



Ollscoil
Teicneolaíochta
an Atlantaigh

Atlantic
Technological
University

BA (Hons) in Insurance Practice Insurance

Work Based Learning - Tasks

Second Year – Semesters 1-3

September 2024



The
**Insurance
Institute**



Work-based learning encompasses a wide array of learning experiences and in order to assess this learning we have developed a range of assessment tools to avoid over reliance on any single instrument. The work based tasks enable the apprentice to demonstrate their application of 'off the job' learning and supports lifelong learning.

There are a range of tasks, which form part of the assessment of the insurance modules in Year 1 and Year 2. Every opportunity has been taken to give the apprentice a choice of tasks in their chosen stream either Life or Non Life and an additional list of Generic tasks where possible. Each module has a mandatory number of tasks to be completed and that number can differ per module/per semester.

PLEASE READ THE REQUIREMENTS CAREFULLY

1. Completing the Tasks

The apprentice **must complete all mandatory tasks** and the required number of elective task each semester. A Task Completion Report Form must be completed for each task and submitted to your supervisor to be verified and signed.

The expected word count for each task is 500-1000 words.

2. The role of the supervisor

The apprentice will complete the tasks and submit a task completion report form to their nominated supervisor to verify that it has been completed. The supervisor does not grade the completed task. A task completion report Form is attached in **Appendix 1**.

The role of the supervisor is to:

- Assist the apprentice to locate industry and employer resources if required
- Verify that the task has been completed by the apprentice (complete or not complete basis)

3. Deadlines for submitting task completion report forms:

Task: Semester 1 Submission deadlines:	
1	07 Oct 2024
2	04 Nov 2024
3	02 Dec 2024

Task: Semester 2 Submission deadlines:	
1	03 Feb 2025
2	10 Mar 2025
3	07 Apr 2025

Task: Semester 3 Submission deadlines:	
1	07 Jul 2025
2	04 Aug 2025
3	18 Aug 2025

Remember: these are the final deadlines for uploading the signed task completion report forms to Moodle.

Apprentices and supervisors should agree an appropriate schedule for discussing, completing and signing the report forms to ensure that these deadlines are met.

4. Forward planning

Issuing the tasks in advance allows plenty of time for the apprentices and supervisors to meet the submission deadlines. It also gives adequate notice of any documents and/or resources that need to be sourced for or by the apprentices.

5. Advice on Data Protection:

Employers and supervisors must ensure that all work-based learning activities comply with the relevant Data Protection legislation and any other legal/regulatory requirements on an ongoing basis. This may, for example, include anonymising or changing the name, addresses and other personal or sensitive information in any case files and other resources.

Semester 4 - Work Based Learning Tasks

Semester 4 (September – December):

3 tasks (monthly)

End of semester reflective diary

Semester 4 Modules:

- Commercial General Insurance or QFA Pensions
- Introduction to Management
- Omni Channel Marketing and Sales

Purpose of Work based Learning Tasks:

The purpose of the set of work-based tasks in second year is to encourage and support you to plan your workload, leisure and study time over the coming months to enable you to succeed in the apprenticeship. It is also an opportunity to introduce you to some key topics/themes as you start to consider your Capstone project that you will complete in year 3.

This assignment will help you practice the following skills:

- Professional Communication – engaging with your supervisor and colleagues/peers.
- Research – finding information and resources to support Capstone development.
- Planning – a key skill for any professional is time-management and scheduling.

Completing the tasks:

For Commercial General Insurance (CIP04) and QFA Pensions practice modules in Semester 4 there are **3 tasks to be completed**; 2 are mandatory and an additional 1 can be chosen from ANY OF THE SECTIONS (Generic, Non Life or Life).

