential of possible needs is tested in of terms the client's awareness and/or perception of the need, and the current degree of importance attached to the need.
- 3.6. Persuasive techniques are consistent with best sales practice, and ethical standards and codes of practice within the industry.
- 3.7. The need(s) exposed in the needs analysis are summarised, verified and then prioritised and confirmed with the client, according to company policies. Current, perceived needs to be addressed are clearly described and confirmed with the client.

Range:

Exposed needs: are specific to the previously agreed scope of intervention.

elements 4:

Match products and solutions to client requirements.

performance criteria:

- 4.1. A range of products is examined for suitability against identified client needs.
- 4.2. Products are prioritised in terms of their fit with client needs and current portfolio. The effect of shortfall or surplus on the client's desired outcome, in relation to the client's existing provisions, is discussed and explained in terms which the client will understand.
- 4.3. The products identified match client requirements in terms of desired provision and cost.

- 4.4. Products are packaged into whole solutions in terms of client's needs and current portfolio.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time.
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention.
- contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

Generic skills:

- Questioning skills, and active listening skills
- Analytical ability

Insurance related knowledge:

- Accident benefits
- Annuity policies
- Child deferred assurance
- Death benefit (accidental), Death benefit (health)
- Deferred Compensation
- Disability benefit (accident), Disability benefit (health), Disability income replacer, Dread disease benefit
- Endowment Policies with life cover, Endowment Policies without life cover, Single premium endowment policies
- Funeral benefits
- Hospital benefits, Hospital Plans, Medical Aid Schemes, Healthcare needs
- Increasing term assurance, Level term assurance
- Limited premium paying term endowment policies, Limited premium paying term whole life policies
- Policies without profits
- Excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy
- Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium Retirement Annuities
- Unit Trusts, Linked Products (Unit Trusts Managed Across Companies)
- Employee Benefit Products, Professional Provident Society (PPS)
- Estate Planning (Wills),
- Education provision needs
- Mortgage protection needs
- Interim income needs (Pre-estate settlement); Last expenses needs (Estate costs); Liveable income needs (Post-estate settlement);
- Investment needs

NQA

Unit Standard No: LA/05

Title:	Provide simple financial advice in defined situations
Range:	Accident benefits (to a predetermined maximum level), Disability Benefits (to a predetermined maximum level), Death benefit (accidental), Dread disease benefit, Funeral benefits, Hospital Benefits, Education Plans, Retirements Annuities, Retrenchments Benefits, Savings Benefits, unit trusts
Level:	4
Credit:	8
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance - intermediary
Issue Date:	January 2001
Review Date:	January 2004

Learning assumed to be in place

Language competence equivalent to NQF Level 3, and Accounting competence equivalent to NQF Level 3 will facilitate learning towards this outcome. Competence equivalent to: Unit Standard LA/04: *Assess a client's needs and identify possible solutions* is assumed.

Purpose:

Persons credited with this unit standard are able to:

- prepare product-based solutions for a prospective client
- present solutions to client needs
- close the sale, and
- provide after sales service

This unit standard will be useful to entry-level (or Level 1) intermediaries working in the Life Insurance industry. It will position them to provide product-based solutions to individuals across a range of typical situations.

Elements and Performance criteria**element 1:**

Prepare product-based solutions for a prospective client.

performance criteria:

- 1.1. The products selected match clearly identified client needs. The products are appropriate in terms of the available information.
- 1.2. Quotations are market-related, accurate and drawn in the format required by the product and/or provider organisation.
- 1.3. Preparations are thorough and complete in line with the professional standards of the industry and specific requirements of various products.
- 1.4. The proposed solution is affordable in terms of the client's disposable income. The income limit used to determine affordability is consistent with company policy and industry guidelines.
- 1.5. Supporting documentation is complete in terms of product and presentation requirements, and available in time for the presentation.
Range:
Documentation must include: brochures and other company specific requirements
- 1.5. Arrangements for the presentation are confirmed with the client by the approved means, and within the agreed timeframe.
- 1.6. Selection and preparation of solutions is consistent with ethical codes and practices in the industry.

element 2:

Present solutions to client needs.

performance criteria:

- 2.1. The information presented is clear and the language used is at a level appropriate to the particular context and client.
Range:
Language level means: jargon, vocabulary, register.

- 2.2. The information presented is current, clear and appropriate to the identified need. Solutions offered are product-based, clearly defined and consistent with the need, and with company policy.

Range:

Information presented must include: Accident benefits (to a predetermined maximum level), Disability Benefits (to a predetermined maximum level), Death benefit (accidental), Dread disease benefit, Funeral benefits, Hospital Benefits, Education Plans, Retirements Annuities, Retrenchments Benefits, Savings Benefits, unit trusts.

- 2.3. Illustrations and/or projections are realistic and appropriate to the client and product. Illustrations use promote informed decision-making.

- 2.4. Media used in the presentation are appropriate to product and audience and assist information transfer and understanding.

Range:

Media must include: brochure, pamphlet, laptop (electronic), graphic illustrations, "worked" examples.

- 2.5. Persuasive techniques are consistent with best sales practice, as well as ethical standards and codes of practice within the industry.

- 2.6. Client understanding of the information presented is determined through the use of a range of questioning techniques. Opportunity is provided for clarification of understanding.

element 3:

Close the sale.

performance criteria:

- 3.1. The terms and conditions of the proposed solution are clearly defined and accurately presented. Client understanding of benefits, responsibilities and obligations is established and opportunity provided for clarification.

- 3.2. The choices and their implications are presented in a manner consistent with best sales practice, and ethical standards and codes of practice within the industry.

- 3.3. Client decisions are verified and authenticated as required. Further actions are consistent with client decisions.

Range:

Actions must include: provision of further information, cross-selling opportunities, arrangements for medical examinations, closure of a sale, termination of the contact

- 3.4. The consequences of poor and/or manipulative sales practices are described and explained with reference to the impact on trust relationships and industry credibility.

- 3.5. Documentation pertaining to the sale is complete, accurate and submitted for processing to specified parties, within the agreed time period.

Range:

Documentation must include: proposal, signed agreement, medical information, financial information.

Parties must include: administration, underwriting.

- 3.6. Processed documentation is securely stored in the location specified in company policies and procedures.

element 4:

Provide after sales service.

performance criteria:

- 4.1. The passage of the contract through underwriting and administration is monitored and progress facilitated to ensure delivery on time.

Range:

Facilitation includes: gaining approval for forms, provision of medical and or financial data.

