Insurance Practitioner Apprenticeship

Guide for Apprentices September 2023

Ollscoil Teicneolaíochta an Atlantaigh

Atlantic Technological University

The Insurance Institute

LIA DEVELOPING YOUR FUTURE IN FINANCE

GENERATION APPRENTICESHIP www.apprenticeship.ie

Contents

Welcome

We are delighted to welcome you to the Atlantic Technological University Sligo. With over 22,000 students you are joining us as a student in the country's third largest University. We deliver programmes at all levels, including several apprenticeship programmes. You are now commencing your journey in the exciting and dynamic insurance or finance industry as an apprentice on the BA Honours in Insurance Practice.

You are one of 1,700 students of the Faculty of Business and Social Sciences Sligo who study programmes in many fields from certificate to doctorate level. Your learning comprises academic and professional in practice learning, which will require your commitment and effort, however we know that you will find this experience stimulating and enjoyable, preparing you well for your future career goals and aspirations.

As a member of the ATU Sligo, we hope you get the opportunity to access all the University offers, develop friendships, and enjoy your learning experience.

This guide will help to familiarise yourself with the supports services that are available to apprentices on the programme. I would encourage you to read the guide carefully and keep it as a useful source of reference throughout the year.

Our best wishes to you on your journey.

Dr. Breda McTaggart
Head of Faculty of Business and Social Sciences

1. Organisations and People Supporting you

Adjusting to being an apprentice can be both challenging and rewarding at the same time as you learn to balance work, study and life commitments. There are a number of organisations and people supporting you on this programme. Your main points of contact for each organisation are detailed below and a list of useful telephone numbers are listed in section 10.

ATU SLIGO

ATU Sligo is also a fiercely ambitious third level Institution. We are constantly striving to support and improve access to higher education and deliver excellence within it. Students and apprentices come to ATU Sligo for the quality of the learning environment and because they are supported to be successful in their learning. We are recognised nationally as a leader in the provision of education using online distance learning technologies. The academic and administrative staff of the Department of Business will help and support you throughout your journey as an apprentice on this programme.

The Insurance Practitioner Apprenticeship programme is one of the many examples of new progressive programmes that we continue to develop. To support you throughout your journey as an Apprentice your dedicated contact within ATU Sligo is the Apprenticeship Manager for the programme. For any of your queries please contact:

Apprenticeship Manager
Insurance Practitioner
Apprenticeships ATU Sligo
T: (093) 9305877
E: insurance.practice@atu.ie

INSURANCE INSTITUTE OF IRELAND
(General Insurance Stream)

The Insurance Institute of Ireland was established in 1885, to educate, inspire and connect its members who currently number over 20,000 countrywide. The Insurance Institute is the number one provider of insurance qualifications, executive education, training and continuing professional development in Ireland. It is a not-for-profit organisation, committed to the learning and development of its members working in insurance and financial services worldwide.

With local institutes operating in Cork, Dublin, Galway, Limerick and Sligo, the Insurance Institute organise social and networking events that sit alongside their online distance learning programmes to help members build relationships within their local community of insurance professionals.

In addition, knowledge and best practice is further shared with international insurance professionals throughout Europe, US, Canada and Australia through memoranda of understanding.

For any of your queries or more information, please contact:

Naomi Gaffney
Apprenticeship
Support Manager

Insurance Institute
T: 01 6456629 / 087 7383205
E: apprenticeship@iii.ie
or ngaffney@iii.ie

LIA (Financial Adviser/Life Stream)

LIA is the centre of excellence for the education and development of Finance Professionals – dedicated to enabling and promoting the highest quality standards in financial advisory practice. Over our 40+ year history, we have raised industry standards and developed a suite of industry-recognised part-time and distance-learning programmes, with QFA being the gold standard qualification. Our key programmes meet the Central Bank's requirements to allow individuals to sell and/or advise on Retail Financial Services products. We pride ourselves on our 'Member First' ethos and are delighted to support you through your journey on the apprenticeship programme.

For any of your queries or more information, please contact:

Shane Keane
Education Co-ordinator
T: 01 7099849
E: apprentice@lia.ie

APPRENTICESHIP COUNCIL, SOLAS AND NATIONAL APPRENTICESHIP OFFICE

The Apprenticeship Council is tasked with the expansion of apprenticeship into new sectors of the economy. The Council is enterprise-led with representatives from business, trade unions, further education bodies and the Department of Further and Higher Education, Research, Innovation and Science. The Department have set out an Action Plan for Apprenticeship, 2021-2025 to ensure the apprenticeship system continues to deliver for both learners and employers.

SOLAS is the statutory regulator for all apprenticeships as set out in the 1967 Industrial Training Act. This responsibility includes assessing an employer's suitability to train apprentices, registration of apprentices and monitoring the apprentices while on-the-job. SOLAS has the statutory responsibility for ensuring that the apprentices' conditions conform to the law.
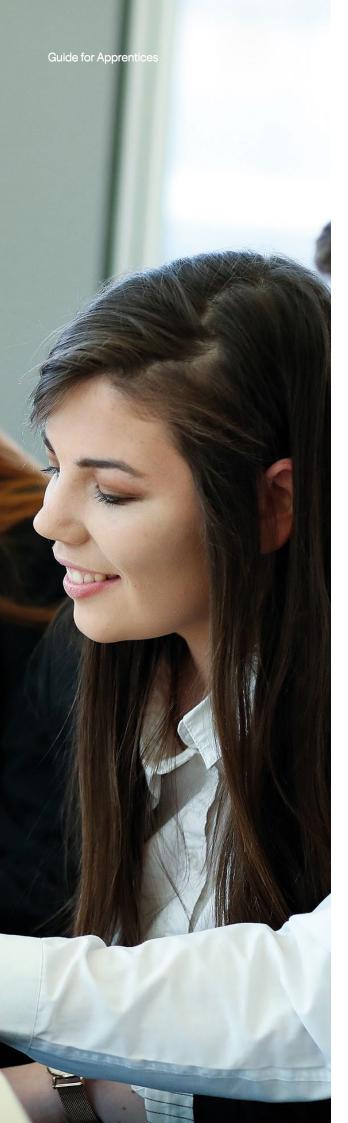
NATIONAL APPRENTICESHIP OFFICE