Task	Status	Title	Description
1	Mandatory	Personal Study/Time Management Plan	<p>Arrange to sit down with your supervisor to sign off a personal study/time management plan for the academic year that incorporates busy periods at work, holidays and holiday cover, deadlines, issues, challenges and priorities.</p> <p>Share with your supervisor your (WBL) submission dates and agree a plan for submitting them for sign-off so that they can be uploaded by the deadline dates provided.</p> <p>A sample template is provided on Moodle.</p> <p>ENSURE TO SHARE A COPY of this plan and a copy of the semester calendar with the WBL submission dates with your supervisor and ask for their input.</p>
2	Mandatory	Success in your role	<p>How do you define success in your role? Below are some suggestions but this is your task to complete and you are encouraged to use your initiative.</p> <ul style="list-style-type: none"> • How do you consider success – is it a process reaching short term daily, weekly and monthly goals or do you view it more long term? • Consider your achievements both in your role and the apprenticeship. • What do you contribute to the business? • How does your employer define success? <p>How do you define success?</p>
Please select one of the following tasks to complete:			
3	Elective (Generic)	Diversity & Inclusion https://www.centralbank.ie/regulation/how-we-regulate/diversity-and-inclusion-in-regulated-firms	<p>The Central Bank considers that diversity and inclusion in all their forms are important components of well-managed, financially resilient, strategically-minded firms, and therefore pertinent to the Central Bank's mandate.</p> <p>The CBI produced a thematic assessment of diversity and inclusion in insurance firms in 2020 and do an annual review of diversity in financial firms.</p> <p>Review the 4 key findings of the 2020 report and the most recent annual review. Briefly summarise the key findings and outline whether your employer has a D&I strategy.</p>

Task	Status	Title	Description
4	Elective (Generic)	Corporate Governance https://www.centralbank.ie/regulation/how-we-regulate/codes	<p>What is meant by the term Corporate Governance and why is it important to the business?</p> <p>Review the corporate governance requirements on the CBI's website relevant to your business. Write a short comment on how it is relevant to your business.</p> <p>Provide an example of corporate governance requirement that affects your organisation.</p>
5	Elective (Generic)	Climate Change & ESG https://www.centralbank.ie/docs/default-source/news-and-media/press-releases/governor-letter-climate-expectations-november-2021	<p>Gabriel Makhlouf, Governor of the CBI, issued a letter to all Chairs and CEOs of Regulated Financial Services Providers in November 2021 regarding the CBI's supervisory expectations in terms of climate risk and other ESG issues.</p> <p>Read the letter in the link provided and in your own words provide a layman's overview of what the CBI's expectations are and how you believe this will impact on the sector.</p>
6	Elective (Life)	Post Retirement Options	<p>Compare ARFs and annuities as post retirement options and write a brief paragraph on the tax implications for each.</p>

Semester 5 - Work Based Learning Tasks

Semester 5 (January to May):

3 Monthly tasks

End of semester reflective diary

Modules:

- Practice of Risk Control & Underwriting/ Practice of General Insurance Broking or QFA Investment
- Technology Trends in Insurance
- Negotiation in Practice

Purpose of Work based Learning Tasks:

The purpose of the set of work-based tasks in second year is to introduce you to some key topics/themes as you start to consider your Capstone project.

This assignment will help you practice the following skills:

- Professional Communication – engaging with your supervisor and colleagues/peers.
- Research – finding information and resources to support Capstone development.
- Planning – a key skill for any professional is time-management and scheduling.

Completing the Tasks:

For CIP06, CIP08 and QFA Investment modules in Semester 5 there are **3 tasks to be completed**; 2 are mandatory and an additional 1 should be chosen from your stream (EITHER NONLIFE OR LIFE).

Task	Status	Title	Description
1	Mandatory	Emerging Trends 5 key digital trends shaping the insurance industry in 2023 Annertech Digital Agency https://www.deloitte.com/ie/en/services/financial-advisory/research/2024-global-insurance-outlook-deloitte-ireland.html	<p>What are the ‘emerging trends’ in your field of work within the insurance industry? Are there underlying trends? Provided are two current reports on key trends for your review.</p> <ul style="list-style-type: none">• Climate Risk & ESG• AI• Cyber• Data Analytics• D&I• InsurTech• Cryptocurrencies• Hybrid Working• Robotics Process Automation (RPA) <p>Write a short report on the above for your supervisor. YOU DO NOT NEED TO COVER ALL THOSE LISTED JUST THOSE THAT ARE MOST RELEVANT TO YOU.</p>