- 4.2. The finalised contract is delivered in person to the client, within the agreed time period as laid down in company policy and procedures.
- 4.3. Explanations of conditions and benefits are clear, concise and accurate. Opportunity is provided for client questions, and information provided relates directly to the client query and solution provided.
- 4.4. Portfolio review dates are suggested where applicable. The review timeframe is reasonable in terms of the need, context and solution provided.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention
- contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

- Accident benefits,
- Annuity policies,
- Child deferred assurance,
- Death benefit (accidental), Death benefit (health),
- Deferred Compensation,
- Disability benefit (accident), Disability benefit (health), Disability income replacer, Dread disease benefit,
- Endowment Policies with life cover, Endowment Policies without life cover, Single premium endowment policies,
- Funeral benefits,
- Hospital benefits, Hospital Plans,
- Increasing term assurance, Level term assurance,
- Limited premium paying term endowment policies, Limited premium paying term whole life policies,
- Policies without profits,
- Excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy,
- Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium Retirement Annuities

NQA

Unit Standard No: LA/06

Title:	Provide a variety of basic solutions to individuals
Range:	Accident benefits, Disability Benefits, Death benefit (accidental), Dread disease benefit, Funeral benefits, Hospital Benefits, Education Plans, Retirements Annuities, Retrenchments Benefits, Savings Benefits, unit trusts,
Level:	4
Credit:	10
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance

Issue Date: January 2001

Review Date: January 2004

Learning assumed to be in place:

Language competence equivalent to NQF Level 4, and Maths competence equivalent to NQF Level 3 will facilitate learning towards this outcome. Competence equivalent to: Unit Standard LA/04: *Assess a client's needs and identify possible solutions* is assumed.

Purpose:

Persons credited with this unit standard are able to:

- Prepare a variety of solutions for a prospective client.
- Present a range of options to meet client needs.
- Close the sale.
- Provide after sales service.

This unit standard is intended for those who work as intermediaries at the second level in the Life Insurance industry.

Elements and Performance criteria

element 1:

Prepare a variety of solutions for a prospective client.

performance criteria:

- 1.1. The various products or combinations of products selected match needs identified during an analysis meeting with the client. The solutions selected are appropriate in terms of the client information available.
- 1.2. Quotations are market-related, accurate and drawn in the format required by the various product and/or provider organisations.
- 1.3. Preparations are thorough and complete in line with the professional standards of the industry and product specific requirements.
- 1.4. Supporting documentation is complete in terms of product and presentation requirements, and available in time for the presentation.
Range:
Documentation must include: brochures, illustrative examples, application forms
- 1.5. Arrangements for the presentation are confirmed with the client via the approved means and within the agreed timeframe.
- 1.6. Selection and preparation of solutions is consistent with ethical codes and practices in the industry, and the analysis conducted for the client.

element 2:

Present a range of options to meet client needs.

performance criteria:

- 2.1. The information presented is clear and the language used is at a level appropriate to the particular context and client.
Range:
Language level means: jargon, vocabulary, register.

- 2.2. The information presented is current, clear and appropriate to the identified need. Solutions offered combine products in an effective manner. The solution is clearly defined and consistent with the need, and with company policy.

Range:

Information and solutions must include: Accident benefits, Disability Benefits, Death benefit (accidental), Dread disease benefit, Funeral benefits, Hospital Benefits, Education Plans, Retirements Annuities, Retrenchments Benefits, Savings Benefits, unit trusts

- 2.3. Illustrations and/or projections are realistic, appropriate to the context, client and the various products, and promote informed decision-making.
- 2.4. Options are graded and clearly differentiated, in terms of their advantages and disadvantages to the client. Where advice is offered it is identified as such, and promotes the client's best interests in line with the identified needs and current provision.
- 2.5. Media used in the presentation are appropriate to product and audience and facilitate information transfer and understanding.
- Range:
Media must include: brochure, pamphlet, laptop (electronic), graphic illustrations, "worked" examples.
- 2.6. Persuasive techniques are in line with best sales practice, as well as ethical standards and codes of practice within the industry.
- 2.7. Client understanding of the information presented is determined through the use of a range of questioning techniques. Opportunity is provided for clarification of understanding.

element 3:

Close the sale.

performance criteria:

- 3.1. The terms and conditions of the different options are clearly defined and accurately presented. Client understanding of benefits, responsibilities and obligations is established and opportunity provided for clarification.
- 3.2. The choices and their implications are presented in a manner consistent with best sales practice, and ethical standards and codes of practice within the industry.
- 3.3. Client decisions are verified and authenticated as required. Client decisions made against advice are indicated as such, confirmed with the client, and noted. Further actions are consistent with client decisions.
- Range:
Actions must include: provision of further information, cross-selling opportunities, arrangements for medical examinations, closure of a sale, termination of the contact.
- 3.4. The consequences of poor and/or manipulative sales practices are described and explained with reference to the impact on trust relationships and industry credibility.
- 3.5. Documentation pertaining to the sale is complete, accurate and submitted for processing to specified parties, within the agreed time period.
- Range:
Documentation must include: proposal, signed agreement, medical information, financial information.
Parties must include: administration, underwriting.

- 3.6. Processed documentation is securely stored in the location stipulated in company policies and procedures.

element 4:

Provide after sales service.

performance criteria:

- 4.1. The passage of the contract through underwriting and administration is monitored and progress facilitated to ensure delivery on time.

Range:

Facilitation must include: gaining approval for forms, provision of medical and or financial data.

- 4.2. The finalised contract is delivered in person to the client, within agreed time period as laid down in company policy and procedures.
- 4.3. Explanations of conditions and benefits are clear, concise and accurate. Opportunity is provided for clarification and information provided is consistent with the query and solution provided.
- 4.4. Portfolio review dates are suggested where applicable. The review timeframe is consistent with the need, context and solution provided.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again.* This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.

- All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent.*

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

Generic skills and knowledge:

- Presentation skills
- Negotiation skills
- Analytical skills

Specific Insurance knowledge and skills:

- Accident benefits
- Disability Benefits
- Death benefit (accidental)
- Dread disease benefit
- Funeral benefits
- Hospital Benefits
- Education Plans
- Retirements Annuities
- Retrenchments Benefits
- Savings Benefits
- unit trusts

NQA

Unit Standard No: LA/07

Title:	Provide financial and investment advice to individuals
Range:	Accident benefits, Annuity policies, Child deferred assurance, Credit Life, Death benefit (accidental), Death benefit (health), Deferred Compensation, Disability benefit (accident), Disability benefit (health), Disability income replacer, Dread disease benefit, Endowment Policies with life cover, Endowment Policies without life cover, Funeral benefits, Hospital benefits, Hospital Plans, Increasing term assurance, Level term assurance, Limited premium paying term endowment policies, Limited premium paying term whole life policies, Policies without profits, excluding term assurances,

Reducing term assurance benefit, Reducing term assurance policy, Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium endowment policies, Single premium Retirement Annuities, Unit Trusts, Linked Products (Unit Trusts Managed Across Companies), Professional Provident Society (PPS) where applicable, Estate Planning (Wills),

Level: 5

Credit: 15

Field: Business, Commerce and Management Studies

Sub-Field: Finance: Life Insurance

Issue Date: January 2001

Review Date: January 2004

Learning Assumed to be in place:

Language competence equivalent to NQF Level 4, and Maths competence equivalent to NQF Level 3 will facilitate learning towards this outcome. Competence equivalent to:

Unit Standard LA/04: *Assess a client's needs and identify possible solutions*

Unit Standard LA/06: *Provide a variety of basic solutions to individuals* is assumed.