In early 2022, the National Apprenticeship Office was created by the Department of Further and Higher Education, Research, Innovation and Science. Its aim is a simple one; create a nationwide platform to facilitate a talent pipeline that mutually benefits jobseekers and business owners alike.

Although almost 26,000 apprentices are currently employed by 9,000 employers, the aim is to grow those numbers even further. The target is to have over 10,000 apprentices registering each year by 2025, thus creating more opportunities for people to gain invaluable experience on-the-job and qualifications that will stand to them for life. This is not limited to a certain sector. People of all ages and skillsets are invited to look into what apprenticeships might be the right choice for them, be it in engineering or hospitality, biopharma or property services.
An apprenticeship can be one of the most effective ways to carve out a career path. It's one of the most practical as well with the ability to earn while you learn.

As a registered apprentice, you will have an Authorised Officer allocated to you by SOLAS to provide support and guidance on any difficulties that occur during the apprenticeship. SOLAS will provide you with your Authorised Officer's personal contact details on completion of registration. You are encouraged to contact your Authorised Officer with any concerns or issues that arise while you are an apprentice.

2. Registration

As an apprentice, you will be required to register with the following:

- SOLAS

- ATU Sligo

- The Insurance Institute of Ireland or LIA (course stream dependent)

You will be required to register online with ATU Sligo before commencing your studies. Once registered you will be given your student ID number that will allow you set up and access your student email and access all your course materials and online classes.

You will also register with The Insurance Institute or LIA annually. Full details on how to register with them will be emailed to you.

Please note ongoing individual membership queries can be accessed by logging into the membership section of either the Insurance Institute www.iii.ie or LIA www.lia.ie

ACCESS TO SUPPORTS

As members/students of all academic organisations, you will gain access to all study supports once you register. Please see

www.iii.ie

www.lia.ie

www.atusligo.ie

In terms of your SOLAS registration, you will be registered by your employer prior to the programme commencement and will be asked to register with them at your induction to confirm your attendance at their mandatory induction briefing.

3. Programme Syllabus, Structure & Duration

The programme structure consists of nine semesters in total (three per annum consisting of two academic terms of 13 weeks duration and 1 summer term of 13 weeks duration).

Please note you that you will be provided with a year and semester calendar at induction.

In respect of the General stream, apprentices will take all modules with status Mandatory and 4 modules with status Elective.

For both streams, the off-the-job release each year is one day per week in the first two Semesters and 0.5 days in the third summer Semester.

The industry minimum qualification of APA is front loaded in Year 1 to meet Central Bank of Ireland's minimum competency requirements. CIP or QFA is achieved in Year 2. This will facilitate a focus in the final year on the Capstone Project (Dissertation).

A summary of the modules for each semester are on the next page for both the general and financial adviser/life streams of the programme.

2022/2023 ACADEMIC PROGRAMME (GENERAL INSURANCE STREAM SYLLABUS):

