



LONG TERM INSURANCE 4

DESCRIPTION:

This is an ideal introduction for anyone wanting to succeed in the insurance industry. The participants explore how a career in the insurance industry will allow them to materialize their personal aspirations. It exposes them to the fundamental working of the industry and in so doing highlights how they personally contribute through their behaviors to customer satisfaction, the upkeep of ethical standards and regulatory compliance.

NQF Level: **04**

Total number of Credits: **152**

Duration: **12 Months**

SAQA ID: **49649**

Module 1: Personal Effectiveness (please note, this is a bonus module)

- What does it take to be successful?
- Determining my purpose
- Achieving personal goals
- Advancing my career

Module 2: Workplace relationships

- Manage own work performance in relation to an organization's performance management system (117133)
- Describe how to manage workplace relationships (114943)
- Manage risk in own work environment (119265)

Module 3: Ethics and Compliance Issues

- Demonstrate knowledge and application of ethical conduct in a business environment (13940)
- Demonstrate knowledge and understanding of issues of compliance or non-activity that could result in civil or criminal liability in terms of business law (14979)

Module 4: Customer Care and Electronics systems

- Apply the skills of customer care in specific work environment (119676)
- Use an electronic system as a tool in financial services context (113911)
- Demonstrate knowledge of Insurable risk (14994- 120124)

Module 5: Introduction to insurance contracts and principles

- Demonstrate knowledge of insurable risks (14994-120124)
- Apply the law of contract to insurance (14991-120128)

BLOCK B - LIFE INSURANCE PRODUCTS & SERVICES

Knowing one's product is key to giving good advice to clients. This section discusses the various forms of cover that are available, their benefits and how to find solutions that best meet the client's needs. This includes life insurance, dreaded diseases, disability, retirement, and group products.

Module 6: Life insurance Covers

- Describe life insurance (114983)
- Indicate the scope of life insurance (117146)
- Analyze the different products available in the Long-term Insurance industry and the benefits of each (119478)

Module 7: Dreaded Diseases & Disability Insurance

- Investigate dreaded disease products and their place in wealth management (113913)
- Describe disability insurance solutions in the context of financial planning (113910)

Module 8: Group Life Insurance

- Describe group insured benefits (117137)

Module 9: The need to plan for retirement.

- Investigate the need to provide financially for own retirement (114960)

BLOCK C - FINANCIAL SECTOR STRUCTURE & REPORTED EVENTS

Other types of insurance for business and health are introduced here. The insurance industry is placed into a larger context. That covers topics such as the role of insurance within the financial sector, wealth creation, public perception and other developments that impact on the industry, including fraud.

Module 10: Structure of Financial Industry

- Explain the structure of the financial services industry in South Africa (113922)

Module 11: Structure of Healthcare in South Africa

- Describe healthcare in South Africa (117141)

Module 12: Role of insurance in Business

- Analyse the Financial Services Industry in South Africa and the role of insurance in a business environment (119679)

Module 13: Current Events Reported in the Media

- Analyse new developments reported in the media that could impact on long term insurance (118011)

Module 14: Control of Fraud in Long term insurance

- Describe the control of fraud in Long-term Insurance (119261)

BLOCK D: FINANCIAL LITERACY

A representative needs a solid grasp of financial concepts to guide his/her clients. In this section financial statements are analysed, the principles of income tax explained and how risks impact individuals financially.

Module 15: Financial Literacy

- Interpret Basic Financial Statements (117156)
- Describe and apply the principle of personal income tax (117127)

- Investigate ways of managing financial risks in own lives (117158)

BLOCK E: MATHEMATICAL LITERACY

Basic mathematical concepts taught in school are revised and extended to the world of finance, which must be mastered by any representative to advise clients correctly. These skills become even more important for a person to eventually be promoted.

Module 15: Financial Literacy

- Use mathematics to investigate and monitor the financial aspects of personal business, national and international issues (7468)
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems (9015)
- Represent analyze and calculate shape and motion in 2 and 3-dimensional space in different contexts (9016)

BLOCK F: COMMUNICATION IN ENGLISH

Every professional need good communication skill, be they written or verbal, but insurance representatives need them especially to process quickly large amounts of information, understand contracts, for reports and to persuade people in conversations or presentations.

Module 17: Communication in English

- Engage in sustained oral communication and evaluate spoken texts (8974)
- Read analyse and respond to variety of texts (8975)
- Write for a wide range of contexts (8976)
- Use languages and communication in occupational learning programmes (8979)

BLOCK G: COMMUNICATION IN OTHER LANGUAGE

South Africa is a multicultural society with 9 languages. Given the importance of the emerging market, it is an advantage that representatives can communicate in more than one language. This section develops these skills further.

