

Career & Technical Education (CTE) Standards Revision Project

Cluster: Finance

Pathways: Accounting, Banking Services, Corporate Finance, Insurance, Securities and Investments

Finance Cluster Overview

The Finance Cluster prepares learners for careers in financial and investment planning, banking, insurance and business financial management.

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Participation in this review and update included secondary business and marketing teachers and secondary language arts and math teachers.

Updated June 2010

Standards: Insurance

Career Cluster/Cluster Grouping:	Finance
Pathway(s):	Insurance
Prepared Completer Competencies: <ul style="list-style-type: none"> FIIN.01 Business Law: Describe and abide by laws and regulations in order to manage business operations and transactions in the insurance industry. 	
High School Expectations	
Concepts and skills students know include: <ul style="list-style-type: none"> FIIN.01.01 Define regulations that ensure compliance and demonstrate adherence to insurance industry regulations. 	
Evidence Outcomes Students can:	21st Century Skills and Readiness Competencies
<ol style="list-style-type: none"> Discuss federal and state regulation governing the insurance industry. Explain the significance of the Consolidated Omnibus Budget Reconciliation Act (COBRA). Discuss Title I of the Health Insurance Portability and Accountability Act (HIPAA). 	Academic Content Knowledge Alignment:
	Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):
High School Expectations	
Concepts and skills students know include: <ul style="list-style-type: none"> FIIN.01.02 Explain legal concepts pertinent to the insurance industry. 	
Evidence Outcomes - Students can:	21st Century Skills and Readiness Competencies

<p>a. Discuss fundamental legal principles that pertain to insurance (e.g. indemnity, insurable interest, subrogation, utmost good faith). PWR2.8.a</p> <p>b. Describe the nature of insurance contracts. SST03.07.a (PFL), SST03.07.b (PFL), SST03.07.c (PFL)</p>	<p>Academic Content Knowledge Alignment: SST03.07.a-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Differentiate between types of insurance</p> <p>SST03.07.b-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Explain the function and purpose of insurance</p> <p>SST03.07.c-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Select and evaluate strategies to mitigate risk</p>
<p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...): PWR2.8.a-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Communication - Read, write, listen and speak effectively</p>	
<p>Prepared Completer Competencies:</p> <ul style="list-style-type: none"> • FIIN.02 Information Management: Access, process, maintain, evaluate and disseminate information to assist in making decisions common to the insurance industry. 	
<p>High School Expectations</p>	
<p>Concepts and skills students know include:</p> <ul style="list-style-type: none"> • FIIN.02.01 Utilize information-technology tools when underwriting an insurance policy. 	
<p>Evidence Outcomes</p> <p>Students can:</p>	<p>21st Century Skills and Readiness Competencies</p>
<p>a. Use computer smart systems/applications to assist in the underwriting process. PWR2.2.a</p> <p>b. Use the Internet to determine a potential client's risk. SST03.04.b (PFL)</p>	<p>Academic Content Knowledge Alignment: SST03.04.b-Social Studies, Economics, Design, analyze, and apply a financial plan based on short- and long-term financial goals (PFL) - Analyze financial information for accuracy, relevance, and steps for identity protection</p>

	<p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...): PWR2.2.a-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Find and Use Information/Information Technology - Select, integrate, and apply appropriate technology to access and evaluate new information</p>
<p>High School Expectations</p>	
<p>Concepts and skills students know include:</p> <ul style="list-style-type: none"> FIIN.02.02 Acquire information necessary to investigate insurance fraud. 	
<p>Evidence Outcomes Students can:</p>	<p>21st Century Skills and Readiness Competencies</p>
<p>a. Conduct a database search to obtain background information on claimants and witnesses. PWR2.2.a, SST03.04.b (PFL)</p>	<p>Academic Content Knowledge Alignment: SST03.04.b-Social Studies, Economics, Design, analyze, and apply a financial plan based on short- and long-term financial goals (PFL) - Analyze financial information for accuracy, relevance, and steps for identity protection</p> <p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...): PWR2.2.a-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Find and Use Information/Information Technology - Select, integrate, and apply appropriate technology to access and evaluate new information</p>
<p>Prepared Completer Competencies:</p> <ul style="list-style-type: none"> FIIN.03 Operations: Monitor, plan, and control day-to-day insurance organization activities to ensure continued business functioning. 	
<p>High School Expectations</p>	
<p>Concepts and skills students know include:</p> <ul style="list-style-type: none"> FIIN.03.01 Use investigative techniques to identify insurance fraud. 	