	Credits	Module Code	Status	Assessment Method & Timetable	Delivery Method	Off the Job Release
Year 1:						
Semester 1 (Sept to Dec):						
The Nature of Insurance 1 (Theory) (CIP-01)	5	INSU07008	Mandatory	January Exam	Online lecture & tutorial	1 Day
The Nature of Insurance 2 (Practice) (CIP-01)	5	INSU07009	Mandatory	Continuous Assessment	Work based learning	
Professional Business Communication	5	TECH06012	Mandatory	Continuous Assessment	Online lecture & tutorial	
Teamwork and Workplace Collaboration	10	ORBE06010	Mandatory	Continuous Assessment	Online lecture & tutorial	
Semester 2 (Jan to May):						
Compliance and Advice 1 (Theory) (CIP-02)	5	INSU07010	Mandatory	May Exam	Online lecture & tutorial	1 Day
Compliance and Advice 2 (Practice) (CIP-02)	5	INSU07011	Mandatory	Continuous Assessment	Work based learning	
Technical Communication (Numeric)	5	TECH06013	Mandatory	Assessment & May Exam	Online lecture & tutorial	
Customer Service	10	MKTG06090	Mandatory	Continuous Assessment	Online lecture & tutorial	
Semester 3 (June to August):						
Personal General Insurance 1 (Theory) (CIP-03)	5	INSU07012	Mandatory	September Exam	Online lecture & tutorial	0.5 Day
Personal General Insurance 2 (Practice) (CIP-03)	5	INSU07013	Mandatory	Continuous Assessment	Work based learning	
	60			**APA Achieved**		
Year 2:						
Semester 4 (Sept to Dec):						
Commercial General Insurance 1 (Theory) (CIP-04)	5	INSU07014	Mandatory	January Exam	Online lecture & tutorial	1 Day
Commercial General Insurance 2 (Practice) (CIP-04)	5	INSU07015	Mandatory	Continuous Assessment	Work based learning	
Introduction to Management	5	MGMT07065	Mandatory	Assessment & Jan Exam	Online lecture & tutorial	
Omni-Channel Marketing and Sales	10	MKTG07132	Mandatory	Continuous Assessment	Online lecture & tutorial	
Semester 5 (Jan to May):						
Practice of Risk Control and Underwriting 1 (Theory) (CIP-06)	5	INSU07016	Elective 1	May Exam	Online lecture & tutorial	1 Day
Practice of Risk Control and Underwriting 2 (Practice) (CIP-06)	5	INSU07017	Elective 1	Continuous Assessment	Work based learning	
Practice of General Insurance Broking 1 (Theory) (CIP-08)	5	INSU07033	Elective 1	May Exam	Online lecture & tutorial	
Practice of General Insurance Broking 2 (Practice) (CIP-08)	5	INSU07034	Elective 1	Continuous Assessment	Work based learning	
Technology Trends in Insurance	5	TECH07009	Mandatory	Assessment & May Exam	Online lecture & tutorial	
Negotiation in Practice	10	COMM07026	Mandatory	Continuous Assessment	Online lecture & tutorial	
Semester 6 (June to August):						
Practice of Risk Control and Underwriting 1 (Theory) (CIP-06)	5	INSU07044	Elective 2	September Exam	Online lecture & tutorial	0.5 Day
Practice of Risk Control and Underwriting 2 (Practice) (CIP-06)	5	INSU07045	Elective 2	Continuous Assessment	Work based learning	
Practice of Claims and Loss Adjusting 1 (Theory) (CIP-07)	5	INSU07018	Elective 2	September Exam	Online lecture & tutorial	
Practice of Claims and Loss Adjusting 2 (Practice) (CIP-07)	5	INSU07019	Elective 2	Continuous Assessment	Work based learning	
	60			**CIP Achieved**		
Year 3:						
Semester 7 (Sept to Dec):						
Capstone Project Preparation (Research Methods)	5	PROJ08036	Mandatory	Continuous Assessment	Online lecture & tutorial	1 Day
Innovation, Creativity and Critical Thinking	10	INNO08007	Mandatory	Continuous Assessment	Online lecture & tutorial	
Big Data / Advanced Excel	10	CAPP08006	Mandatory	Continuous Assessment	Online lecture & tutorial	
Semester 8 (Jan to May):						
Capstone Project (Dissertation)	10	PROJ08025	Mandatory	Continuous Assessment	Online lecture & tutorial	1 Day
Business Law for Insurance Practitioners	10	LAW08014	Mandatory	Assessment & May Exam	Online lecture & tutorial	
Financial analysis and interpretation	10	ACCT08038	Mandatory	Assessment & May Exam	Online lecture & tutorial	
Semester 9 (June to August):						
Capstone Project continued		PROJ08025	Mandatory	Continuous Assessment		0.5 Day
Capstone Project Review	5	INSU08001	Mandatory	Continuous Assessment		
	60					
	180			**BA Hons Achieved**		

2022/2023 ACADEMIC PROGRAMME (FINANCIAL ADVISER/LIFE STREAM SYLLABUS):

	Credits	Module Code	Status	Assessment Method & Timetable	Delivery Method	Off the Job Release
Year 1:						
Semester 1 (Sept to Dec):						
QFA Life Assurance 1 (Theory)	5	INSU07022	Mandatory	January Exam	Online lecture & tutorial	1 Day
QFA Life Assurance 2 (Practice)	5	INSU07023	Mandatory	Continuous Assessment	Work based learning	
Professional Business Communication	5	TECH06012	Mandatory	Continuous Assessment	Online lecture & tutorial	
Teamwork and Workplace Collaboration	10	ORBE06010	Mandatory	Continuous Assessment	Online lecture & tutorial	
Semester 2 (Jan to May):						
QFA Regulation 1 (Theory)	5	INSU07020	Mandatory	May Exam	Online lecture & tutorial	1 Day
QFA Regulation 2 (Practice)	5	INSU07021	Mandatory	Continuous Assessment	Work based learning	
Technical Communication (Numeric)	5	TECH06013	Mandatory	Assessment & May Exam	Online lecture & tutorial	
Customer Service	10	MKTG06090	Mandatory	Continuous Assessment	Online lecture & tutorial	
Semester 3 (June to August):						
QFA Loans 1 (Theory)	5	INSU07024	Mandatory	September Exam	Online lecture & tutorial	0.5 Day
QFA Loans 2 (Practice)	5	INSU07025	Mandatory	Continuous Assessment	Work based learning	
	60			**Life & Loans APA's Achieved**		
Year 2:						
Semester 4 (Sept to Dec):						
QFA Pensions 1 (Theory)	5	INSU07028	Mandatory	January Exam	Online lecture & tutorial	1 Day
QFA Pensions 2 (Practice)	5	INSU07029	Mandatory	Continuous Assessment	Work based learning	
Introduction to Management	5	MGMT07065	Mandatory	Assessment & Jan Exam	Online lecture & tutorial	
Omni-Channel Marketing and Sales	10	MKTG07132	Mandatory	Continuous Assessment	Online lecture & tutorial	
Semester 5 (Jan to May):						
QFA Investment 1 (Theory)	5	INSU07026	Mandatory	May Exam	Online lecture & tutorial	1 Day
QFA Investment 2 (Practice)	5	INSU07027	Mandatory	Continuous Assessment	Work based learning	
Technology Trends in Insurance	5	TECH07009	Mandatory	Assessment & May Exam	Online lecture & tutorial	
Negotiation in Practice	10	COMM07026	Mandatory	Continuous Assessment	Online lecture & tutorial	
Semester 6 (June to August):						
QFA Finanical Adivce 1 (Theory)	5	INSU07030	Mandatory	September Exam	Online lecture & tutorial	0.5 Day
QFA Finanical Adivce 2 (Practice)	5	INSU07031	Mandatory	Continuous Assessment	Work based learning	
	60			**QFA Achieved**		
Year 3:						
Semester 7 (Sept to Dec):						
Capstone Project Preparation (Research Methods)	5	PROJ08036	Mandatory	Continuous Assessment	Online lecture & tutorial	1 Day
Innovation, Creativity and Critical Thinking	10	INNO08007	Mandatory	Continuous Assessment	Online lecture & tutorial	
Big Data / Advanced Excel	10	CAPP08006	Mandatory	Continuous Assessment	Online lecture & tutorial	
Semester 8 (Jan to May):						
Capstone Project (Dissertation)	10	PROJ08025	Mandatory	Continuous Assessment	Online lecture & tutorial	1 Day
Business Law for Insurance Practitioners	10	LAW08014	Mandatory	Assessment & May Exam	Online lecture & tutorial	
Financial analysis and interpretation	10	ACCT08038	Mandatory	Assessment & May Exam	Online lecture & tutorial	
Semester 9 (June to August):						
Capstone Project ? Dissertation continued		PROJ08025	Mandatory	Continuous Assessment		0.5 Day
Capstone Project Review	5	INSU08001	Mandatory	Continuous Assessment		
	60					
	180			**BA Hons Achieved**		

