

# LIBF

## LIBF Level 3 Certificate in Protection (CertPro)

Qualification specification



## Contents

<b>Purpose of the qualification .....</b>	<b>3</b>
Why study the LIBF Level 3 Certificate in Protection (CertPro)? .....	3
Objectives and key content areas .....	3
Key skills developed .....	3
Structure.....	4
<b>Qualification delivery .....</b>	<b>4</b>
Total Qualification Time (TQT) .....	4
Assessment.....	5
Preparing for the assessment.....	5
Qualification grading.....	5
Resit attempts .....	6
<b>Additional information .....</b>	<b>6</b>
Entry requirements.....	6
Recognition of prior learning.....	6
Progression and preparation for further study .....	6
Preparation for employment .....	6
<b>Appendices .....</b>	<b>8</b>
Appendix 1 – Unit 1 – Protection (PTEC) .....	8
Appendix 2 – Unit 2 – Financial Protection Solutions (FPSO) .....	18

## Purpose of the qualification

### Why study the LIBF Level 3 Certificate in Protection (CertPro)?

The Certificate in Protection (CertPro) is designed to broaden the range of knowledge and skills you provide to both consumer and business customers. It is suitable for anyone working or aspiring to work within the protection environment, aiding your ability to provide confidence to clients to understand their financial protection needs and provide suitable solutions to address their individual needs.

The qualification can be achieved through completion of two units, which includes practical application through analysis of case studies.

### Objectives and key content areas

CertPro develops specialist knowledge and skills within the protection sector. It introduces protection products as well as exploring the rules and regulations that govern the sector.

Throughout the programme, you will understand the:

- different financial protection needs in the event of death, illness or disability
- range of protection products available and their suitability
- application and underwriting process
- range of protection provided by the state
- insurance details for the home, landlords and self-builds.

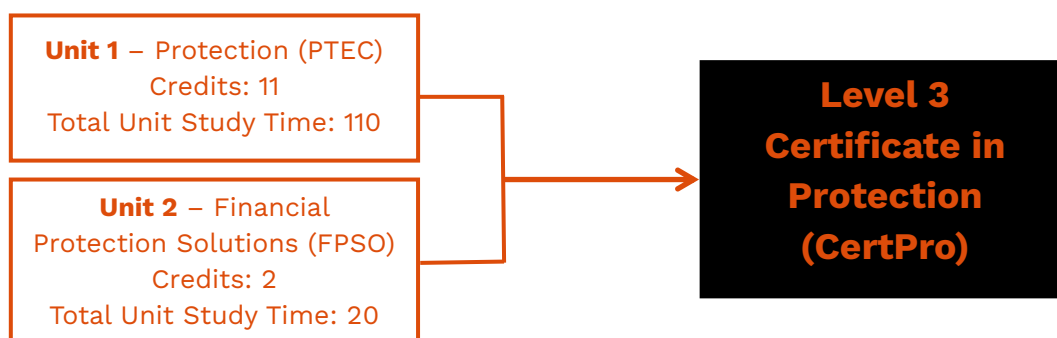
### Key skills developed

The qualification will encourage you to:

- develop an understanding of how financial products respond to the drivers and implications of changes in the wider environment and how these changes affect an individual's financial decision-making;
- demonstrate numeracy skills, including the ability to manipulate financial and other numerical data;
- use appropriate data and information from a range of sources to make financial decisions;
- increase your ability to work and learn independently.

## Structure

The Level 3 Certificate in Protection (CertPro) is made up of two units which must be successfully completed to achieve the qualification:



## Qualification delivery

### Total Qualification Time (TQT)

Total Qualification Time (TQT) is a prediction of the total time a student with no prior knowledge might need to complete the course.

TQT consists of two elements, Guided Learning (GL) and all other hours:

- Guided Learning (GL) comprises study time under direct teacher supervision, encompassing instructional sessions and supervised examinations.
- All other hours include hours spent unsupervised in research, learning, e-learning, e-assessment, completing coursework, exam preparation, and formal assessments.