Purpose:

Persons credited with this unit standard are able to:

- analyse a client's investment requirements
- identify and select financial solutions to fulfil the client's financial requirements
- present financial recommendations
- process and implement the agreed solutions
- maintain customer relations

This unit standard is intended for those who work as intermediaries at the third level in the Life Insurance industry. Intermediaries at this level are able to provide input to individuals across a wide range of financial planning and insurance requirements. They work at the most complex levels of financial planning and advice for individuals.

Elements and Performance criteria

element 1:

Analyse a client's investment requirements.

performance criteria:

- 1.1. Activities are limited to the agreed-upon scope of engagement.
- 1.2. All relevant information is analysed and evaluated in accordance with the client's financial needs, established during the information gathering interview.
- 1.3. The information analysis is recorded according to company specific standards.
Range:
Recording of information: information may be recorded on hard copy or electronically.
- 1.4. Any anomalies in information received are investigated promptly and resolved correctly.
- 1.5. The need for specialist advice is recognised. The relevant financial advisor is identified and notified promptly of the client's financial needs, where advice and guidance is required, which is outside the intermediary's own area of responsibility.

Range:

Specialist advice includes: employee benefits marketing personnel, actuaries, fund administrators, financial specialists, portfolio managers.

Advice on products: employee benefits.

- 1.6. Shortfall and/or surplus is determined by comparing the client's existing provisions with his/ her financial objectives.

Range:-

"Shortfalls and/or surpluses" could refer to amounts in terms of the needs analysis done for an individual person, or deviations from market norms, i.e. in the case of retirement provision.

Calculation may be done in hard copy or electronically.

The monetary value of difference between existing provision and desired provision is documented, if applicable.

- 1.7. The client's financial needs are summarized and prioritised, taking into account their needs and sentiments identified during the needs analysis.

element 2:

Identify and select financial solutions to fulfil the client's financial requirements.

Range:

Activities are limited to the agreed-upon scope of engagement. Information is recorded in hard copy or electronically according to company specific requirements.

performance criteria:

- 2.1. The key features required by the client are accurately identified.
- 2.2. The key features are summarized logically and in a format that will help clients to recognise the proposed financial advice and/ or service as the means of reaching their financial objectives.
- 2.3. The key features comply with the client's sentiments, and expressed financial needs.
- 2.4. All the suitable product types and possible solutions to the client's financial needs and objectives are correctly identified and documented.
- 2.5. The supplementary features of products and/or financial services that enhance the desired outcome are identified and summarized in a format that will be easily understood by the client.
- 2.6. All identified possible solutions match the client's risk profile and sentiments, and the proposed solutions are within the range the client regards as affordable.
- 2.7. Product information is verified to be accurate and up to date.
- 2.8. The most appropriate alternative is established and recorded. The supporting reasons for the preference and recommendation are valid in terms of the client's best interests.

element 3:

Present financial recommendations.

performance criteria:

- 3.1. The proposed solutions, matching the client's requirements, are presented clearly and in detail, and in a manner that facilitates the client's understanding.
- 3.2. Features, advantages and benefits of the proposed solutions, specific to the client, are presented clearly and accurately. They are confirmed with the client as meeting needs.
- 3.3. Disclosure requirements are clearly and accurately met according to compliance requirements of the company and/or industry.
- 3.4. Queries are encouraged, and are answered fully and accurately in accordance with ethical standards in the industry.
- 3.5. Responses to the client's behaviour signals are appropriate and promote goodwill, respect and understanding.
- 3.6. The client confirms understanding of the proposed solutions.
- 3.7. The preferred solutions are agreed with the client and persuasive techniques used to obtain the client's commitment are consistent with best sales practice as well as ethical standards for the industry.
- 3.8. Any agreed variation to the proposed solutions is recorded accurately.

element 4:

Process and implement the agreed solutions.

performance outcomes:

- 4.1. The way forward is established and agreed with the client and is recorded accurately. Implementation practicalities of objectives are discussed with the client and agreed upon.
- 4.2. Beneficiaries to receive benefits are identified and recorded, where applicable.
- 4.3. The opportunity for future reviews and/or reassessments is offered and the outcome is recorded accurately.
- 4.4. Future contact arrangements are agreed and recorded accurately according to company and/or industry requirements.
- 4.5. Documentation is completed promptly and accurately, and then checked and signed by the client, where applicable.
Range:
Documentation could include:
 - * underwriting questionnaires and/or examinations
 - * application forms
 - * acceptance forms, etc.
- 4.6. All relevant parties are informed promptly of the interview outcome and any review strategy agreed with the client.
- 4.7. Payment arrangements are confirmed and facilitated in line with company requirements.

- 4.8. Requirements on compliance documentation are met accurately
Range:
When applicable:
* Summary of advice is compiled and documented.
* Reason for product selection is documented and signed by client and adviser.
* Cooling off period (if applicable) is explained.
* Opportunity to clarify subsequent uncertainties are facilitated.
- 4.9. Documentation is passed on to the next stage in the process promptly and according to specific organisation requirements.

element 5:

Maintain customer relations.

performance criteria:

- 5.1. The progress of the application is monitored according to the organisation's guidelines. Where progress is unnecessarily slow, prompt corrective action is taken in line with the intermediary's authority and the organisation's guidelines.
- 5.2. The client file is updated, or checked to be updated, accurate and complete. Any other records are updated accurately and promptly.
- 5.3. Proof of client compliance to policy requirements is facilitated according to regulatory requirements.
- 5.4. Where records exist, or where client require access to records, information is communicated, according to company specific standard of service.
- 5.5. Systems are accessed regularly, according to company specific standards, to determine the progress of the implemented advice or service.
- 5.6. Progress is communicated to the client at intervals agreed with the client, and according to company specific standards.
- 5.7. The present state of the client's affairs is monitored against the desired outcomes at regular intervals. Negotiations to make adjustments are arranged if seen to be justified by the client or intermediary.
- 5.8. The process of advice is renewed as indicated by changed circumstances. Any agreed upon adjustments are implemented to the client's satisfaction

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus

- assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention
- contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

Generic skills and knowledge:

- Counselling skills
- Analytical skills

Specific knowledge and skills:

- Accident benefits
- Annuity policies
- Child deferred assurance
- Credit Life
- Death benefit (accidental), Death benefit (health),
- Deferred Compensation,

- Disability benefit (accident), Disability benefit (health), Disability income replacer,
- Dread disease benefit,
- Endowment Policies with life cover, Endowment Policies without life cover, Limited premium paying term endowment policies, Limited premium paying term whole life policies, Single premium endowment policies,
- Funeral benefits,
- Hospital benefits, Hospital Plans,
- Increasing term assurance, Level term assurance,
- Policies without profits,
- Excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy,
- Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium Retirement Annuities,
- Unit Trusts,
- Linked Products (Unit Trusts Managed Across Companies), Professional Provident Society (PPS) where applicable,
- Estate Planning (Wills).

