

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Title	Apply English writing skills to support service delivery
Code	105460L2
Range	This unit of competency is applicable to those who are applying English writing skills to support daily work. It involves comprehending different kinds of writing formats and styles, as well as using modern grammar to prepare insurance correspondences.
Level	2
Credit	2 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge in English writing <ul style="list-style-type: none"> • Comprehend common types of practical English writing formats • Familiar with the use of styles and word choices for different contexts • Familiar with English insurance terminologies 2. Apply English writing skills in daily work <ul style="list-style-type: none"> • Differentiate purposes between different kinds of writing formats and styles • Use modern grammar in business correspondence • Prepare correspondences in English to support service delivery, e.g. proposal preparation • Prepare a wide range of business correspondences with appropriate styles and word choices 3. Apply proficient English writing skills in daily work effectively <ul style="list-style-type: none"> • Display proficient English writing skills in the preparation of insurance-related correspondences • Adopt appropriate grammar, formats and vocabularies in daily work.
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to communicate with relevant parties using appropriate English insurance terminologies • Able to apply proficient English writing skills to produce errorless insurance-related correspondences.
Remark	The unit of competency is applicable to general insurance, life insurers and brokers.