Evidence Outcomes Students can:	21st Century Skills and Readiness Competencies
<ul style="list-style-type: none"> a. Discuss the nature of insurance fraud. , b. Investigate suspected insurance fraud. PWR2.7.c, RWC03.05.b- c. Conduct surveillance work. RWC03.05.b- 	<p>Academic Content Knowledge Alignment: RWC03.05.b-Reading, Writing, and Communicating, Writing and Composition, Elements of informational and persuasive texts can be refined to inform or influence an audience - Locate and select appropriate information that clearly supports a definite purpose, topic, or position</p> <p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...): PWR2.7.c-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Personal Responsibility - Behave honestly and ethically</p>
High School Expectations	
Concepts and skills students know include: <ul style="list-style-type: none"> • FIIN.03.02 Manage agency/company policies to protect the insurance company's financial wellbeing. 	
Evidence Outcomes Students can:	21st Century Skills and Readiness Competencies
<ul style="list-style-type: none"> a. Notify client in writing when policy is cancelled. PWR1.1.b b. Monitor agency accounts. RWC03.08.d- 	<p>Academic Content Knowledge Alignment: RWC03.08.d-Reading, Writing, and Communicating, Writing and Composition, Organizational writing patterns inform or persuade an audience - Collect, organize, and evaluate materials to support ideas</p> <p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...): PWR1.1.b-Postsecondary & Workforce Readiness, Content Knowledge , Literacy - Write clearly and coherently for a variety of purposes and audiences</p>
High School Expectations	

Concepts and skills students know include: <ul style="list-style-type: none"> FIIN.03.03 Process a claim to fulfill company's legal obligation to client. 	
Evidence Outcomes Students can:	21st Century Skills and Readiness Competencies
<ul style="list-style-type: none"> a. Discuss the nature of insurance claims. SST03.07.a (PFL), SST03.07.b (PFL), SST03.07.c (PFL) b. Process an insurance claim. MAT01.02.a c. Interview claimant and witnesses. PWR 2.8.a, RWC01.07.b d. Inspect property damage. RWC04.10.c e. Compile claim report. PWR 1.1.b , RWC04.10.c f. Negotiate with claimant. g. Settle insurance claim. RWC04.10.c 	Academic Content Knowledge Alignment: MAT01.02.a - Number Sense, Properties, and Operations - Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation RWC01.07.b - Oral Expression and Listening - Oral presentations require effective preparation strategies - Use verbal and nonverbal techniques to communicate information. RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem SST03.07.a-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Differentiate between types of insurance SST03.07.b-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Explain the function and purpose of insurance SST03.07.c-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Select and evaluate strategies to mitigate risk
	Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...): PWR1.1.b-Postsecondary & Workforce Readiness, Content Knowledge , Literacy - Write clearly and coherently for a variety of purposes and audiences PWR2.8.a-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Communication - Read, write, listen and speak effectively
Prepared Completer Competencies: <ul style="list-style-type: none"> FIIN.04 Professional Development: Utilize career planning concepts, tools, and strategies to explore, obtain, and develop a career in 	

insurance.

High School Expectations

Concepts and skills students know include:

- FIIN.04.01 Describe essential knowledge and skills needed to be employed in the insurance industry.

Evidence Outcomes

Students can:

- Describe the nature of the insurance industry. SST03.07.a (PFL), SST03.07.b (PFL), SST03.07.c (PFL)
- Discuss the manner in which insurance companies generate income.
- Explain the use of state risk pool programs. PWR1.2.a
- Discuss trends in the insurance industry (e.g. hacker insurance, identity theft insurance, etc.). SST03.04.b (PFL)
- Discuss licensing and certification in the insurance industry.

