

**40663****Analyse client information to develop recommendations for general insurance needs**

<b>Kaupae   Level</b>	5
<b>Whiwhinga   Credit</b>	15
<b>Whāinga   Purpose</b>	<p>This skill standard is intended for people who want to work as a financial adviser in the provision of general insurance advice services.</p> <p>This skill standard will provide learners with the knowledge and skills to analyse client information to develop recommendations for general insurance needs.</p> <p>This skill standard can be used in programmes leading to the New Zealand Certificate in Financial Services (Level 5) with strand in General Insurance. [Ref: 2315-3].</p>

**Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria**

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Collect client information in relation to general insurance needs	a. Consult and guide the client through the process of collecting information and seek any further information to build understanding of the client.
	b. Collect information about a client's circumstances that would impact general insurance needs or limitations of cover.
	c. Identify and determine risk tolerance and risk appetite of the client.
	d. Identify gaps in information collected from the client and apply appropriate action necessary for general insurance needs.
	e. Identify client's general insurance needs based on collected information.
2. Analyse client information to determine potential impacts on general insurance needs.	a. Analyse client circumstances and any existing client insurance programme in line with meeting identified client needs.
	b. Analyse client information to determine need for consultation for further assistance with other specialists.

Hua o te ako   Learning outcomes	Paearu aromatawai   Assessment criteria
3. Apply knowledge of general insurance products and services to meet client needs.	a. Draft submission to insurers setting out the cover required based on client need.
	b. Analyse the features, benefits, risks, and limitations of products and services to identify suitable markets to meet the needs and circumstances of the client.
	c. Negotiate specific terms of products and services to meet client circumstances and needs.
4. Analyse client and adviser capabilities relevant to creating general insurance solutions that meet client needs.	a. Analyse alternative options for managing risk and evaluate the impact or implications that would have on the client.
	b. Analyse policy ownership considerations that may arise with respect to identified insurance solutions including the need to refer to the client's other professional advisers.
	c. Explain strategies to address any limits of authority or expertise when creating insurance solutions to meet client needs.
5. Develop general insurance recommendations.	a. Develop general insurance recommendations based on selected strategies.
	b. Present general insurance recommendations to the client.

### Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

#### Assessment specifications:

Assessment should use real or realistic documentation where appropriate. Simulated examples are permitted.

Learners are not expected to use tools and systems that are only available to a licenced financial advice provider or requiring a licence to use.

Any use of digital advice tools or artificial intelligence will need to be in accordance with relevant organisational and industry codes of conduct and practice.

All activities must comply with legislation, regulations, and best practice, including any guidance notes published by the agency responsible for the relevant enactment or code.

*Client* also includes potential clients. *Client* is intentionally broad to capture all types and include, individuals, partnerships, businesses, families, companies, trusts, charities, organisations, body corporates, and associations as current examples.

#### Definitions

*Risk appetite* refers to amount and type of risk that an individual is willing to pursue or retain of their financial and personal objectives.

*Risk tolerance* refers to the level of risk exposure an individual can endure without compromising their financial security or well-being.

### **Ngā momo whiwhinga | Grades available**

Achieved.

### **Ihirangi waitohu | Indicative content**

Client's circumstances

- who is the insured person(s)/entity/business etc
- age (most likely confined to domestic insurance such as car)
- client circumstances
- occupation/s
- Property type eg personal/lifestyle/business etc.
- assets
- recent or planned purchases/changes to activities or operations
- what has happened in the last 12 months and what do you expect in the coming 12 months or further.

Tools for risk profiling

- attitude to risk
- business continuity planning
- location
- client's expectations.

Analyse information to determine need for specialist consultation

- legal
- accounting
- other financial advisers.

Draft submission to insurers

- documentation with quote submissions
- proposal,
- declarations,
- financials,
- asset schedules,
- contracts,
- terms of trade
- valuations
- risk surveys
- risk management processes
- terms requested/quote requests.

Modelling different strategies or solutions.

Features, benefits, risks, and limitations of insurance products and services

- types of excess ie: amount and/or time period
- policy limit and/or sub limit
- sums insured
- Territory and/or jurisdiction limits
- business description
- time restrictions ie: indemnity period
- key exclusions/breadth of coverage
- policy automatic and optional benefits
- extensions
- endorsements
- payment options
- policy types and options
- insurer ratings
- insurer claims capability.

Insured party – individual, company, partnership, charity association, body corporate.

Specific adjusting actions

- adjusting wait period or excess
- including or excluding optional elements
- offering or accepting special terms.

Provide general insurance recommendations

- communicating how the advice is suitable to client's specific needs and objectives
- the cost of the recommendations
- outlining risks and/or disadvantages of recommendations including limitations, subjectivities, reduction of cover
- underinsurance
- responsibilities of the parties.

### **Rauemi | Resources**

- [Code of Professional Conduct for Financial Advice Services](#)
- Consumer Guarantees Act 1993
- Contracts of Insurance Act 2024
- Contracts of Insurance (Repeals and Amendments) Act 2024
- Customer vulnerability and expectations for providers - [CustomerVulnerability-ouexpectationsforproviders.pdf \(fma.govt.nz\)](#)
- Fair Trading Act 1986

- [Financial Markets Authority - Developing cyber resilience for financial advice providers \(July 2024\)](#)
- [Financial Markets Authority- Understanding Artificial Intelligence in Financial Services \(July 2024\)](#) by Mikayla Pakinga-Lawson, Amie White, Stuart Johnson
- Financial Markets Conduct Act 2013
- Financial Markets (Conduct of Institutions) Amendment Act
- Financial Service Providers (Registration and Dispute Resolution) Act 2008
- Financial Services Legislation Amendment Act 2019
- Health and Safety at Work Act 2015
- Insurance Council of New Zealand - Fair Insurance Code April 2020
- Insurance Intermediaries Act 1994
- Insurance Law Reform Act 1977
- Insurance Law Reform Act 1985
- Privacy Act 2020
- Fire and Emergency New Zealand Act 2017
- Insurance Prudential Supervision Act 2010
- Law Reform Act 1936
- Financial Market (Conduct of Institutions) Amendment Act 2022
- Natural Hazards Insurance Act 2023
- Relevant industry codes of conduct;  
and their subsequent amendments or replacements.

### Pārongo Whakaū Kounga | Quality assurance information

<b>Ngā rōpū whakatau-paerewa  </b> Standard Setting Body	Ringa Hora Services Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai  </b> DASS classification	Service Sector > Financial Services > Financial Services - Professional Practice
<b>Ko te tohutoro ki ngā Whakaritenga i te</b> <b>Whakamanatanga me te Whakaōritenga  </b> CMR	0112

<b>Hātepe   Process</b>	<b>Putanga   Version</b>	<b>Rā whakaputa   Review Date</b>	<b>Rā whakamutunga mō te aromatawai   Last date for assessment</b>
<b>Rēhitatanga   Registration</b>	1	29 May 2025	N/A
<b>Kōrero whakakapinga   Replacement information</b>	This skill standard replaced unit standards 31871 and 31872.		
<b>Rā arotake   Planned review date</b>	31 December 2030		

Please contact Ringa Hora Services Workforce Development Council at [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) to suggest changes to the content of this skill standard.