The Insurance Institute and LIA qualifications form the basis of the insurance modules (QFA or CIP) and will be tested via the current formal examination practice and timetables. However, the insurance modules have been expanded from 5 to 10 credits to include 'industry focused' work-based learning in the form of case studies and on the job tasks. Certain modules will have their content enhanced to meet the Level 8 requirements of the apprenticeship.

ATU Sligo will test the business and personal skills using continuous learning methods for example, a reflective journal, assignments and a mini project in addition to end of semester exams.

The combined ATU Sligo/III/LIA delivery will be a blend of:

- Online lecturers/tutorials streamed live on the same day each week.

- Online discussion/engagement and

- Face-to-face teaching in the workplace with supervisors/mentors, in addition to the provision for two group sessions per semester

Each student is required to complete a **minimum 8-10 hours** of additional personal study per week. This is to ensure you submit all your continuous assessment and work-based learning assessments on time and review course work in preparation for end of semester exams.

TIMETABLE

You will be issued with a timetable and class group at induction and can access your timetable via the student portal.

Your lectures will be scheduled for one day per week with time allocated in that day for you to prepare your case studies. For further information on timetables, please your ATU Sligo Apprenticeship Manager.

4. Apprentice Responsibilities

SO, WHAT DOES AN APPRENTICE DO?

- You will specialise in one of the core industry areas – underwriting, claims or direct client advice.
- You will learn about the business by completing practical work-based projects and case studies.
- You will study through a blend of online lectures, discussions and face-to-face group sessions both during working hours and in your own personal time.

ATTENDANCE AND ENGAGEMENT

Attendance and engagement at weekly online lectures and semester programme/face-to-face days is **mandatory.** Your employer is statutorily required to release you for the mandatory weekly online lectures and programme/face-to- face days as per your semester calendar. It is your responsibility to ensure your availability to attend. If you cannot attend online lectures or a face-to-face days for any reason e.g. illness, annual leave, appointments etc. you must advise your supervisor and your lecturers that you will not be attending.

During the non-teaching weeks of the semester, you are required to work on the day you would normally have lectures i.e., **if there are no online lectures you must report for work.**

You are also required to complete case studies and tasks during this time and submit them to your supervisor for correction and once signed off by your supervisor you must submit them to your ATU Sligo Moodle page (your personal online learning platform) as per the deadlines outlined in your semester calendar. You should provide a copy of the semester calendars to your supervisor and discuss these dates with them in advance so that they can be accommodated in both of your schedules.

Your full attention and participation is expected during online lectures. Please ensure that you close down all other computer applications, turn your mobile phone off and avoid any other distractions. Apprentices **must use headsets with microphones and cameras** so that you can participate fully in class discussions.

Please note that employers will be advised of non-attendance or lack of engagement.

PROGRAMME/FACE-TO-FACE DAYS

As attendance at programme/face-to-face days is mandatory, if you cannot attend the scheduled day, please email insurance.practice@atu.ie in advance with your explanation. You must have approval in advance from your employer if you are not attending and must submit documentary evidence of this to the email address above. Please note that attendance records will be maintained for all sessions of these days and your employer will be informed if you are absent for some or all of the day.

YOUR ROLE AS AN APPRENTICE

- Turn up each day
- Work on job allocated tasks for 4 days per week
- Do online study lectures 1 day per week
- Choose and complete a case study from your insurance module during your day release
- Complete the Work Based Learning (WBL) tasks as outlined in your manual
- Keep reflective diary of monthly or end of semester activity and learning as required
- Complete assessment forms fully and have them signed off by your supervisor
- Upload your diaries, tasks, work assessment forms and case studies (signed off by your supervisor) by the set deadlines
- Have access to your own computer/laptop outside working hours
- Do additional weekly self-study of a minimum of 8 hours

5. Work Based Learning Manual

You will be supplied with a Work Based Learning manual at induction.