NQA

Unit Standard No: LA/08

Title:	Provide financial and investment advice to groups
Range:	Accident benefits, Annuity policies, Child deferred assurance, Credit Life, Death benefit (accidental), Death benefit (health), Deferred Compensation, Disability benefit (accident), Disability benefit (health), Disability income replacer, Dread disease benefit, Endowment Policies with life cover, Endowment Policies without life cover, Funeral benefits, Hospital benefits, Hospital Plans, Medical Aid Schemes, Increasing term assurance, Level term assurance, Limited premium paying term endowment policies, Limited premium paying term whole life policies, Policies without profits, excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy, Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium endowment policies, Single premium Retirement Annuities, Unit Trusts, Linked Products (Unit Trusts Managed Across Companies), Employee Benefit Products, Professional Provident Society (PPS), Estate Planning (Wills),
Level:	6
Credit:	15
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance
Issue Date:	January 2001
Review Date:	January 2004

Learning Assumed to be in place:

The following unit standards or equivalent competence are assumed to be in place before learners begin learning towards this unit standard.

Unit Standard LA/04: *Assess a client's needs and identify possible solutions*

Unit standard LA/07: *Provide investment advice to individuals*

Communication skills are at an advanced level, and equivalent competence includes:

Unit standard LA/G: *Present specified information to defined target groups.*

Purpose:

Persons credited with this unit standard are able to:

- analyse a company and/or group's investment and/or employee benefit requirements
- identify and select financial solutions to fulfil the client's financial requirements
- present financial recommendations
- process and implement the agreed solutions
- maintain customer relations

This unit standard is intended for those who work as intermediaries at the highest level in the Life Insurance industry. Intermediaries at this level are able to provide input to individuals across a wide range of financial planning and insurance requirements. They work at the most complex levels of financial planning and advice for individuals.

Elements and Performance criteria**element 1:**

Analyse a company and/or group's investment and/or employee benefit requirements.

performance criteria:

- 1.1. Activities are limited to the agreed-upon scope of engagement.
- 1.2. All relevant information is analysed and evaluated in accordance with the group's financial needs, established during the information gathering interview
- 1.3. The information analysis is recorded according to company specific standards.
Range:
Recording of information: information may be recorded on hard copy or electronically
- 1.4. Any anomalies in information received are investigated promptly and resolved correctly.
- 1.5. Shortfall and/or surplus is determined by comparing the group's existing provisions with his/ her financial objectives.
Range:
"Shortfalls and/or surpluses" could refer to amounts in terms of the needs analysis done for an individual person, or deviations from market norms, i.e. in the case of retirement provision.
Calculation may be done in hard copy or electronically.
The monetary value of difference between existing provision and desired provision is documented, if applicable.
- 1.6. The group's financial needs are summarised and prioritised, taking into account their needs and sentiments identified during the needs analysis.

element 2:

Identify and select financial solutions to fulfil the group's financial requirements.

Range:

Activities are limited to the agreed-upon scope of engagement. Information is recorded in hard copy or electronically according to company specific requirements.

performance criteria:

- 2.1. The key features required by the client group are accurately identified.

- 2.2. The key features are summarised logically and in a format that will help decision makers to recognise the proposed financial advice and/ or service as the means of reaching the group's financial objectives.
- 2.3. The key features comply with the group's policy, sentiments, and expressed financial needs.
- 2.4. All the suitable product types and possible solutions to the group's financial needs and objectives are correctly identified and documented.
- 2.5. The supplementary features of products and/or financial services that improve the desired outcome are identified and summarised in a format that will be easily understood by the group decision makers.
- 2.6. All identified possible solutions match the group's risk profile and sentiments, and the proposed solutions are within the cost parameters set out in the brief.
- 2.7. Product information is checked to be accurate and up to date. New releases or changes are included before the presentation.
- 2.8. The most appropriate alternative is established and recorded. The supporting reasons for the preference and recommendation are valid in terms of the group's best interests.

element 3:

Present financial recommendations to group decision-makers.

performance criteria:

- 3.1. The proposed solutions, matching the group's requirements, are presented clearly and in detail, and in a manner that facilitates the decision-maker's understanding.
- 3.2. Features, advantages and benefits of the proposed solutions, specific to the client, are presented clearly and accurately. They are confirmed with the group as meeting needs and complying with group policy and intentions.
- 3.3. Disclosure requirements are clearly and accurately met according to compliance requirements of the company and/or industry.
- 3.4. Queries are encouraged, and are answered fully and accurately in accordance with ethical standards in the industry.
- 3.5. Responses to the key decision-makers' behaviour signals are appropriate and promote goodwill, respect and understanding.
- 3.6. The group jointly confirms understanding of the proposed solutions.
- 3.7. There is consensus within the group on the preferred solutions. Persuasive techniques used to obtain the group's commitment are consistent with best sales practice as well as ethical standards for the industry.
- 3.8. Any agreed variation to the proposed solutions is recorded accurately.

element 4:

Process and implement the agreed solutions.

performance outcomes:

- 4.1. The way forward is established and agreed with the group and is recorded accurately. Implementation practicalities of objectives are discussed with the group and responsibilities allocated and agreed upon.
- 4.2. Beneficiaries of employee benefit schemes, as well as the nature of the benefits to be received, are specified and recorded.
- 4.3. The opportunity for future reviews and/or reassessments is offered and the outcome is recorded accurately.
- 4.4. Future contact arrangements, including contact person, are agreed and recorded accurately according to company and/or industry requirements.
- 4.5. Documentation is completed promptly and accurately, and then checked and signed by the authorised representative of the group, where applicable.
Range:
Documentation could include:
 - * financial statements
 - * underwriting questionnaires and/or provision for medical examinations
 - * application forms
 - * acceptance forms
- 4.6. All relevant parties are informed promptly of the interview outcome and any review strategy agreed with the client. Specific arrangements to present information to the broader group, where applicable, are concluded.
- 4.7. Payment arrangements are confirmed and facilitated in line with company requirements.
- 4.8. Requirements on compliance documentation are met accurately
Range:
When applicable:
 - * Summary of advice is compiled and documented.
 - * Reason for product selection is documented and signed by client and adviser.
 - * Cooling off period (if applicable) is explained.
 - * Opportunity to clarify subsequent uncertainties are facilitated.
- 4.9. Documentation is passed on to the next stage in the process promptly and according to specific organisation requirements.

element 5:

Maintain customer relations.

performance criteria:

- 5.1. The progress of the application is monitored according to the organisation's guidelines. Where progress is unnecessarily slow, prompt corrective action is taken in line with the intermediary's authority and the organisation's guidelines.
- 5.2. The client contact person is regularly informed of the application progress, according to the organisation's guidelines.
- 5.3. The group file is updated, or checked to be updated, accurate and complete. Any other records are updated accurately and promptly.

