

## Ascend Apprenticeship Programme

**Overview:** The Ascend apprenticeship programme is designed to provide the necessary knowledge and skills for individuals to become proficient insurance brokers. It will focus on preparing you for the Chartered Insurance Institute (CII) and Level 3 Insurance Practitioner qualifications. The programme will also provide 8 hours of dedicated revision time per week and time off work for exam leave. Incentives will be given for passing exams within specified time frames. Participants will have a solid foundation for a successful career in the insurance industry.

**Duration:** The programme will run for 12 months.

**Qualifications:** Upon successful completion of the programme, participants will receive the Cert CII and Level 3 Insurance Practitioner qualifications.

### Programme Structure:

1. **Induction:** Participants will receive an introduction to the programme and an overview of the insurance industry.
2. **Technical Skills Training:** Participants will receive training in technical skills related to the insurance industry. This will include topics such as sales and marketing, broking, claims handling, and accounts.
3. **Customer Service Training:** Participants will receive training in customer service, including communication skills, relationship building, and complaint handling.
4. **Exam Preparation:** Participants will receive 8 hours of dedicated revision time per week to prepare for the CII and Level 3 Insurance Practitioner exams.
5. **Exam Leave:** Participants will be given time off work to take the exams.
6. **Incentives:** Participants will receive a salary increase incentive for passing exams within specified time frames.
7. **Mentorship:** Each participant will be assigned a mentor who will provide support and guidance throughout the programme.
8. **Performance Assessment:** Participants will be assessed on their performance throughout the programme. This will include assessments of their technical skills, customer service skills, and exam performance.
9. **Career Development:** Participants will receive guidance on career development opportunities within the insurance industry.

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