



## **INSURANCE**

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Insurance youth apprentices acquire business management practices and insurance specific concepts that will prepare them to work in a variety of positions within the insurance industry, including claims, underwriting, customer service and sales.

**Length of Apprenticeship:** One year

## **OCCUPATIONAL COMPETENCIES**

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Insurance youth apprentices must complete **a total of 10** competencies. **Nine** of the competencies must be from the list below. If necessary, employers can substitute **1** competency with another occupationally appropriate skill. That skill should be added to the competency list for assessment.

<b>Competencies</b>
1. Navigate company insurance software
2. Maintain customer data
3. Perform administrative tasks contributing to serving customer and business operation needs
4. Process premium payments as required by the organization
5. Create a list of prospective clients
6. Perform customer retention tasks
7. Assemble insurance contract for distribution
8. Process a simple claim
9. Field customer or client inquiries
10. Comply with internal and external regulatory requirements

## **POST-SECONDARY PATHWAY OPPORTUNITIES**

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There are several post-secondary pathway opportunities in this area. The following is a partial list.

- Risk Management and Insurance
- Financial Services Representative