

40665

Apply knowledge of insurance processes and the policy life cycle to provide general insurance services

Kaupae Level	5
Whiwhinga Credit	5
Whāinga Purpose	<p>The purpose of this skill standard is 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 provide general insurance services with knowledge of general insurance processes and the policy life cycle.</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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Apply knowledge of insurance processes and the policy life cycle to provide general insurance services.	a. Describe types of processes associated with insurance policies.
	b. Explain the steps involved in policy application, underwriting, premium payment, and policy issue.
	c. Plan the steps within the insurance policy life cycle to help client understand the process, their obligations, and duties.
	d. Explain the required actions and responsibilities of the parties involved at each stage of the insurance life cycle.
	e. Record and file client interactions.

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

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

Achieved.

Ihirangi waitohu | Indicative content

Processes required for general insurance policies

- policy application
- issue
- underwriting by insurers
- policy claim
- maintenance
- special terms (endorsements/exclusions/warranties/obligations/subjectivities)
- premium payment and arrears
- cancellation or lapse
- change of insurer, change of wording or wording update
- record keeping
- mid-term adjustment or endorsement
- renewal.

General insurance policy life cycle

- application
- quotation
- negotiation
- policy insurance
- active policy
- renewal
- termination.

Actions and/or responsibilities of parties involved in policy maintenance, renewal, cancellation, and ending or lapse

- credit control, premium payment and arrears
- policy documentation
- changes to policy terms
- changes to insured
- Interested parties (e.g. banks/mortgages/finance companies)
- changes to market or environment (e.g. embargo, withdrawal from market, rating downgrade).

Actions and/or responsibilities of parties involved in facilitating a policy claim

- claim form and supporting documentation
- advocacy
- supporting evidence for initial claim based on policy coverage
- non-disclosure
- need for further evidence of loss/proof of ownership
- contribution of internal and external expertise and support
- settlement offer
- disputes and complaints
- interactions with insurer representatives such as assessors & loss adjusters.

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-ourexpectationsforproviders.pdf \(fma.govt.nz\)](#)
- Fair Insurance Code 2016
- 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 Services Legislation Amendment Act 2019 Financial Services Providers (Registration and Dispute Resolution) Act 2008
- Health and Safety at Work Act 2015
- Insurance Intermediaries Act 1994
- Insurance Law Reform Act 1977
- Insurance Law Reform Act 1985 Life Insurance Act 1908
- 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 Kouna | Quality assurance information

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

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	29 May 2025	N/A
Kōrero whakakapinga Replacement information	This skill standard replaced unit standard 31873.		
Rā arotake Planned review date	31 December 2030		

Please contact Ringa Hora Services Workforce Development Council at qualifications@ringahora.nz to suggest changes to the content of this skill standard.