21st Century Skills and Readiness Competencies

Academic Content Knowledge Alignment:

SST03.04.b-Social Studies, Economics, Design, analyze, and apply a financial plan based on short- and long-term financial goals (PFL) - Analyze financial information for accuracy, relevance, and steps for identity protection

SST03.07.a-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Differentiate between types of insurance

SST03.07.b-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Explain the function and purpose of insurance

SST03.07.c-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) Select and evaluate strategies to mitigate risk

Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):

PWR1.2.a-Postsecondary & Workforce Readiness, Content Knowledge , Mathematical Sciences - Think critically, analyze evidence, read graphs, understand logical arguments, detect logical fallacies, test conjectures, evaluate risks, and appreciate the role mathematics plays in the modern world, i.e., be quantitatively literate

High School Expectations

Concepts and skills students know include:

- FIIN.04.02 Describe roles and responsibilities in insurance.

Evidence Outcomes

Students can:

21st Century Skills and Readiness Competencies

<ul style="list-style-type: none"> a. Discuss the role and responsibilities of an underwriter. , PWR2.7.c b. Discuss the role and responsibilities of an insurance sales representative. PWR2.7.c c. Discuss the role and responsibilities of an actuary. PWR2.7.c d. Discuss the role and responsibilities of claims personnel.PWR2.7.c e. Explain the role and responsibilities of a loss control specialist. PWR2.7.c 	Academic Content Knowledge Alignment:
Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...): PWR2.7.c-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Personal Responsibility - Behave honestly and ethically	

High School Expectations

Concepts and skills students know include: <ul style="list-style-type: none"> • FIIN.04.03 Describe insurance licensing and certification programs. 	
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Evidence Outcomes Students can:	21st Century Skills and Readiness Competencies
(no indicators)	Academic Content Knowledge Alignment:
Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):	

Prepared Completer Competencies: <ul style="list-style-type: none"> • FIIN.05 Risk Analysis: Employ underwriting techniques and strategies to gather, access, and evaluate the risk posed by potential insurance clients. 	
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High School Expectations

Concepts and skills students know include: <ul style="list-style-type: none"> • FIIN.05.01 Analyze the risk posed by potential clients in order to make insurance approval/denial decisions. 	
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Evidence Outcomes Students can:	21st Century Skills and Readiness Competencies
<ul style="list-style-type: none"> a. Explain the importance of actuarial science in the insurance industry. PWR1.2.a b. Discuss the nature of credit-based insurance scores. MAT01.02.a c. Underwrite an insurance policy. RWC04.09.c- 	<p>Academic Content Knowledge Alignment: MAT01.02.a - Number Sense, Properties, and Operations - Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation</p> <p>RWC04.09.c-Reading, Writing, and Communicating, Research and Reasoning, Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem</p> <p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...): PWR1.2.a-Postsecondary & Workforce Readiness, Content Knowledge , Mathematical Sciences - Think critically, analyze evidence, read graphs, understand logical arguments, detect logical fallacies, test conjectures, evaluate risks, and appreciate the role mathematics plays in the modern world, i.e., be quantitatively literate</p>
Prepared Completer Competencies: <ul style="list-style-type: none"> • FIIN.06 Selling: Determine client needs and wants and respond through planned, personalized communication to influence purchase decisions and enhance future insurance business opportunities. 	
High School Expectations	
Concepts and skills students know include: <ul style="list-style-type: none"> • FIIN.06.01 Describe insurance products and their benefits. 	
Evidence Outcomes Students can:	21st Century Skills and Readiness Competencies
<ul style="list-style-type: none"> a. Explain the nature of liability insurance. PWR1.4.c, SST03.07.a (PFL), SST03.07.b (PFL), SST03.07.c (PFL) b. Describe components of automobile insurance coverage. PWR1.4.c c. Discuss components of homeowners insurance. PWR1.4.c d. Discuss components of flood and earthquake insurance. PWR1.4.c 	<p>Academic Content Knowledge Alignment: SST03.07.a-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Differentiate between types of insurance</p> <p>SST03.07.b-Social Studies, Economics, Identify, develop, and evaluate risk-</p>