- 5.4. Proof of group's compliance to policy requirements is facilitated according to regulatory requirements.
- 5.5. Where records exist, or where the group requires access to records, information is communicated, according to company specific standard of service.
- 5.6. Systems are accessed regularly, according to company specific standards, to determine the progress of the implemented advice or service.
- 5.7. Progress is communicated to the client contact person at intervals agreed with the group, and according to company specific standards.
- 5.8. The present state of the group's financial provision is monitored against the desired outcomes at regular intervals. Negotiations to make adjustments are arranged if seen to be justified by the group or intermediary.
- 5.9. The process of advice is renewed as indicated by changed circumstances. Any agreed upon adjustments are implemented to the group's satisfaction.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention
- contribute to the full development of oneself.

3. Embedded Knowledge:

ILPA covers much of the essential knowledge required for this unit standard. The following is a specific analysis of the knowledge required.

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

Generic skills and knowledge:

- Counselling skills
- Analytical skills

Specific knowledge and skills:

- Accident benefits
- Annuity policies
- Child deferred assurance
- Credit Life
- Death benefit (accidental), Death benefit (health),
- Deferred Compensation,
- Disability benefit (accident), Disability benefit (health), Disability income replacer,
- Dread disease benefit,
- Endowment Policies with life cover, Endowment Policies without life cover, Limited premium paying term endowment policies, Limited premium paying term whole life policies, Single premium endowment policies,
- Funeral benefits,
- Hospital benefits, Hospital Plans,
- Increasing term assurance, Level term assurance,
- Policies without profits,
- Excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy,
- Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium Retirement Annuities,
- Unit Trusts,
- Linked Products (Unit Trusts Managed Across Companies), Professional Provident Society (PPS) where applicable,
- Estate Planning (Wills).

NQA

Unit Standard No: LA/09

Title:	Conduct a preliminary assessment of an individual's insurability
Level:	3
Credit:	5
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance
Issue Date:	January 2001
Review Date:	January 2004
Learning assumed to be in place	

Open.

Language competence equivalent to NQF Level 4, Maths competence equivalent to NQF Level 3, and basic computer operating skills will facilitate learning towards this outcome.

Purpose:

Persons credited with this unit standard are able to:

- check and confirm client and proposal details
- analyse information for decision-making
- communicate the decision on the policy

This unit standard is intended for persons working at entry level in the underwriting section of the Life Insurance industry. This standard is intended for those whose responsibility is in non-specialised assessments of individual insurability. It excludes medical assessments and in-depth financial assessments.

Elements and Performance criteria**element 1:**

Check and confirm client and proposal details.

performance criteria:

- 1.1. Proposals are registered on receipt according to company guidelines and current legislation.
- 1.2. Client biographical details are checked and verified as correct.
Range:
Details must include: name, date of birth, identification, address, marital status, relationships, signature, occupation, income, education.
- 1.3. Where the life assured and proposer and/or premium payer are not the same person, investigations establish the validity of the insurable interest of the application in terms of legal boundaries and ethical codes of practice.
Range:
Insurable interest must include: relationships (marital, co-habit, sibling, parental), partnerships, employer/employee.
- 1.4. Client medical history and family medical history is checked for compliance with policy requirements. Irregularities are noted for further investigation.

element 2:

Analyse information for decision-making.

performance criteria:

- 2.1. The specific requirements of the proposed policy are established. Details of cost, acceptable personal risk profile, and medical or health specifications are recorded.
- 2.2. Client details are checked against the specific requirements of the policy for compliance. Where details do not comply, the corrective action is correct and in line with procedures.
- 2.3. The affordability of the policy is assessed in terms of projected costs and the client's disposable income.
- 2.4. The final decision on the policy is consistent with all available client information and the specific requirements of the policy.

element 3:

Communicate decision on policy.

performance criteria:

- 3.1. The decision is justified in terms of benefits to the client and/or company. The decision is consistent with company policy and procedures.
- 3.2. The decision is recorded in the required manner, and the details are accurate and complete.
- 3.3. All documentation relating to the policy is completed within the required timeframe and in an appropriate format, in line with company policy and procedures.
- 3.4. The policy decision is communicated to the appropriate parties as agreed, and in line with company policy.
Range:
Parties include: intermediary, client, administration
- 3.5. Where additional information is required, the requests are specific, and are addressed to the appropriate sources without delay, in accordance with company service level agreements.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus

- assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time.
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients.
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

- Company policies and procedures with respect to investigations
- Computer literacy skills
- Database management skills
- Basic understanding of the insurance industry.

NQA

Unit Standard No: LA/10

Title:	Assess financial risk in the financial services industry
Level:	3
Credit:	7
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance
Issue Date:	January 2001
Review Date:	January 2004

Learning assumed to be in place:

Communication competence equivalent to NQF Level 4, Maths competence equivalent to NQF Level 3, and basic computer operating skills will facilitate learning towards this outcome.

In addition, persons should have competence equivalent to:

- ◆ Unit Standard No: LA/09 - Conduct a preliminary assessment of an individual's insurability
-

Purpose:

Persons credited with this unit standard are able to:

- check and confirm the company's risk exposure
- analyse financial information for decision-making, and
- communicate the decision on risk exposure.

This unit standard is intended for those who work in the under-writing section of the Life Insurance industry. Typically, people learning towards this unit standard are competent to conduct preliminary investigations into insurability, and are following learning pathways towards financial and medical underwriters.

Elements and Performance criteria

element 1:

Check and confirm the risk exposure.

performance criteria:

- 1.1. Proposals are registered on receipt according to company guidelines and current legislation.
- 1.2. Client biographical details are checked and verified as correct.
Range:
Details must include: name, date of birth, identification, address, marital status, relationships, signature, occupation, income, education.
- 1.3. Where the life assured and proposer and/or premium payer are not the same person, investigations establish the validity of the insurable interest of the application in terms of legal boundaries and ethical codes of practice.
Range:
Insurable interest must include: relationships (marital, co-habit, sibling, parental), partnerships, employer/employee.

