



Chartered
Insurance
Institute
Standards. Professionalism. Trust.

Best Practice Series: Apprenticeships

FWD

Setting standards through accreditation

As the professional body for the insurance and financial planning sectors, one of the CII's primary areas of focus is developing the sector's future talent. As part of this commitment, the CII supports employers by accrediting training providers' competence, capability and management controls.

FWD is one of the CII's accredited apprenticeship training providers.

Rewriting the rules

Although apprenticeships are well-established in the insurance sector, their perception and approach has historically differed from firm to firm. While some have accepted A-level intakes alongside graduates (especially in blue chip firms), others have restricted entry to more academic individuals.

The arrival of the Apprenticeship Levy means that existing employees of all ages and backgrounds can also now have their training funded, including professional qualifications using a recognised government-backed structure.

Apprenticeships or 'apprenticeship funded programmes' are now a central part of Learning & Development for most insurance and financial planning businesses. However, with requirements changing and programmes developing quickly and constantly, it can be useful to partner with specialist apprenticeship providers.



There are four levels of apprenticeship:

Intermediate

Level 2 - GCSE

Advanced

Level 3 - A-Level

Higher

Level 4 - Diploma Level

Degree

Level 6

A recipe for success

The CII has worked with employers across the sector in developing insurance and financial planning apprenticeships to ensure relevance to your business. We also continue to work with employers through 'levy readiness' consultancy and forums to help firms adapt to this important new opportunity.

The new approved apprenticeship model consists of two key stages:

1) On-programme learning

- Minimum period of 12 months training
- Includes training to develop relevant skills, knowledge and behaviours, as well as completion of any mandated qualifications
- Allows employers to negotiate with training providers to agree the exam support they require – typically a combination of face-to-face learning or webinars supported by CII blended learning resources
- Regular review of apprentice's progress against the learning outcomes defined in the apprenticeship by a skills coach
- Once judged as ready by the employer and Apprenticeship Training Provider, the apprentice enters the Assessment Gateway in preparation for End-Point Assessment (EPA)

2) End-Point Assessment

- Assessment methods as defined by the apprenticeship, which typically involve the development of a portfolio and professional discussion or interview
- Independent assessor manages evaluation and results
- Overview of the candidate's competence in their chosen apprenticeship role, which is represented by a fail, pass, or distinction

5 simple tips from FWD

Work with your training provider to:

- 1) Identify all potential opportunities to use the levy to support your wider L&D strategy.
- 2) Prioritise these opportunities against your business needs
- 3) Design the delivery to integrate with & compliment your existing training support
- 4) Run a pilot if you are new to apprenticeships so you can gain experience & develop a delivery model that works for you
- 5) Use proven communications and launch strategies to overcome existing staff or line managers' pre-conceptions of apprenticeships

Aiming high

This approach gives employers a well-structured, highly supportive learning programme which provides employees and prospective employees alike with comprehensive personal development and relevant professional qualifications.

The CII is taking the lead in expanding the excellent work done by the employer groups in developing these new apprenticeships. CEOs from leading insurers are collaborating for the benefit of the sector through the CII's 'Classroom to Boardroom' initiative. This has been created for the greater good of existing and future employees in attracting talent, raising standards, increasing diversity and ensuring individuals can fulfil their potential, regardless of educational background.



FWD
TRAINING &
CONSULTANCY

"As a leading training provider for companies in insurance and financial planning, we are committed to giving our clients the very best resources to be the best they can be. The Apprenticeship Levy offers a huge opportunity to help us achieve this. FWD's strategy is about being a true sector specialist in providing consultancy advice and delivering apprenticeships to businesses of all sizes. This enables them to optimise value from their levy payments and consider all area of their business. Accreditation from industry bodies like the CII gives us a seal of approval to deliver this training. It is absolutely vital to our success and to the wellbeing of the industry."

Marcus Bowsher, MD.
FWD Training and Consultancy Ltd



"In such a regulated environment, and with such a critical emphasis on attracting and developing future talent in insurance and financial planning, it's really important that the CII recognises the key role accredited learning providers play in professionalising existing and new talent. Supporting and nurturing these partnerships is a priority for us and the Apprenticeship Levy provides even greater opportunities to increase competence and ultimately build public trust."

Sian Fisher, CEO.
The Chartered Institute of Insurance