There are two types of assessment systems used in your apprenticeship to form the basis of certification:

i. **Off-the-job learning, which measures the learning outcomes,** achieved as part of the formal academic and insurance curriculum (the taught components of the curriculum). This is assessed by means of formal assessment submissions and terminal examinations. These assessments can be written, presentations or other modes of assessment appropriate to the learning outcomes being assessed. These modules will be assessed by lecturers at ATU Sligo and by completing the Insurance Institute and LIA final examinations. The outcome of these assessments is the passing of the appropriate modules.

ii. **On-the-job learning** which measures and verifies the competencies achieved as part of the on-the-job work carried out during the apprenticeship. These assessments are verified by means of various written reports and observation of your work by your in-company Supervisor / Mentor and visits by your Authorised Officer.

The following is a list of the assessments required:

- Monthly/end of semester reflective diary of the work-based learning by apprentice
- Case study submission (signed off by Supervisor)
- Tasks for completion (signed off by Supervisor)
- Work practice assessment of the work-based core competencies (signed off by the Supervisor at the end of each semester)
- Review with Mentor (at the end of each semester)

The manual will take you through each of these assessments and the timelines for uploading to Moodle are outlined in your Semester Calendar.

SUPERVISOR/ MENTOR

Your **supervisor** is your workplace supervisor and assessor with responsibility for your day-to-day supervision within a team environment.

They manage your daily work and monitor your performance per semester using the framework provided. They will also mark case study assessments to confirm the achievement of learning outcomes and confirm that you have completed the set WBL tasks.

In summary, your supervisor's role is to:

- Ensure you attend work and online sessions
- Act as your day-to-day supervisor
- Manage your daily work and monitor your performance using a framework supplied
- Mark your case study assignments using an assessment framework
- Confirm you have completed your WBL tasks
- Hold regular online/face-to-face meetings to discuss progression, achievements and areas of concern

In addition to the Supervisor, the apprentice will have the support of a work-based Mentor. Your **Mentor** will guide and coach you and, depending on the size of your organisation, they may have managed your recruitment and initial orientation.

In summary, your Mentor will:

- Support, guide and mentor you
- Arrange job/team rotations
- Hold online/face-to-face meetings with you every semester on your progression
- Discuss outcomes with your supervisor

You must advise the Insurance Institute apprenticeship@iii.ie or LIA apprentice@lia.ie **and your local SOLAS Authorised Officer** if your Supervisor and/or Mentor changes.

6. Academic Performance Reports

As part of your apprenticeship regular academic performance reports will be sent to your employer, the Insurance Institute/ LIA and your Authorised Officer.

These will take the form of a regular activity reports on your class attendance, access to your modules on Moodle and submission of your work based learning and other continuous assessment as per the deadlines set out in your semester calendar. An end of semester results report will also be sent to your employer at the end of every semester.

These reports will ensure that your employer and Authorised Officer are fully aware of your progress and achievements and can support you if needed.

7. Things You Need to Know

REGISTRATION FEES

The programme tuition fees are covered by the Higher Education Authority (HEA) and SOLAS. This includes the programme tuition costs with ATU Sligo, the insurance (APA, QFA or CIP) and degree exam costs and all associated membership fees.

The apprentice is obliged to **pay a student registration charge annually.** The charge for the 2023 intake is **€600** annually and is payable by the apprentice. Please liaise with your employer to see if they offer the facility for salary deduction or other methods of payment to ATU Sligo. Please note that fees for repeat exams are not covered by the programme funding.

STUDENT EMAIL

There are many things you need to know as an Apprentice student. It is important that you keep up to date with all the necessary information and the best way to do so is by regularly accessing your student email as all official correspondence about your programme, registration, examinations etc. will be sent to your student email address. If you have any problems accessing your student email, please go to: https://www.itsligo.ie/student-hub/access-student-email/

STUDENT HUB

The Student Hub section of the website is an invaluable resource to you. It will provide you will all of the information and links you will need, you can access it on the ATU Sligo website:

https://www.itsligo.ie/student-hub/

ONLINE LECTURES AND MOODLE

It is important that you are familiar with the systems prior to the programme commencement and have all the necessary software installed in advance of your first lectures. Please refer to Appendix 1 on how to access ATU Sligo's systems and student software. In some instances, you may need to liaise with your employer's IT Department due to firewalls or other restrictions in place so please ensure that you login and are familiar with the systems before your first day of online lectures. The following online student support videos will help you familiarise yourself with the systems:

Technologies used at ATU Sligo:
https://atusligo.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=160a3d8f-5bd3-479d-9839-aed801044585

Moodle Log In:
https://atusligo.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=e6b7174e-32dd-4e8b-ba82-af02008dafaa

Navigating Moodle:
https://atusligo.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=d7460023-bdb9-4edc-a996-af0a015f4c0a

What is Moodle?
Moodle (Modular Object-Oriented Dynamic Learning Environment) is the learning management system you will use to access much of the learning resources during your studies at ATU Sligo. Every student has a Moodle account personalised to their programme of study and active use of your account is important in preparing you for success.

The programme in which you are studying, will be made up of modules and you will be able to study each module through Moodle. All modules will have its own section on Moodle which you can select from a menu. Here you will be able to find lectures, notes, assignment briefs, communication forums, reading lists, resources and much more.

Each module will be broken down into teaching weeks and each week will have a link to lecture notes, resources, reading materials etc.