CertPro is primarily considered as a self-directed study qualification with planned examination sessions.

Guided Learning Hours	2 hours
Other hours	128 hours
Total Qualification Time	130 hours

## Assessment

All components and units are mandatory and assessed.

**Unit 1 (PTEC):** This unit comprises 50 stand-alone multiple-choice questions (MCQs). Unit 1 is 60 minutes in duration. You need to achieve at least 35/50 (70%) to pass this unit.

**Unit 2 (FPSO):** This unit comprises 6 case studies each with 5 linked multiple-choice questions (MCQs). Unit 2 is 60 minutes in duration. You need to achieve at least 21/30 (70%) to pass this unit.

The structure of the assessment ensures that all aspects of the course content are subject to external examination.

## Preparing for the assessment

Examinations are sat electronically at any one of the Pearson VUE test venues worldwide or via Remote Invigilation in permitted locations where you can sit your assessment remotely. You must be registered to sit an examination at a test venue of your choosing (subject to demand/availability); this is managed by you. It is recommended that you book your exam three weeks in advance of the date you wish to sit. However, subject to availability, an examination can be booked as little as two working days in advance. Examinations can be booked via the Pearson VUE website or by phone. Please visit the Pearson VUE website for further information.

To prepare for the assessment you should make use of all learning resources as part of your revision for the exam.

## Qualification grading

The overall qualification will be graded pass/fail only. However, you will be able to achieve passes at merit level and distinction within each unit as follows:

Grade	Pass Mark (%)
Pass	70%
Pass (at merit level)	80%
Pass (at distinction level)	90%

Feedback is provided via analysis sheets available on [MyLIBE](#), to see your strengths and areas to develop.

## Resit attempts

CertPro has a twelve-month registration period. There are no restrictions on the number of times you can resit a unit in which you were unsuccessful, however, you must resit the unit in accordance with the published policies of LIBF.

## Additional information

### Entry requirements

There are no entry requirements. However, you need to be satisfied of your ability to study in English at Level 3.

### Recognition of prior learning

We recognise prior learning in different forms. This means that you may not be required to register for every unit. Details of how to apply for recognition of prior learning are available on our [website](#).

### Progression and preparation for further study

It is proposed that successful completion of the Certificate in Protection (CertPro) will allow exemption from Unit 5 of the Certificate in Mortgage Advice and Practice (CeMAP®) qualification. To achieve the CeMAP qualification, you must successfully complete the remaining units.

Full details of the CeMAP® qualification can be found in the CeMAP® qualification specification on our [website](#).

As a freestanding qualification, CertPro provides a platform for continued study within the financial services sector and a wide range of other business-related disciplines.

### Preparation for employment

CertPro develops knowledge and understanding of protection products and enhances skills that are valued within the industry.

You will be in a position to make informed choices, whether to pursue a career within the financial services sector immediately or after further study, or whether to apply the financial skills that you have developed to other careers or study options.

If you are seeking to continue in education, CertPro provides a foundation for further study in business and finance-related disciplines.

## Appendices

### Appendix 1 – Unit 1 – Protection (PTEC)

Appendix 1 provides a description of Unit 1 (PTEC) and syllabus which includes the learning outcomes, assessment criteria and indicative content for the unit.

#### Unit 1 assessment methodology

The assessment of Unit 1 has one component:

50 multiple-choice questions. This component of the examination is to be completed in 60 minutes. This component of the examination is worth 50 marks.