- 1.4. Client financial information is checked for alignment with policy requirements and the sum to be assured. Irregularities are noted for further investigation.
- 1.5. Departures from normal or accepted practice are investigated in terms of additional financial risk for the company, and/or illegal or unethical consequences for the client and those associated with the client.
Range:
Investigations must include: requests for additional financial information (questionnaires), additional risk assessment.
- 1.6. Requests for amounts in excess of company limits are investigated and the company's risk exposure re-evaluated against the additional information.
Range:
Accepted limits: requests for sum assured amounts in excess of N\$ 1,2 million would be subject to additional investigation.

element 2:

Analyse financial information for decision-making.

performance criteria:

- 2.1. The specific requirements for the proposed policy are established in terms of cost, personal risk profile, and medical or health specifications.
- 2.2. Client details are carefully evaluated and verified for compliance with the specific requirements of the policy and acceptable risk profiles.
Range:
Additional information must include: bank statements, buy and sell agreements, partnership agreements, trust deeds, audited statements
- 2.3. The sum assured is aligned to the value of the individual and/or business. Unacceptable differences are noted for decision-making purposes.
- 2.4. The final decision on the policy is consistent with all available client information and the specific requirements of the policy.
Range:
Decisions must include: load the policy to compensate for additional risk; decrease the sum assured; accept; decline.

element 3:

Communicate decision on risk exposure.

performance criteria:

- 3.1. Calculations to load or reduce the sum assured are accurate and in line with company policy.
- 3.2. Decisions to accept or decline policies are acceptable in terms of risk profiles, ethical practices and company policies.
- 3.3. Decisions to refer for medical underwriting are in line with the nature of irregularities noted, additional information gathered and company policy.
- 3.4. Decisions are recorded in the required manner, and the details are accurate and complete.

- 3.5. All documentation relating to the policy is completed within the required timeframe and in an appropriate format, in line with company policy and procedures.
- 3.6. Documentation related to the decision is ensured to be stored securely according to company policy, and in line with current legislation.
- 3.7. The policy decision is recorded and communicated to the appropriate parties as agreed. Record keeping and communication comply with company policies and procedures.

Range:

Parties include one of: medical underwriting, intermediary, administration.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time.

- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients.
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention.
- contribute to the full development of oneself.

3. **Embedded Knowledge:**

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

- Company policies and procedures with respect to investigations
- Computer literacy skills
- Database management skills
- Basic understanding of the insurance industry.
- Basic financial skills
- Understanding of financial risk

NQA

Unit Standard No: LA/43

Title:	Assess medical risk in the financial services industry
Level:	4
Credit:	10
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance
Issue Date:	January 2001
Review Date:	January 2004

Learning assumed to be in place:

Language competence equivalent to NQF Level 4, Maths competence equivalent to NQF Level 3, and basic computer operating skills will facilitate learning towards this outcome.

In addition, persons should have competence equivalent to:

- ◆ Unit Standard No: LA/09 - Conduct a preliminary assessment of an individual's insurability

Purpose:

Persons credited with this unit standard are able to:

- check and confirm client medical details
- analyse medical information for decision-making, and
- communicate final decision on medical risk.

This unit standard is intended for those working as medical underwriters in the Life Insurance industry. Typical, people learning towards this unit standard are competent to conduct preliminary investigations into insurability, and are following learning pathways towards financial and medical underwriters.

Elements and Performance criteria**element 1:**

Check and confirm client medical details.

performance criteria:

- 1.1. Proposals are registered on receipt according to company guidelines and current legislation.
- 1.2. Preliminary and/or financial assessments, where appropriate, are ensured to have been carried out, and are verified as complete and accurate.
Range:
Biographical checks must include: name, date of birth, identification, address, marital status, relationships, signature, occupation, income, education,
Financial checks must include: requests for additional financial information (questionnaires), additional risk assessment.
- 1.3. Client medical history and family medical history is checked for compliance with policy requirements. Irregularities are noted for further investigation.
Range:
Irregularities include: conflicting records, missing information.
- 1.4. The additional tests and/or records requested are appropriate to irregularities noted, and comply with company policy and current legislation.
Range:
Requests must include: medical examinations, questionnaires, ECGs, laboratory tests.
- 1.5. The medical forms selected are correct and appropriate to the information requested. The forms are forwarded or indicated to the intermediary within the agreed timeframe, and in a manner consistent with service level agreements.

element 2:

Analyse medical information for decision-making.

performance criteria:

- 2.1. The specific requirements for the proposed policy are established in terms of cost, personal risk profile, and medical and/or health specifications.
- 2.2. Returned forms are received, recorded and ensured to be stored for safekeeping in accordance with company policies and procedure. Forms are available to authorised persons on request.
- 2.3. Client medical details are matched to the specific requirements of the policy. Discrepancies and/or irregularities are noted and reflected in the decision-making process.
- 2.4. Possible solutions are consistent with medical information and company policy, and are checked for compliance with Re-assurers, where applicable, and/or the company policy and practice.
- 2.5. The final decision on the policy is consistent with all available client information and the specific requirements of the policy.
Range:
Final decisions include: loading to reflect increased medical risk, decline, acceptance.

element 3:

Communicate decision on medical risk.

performance criteria:

- 3.1. The decision is consistent with the identified risk and in line with company policy and procedures.
- 3.2. The decision is recorded in the required manner, and the details are accurate and complete.
- 3.3. All documentation relating to the policy is completed within the required timeframe and in an appropriate format, in line with company policy and procedures.

Range:

Documentation includes: letters of acceptance, letters deferring or declining the policy.

- 3.4. Documentation is stored securely according to company policy, and in line with current legislation.
- 3.5. The policy decision communicated to the intermediary clearly indicates acceptance, adjustment or rejection, in line with company policy.

Range:

Decisions include: loading to compensate for additional risk, outright acceptance, decline, deferment prior to re-assessment, alternative cover in relation to risk profile.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. **Notes to assessors:**

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again.* This means assessors

will have to judge how many repeat performances are required before they believe the performance is reproducible.