When will you get access to Moodle?
The personalised content to reflect your course of study will become visible on Moodle 24 hours following the completion of registration with ATU Sligo. Access to individual study modules on a specific programme is controlled by the lecturer or Apprenticeship Manager who may be editing/updating the content prior to actual delivery.

Moodle can be accessed through the 'Student Portal' section on the ATU Sligo website.

Your Moodle username is your ATU Sligo student ID number. Your password is the same as your ATU Sligo login.

Once you have completed your registration and before your online lectures commence, you can access an Online Student Induction Course on Moodle.

LIVE CLASSROOM

Our live classroom is a virtual learning platform for online learners to access, watch and interact with lecturers and peers.

How to access the Live classroom?
Access for your live classroom will be available from your module page on Moodle. At ATU Sligo, we use a software called 'Adobe Connect' for delivery of live classes and/or 'Microsoft Office Teams' depending on the individual lecturer. No matter what software your lecturer chooses to use, a link to your live lecture will always be placed on each module page in Moodle.

Please use the test links provided to make sure that your PC or laptop is set up correctly, particularly your audio. This will ensure you can hear the lecturer speaking prior to any live class.

Please note, you will need to download 'Adobe Connect' and Microsoft Teams prior to your first lecture. For instructions on how to do this, please visit - https://www.itsligo.ie/itservices/onlinedigital-learning/

How to access recorded lectures?
All live lectures will be recorded and uploaded to your module Moodle page. These will be stored under the relevant learning week and will remain there until the end of semester/year. These can be very useful when revising topics or preparing assignments. Lecturers will also add links to any resources or reading material that may be relevant to that live lecture or topic.

IT SERVICES

For any queries you may have regarding your email, software, Moodle access etc. please contact the IT Student support help desk or visit the Frequently Asked Questions section on the IT Services web page which can be accessed via the Student Hub.

While you are a registered student, you can download the latest professional version of Microsoft Office Applications for personal and educational use. To do so

ONLINE EXAM CENTRE REGISTRATION

ATU Sligo

ATU Sligo exams are held in 2* centres nationwide, Sligo and Dublin. You are required to register to sit your exams in the exam centre of your choice. You will be advised by the Exams office to register online when registration opens. **If you do not register to sit your exams in one of the centres, you will be required to sit the exams in ATU Sligo.** You will be advised in advance of the registration process for all exams.

*Exam centres are subject to change.

Insurance Institute

The Insurance Institute will email you details on the registration process for your CIP theory exams. Exams for the CIP modules will be assessed online meaning that you can complete your exams at home or in your office under remote invigilation.

The Insurance Institute's Online Exams Technical Requirements guide provides details of how to test your kit and check your system requirements prior to your exam. It also provides a guide for your IT Department, showing how the TestReach Desktop App works, and addresses any safety concerns. Find out more by visiting our dedicated Online Exams page (https://www.iii.ie/exams) or by contacting our Member Services Team on 01-645 6670, or by email memberservices@iii.ie

LIA

LIA will email you details on the online registration process for your QFA theory exams. Exams for QFA modules will be assessed online meaning that you can complete your exams at home or in your office under remote invigilation. Technical requirements for sitting your online exam are available in the LIA Online Exam User Guide which can be accessed HERE or in your LIA learning resources which can be accessed when you sign into your LIA account. LIA staff are available to answer any queries you have on your exam day, via by phone (01 456 3890) email (education@lia.ie) and live chat (www.lia.ie).

CARRYING OF FAILED MODULES

Students may be eligible to progress to a subsequent stage of a programme while carrying failed modules from a stage, subject to having met the pre-requisite requirements of the modules on the subsequent stage. **A maximum value of 10 credits** may be carried from a previous stage; the decision to permit progression to a subsequent stage carrying failed modules **is at the discretion of the Progression and Award Board.**

In order to be eligible for consideration to carry failed modules, a candidate **must first register for the repeat module** and sit the repeat examination and/or submit the repeat continuous assessments **at the next available sitting.** A candidate who fails to meet this requirement will not be eligible for consideration to progress carrying failed elements. Students permitted to progress carrying a failed element will be assigned an academic standing of "approved to progress" with code "AP" which will appear on your student record.

A student may not progress beyond one subsequent stage while carrying a failed module e.g., from stage 1 to stage 3.

Further information is available in our Marks and Standards document, which is available at: https://www.itsligo.ie/student-hub/examinations/documents-and-policies-contacts/

8. Student Support Sevices

The aim of Student Support Services at ATU Sligo, is to provide a comprehensive and caring service, to help our students to achieve their full academic and personal potential. Our motto is 'Caring for our Students'. The full range of services provided by the Student Support Centre is available via the Student Hub at https://www.itsligo.ie/student-hub/student-support-services/

LEARNING SUPPORT SERVICE

As part of the Access Office in ATU Sligo, the Learning Support Service provides learning support to students who have dyslexia, other specific learning difficulties or ASD (Autism Spectrum Disorder). Students who have a prior diagnosis should contact the Learning Support Tutor early in the academic year to discuss their individual needs and devise their Individual Support Plan. Dyslexia screening can also be arranged for students who suspect that they may have dyslexia.

FOR MORE INFORMATION CONTACT:
Andrea Rynn
Learning Support Tutors
T: 071 930 5400
E: learningsupport.sligo@atu.ie

Please contact the Insurance Institute or LIA should you require any special arrangements for sitting your insurance theory (QFA or CIP) exams.

MATHS SUPPORT CENTRE

The Mathematics Support Centre is a special inter-school initiative of ATU Sligo. It is well known that many capable students, for a variety of reasons, may find it difficult to achieve the required standards in mathematics to support their degree studies.

