

## 1. TITLE OF THE CERTIFICATE (ES)

**Certificado de Profesionalidad de nivel 3 en  
ADGN0110 GESTIÓN COMERCIAL Y TÉCNICA DE SEGUROS Y REASEGUROS PRIVADOS**

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Professional Certificate Level 3 in  
ADGN0110 COMMERCIAL AND TECHNICAL MANAGEMENT OF PRIVATE INSURANCE AND REINSURANCE  
(This translation has no legal status)**

## 3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to market insurance and reinsurance through the different distribution channels, offering assistance and monitoring results; as well as carrying out the technical and administrative management of contract execution, monitoring production, processing and settling claims, with transparency and quality of customer service, using a foreign language if necessary and in accordance with rights and the procedures established by the entity and current law. This general competence is divided into the following **skills units (UC)**:

- Define, train and supervise the professionals from the different insurance distribution channels (UC2177\_3).
- Advise and assist customers technically in buying insurance and reinsurance (UC1796\_3).
- Organise and manage sales activity in insurance institutions (UC2178\_3).
- Supervise and support the management of policies and claims UC2179\_3).
- Carry out the administrative procedures for underwriting risks and writing policies (UC2180\_2).
- Process the claims submissions (UC2181\_2).
- Respond to and process suggestions, consultations regarding transparency and protection, complaints and claims by customers in financial services (UC0991\_3).
- Handle computer applications in the management of information and documentation (UC0233\_2).
- Communicate in a foreign language without the need for assistance in activities related to assistance and management of financial services (UC0992\_3).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Management and coordination of the insurance distribution channels (MF2177\_3).
- Advice on insurance and reinsurance products and services (MF1796\_3).
- Management of sales actions in the area of insurance and reinsurance (MF2178\_3).
- Control of policy and claims management (MF2179\_3).
- Underwriting risks and writing policies (MF2180\_2).
- Processing of claims in insurance and reinsurance institutions (MF2181\_2).
- Responding to and processing suggestions, consultations, complaints and claims by customers of financial services (MF0991\_3).
- Computing (MF0233\_2).
- Professional foreign language for advice and management in financial services (MF0992\_3).
- Practical training at the workplace in administrative and commercial management of private insurance and reinsurance (MP0386)

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Organise and manage sales activity in the insurance institution, training and supervising the professionals in the different insurance distribution channels.
- Provide advice and technical assistance to customers in buying insurance and reinsurance, supervising and supporting the management of policies and processing of claims.
- Communicate in activities relating to advice and management of financial services, serving customers, both in Spanish and a foreign language, without the need for assistance, presenting suggestions, consultations, complaints and/or claims.
- Take part in the company's working processes, following the rules and instructions established at the workplace.

#### 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THIS CERTIFICATE

The holder of this certificate may work in the financial sector: financial insurance and reinsurance institutions. The most pertinent occupations and positions are:

- Insurance expert.
- Insurance administration clerk.
- Insurance and reinsurance adviser.
- Insurance clerk.
- Insurance sales clerk.
- Insurance salesperson.
- Commercial manager of products and financial insurance and reinsurance services.
- Insurance inspector in insurance institutions.
- Insurance customer service operator.
- Insurance production operator.
- Insurance sales promoter.
- Underwriting manager.
- Claims manager.
- Insurance underwriter.
- Insurance sales telephone operator.
- Claims adjuster.

The requirements for participation in any brokerage activity in private insurance and reinsurance are laid down by the Directorate-General for Insurance and Pension Funds, in accordance with Law 26/2006 of 17 July. The training program in this Certificate corresponds to the learning program in the Resolution of 18 of February 2011, from Directorate-General for Insurance and Pension Funds (Official Gazette 5 of March 2011).

#### 5. OFFICIAL BASIS OF THE CERTIFICATE

##### **Name and status of the national/regional authority providing accreditation/recognition of the certificate**

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

##### **Level of the certificate**

The Professional Certificate Level 3 of the National Repertoire of Professional Certificates corresponds to level 4 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

##### **Grading scale/Pass requirements**

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

##### **Access to next level of education/training**

This Professional Certificate Level 3 gives access to Professional Certificate Level 3 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

##### **Legal basis**

Royal Decree 610/2013 of 2 August, establishing two professional certificates in the professional family Administration and Management, which are included in the National Repertoire of Professional Certificates. (Appendix I, Code: ADGN0110)

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

| Description of vocational training received                  | Percentage of total programme (%) | Duration (hours) |
|--|-----------------------------------|------------------|
| Training modules   | 95                                | 690              |
| Practical training at the workplace                          | 5                                 | 40               |
| <b>Total duration of training leading to the certificate</b> |                                   | <b>730</b>       |

### Entry/access requirements:

- *Bachiller* Diploma (upper secondary education); or
- Professional Certificate Level 2 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

**Additional information:** Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: [www.sepe.es](http://www.sepe.es)

National Europass Centre: [www.oapee.es](http://www.oapee.es)

(\*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications; Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates; and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://europass.cedefop.eu.int>

## Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