			Write a short conclusion as to whether you would consider completing your capstone project on any of these trends?
2	Mandatory	Interview	<p>Conduct an interview with a senior member of staff within your organization. Develop a set of questions and ask your supervisor to sign off on them. Provide the member of staff with your questions ahead of the interview.</p> <p>Upload the completed questionnaire with a brief reflection regarding your experience. Did you find it interesting/informative? Did you want to ask additional questions?</p> <p>Below are range of topics you can base your questions on or you can develop your own topic and questions:</p> <ul style="list-style-type: none"> • Insurance as a profession • The future of Insurance • Innovation in the Industry • ESG • D&I • Brexit • Sustainable Finance • Data Analysis • Continuous Underwriting • M&A • Is there a project with in the organization that could be the basis for my Capstone project?
Please select one of the following tasks to complete:			
Task	Status	Title	Description
3	Elective (Non Life)	Ghost Brokers https://www.centralbank.ie/consumer-hub/explainers/what-are-ghost-brokers	<p>What are 'ghost brokers'?</p> <p>Give a brief summary of the size and impact on the Irish Market. Review the links provided.</p> <p>https://www.irishtimes.com/business/financial-services/consumers-warned-over-ghost-brokers-selling-fraudulent-policies-1.4659301</p>

4	Elective (Non Life)	Reinsurance	<p>Advise what type of re-insurance is purchased by your organisation or your partner organisation if you work for abrokerage.</p> <p>List three reinsurance companies with offices in Ireland.</p> <p>If your organisation has produced a recent Reinsurance Market Report refer to that publication or an example is provided below.</p> <p>List four key learnings from the report.</p> <p>http://thoughtleadership.aon.com/Documents/20210720-analytics-rmo.pdf</p>
Task	Status	Title	Description
5	Elective (Non Life)	Gig Economy https://successce.com/the-challenges-of-insuring-the-gig-economy/	<p>What is the 'gig' economy and how does it impact insurance cover?</p> <p>Can InsurTech provide workable solutions for these workers in the gig economy?</p>
6	Elective (Non Life)	Research	<p>Visit the Virtual Library available to you through your ILL-connect.com account in the Insurance Institute.</p> <p>Outline the resources that can be accessed/are available through this site.</p>
7	Elective (Life)	Unit Linked Funds	Track the performance of 4 leading unit linked funds over the past 5 years, name them and summarise their growth or decline?
8	Elective (Life)	Investments	You have €300,000 to invest, outline where would you invest it and why?
9	Elective (Life)	Irish Treasury Bonds	Choose an Irish Treasury Bond and find the current price for it based on nominal value. Describe the difference between running yield and gross dividend yield.
10	Elective (Life)	Sustainable Finance Policy	<p>Incorporating sustainability considerations into business strategy and risk assessment will offer some of the greatest challenges and opportunities the financial sector has ever encountered. Review the paper in the link below:</p> <p>https://www.iif.com/Portals/0/Files/content/Regulatory/IIFStaffPaper-Sustainable%20Finance%20Case%20for%20Greater%20International%20Alignment-2020%2003%2002-Final.pdf</p> <ul style="list-style-type: none"> • Provide a brief overview – key points. • Describe a sustainable finance policy that your business provides?

Semester 6 - Work Based Learning Tasks

Semester 6 (June to August):

3 Monthly tasks

Modules:

- Practice of Risk Control & Underwriting, Practice of Claims & Loss Adjusting or QFA
Financial Planning

Purpose of Work based Learning Tasks:

The purpose of the set of work-based tasks in second year is to introduce you to some key topics/themes as you start to consider your Capstone project and to support the development of your excel knowledge and skills.

This assignment will help you practice the following skills:

- Specialist knowledge – Excel forms a large part of your final year Capstone project and the Big Data module.
- Professional Communication – engaging with your supervisor and colleagues/peers.
- Research – finding information and resources to support Capstone development.
- Planning – a key skill for any professional is time-management and scheduling.

Completing the Tasks:

For CIP06, CIP07, CIP08 and QFA Financial Planning practice modules in Semester 6 there are **3 tasks to be completed**; 2 are mandatory and an additional 1 can be chosen from ANY OF THE SECTIONS (Generic, Non Life or Life).