The purpose of the centre is to support students' mathematics learning across all programmes in ATU Sligo by:

- delivering appropriate support services for students on service mathematics courses

- addressing the mathematics needs of special groups

To avail of our full range of services, please enroll in the open access Maths Support Centre Moodle Page. There you can contact our tutors directly, book one to one online appointments, book group sessions, book online tutorials and submit problems for correction. All services are provided free of charge to all ATU Sligo students.

ACADEMIC WRITING CENTRE

The Academic Writing Centre (AWC) offers advice and support on all aspects of academic writing to all students of ATU Sligo.

The AWC can support you in acquiring the skills to complete your assignments and achieve your academic potential:

- Getting started with an assignment: planning, outline and structure

- The writing process: generating ideas, drafting, revising and editing

- Critical reading and effective notetaking

- Developing an argument and critical thinking

- Reflective writing, report writing and writing for a literature review

- Successful writing in exams

- Avoiding plagiarism

- Grammar, punctuation and spelling

HOW TO BOOK AN APPOINTMENT:
Appointments last 40 minutes and are booked through the Academic Writing Centre support page on Moodle. Both face-to-face and online appointments are available. Further information can be found on their webpage.

ASSISTIVE TECHNOLOGY SERVICE

ATU Sligo provides a comprehensive Assistive Technology (AT) service that is central to the facilitation of students with disabilities. Assistive Technology (AT) is technology that can assist or help you with your academic work. This refers to any hardware or software that may be used by a person with a disability to perform specific tasks, improve functional capabilities and progress towards maximum independence.

FOR MORE INFORMATION CONTACT the Assistive Technology Officer by emailing: assistivetechnology@itsligo.ie

9. Membership Benefits

Apprentices will be enrolled as students of both ATU Sligo and either The Insurance Institute or LIA and you will enjoy the benefits of membership of both organisations.

For further information, please refer to the following links:
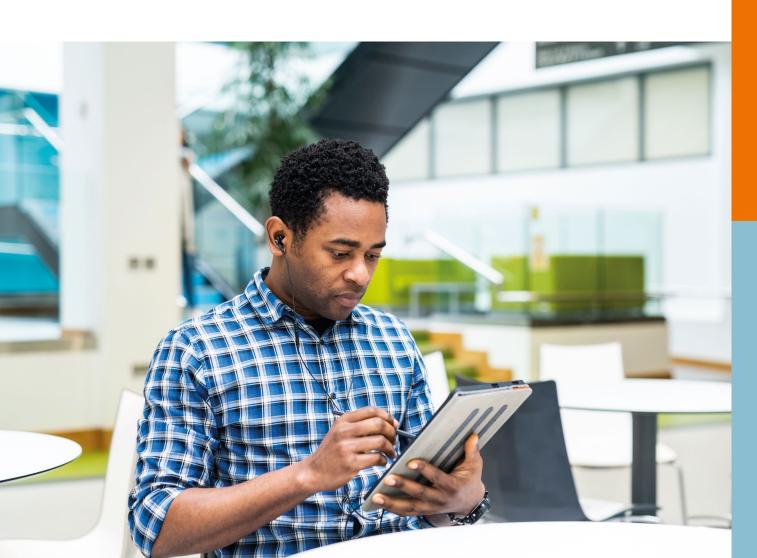
http://www.iii.ie/membership/membership-benefits

https://www.lia.ie/membership

https://itsligo.ie/student-hub/student-support-services/

As a student of ATU Sligo, you can avail of a range of products and services at discount using your student ID card.

Note: This information is provided for informational purposes only and is not intended for any other commercial or non-commercial purposes. Neither ATU Sligo, The Insurance Institute, LIA nor any of our data or content providers shall be liable for any errors or delays in the content, or for any actions taken in reliance thereon.
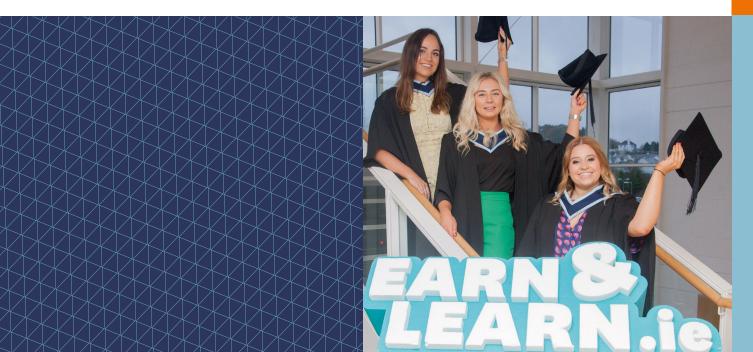
10. Useful Telephone Numbers

Apprenticeship Manager ATU Sligo	Apprenticeship Manager ATU Sligo	T: (071) 9305877 E: insurance.practice@atu.ie
Naomi Gaffney	Apprenticeship Support Manager The Insurance Institute	T: (01) 645 6629 M: (087) 7383205 E: ngaffney@iii.ie
Shane Keane	Education Co-Ordinator LIA	T: (01) 709 9849(Dir) (01) 456 3890 E: apprentice@lia.ie
SOLAS	SOLAS Head Office	T: (01) 533 2500 E: info@solas.ie
Authorised Officer (AO)	Insert the name of your AO here:	Insert the contact details of your AO here:
ATU Sligo	Reception	T: (071) 9305222
Registration/Admissions office	ATU Sligo	T: (071)9137323/ (071)9137322 E: admissions.sligo@atu.ie
Exams Office	ATU Sligo	T: (071)9137315 (071)9137316 E: examinations.sligo@atu.ie
Fees Office	ATU Sligo	T: (071) 9137319
Student Counsellor	ATU Sligo	T: (071)9305463
Money advice and budgeting Service ltd		T: (076)1072730
Samaritans	Free phone number	T: 116123
Citizen's information Centre		T: 0818 07 4000
Library	ATU Sligo	T: (071) 9137341 E: library.sligo@atu.ie E: sinead.kelly@atu.ie
Learning Support Tutor	ATU Sligo	T: (071) 9305400 E: learningsupport.sligo@atu.ie

