**Qualification: Occupational Certificate: Financial Advisor**

**Module 3: Health care benefits advisory services**

**Learning units: 1 – 9**

**PRACTICAL SKILL MODULE 1: Practical Assignment**

This assignment relates to the practical aspects of financial investment advisor practice. You must read the instructions carefully and submit the required evidence:

***INSTRUCTIONS***

* This practical assignment must be done in class; the learner must demonstrate an ability to perform the tasks.
* Read the case study given and answer the questions that follow.

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**Activity 1**

* You are required to design a questionnaire for a survey.
* You are to ask different stakeholders within your medical scheme or any other scheme of your choice.
* The purpose of the survey is to determine how much risk the following stakeholders pose for the medical scheme. You then need to right a summarised report outlining the high risks, medium risk and the low risk stakeholders or areas.

1. members,
2. employees,
3. employers,
4. management,
5. providers,
6. technology,
7. resources and
8. health trends.

* The questionnaire must contain a section where the respondents will rate risk posed by the above.
* Reasons must be gathered as to why each has been classified as high, medium or low risk.
* Thereafter, the learners must then provide remedies that can be implemented by the scheme to reduce the impact.

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**Activity 2**

**NB: -** As has been outlined in the risk management process, it is impossible for one to be able to know all the risks that might be inherent in an organisation. Hence, the facilitator will divide the class into different groups for this question. The numbers will depend on how big the class is.

* Each group is required to compile a report on the following:

1. Identify 3 risks in your organisation. For each risk, analyse if there are going to be threats or opportunities as a result of that risk and list all the threats and opportunities for each.
2. Evaluate each risk and classify according to the classification that was outlined in the risk management process. Thereafter, suggest the necessary measures necessary to mitigate the risks
3. It is an assumption that your organisation already has strategies in place to mitigate the above-named risk. You are then required to evaluate each of the strategies to determine if they are adequate or effective.
4. You are required to research on the following for your medical scheme or any other scheme of your choice.
5. communication systems
6. risk control measures
7. reporting and monitoring systems
8. Outline what the medical scheme has in place for each of the above. From your opinion, make a conclusion as to how effective the systems are.

* Assessor to use their own discretion

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**Activity 3**

* You are required to source the following information from your medical scheme or any other scheme of your choice.

1. Financials for the past 3 years and to comment on the scheme’s financial management, particularly focusing on income, expenses, underwriting profits and losses and the current solvency ratio for the scheme.
2. Benefit options and their premium details for the past 3 years. Analyse the premium structures and the benefits and comment whether the premium increases were justified.
3. Complaints statistics for the past 3 months. The number of complaints is generally related to the quality of service offered by the scheme. Interpret the statistics and comment on their relationship to the level of quality of service given to the members.

* Learners to compare whether there has been an increase or decrease on the following: income, expenses, underwriting profits and losses and the current solvency ratio for the scheme.
* They must also print out some evidence for the complaint’s statistics.
* Assessor to use their own discretion

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**Activity 4**

* You are required to compile a report on how each of the following will affect the performance of your medical scheme.

1. Current rules of a medical scheme
2. Financial statements
3. Global credit rating,
4. Information from health risk management programmes relating to the spending of a scheme
5. Service level agreements and contracts.

NB: - The mentor’s assistance is required in case learners will require information from different departments.

* The effect on the medical scheme performance can either be positive or negative.
* Learners must make specific reference to their medical scheme and not answer in general. E.g. they must refer to their own scheme’s credit rating.
* Assessor to use their own discretion

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**Activity 5**

* Research on the disease management programs from 2 different medical schemes for the following conditions;

1. HIV/AIDS
2. Asthma

* Compare the disease management programs for each of the above conditions and comment on which one offers better value for money.
* Disease management programs are part of the managed care concept, which aims to reduce costs, improve the quality of healthcare and accessibility of healthcare services.
* In their comparison, the learner must highlight how the programs are going to address cost, quality and accessibility
* Assessor to use their own discretion

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**Activity 6**

* With the help of your mentor in the workplace, measure the performance of your scheme’s administrator against their service level agreement. You can choose your own method of rating the administrator’s performance.

**Hint:** The learner can use a performance scale of 1 to 10 or a range from satisfactory to unsatisfactory, etc.

* The rating must be accompanied by an explanation of why the administrator was rated that way.
* This rating must be signed by the Mentor.
* Assessor to use their own discretion

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**Activity 7**

* You are required to analyse the audit reports for your organisation and determine whether appropriate interventions were implemented after the release of the reports.
* You are also supposed to compare the format of the reports to the on that is recommended by the Council of Medical Schemes
* The leaner must outline the remedial actions that were implemented by their medical scheme after the release of the audit reports
* They must also outline the difference between their audit reports and the recommendations from the Council of Medical Schemes
* Assessor to use their own discretion

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**Activity 8**

* As part of their risk management, medical schemes need to collect certain information from their members during application.
* You are required to design an application form which includes the necessary information that must be gathered from the client during application
* The information can include but not limited to the following:

1. health status
2. income
3. family size and age
4. geographic distribution
5. membership of other medical schemes
6. occupation
7. level of education.

* Assessor to use their own discretion

***Evaluation checklist - to be completed by the facilitator***

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| --- | --- |
| **Evaluation Date:** |  |
| **Candidate Name:** |  |
| **Facilitator Name:** |  |

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| --- | --- | --- | --- |
| **Required activity** | **Check (√)** | | |
| **Yes** | **No** | **Comments**  *(To be completed by facilitator)* |
| Was the learner able to identify the risks posed by the different stakeholders to the scheme? |  |  |  |
| Did the learner manage t identify the measures implemented by the scheme to mitigate risks? |  |  |  |
| Did the learner, manage to analyse the financial statements and draw conclusions thereof? |  |  |  |
| Was the learner able to justify how different factors can affect the performance of a medical scheme? |  |  |  |
| ***Signature facilitator:*** | | | |
| ***Date:*** | | | |