## Learning outcomes, assessment criteria and indicative content

<b>Learning outcome (LO)</b> The learner when awarded credit for this unit will:	<b>Assessment criteria (AC)</b> Assessment of the LOs will require a learner to demonstrate that they can:	<b>Indicative content</b>
1. Understand the need for financial protection planning.	1.1 Distinguish between personal and family income and capital protection needs	<ul style="list-style-type: none"> <li>• Health, incapacity, accident</li> <li>• Income, mortgage and other debt</li> <li>• Death, asset protection (general insurance)</li> </ul>
	1.2 Identify the relationships between insurance and assets and liabilities	<ul style="list-style-type: none"> <li>• Concept of risk mitigation through use of insurance</li> <li>• Evaluate the consumer's assets and liabilities to establish a net (negative) worth</li> <li>• Evaluate consumer's readily available assets, to understand if a reserve fund is held to sufficiently meet short-term monthly bills</li> </ul>
	1.3 Understand the need for protection planning for businesses	<ul style="list-style-type: none"> <li>• Health, incapacity, accident</li> <li>• Income, mortgage and other debt</li> <li>• Death, asset protection (general insurance)</li> <li>• Health, incapacity, accident, death</li> <li>• Business loans</li> <li>• Key person protection</li> <li>• Shareholder and partnership protection</li> </ul>
2. Understand and apply the consumer market factors and trends relevant to financial protection.	2.1 Understand the role of insurance in mitigating personal financial risk	<ul style="list-style-type: none"> <li>• Understand the concept of risk probability and risk impact</li> <li>• Identifying a consumer's risk appetite, including loss aversion</li> </ul>

	2.2 Identify consumer attitudes and behaviours towards protection	<ul style="list-style-type: none"> <li>• Health and morbidity</li> <li>• Longevity and mortality</li> <li>• Employment</li> <li>• Product design and development</li> <li>• Consumers' access to insurance cover through advice or other channels</li> </ul>
	2.3 Identify the priorities, risks and choices of a consumer	<ul style="list-style-type: none"> <li>• Examine a consumer's priorities and reasons for selection</li> <li>• Outline the main risks arising from the prioritisation, both in terms of protection needs gap and product choice</li> <li>• Examine existing financial protection cover and policy features</li> <li>• summarise the priority needs and consumer choice</li> </ul>
	2.4 Evaluate the consequences of inadequate protection	<ul style="list-style-type: none"> <li>• Explore the impact to the consumer's monthly financial budget if a risk event occurred. To include potential monthly budget shortfall.</li> <li>• Establish potential consequences of monthly financial shortfall ie reduced income</li> </ul>
	2.5 Understand vulnerability of consumers	<ul style="list-style-type: none"> <li>• How to identify</li> <li>• Doing the right thing for customers, to ensure fair treatment</li> <li>• Understand relevance of culture and demographics</li> <li>• Understand why customers may not see the need for products</li> <li>• Financial inclusion</li> </ul>

<p>3. Analyse the role and limitations of state benefits in relation to financial protection.</p>	<p>3.1 Identify the main sources of financial protection</p>	<ul style="list-style-type: none"> <li>• From the state <ul style="list-style-type: none"> <li>○ universal credit</li> <li>○ statutory sick pay</li> <li>○ bereavement support</li> <li>○ redundancy</li> </ul> </li> <li>• From an employer <ul style="list-style-type: none"> <li>○ group policies</li> <li>○ pension scheme benefits (life cover and spouse's pension)</li> </ul> </li> <li>• From life assurance and pension policies</li> <li>• From health and other insurance products</li> <li>• From asset protection - general insurance, including home, landlord and self-build</li> </ul>
<p>4. Identify the main sources of financial protection.</p>	<p>4.1 Understand the range and limitations of state benefits</p>	<ul style="list-style-type: none"> <li>• From life assurance and pension policies</li> <li>• Entitlement to universal credit</li> <li>• Statutory sick pay</li> <li>• Bereavement support</li> <li>• Redundancy (jobseeker's allowance)</li> </ul>
	<p>4.2 Identify the types of mortgage repayment support available</p>	<ul style="list-style-type: none"> <li>• Support for mortgage interest scheme: <ul style="list-style-type: none"> <li>○ entitlement criteria</li> <li>○ claim amount available / interest rate used to calculate benefit</li> <li>○ clarity it is a loan arrangement and not benefit</li> <li>○ criteria and benefit for borrowers receiving pension credit</li> </ul> </li> </ul>
	<p>4.3 Identify the impact of state benefits on financial planning</p>	<ul style="list-style-type: none"> <li>• Understand percentage of income which is potentially covered for a specified event</li> </ul>