Task	Status	Title	Description
1	Mandatory	Excel	<ol style="list-style-type: none">1. Access Linkedin Learning - Atlantic Technological University Sligo (itsligo.ie)2. Sign in with your ATU account3. Sign up to the following course: "Excel 2021 Essential Training (Office 2021 / LTSC)". Link: Analyze data with maximum efficiency in Excel (linkedin.com) <i>(It should take approx. two hours to complete)</i> <p>Complete the seven chapters of this course and pass each of the seven chapter quizzes.</p> <p>When you pass the course you will receive a 'LinkedIn Learning Certificate'. Please submit your certificate to show you have successfully completed the course.</p>

2	Mandatory	Capstone Project	<p>Schedule some time to meet your supervisor. Explain to them that you complete a Capstone Project (thesis/dissertation) in year 3. Ask them for advice on completing a dissertation/capstone project or large research project (8,000 words). List any advice they were able to offer.</p> <p>Propose to your supervisor 3 potential topics that you might consider for your Capstone Project. Ensure to advise your supervisor that these topics may change and you are in the exploratory phase.</p> <p>Give a brief description of each topic and discuss where and what type of data is available to support the research. Ask your supervisor for their thoughts and input. They may recommend you talk with others within the organization or indeed suggest other areas of research that you may consider.</p> <p>If possible, share the topics in advance of the meeting to give the supervisor time to review.</p>
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Please select **one** of the following tasks to complete:

Task	Status	Title	Description
3	Elective (Generic)	Applied Learning	Choose one business module (not a life or non life insurance theory module) from the apprenticeship programme across the 2 years and summarise how you can apply the learnings/knowledge to your job.
4	Elective (Generic)	Principles of Sustainable Insurance	Launched at the 2012 UN Conference on Sustainable Development, the UNEP FI Principles for Sustainable Insurance (PSI) serve as a global framework for the insurance industry to address environmental, social and governance risks and opportunities. The PSI initiative is the largest collaborative initiative between the UN and the insurance industry. Choose one publication from the resource section of the website and summarise and discuss with your supervisor https://www.unepfi.org/insurance/insurance/
5	Elective (Generic)	EIOPA https://www.eiopa.europa.eu/eiopa-report-probes-consumer-treatment-and-financial-well-being-	<p>Who and what is Eiopa?</p> <p>Review the most recent consumer trends report and summarise the key findings for either the life or non life sector depending on your elective.</p> <p>In your opinion would they correspond to experience in Ireland?</p>

		amid-cost-living-crisis-2024-01-23_en	
Task	Status	Title	Description
6	Elective (Generic)	<p>Ethics</p> <p>https://www.centralbank.ie/news/article/culture-ethics-in-financial-services---grainne-mcevoy-director-of-consumer-protection</p> <p>Regulating ethics in financial services: Engaging industry to achieve regulatory objectives - McGrath - 2023 - Regulation & Governance - Wiley Online Library</p>	<p>At least 1 hour of CPD hours must relate to ethics under the Minimum Competency Code. It is fundamental to the future of the sector. Access <i>either</i> of the speeches listed below on the CBI website. Write a short report on 4 key learnings you discovered.</p> <p>Central Bank of Ireland</p> <ul style="list-style-type: none"> • <i>The importance of fitness, probity and ensuring responsibility.</i> Speech by Derville Rowland, Director General, CBI, to the Institute of Directors, 10 June 2021. <p>or</p> <ul style="list-style-type: none"> • <i>The Importance of Diversity in Financial Services</i> (Ed Sibley, February) and <i>Diversity of Thought</i> (Sylvia Cronin, June), 2018. • Regulating ethics in financial services: Engaging industry to achieve regulatory objectives. Joe McGrath, Ciaran Walker First published: 08 August 2022 https://doi.org/10.1111/rego.12482
7	Elective (Generic)	Impact of Technology	List the top 2 technology trends that will impact the insurance industry and write a brief summary of each.

Appendix 1

Task Completion Report Form



TASK COMPLETION REPORT FORM

Task No.

Task Title

Task Month

Note: Expected word count is 500-1000 words.

Checklist to be completed by your supervisor:

Task Complete – (please tick as appropriate)	Yes	No

Signed ----- (Supervisor) Date -----

PRINT Name: _____

All the work on this task is my own work:

Signed ----- (Apprentice) Date -----

Student/Apprentice Number _____

Once your supervisor has confirmed that you have completed the task, scan and upload this form and any supporting documents to Moodle.

Please note that only forms with a scanned original signature is acceptable alternatively you can upload an email from your supervisor stating that you have completed the relevant task listing the task title.