11. Useful Wesbites

ATU Sligo	www.atu.ie www.itsligo.ie/student-hub
The Insurance Institute	www.iii.ie
LIA	www.lia.ie
Online support videos for Moodle	**Moodle Log In:** https://atusligo.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=e6b7174e-32dd-4e8b-ba82-af02008dafaa **Navigating Moodle:** https://atusligo.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=d7460023-bdb9-4edc-a996-af0a015f4c0a
Moodle Account Access	https://www.itsligo.ie/student-hub/
Academic Writing Centre	https://www.itsligo.ie/writing.
Maths Support Centre	www.itsligo.ie/student-hub/maths-support-centre/
Insurance Ireland	www.insuranceireland.eu/
Irish Broker Magazine	https://irishbroker.ie
Brokers Ireland	https://brokersireland.ie/
Central Bank of Ireland	https://www.centralbank.ie/
Financial Services & Pensions Ombudsman	www.fspo.ie/

12. Appendices

**GUIDELINES TO ENSURE YOU CAN GAIN ACCESS TO
ATU SLIGO'S SYSTEMS AND STUDENT SOFTWARE**
Please note that Port 80, 443 for http & https covers
most of our systems including Moodle, Adobe Connect,
Panopto. The following details the minimum requirements
students need to do to allow them to gain access to ATU
Sligo's systems and student software:

ATU Sligo web page: *.itsligo.ie

Moodle: *.vle.itsligo.ie

ATU Sligo library: *.library.itsligo.ie

The following are the details specific requirements for
individual systems/software:

Turnitin: *.turnitin.com

TURNITIN SECURITY SETTINGS:
To access Turnitin, your web browser or antivirus software
must not block content from the following URLs:

- *.turnitin.com
- *.turnitinuk.com
- *.turnitincdn.com
- *.edgecastcdn.net
- ssl.google-analytics.com
- ajax.googleapis.com
- cdn.uservoice.com

To receive emails from Turnitin, make sure that emails
from the following domains are not blocked or marked as
spam by your email client or filter:

- @turnitin.com
- @turnitinuk.com
- @iparadigms.com

A full list of Turnitin's System Requirements can be
accessed here: http://www.turnitin.com/self-service/
system-requirements.html

Adobe Connect: *.adobeconnect.com
(To attend live lectures and to stream recorded lectures)

You will need to configure ports 1935, 443, and 80 for
Adobe Connect. By default, Adobe Connect Professional
listens on port 1935. It is necessary to open ports 80 and
1935 for the Connect servers in the corporate firewall/
proxy as well as the clients (Participants or Presenters).

Sometimes, the client's corporate firewall/proxy server
blocks port 1935 for incoming and outgoing network
traffic. It is necessary that the client opens port 1935
for incoming and outgoing network traffic to connect
to an Adobe Connect Professional meeting. However,
sometimes it is impossible for the client to open their
corporate firewall/proxy server to accept network traffic
on port 1935. Consequently, the responsibility falls on
the individual who hosts the Adobe Connect Professional
server to properly configure it and open additional ports.

Note: Flash Player only tries to detect ports 1935, 443
and 80, so using any other ports does not work.

Details for Adobe Connect Port Settings and instructions
to help access Adobe Connect on port 443 or 1935 are
available here:
https://helpx.adobe.com/adobe-connect/kb/configure-
ports-1935-443-80.html

For organisations that do not allow their end-users to
install the Adobe Connect Add-in via lightning download,
the installers below can be used.

Downloadlatest Adobe Connect 9 Meeting Add-
inforWindows

Download latest Adobe Connect 9 Meeting Add-in for Mac

Panopto: *.itsligo.hosted.panopto.com
(Panopto recordings for lectures)

Panopto requires that certain TCP ports be opened (in/
out) to allow content to be uploaded and streamed to
and from your server. The most common communication
issues that face customers are due to port restrictions.

TCP Port 80 - A very common HTTP port that will allow
users to view the Panopto web site, upload content from
their client recorders, and view Panopto recordings.

TCP Port 8080 (Legacy playback only) - Windows Media Services utilizes port 8080 to stream content. This allows video to play in a user's browser when viewing content. If video from a recording will not play after you have installed, check this port.

TCP Port 443 - Only needed if using SSL (optional) TCP

Port 25 - Needed for SMTP

A full list of Panopto Port Settings and requirements can be accessed here: http://support.panopto.com/articles/Documentation/installation-start-guide-1

Student e-mail (Office 365):
If your organisation uses Office 365 and restricts computers on your network from connecting to the Internet, below you will find the endpoints (FQDNs, Ports, URLs, IPv4, and IPv6 address ranges) that you should include in your outbound allow lists to ensure your computers can successfully use Office 365.

A full list of Office 365's Port Settings and requirements can be accessed here.

Notes

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