- All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent.*

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention
- contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

Knowledge of requirements for the following range of policies:

- Accident benefits,
- Annuity policies,
- Child deferred assurance,
- Death benefit (accidental), Death benefit (health),
- Deferred Compensation,
- Disability benefit (accident), Disability benefit (health), Disability income replacer, Dread disease benefit,
- Endowment Policies with life cover, Endowment Policies without life cover, Single premium endowment policies,
- Funeral benefits,
- Hospital benefits, Hospital Plans,
- Increasing term assurance, Level term assurance,
- Limited premium paying term endowment policies, Limited premium paying term whole life policies,
- Policies without profits,
- Excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy,
- Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium Retirement Annuities

NQA

Unit Standard No: LA/12

Title:	Gather and report information for a group quotation
Level:	3
Credit:	4
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance
Issue Date:	January 2001
Review Date:	January 2004

Learning assumed to be in place:

Language competence at level equivalent to NQF Level 4, and Maths equivalent to NQF Level 4 will be an advantage.

Basic computer literacy or competence equivalent to "*Operate a personal computer*" and "*Operate a personal computer operating system*" is assumed.

Purpose:

Persons credited with this unit standard are able to:

- gather information pertaining to the business
- format information for reporting purposes, and
- report information to the actuary.

This unit standard is intended for those who work in the administrative area of the Life Insurance industry.

Elements and Performance criteria**element 1:**

Gather information pertaining to the business.

performance criteria:

- 1.1. Information requirements for a variety of packages and/or products are described for quotation purposes.

Range:

Information requirements must include: business details (foundation date, nature of business, turnover, contact details, type of incorporation), existing client portfolio, tender document specifications.

- 1.2. Information gathered from the needs analysis is matched to requirements and missing information identified for follow-up.
- 1.3. All sources of information relevant to the particular quotation and information requirements are identified and included in the information search.
- 1.4. Information is updated and checked to be current and accurate. All required information is available within the agreed time, for processing.
- 1.5. Medical claims history information is checked. All new applicants are registered or checked to be registered, in accordance with legislation and company policies and procedures.

element 2:

Format information for reporting purposes.

performance criteria:

- 2.1. The key components of the specified database are accurately described in terms of purpose and function.
- 2.2. Use of structured codes for the entry of data is correct in terms of company and/or industry definitions. Codes are identified and described in relation to the nature of data output required.

Range:

Examples of structured codes must include: passport numbers, credit card numbers, customer account numbers; company specific codes.

- 2.3. The annuity codes to update rates are verified to be up to date and correct for the issue of quotes on annuities and other linked products.
- 2.4. Data preparation procedures are consistent with the entry system used and the data output required.

Range:

Preparation procedures must include: batching, checking methods of data entry, validating data types for entry;

- 2.5. Data are accurately entered into the appropriate locations in the database. Data entry is correct in terms of set procedures and the purpose and design of the system.

Range:

data capture methods may include: hand-written data entry, electronic keyboard entry, scanning.

- 2.6. Data capture is complete within the agreed timeframe and in accordance with company service standards.
- 2.7. Entered data is verified as correct against the original source information, using approved methods in line with company best practice.

Range:

Verification methods must include: alignment of database structure to data entry form design; checking output against original source; re-entry of incorrect data;

element 3:

Report information to the actuary.

performance criteria:

- 3.1. The information for the quotation is checked and verified as correct in terms of the specifications and client needs.
- 3.2. The information is prepared for delivery to the actuary in the format prescribed by legislation and company policy and procedures.
- 3.3. Correspondence relating to the issue of the quotation is accurate, complete and available at the agreed time in accordance with company service level agreements.
- 3.4. The quotation is delivered to the authorised party/s within the scheduled time, using the approved channels.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time.
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients.
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention.
- contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the

assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

Knowledge of requirements for:

- Accident benefits,
- Annuity policies,
- Child deferred assurance,
- Death benefit (accidental), Death benefit (health),
- Deferred Compensation,
- Disability benefit (accident), Disability benefit (health), Disability income replacer, Dread disease benefit,
- Endowment Policies with life cover, Endowment Policies without life cover, Single premium endowment policies,
- Funeral benefits,
- Hospital benefits, Hospital Plans,
- Increasing term assurance, Level term assurance,
- Limited premium paying term endowment policies, Limited premium paying term whole life policies,
- Policies without profits,
- Excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy,
- Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium Retirement Annuities

NQA

Unit Standard No: LA/13

Title:	Establish and update a client database
Level:	3
Credit:	4
Field:	Business, Commerce and Management Studies
Sub-Field:	Finance: Life Insurance - Administration
Issue Date:	January 2001
Review Date:	January 2004

Learning assumed to be in place:

Language competence at level equivalent to NQF Level 4, and Maths equivalent to NQF Level 3 will be an advantage.

Basic computer literacy or competence equivalent to "*Operate a personal computer*" and "*Operate a personal computer operating system*" is assumed.

Purpose:

Persons credited with this unit standard are able to:

- gather and confirm information for capture
- capture new business, and
- make amendments to client records

This unit standard is intended for persons working in new business or client services within the administration function of the Life Insurance Industry.

Elements and Performance criteria**element 1:**

Gather and confirm information for capture.

performance criteria:

- 1.1. The information requirements of particular client databases are established in terms of biographical details, financial information and medical history.
- 1.2. Information received from intermediaries is checked for completeness against the requirements. Missing information is noted, and requests for follow up forwarded to the intermediary and/or client in a timeframe consistent with the service level agreements.
Range:
information may include:
 - * Personal information (date of birth; income; gender)
 - * Dependent and/or family information (number of dependants; dates of birth)
 - * Marital status information
 - * Financial responsibilities
 - * Time horizon (expected normal retirement age(s); expected date of financial need)
 - * Risk profile information
 - * Information about restricted cover or cover granted subject to a premium loading
 - * Medical history
 - * beneficiary information
- 1.3. Medical and/or financial details are checked for accuracy and completeness. Requests for additional information are addressed to the correct persons, and are appropriate to the type of information required.
- 1.4. Requests for additional information are followed up with the appropriate sources and records updated and completed in accordance with service level agreements.
- 1.5. Information on premiums and contributions is verified as correct, and information captured in a manner that allows for effective management.

element 2:

Capture new business.

performance criteria:

- 2.1. Use of structured codes for the entry of data is correct in terms of company and/or industry definitions. Codes are identified and described in relation to the nature of data output required.
Range:
Examples of structured codes must include: passport numbers, credit card numbers, customer account numbers; company specific codes.
- 2.2.. The preparation of data for capturing organises the data so that it is line with the entry system used and the data output required.
Range:
Preparation procedures must include: batching, checking methods of data entry, validating data types for entry;
- 2.3. Data are accurately assigned to appropriate locations in the database in a manner consistent with procedures and system intention and design.

- 2.4. Data capture is complete within the agreed timeframe and in accordance with company service standards.
- 2.5. Entered data is verified as correct against the original information using approved methods in line with company best practice.