<p>e. Describe components of commercial property insurance. PWR1.4.c f. Explain the nature of commercial liability insurance. PWR1.4.c g. Discuss the nature of title insurance. PWR1.4.c h. Discuss the nature of health insurance coverage. PWR1.4.c i. Discuss the nature of long-term care insurance. PWR1.4.c j. Explain the nature of Medicare. PWR1.4.c k. Discuss the nature of Medicaid. PWR1.4.c l. Discuss the nature of unemployment insurance. PWR1.4.c m. Explain the nature of workers compensation insurance. PWR1.4.c n. Describe the nature of disability insurance. PWR1.4.c o. Discuss the nature of life insurance. PWR1.4.c p. Discuss the role of life insurance in investment and estate planning. PWR1.4.c</p>	<p>management strategies (PFL) - Explain the function and purpose of insurance</p> <p>SST03.07.c-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Select and evaluate strategies to mitigate risk</p>
<p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...): PWR1.4.c-Postsecondary & Workforce Readiness, Content Knowledge, Social Studies and Social Sciences - Build conceptual frameworks based on an understanding of themes and the overall flow of events</p>	
<p>High School Expectations</p>	
<p>Concepts and skills students know include:</p> <ul style="list-style-type: none"> FIIN.06.02 Evaluate existing client insurance and risk management needs. 	
<p>Evidence Outcomes Students can:</p>	<p>21st Century Skills and Readiness Competencies</p>
<p>a. Evaluate a client's insurance needs.PWR1.2.a, RWC04.10.c SST03.07.a (PFL), SST03.07.b (PFL), SST03.07.c (PFL) b. Recommend coverage upgrades to clients where appropriate. RWC04.10.c</p>	<p>Academic Content Knowledge Alignment: RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem</p> <p>SST03.07.a-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Differentiate between types of insurance</p> <p>SST03.07.b-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) - Explain the function and purpose of insurance</p> <p>SST03.07.c-Social Studies, Economics, Identify, develop, and evaluate risk-management strategies (PFL) Select and evaluate strategies to mitigate risk -</p>

	<p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...): PWR1.2.a-Postsecondary & Workforce Readiness, Content Knowledge , Mathematical Sciences - Think critically, analyze evidence, read graphs, understand logical arguments, detect logical fallacies, test conjectures, evaluate risks, and appreciate the role mathematics plays in the modern world, i.e., be quantitatively literate</p>
<p>High School Expectations</p>	
<p>Concepts and skills students know include:</p> <ul style="list-style-type: none"> • FIIN.06.03 Complete an insurance sale. 	
<p>Evidence Outcomes Students can:</p>	<p>21st Century Skills and Readiness Competencies</p>
<ul style="list-style-type: none"> a. Identify prospective clients. b. Schedule appointments with prospective clients. c. Interview client.PWR1.1.e, PWR2.6.f , RWC01.07.b d. Determine client's insurance needs. MAT01.02.a RWC01.07.c e. Prepare sales presentation materials. PWR2.8.a, PWR2.8.b, MAT01.02.a, MAT03.01c RWC01.07.d f. Present insurance recommendation to client. PWR1.1.e, PWR2.6.f g. Close the insurance sale. RWC01.07.e h. Handle objections. RWC01.07.f , RWC04.10.c i. Process insurance documentation. 	<p>Academic Content Knowledge Alignment: MAT01.02.a - Number Sense, Properties, and Operations - Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation</p> <p>MAT03.01.b-Mathematics, Data Analysis, Statistics, and Probability, Statistical methods take variability into account, supporting informed decision-making through quantitative studies designed to answer specific questions - Determine appropriate data collection methods to answer a research question</p> <p>RWC01.07.b - Oral Expression and Listening - Oral presentations require effective preparation strategies - Use verbal and nonverbal techniques to communicate information</p> <p>RWC01.07.c - Oral Expression and Listening - Oral presentations require effective preparation strategies - Define a position and select evidence to support that position</p> <p>RWC01.07.d - Oral Expression and Listening - Oral presentations require effective preparation strategies - Develop a well-organized presentation to defend a position</p> <p>RWC01.07.e - Oral Expression and Listening - Oral presentations require</p>

	<p>effective preparation strategies - Use effective audience and oral delivery skills to persuade an audience</p> <p>RWC01.01.f - Oral Expression and Listening - Effective speaking in formal and informal settings requires appropriate use of methods and audience awareness - Select appropriate technical or specialized language</p> <p>RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem</p>
	<p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):</p> <p>PWR1.1.e-Postsecondary & Workforce Readiness, Content Knowledge , Literacy - Employ standard English language properly and fluently in reading, writing, listening, and speaking</p> <p>PWR2.6.f-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Work Ethic - Act with maturity, civility, and politeness</p> <p>PWR2.8.a-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Communication - Read, write, listen and speak effectively</p> <p>PWR2.8.b-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Communication - Construct clear, coherent, and persuasive arguments</p>