		<ul style="list-style-type: none"> <li>Understand waiting period and maximum period of claim</li> </ul>
5. Analyse the role and limitations of state benefits in relation to financial protection.	5.1 Demonstrate the importance of providing advice	<ul style="list-style-type: none"> <li>Expertise of advisor / back up of firm</li> <li>Recommendation will be provided</li> <li>FCA regulation to protect consumers</li> </ul>
	5.2 Identify pre and post contract disclosures	<ul style="list-style-type: none"> <li>Demands and needs statement</li> <li>Illustration</li> <li>Cancellation</li> </ul>
6. Identify the regulation of insurance products and how it provides consumer protection.	6.1 Compare the features and uses, benefits and disadvantages of life assurance and pension based protection policies and how they meet consumers' needs	<ul style="list-style-type: none"> <li>Compare (from top 5 providers) the features and uses, benefits and disadvantages of life assurance and pension based protection policies and how they meet consumers' needs</li> </ul>
	6.2 Compare the costs of life assurance and pension based policies	<ul style="list-style-type: none"> <li>Compare the costs of life assurance and pension based policies</li> </ul>
	6.3 Analyse policy definitions, exclusions and premium calculation factors	<ul style="list-style-type: none"> <li>Terminal illness benefit</li> <li>Assignment</li> <li>Surrender</li> <li>Paid-up policies</li> <li>Increasing benefit cover options</li> </ul>
	6.4 Understand the legal requirements, ownership, uses and relevance of trusts	<ul style="list-style-type: none"> <li>Reasons why policies are written 'in trust'</li> <li>Factors to consider for consumers who are cohabitating / in a civil partnerships / married</li> <li>The use of trusts, including split trusts</li> </ul>
	6.5 Demonstrate an understanding of the underwriting and claims process	<ul style="list-style-type: none"> <li>Reasons why underwriting may occur</li> <li>Understand how an insurer's risk appetite drives acceptance criteria and product pricing</li> </ul>

		<ul style="list-style-type: none"> <li>• Factors which are considered during underwriting: <ul style="list-style-type: none"> <li>○ proposal questions</li> <li>○ medical conditions</li> <li>○ occupations</li> <li>○ financial underwriting</li> <li>○ non-medical limits</li> </ul> </li> <li>• Key points when making a claim</li> </ul>
7. Compare and contrast the main features of life assurance and pension based protection policies and options to meet consumers' financial protection needs	7.1 Distinguish between qualifying and non-qualifying policies	<ul style="list-style-type: none"> <li>• Qualifying criteria: <ul style="list-style-type: none"> <li>○ Minimum policy term</li> <li>○ Payment of premium frequency</li> <li>○ Minimum sum assured requirement (must be not less than 75% of premiums payable)</li> <li>○ Policy issuance by a UK company</li> </ul> </li> </ul>
	7.2 Understand the taxation of life funds, onshore and offshore	<ul style="list-style-type: none"> <li>• Taxation of onshore life funds and impact to customer from an income tax perspective (specified by type of taxpayer)</li> <li>• Taxation of offshore life funds and impact to customer from an income tax perspective (specified by type of taxpayer)</li> <li>• Chargeable events</li> </ul>
	7.3 Understand Capital Gains Tax (CGT) and life assurance policies	<ul style="list-style-type: none"> <li>• CGT trigger events</li> <li>• Yearly allowance</li> <li>• How tax is calculated and when it is payable</li> </ul>
	7.4 Understand Inheritance Tax (IHT) and life assurance	<ul style="list-style-type: none"> <li>• Life assurance proceeds</li> <li>• Use of life assurance to mitigate potential liability arising from lifetime gifts</li> </ul>
8. Understand the taxation treatment of life assurance and pension based protection policies	8.1 Compare the features and uses, costs, benefits and disadvantages of income protection policies	<ul style="list-style-type: none"> <li>• Compare (from top 5 providers) the features and uses, costs, benefits and disadvantages of income protection policies</li> </ul>