Range:

Verification methods must include: alignment of database structure to data entry form design; checking output against original source; re-entry of incorrect data;

element 3:

Make amendments to client records.

performance criteria:

- 3.1. New information is received as required in company policy, and the database accessed for update is verified as correct.
- 3.2. The particular changes are noted and authorisation confirmed before any changes are made.
Range:
changes include: maturities, claims, new business, retirement, death, terminations, disabilities, surrenders, credits on lapsed policies.
- 3.3. Changes are accurate, consistent with information received, and completed within the agreed timeframe.
- 3.4. Policy enquiries relating to premiums and/or contributions are investigated with the appropriate parties and resolved within the agreed timeframes.
- 3.5. Notification of the completed changes or resolution of queries is forwarded to client and/or intermediary in accordance with company policies and procedures.
- 3.6. Documentation relating to policies and policy enquires is complete, in the required format, and issued to the designated parties within the agreed timeframes.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.

- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.
- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- communicate effectively using visual, mathematical and/or language skills: critical to presenting information and solutions to clients
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention
- contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge. This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

Company database systems for:

- Accident benefits,
- Annuity policies,
- Child deferred assurance,
- Death benefit (accidental), Death benefit (health),
- Deferred Compensation,
- Disability benefit (accident), Disability benefit (health), Disability income replacer, Dread disease benefit,
- Endowment Policies with life cover, Endowment Policies without life cover, Single premium endowment policies,
- Funeral benefits,
- Hospital benefits, Hospital Plans,
- Increasing term assurance, Level term assurance,
- Limited premium paying term endowment policies, Limited premium paying term whole life policies,
- Policies without profits,
- Excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy,
- Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium Retirement Annuities

NQA

Unit Standard No: LA/14

Title: Assess and process claims

Level:**Credit:****Field:** Business, Commerce and Management Studies**Sub-Field:** Finance: Life Insurance - Claims**Issue Date:** January 2001**Review Date:** January 2004**Learning assumed to be in place:**

Language competence at level equivalent to NQF Level 4, and Maths equivalent to NQF Level 3 will be an advantage.

Basic computer literacy or competence equivalent to "*Operate a personal computer*" and "*Operate a personal computer operating system*" is assumed.

Purpose:

Persons credited with this unit standard are able to:

- investigate variances from the norm
- determine the deviance, and
- process the claim.

This standard is intended for those who work in the administrative section of the Life Insurance industry.

Elements and Performance criteria**element 1:**

Investigate variances from the norm.

performance criteria:

- 1.1. Claim information received is checked for accuracy in relation to client details and policy specifications, calculations and values.
- 1.2. The claim and the applicant are registered on the system as laid down in the company policies and procedures.
- 1.3. Sources of further information pertaining to the claim are identified and client and company obligations verified in terms of the policy conditions and company policy and procedures.

Range:

Sources of information include: tax laws and regulations, pension laws, other relevant rules, laws, acts and procedures, medical history and records.

- 1.4. Variances are identified and investigated with respect to their impact on the validity of the policy and/or claim.
- 1.5. Direct approaches to the claimant are tactful. Questions are pertinent to the nature of the possible deviance and elicit information relevant to the particular context.

element 2:

Determine deviance.

performance criteria:

- 2.1. The nature and probable cause of the deviance are determined.
- 2.2. The comparison of the gathered information highlights deviances where these occur.
- 2.3. The claim is validated in terms of the conditions specified in the policy. Invalidating conditions related to the claim are identified, and the decision adjusted accordingly.
- 2.4. Possible cases of fraud are carefully investigated and are substantiated by evidence gathered.

element 3:

Process claim.

performance criteria:

- 3.1. Approved claims are processed for payment. All information is verified as correct and captured into the system within the agreed timeframe.
- 3.2. Correspondence pertaining to the claim is in the correct format, and is distributed to the correct parties within the agreed time period.
- 3.3. Records of the processed claim are captured on the system as required by company policy.

Accreditation Options: Providers of learning towards this unit standard will need to meet the accreditation requirements of the NQA and of LAAN.

Moderation Option: The moderation requirements of LAAN must be met in order to award credit to learners for this unit standard.

Notes:

1. Notes to assessors:

Assessors should keep the following general principles in mind when designing and conducting assessments against this unit standard:

- Focus the assessment activities on gathering evidence in terms of the main outcome expressed in the title to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.
- Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where stimulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.
- Do not focus the assessment activities on each assessment criterion. Rather make sure the assessment activities focus on outcomes and are sufficient to enable evidence to be gathered around all the assessment criteria.
- The assessment criteria provide the specifications against which assessment judgements should be made. In most cases, knowledge can be inferred from

the quality of the performances, but in other cases, knowledge and understanding will have to be tested through questioning techniques. Where this is required, there will be assessment criteria to specify the standard required.

- The task of the assessor is to *gather sufficient evidence, of the prescribed type and quality, as specified in this unit standard, that the candidate can achieve the outcomes again and again and again*. This means assessors will have to judge how many repeat performances are required before they believe the performance is reproducible.
 - All assessments should be conducted in line with the following well documented principles of assessment: *appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent*.

2. Generic Outcomes:

This unit standard promotes, in particular, the following critical cross-field outcomes:

- identify and solve problems: in relation to client needs.
- work effectively with others and in teams: to provide effective and efficient client service.
- organise and manage oneself and one's activities responsibly and effectively: so as to deliver to the client within the promised time
- collect, analyse, organise and critically evaluate information: fundamental to the process of gathering information and identifying solutions.
- to presenting information and solutions to clients
- understand the world as a set of inter-related parts of a system: in relation to cause, effect and prevention
- contribute to the full development of oneself.

3. Embedded Knowledge:

The following essential embedded knowledge will be assessed through assessment of the specific outcomes in terms of the stipulated assessment criteria. Candidates are unlikely to achieve all the specific outcomes, to the standards described in the assessment criteria, without knowledge of the listed embedded knowledge.

This means that for the most part, the possession or lack of the knowledge can be directly inferred from the quality of the candidate's performance. Where direct assessment of knowledge is required, assessment criteria have been included in the body of the unit standard.

Company policies and procedures relating to the following range of policies:

- Accident benefits,
- Annuity policies,
- Child deferred assurance,
- Death benefit (accidental), Death benefit (health),
- Deferred Compensation,
- Disability benefit (accident), Disability benefit (health), Disability income replacer, Dread disease benefit,
- Endowment Policies with life cover, Endowment Policies without life cover, Single premium endowment policies,
- Funeral benefits,
- Hospital benefits, Hospital Plans,
- Increasing term assurance, Level term assurance,
- Limited premium paying term endowment policies, Limited premium paying term whole life policies,
- Policies without profits,
- Excluding term assurances, Reducing term assurance benefit, Reducing term assurance policy,
- Retirement Annuities with life cover, Retirement Annuities without life cover, Single premium Retirement Annuities