Module 18: Communication in second language

- Accommodate audience context needs in oral communication (8968)
- Interpret and use information from texts (8969)
- Write text for a range of communicative contexts (8970)
- Use languages and communication in occupational learning programmes (8973)

Below is the mapping of the unit standards covered in this Qualification: Total Credits = 131

Module	Unit standard SAQA ID	Unit standard description	Level	Credits	Unit standard Type
Block A					
Workplace Relationships	117133	Manage own work performance in relation to an organisation's performance management system	3	2	Elective
	114943	Describe how to manage workplace relationships	3	2	Elective
	119265	Manage risk in own work environment	4	2	Elective
Total Credits	6				
Ethics and Compliance Issues	13940	Demonstrate knowledge and application of ethical conduct in a business environment	4	4	Core
	14979	Describe issues of compliance or non-activity that could result in civil or criminal liability in terms of business law	4	2	Core
	113911	Use an electronic system as a tool in a financial services context	3	2	Core
Total Credits	8				
Customer Care and Electronic Systems	119676	Apply the skills of customer care in specific work environment	4	4	Core
	113911	Use an electronic system as a tool in financial services	3	2	Elective
	14994	Demonstrate knowledge of Insurable risk	4	2	Core
Total Credits	8				
Introduction to Insurance Contracts & Principles	14994	Demonstrate knowledge of insurable risks	4	2	Core
	14991	Apply the law of contract to insurance	4	2	Core
Total Credits	4				
Block B					
Life Insurance covers	114983	Describe life insurance	3	3	Core
	117146	Indicate the scope of life insurance	3	4	Core
	119478	Analyse the different products available in the Long-term Insurance industry and the benefits of each	4	5	Core
Total Credits	12				
Dreaded Diseases &	113913	Investigate dreaded disease products and their place in wealth management	4	2	Core

Disability Insurance	113910	Describe disability insurance solutions in the context of financial planning	4	4	Core
Total Credits	6				
Group Life Insurance	117137	Describe group insured benefits	4	2	Core
Total Credits	2				
The need to Plan for Retirement	114960	Investigate the need to provide financially for own retirement	3	3	Core
Total Credits	3				
Block C					
Structure of Financial Industry	113922	Explain the structure of the financial services industry in South Africa	3	3	Elective
Total Credits	3				

Module	Unit standard SAQA ID	Unit standard description	Level	Credits	Unit standard Type
Block A					
Workplace Relationships	117133	Manage own work performance in relation to an organisation's performance management system	3	2	Elective
	114943	Describe how to manage workplace relationships	3	2	Elective
	119265	Manage risk in own work environment	4	2	Elective
Total Credits	6				
Ethics and Compliance Issues	13940	Demonstrate knowledge and application of ethical conduct in a business environment	4	4	Core
	14979	Describe issues of compliance or non-activity that could result in civil or criminal liability in terms of business law	4	2	Core
	113911	Use an electronic system as a tool in a financial services context	3	2	Core
Total Credits	8				
Customer Care and Electronic Systems	119676	Apply the skills of customer care in specific work environment	4	4	Core
	113911	Use an electronic system as a tool in financial services	3	2	Elective

	14994	Demonstrate knowledge of Insurable risk	4	2	Core
Total Credits	8				
Introducon to Insurance Contracts & Principles	14994	Demonstrate knowledge of insurable risks	4	2	Core
	14991	Apply the law of contract to insurance	4	2	Core
Total Credits	4				
Block B					
Life Insurance covers	114983	Describe life insurance	3	3	Core
	117146	Indicate the scope of life insurance	3	4	Core
	119478	Analyse the different products available in the Long-term Insurance industry and the benefits of each	4	5	Core
Total Credits	12				
Dreaded Diseases & Disability Insurance	113913	Investigate dreaded disease products and their place in wealth management	4	2	Core
	113910	Describe disability insurance solutions in the context of financial planning	4	4	Core
Total Credits	6				
Group Life Insurance	117137	Describe group insured benefits	4	2	Core
Total Credits	2				
The need to Plan for Retirement	114960	Investigate the need to provide financially for own retirement	3	3	Core
Total Credits	3				
Block C					
Structure of Financial Industry	113922	Explain the structure of the financial services industry in South Africa	3	3	Elective
Total Credits	3				