	8.2 Analyse policy definitions, exclusions, premium calculation factors and tax treatment	<ul style="list-style-type: none"> <li>Analyse policy definitions, exclusions, premium calculation factors and tax treatment</li> </ul>
	8.3 Demonstrate an understanding of underwriting and the claims process	<ul style="list-style-type: none"> <li>Demonstrate an understanding of the underwriting and claims process.</li> <li>Reasons why underwriting may occur: understand an insurer's risk appetite drives acceptance criteria and product pricing</li> <li>Factors which are considered during underwriting: <ul style="list-style-type: none"> <li>proposal questions</li> <li>medical conditions</li> <li>occupations</li> <li>financial underwriting</li> <li>Non-medical limits</li> </ul> </li> <li>Key points when making a claim, including ICOBS section 8 and fair treatment of customers</li> </ul>
9. Evaluate the range and application of income protection to meet consumers' financial protection needs.	9.1 Compare the features and uses, costs, benefits and disadvantages of critical illness policies	<ul style="list-style-type: none"> <li>Compare (from top 5 providers) the features and uses, cost, benefits and disadvantages of critical illness policies</li> </ul>
	9.2 Analyse policy definitions, exclusions and premium calculation factors	<ul style="list-style-type: none"> <li>Analyse policy definitions, exclusions and premium calculation factors</li> </ul>
	9.3 Demonstrate an understanding of underwriting and the claims process	<ul style="list-style-type: none"> <li>Reasons why underwriting may occur</li> <li>Understand an insurer's risk appetite drives acceptance criteria and product pricing</li> <li>Factors which are considered during underwriting – proposal questions, including medical conditions, occupations, financial underwriting. Non-medical limits</li> </ul>

		<ul style="list-style-type: none"> <li>• Key points when making a claim, including ICOBS section 8 and fair treatment of customers</li> </ul>
	9.4 Summarise the market developments for critical illness insurance	<ul style="list-style-type: none"> <li>• Market trends</li> <li>• ABI guide to minimum standards</li> <li>• Claim acceptance data</li> </ul>
	9.5 Understand the tax treatment and use of trusts for critical illness policies	<ul style="list-style-type: none"> <li>• Tax treatment on premiums and benefits by taxpayer type</li> <li>• Reasons why policies are written 'in trust'</li> </ul>
10. Evaluate the range and application of critical illness to meet consumers' financial protection needs	10.1 Understand the political environment, social care policy, national factors	<ul style="list-style-type: none"> <li>• Government policy and developments for social care</li> <li>• ONS data for population trends (increasing percentage of retired people)</li> </ul>
	10.2 Identify the main product types and features	<ul style="list-style-type: none"> <li>• Brief details of the main product types and features</li> </ul>
11. Understand the range and application of long-term care insurance to meet consumers' financial protection needs	11.1 Compare the features and uses, costs, benefits and disadvantages of business related protection policies	<ul style="list-style-type: none"> <li>• Compare (from top 3 providers) the features and uses, costs, benefits and disadvantages of business related protection policies</li> </ul>
	11.2 Analyse policy definitions, exclusions, premium calculation factors and tax treatment	<ul style="list-style-type: none"> <li>• Analyse policy definitions, exclusions, premium calculation factors and tax treatment</li> </ul>
	11.3 Demonstrate an understanding of underwriting and the claims process	<ul style="list-style-type: none"> <li>• Reasons why underwriting may occur</li> <li>• Understand an insurer's risk appetite drives acceptance criteria and product pricing</li> <li>• Factors which are considered during underwriting – proposal questions, including medical conditions, occupations, financial underwriting. Non-medical limits</li> </ul>

