

## **ST0520 Level 6 senior insurance professional Assessment Plan**

### **Introduction**

This Apprenticeship Assessment Plan (AAP) sets out the requirements for the assessment of the Level 6 senior insurance professional apprenticeship. It should be read in conjunction with the General Requirements for Apprenticeship Assessment. Where there is conflict between this AAP and the General Requirements, this AAP takes precedence. Assessment organisations must also comply with the relevant regulatory framework for apprenticeship assessment.

It is important that the assessment of apprentices is proportionate, valid, and provides reliable evidence of an apprentice's attainment of the relevant knowledge and skills. As such, assessment organisations must design assessments to ensure:

- employers have confidence that the apprentice has reached the expected performance standard
- apprentices are sufficiently secure in their knowledge and skills, so that they could demonstrate their competence in different contexts (for example, a different workplace)

### **Assessment Outcomes**

The assessment outcomes group and summarise the knowledge and skills that must be demonstrated in assessments. All assessment outcomes must be assessed.

The assessment outcomes have been created to summarise the content that is not fully assessed by the qualification mandated in the occupational standard. The knowledge and skills statements that are not mapped here are assessed by the qualification mandated in the occupational standard.

Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available.

<b>Assessment Outcome</b>	<b>Mapping</b>
<b>AO1: Insurance market impact and strategic planning</b> Leads insurance and business activities, applying knowledge of insurance market practices and strategic planning techniques to influence and contribute to operational and strategic plans that align with organisational objectives and deliver measurable outcomes.	<b>K6, K12</b> <b>S2, S6</b>

Assessment Outcome	Mapping
<p><b>AO2: Market intelligence and business improvement</b> Gathers and interprets market intelligence using structured research methods, responds to market changes, and implements improvements to processes and services that enhance business growth and stakeholder value.</p>	<p><b>K7</b> <b>S5, S7</b></p>
<p><b>AO3: Risk and compliance management</b> Uses structured approaches to resolve complex insurance problems and applies risk management strategies to identify, mitigate, and manage exposures such as fraud, underinsurance, and regulatory breaches, ensuring organisational and customer protection.</p>	<p><b>S3, S4</b></p>
<p><b>AO4: Stakeholder engagement and relationship management</b> Builds and manages stakeholder relationships using negotiation and influencing techniques and adapts communication methods to resolve complex insurance issues and deliver positive business outcomes, drawing on approaches to negotiation and relationship management.</p>	<p><b>K11, K13</b> <b>S8, S9, S10, S11, S12</b></p>
<p><b>AO5: Digital tools, data, and security</b> Uses digital tools and systems to analyse and interpret insurance data, applying cyber security protocols in line with knowledge of relevant digital tools and security procedures to ensure safe and compliant handling of digital processes and information.</p>	<p><b>K15</b> <b>S13, S14</b></p>
<p><b>AO6: Equity, diversity, and inclusion in practice</b> Applies equity, diversity, and inclusion policies within the workplace, monitoring their impact on the organisation and team to ensure these principles are embedded in insurance activities and team practices in line with organisational policies.</p>	<p><b>K16</b> <b>S15</b></p>

## **Assessment requirements**

Assessment organisations must set apprenticeship assessments. Assessment organisations should consider how technology and digital tools can support innovation and efficiency.

Assessment organisations must design apprenticeship assessments to include a **portfolio of evidence** and, if applicable, any relevant constraints.

Any additional assessment(s) must be selected from the following list of methods to ensure the assessment outcomes are met in full:

- **professional discussion**
- **question and answer session**
- **presentation**
- **case study**

Assessment organisations must have due regard to any relevant regulation and legislation guidelines that may be published by the Financial Conduct Authority.

Apprentices may be assessed at any appropriate point during their apprenticeship programme.

Assessments may be designed to allow a centre or training provider to mark assessments. The Assessment organisation is responsible for ensuring all assessments are sufficiently reliable and valid, and for the accuracy of any centre or training provider marking.

## **Performance descriptors**

Performance descriptors describe the level of performance required to achieve a pass or distinction grade. Assessment organisations must design assessments that align with these descriptions.

<b>Performance Category</b>	<b>Pass Descriptor</b>	<b>Distinction Descriptor</b>
<b>Applied Knowledge</b>	Uses advanced insurance knowledge to create practical solutions for complex situations involving multiple factors, demonstrating clear understanding and logical reasoning.	Applies advanced insurance knowledge with strong insight and strategic thinking to design solutions that not only resolve complex issues but also add measurable value and anticipate future challenges.
<b>Applied Skills</b>	Determines, refines, and adapts suitable methods to solve unclear or complex	Designs and enhances methods with a strong emphasis on innovation and

	insurance problems using advanced cognitive and practical skills, supporting decisions with relevant research and development activities.	adaptability, often creating or applying research and development outputs to significantly improve insurance-related outcomes when addressing complex challenges.
<b>Regulatory and Procedural Awareness</b>	Applies regulatory and procedural knowledge strategically, aligning compliance with organisational goals and adapting approaches when requirements change.	Anticipates and interprets regulatory change, shaping responses that ensure compliance while creating strategic advantage or operational resilience.
<b>Communication and Collaboration</b>	Communicates, influences, and collaborates with diverse stakeholders, adapting style to align with organisational goals and values while building positive working relationships.	Leads strategic communication and collaboration to engage and influence stakeholders, demonstrating sound judgment and responsiveness in complex or sensitive situations.
<b>Information Use and Decision Making</b>	Critically analyses, interprets, and evaluates complex insurance information and ideas to make informed decisions, demonstrating awareness of relevant theoretical perspectives and applying them appropriately.	Engages critically with a wide range of theories and models, using them to inform a nuanced evaluation of complex insurance concepts and to justify innovative or forward-thinking decisions that improve outcomes.
<b>Responsibility and Autonomy</b>	Takes responsibility for planning and delivering actions that support change or development in insurance operations, leading tasks and teams (if appropriate) effectively through the careful and critical evaluation of decisions, and using resources and delegation appropriately.	Plans and delivers sustained actions that drive significant change or development in insurance operations, demonstrating strong leadership, confident and well-judged decision-making, a high degree of autonomy, and accountability for complex decisions and outcomes.

### **Professional recognition**

This apprenticeship aligns with the professional body recognition detailed in the occupational standard.

Please contact the relevant professional body for further information.

### **Additional qualification**

The qualification detailed in the occupational standard must be completed before the end of the apprenticeship.