		<ul style="list-style-type: none"> <li>• Key points when making a claim, including ICOBS section 8 and fair treatment of customers</li> </ul>
12. Evaluate the main features of other insurance based protection policies	12.1 Evaluate personal accident, sickness insurance, accident sickness and unemployment	<ul style="list-style-type: none"> <li>• Features of each policy type, including benefit amount and period, waiting period, exclusion period, claim types and common exclusions</li> <li>• Key differences between each type</li> </ul>
	12.2 Understand the purpose of private medical insurance, hospital plans and dental insurance	<ul style="list-style-type: none"> <li>• Understand the purpose of private medical insurance, to include personal or group (employer) cover.</li> <li>• Hospital plans</li> <li>• Dental insurance</li> </ul>
	12.3 Understand the use of payment protection insurance for mortgages and credit agreements	<ul style="list-style-type: none"> <li>• As 12.1</li> <li>• Availability of insurance</li> <li>• Typical cost (per £100 of cover)</li> </ul>
13. Evaluate the needs and priorities in selected appropriate financial protection solutions	13.1 Identify priorities, risks and choices in selecting financial protection for consumers and businesses	<ul style="list-style-type: none"> <li>• Single customers versus joint customers</li> <li>• Married and unmarried scenarios</li> </ul>
	13.2 Evaluate current and future capital and income needs	<ul style="list-style-type: none"> <li>• Evaluate current and future capital and income needs</li> </ul>
	13.3 Identify and matching suitability of different financial protection product types and options	<ul style="list-style-type: none"> <li>• Establish and summarise consumer's or business's priorities</li> <li>• Evaluate existing financial protection policies and features, in order to consider their continued use</li> <li>• Recommend suitable solutions</li> <li>• Summarise features and disadvantages of recommended policies</li> </ul>



	13.4 Identify other financial planning considerations	<ul style="list-style-type: none"><li>• Co-habitation, marriage, civil partnerships, birth of a child</li><li>• Property purchase</li><li>• Separation and divorce</li><li>• Work, going overseas, retirement</li><li>• Suitability of trusts</li><li>• Wills</li><li>• Business set up</li><li>• Business related major change</li></ul>
	13.5 Identify the importance of regular reviews of customers protection solutions	<ul style="list-style-type: none"><li>• Annual review</li><li>• Importance of reviews following a life event change</li></ul>

## Appendix 2 – Unit 2 – Financial Protection Solutions (FPSO)

There is no new content within this Unit. You will be assessed on the higher order skills, such as demonstrating your ability to be able to analyse and evaluate, that you have developed throughout your course of study.

### Unit 2 assessment methodology

The assessment of Unit 2 has one component:

6 case studies each with 5 linked multiple-choice questions. This component of the examination is to be completed in 60 minutes and is worth 30 marks.

## Learning outcomes and assessment criteria

<b>Learning outcome (LO)</b> The learner when awarded credit for this unit will:	<b>Assessment criteria (AC)</b> Assessment of the LOs will require a learner to demonstrate that they can:
14. Evaluate and offer financial protection solutions to personal and business customers.	14.1 The process is and procedures followed in order to arrive at a recommendation for the customer
	14.2 Evaluate the consequences of inadequate protection
	14.3 Analyse the role and limitations of state benefits in relation to financial protection
	14.4 Identify the types of mortgage repayment support available
	14.5 identify the impact of state benefits on financial planning
	14.6 Analyse policy definitions, exclusions, premium calculation factors and tax treatment: <ul style="list-style-type: none"> <li>• terminal illness benefit</li> <li>• assignment</li> <li>• surrender</li> <li>• paid-up policies</li> <li>• increasing benefit cover options</li> </ul>
	14.7 Demonstrate an understanding of underwriting and the claims process
	14.8 Evaluate personal accident, sickness insurance, accident sickness and unemployment

	14.9 Understand the purpose of private medical insurance, hospital plans and dental insurance
	14.10 Understand the use of payment protection insurance for mortgages and credit agreements
	14.11 Evaluate current and future capital and income needs
	14.12 Evaluate existing financial protection policies and features, in order to consider their continued use
	14.13 Summarise features and disadvantages of recommended policies
	14.14 Compare the features and uses, benefits and disadvantages of life assurance and pension based protection policies and how they meet consumers' needs
	14.15 Compare the features and uses, cost, benefits and disadvantages of critical illness policies