BULLETIN 2020-14 October 31, 2019

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| U.S. Department of Labor  Employment and Training Administration, Office of  Apprenticeship (OA)  Washington, D.C. 20210 | Distribution:  A-541 Hdqtrs  A-544 All Field Tech  A-547 SD+RD+SAA+; Lab.Com | Subject: Revision to an Existing Apprenticeable Occupation, utilizing the Competency-based Occupational Framework for  General Insurance Associate  Code: 200.1 |
| Symbols: DRAP /LNS | Action: Immediate |
| **PURPOSE:** To inform the staff of OA, State Apprenticeship Agencies (SAA), Registered Apprenticeship program sponsors, and other Registered Apprenticeship partners of the approval of the new Competency-based Occupational Framework (CBOF) for the occupation of General Insurance Associate:    General Insurance Associate  O\*NET-SOC Code: 43-9041.01  RAPIDS Code: 2040CB  Type of Training: Competency-based  **BACKGROUND:** The National Office has approved a new Competency-Based Occupational Framework (CBOF), developed in partnership with the Urban Institute. This CBOF has met industry standards and approval; it covers job titles and occupational pathways, related functions and performance criteria, as well as academic, workplace and personal competencies for job success. While use of CBOFs in developing standards utilizing the competency-based training approach is voluntary, no additional vetting of a Work Process Schedule (WPS)utilizing the CBOF should be required where a program aligns to the occupational framework described in a CBOF, beyond the basic requirements set forth in 29 CFR Part 29. While on-the-job learning (OJL) is ordinarily outlined in the Work Process Schedule, sponsors who utilize a CBOF need to develop the Related Instruction Outline, which should be included in the standards. The OA Administrator approved this occupation on October 19, 2019.  Included among the newly-approved CBOFs, is General Insurance Associate. Entry-level associates:   * Respond to and process claims and support underwriting activities; * Comply with legal, regulatory, and financial guidelines in the insurance industry; and * Provide administrative and customer service support for their departments, including answering phone calls filing, and data entry.   Within certain limits, the sponsors of CBOF apprenticeship programs are permitted to customize the job functions or competencies contained in a CBOF for General Insurance Associate. However, OA encourages the use of all core competencies to be included in the approved WPS.  **ACTION:** OA staff should familiarize themselves with this bulletin and the attached CBOF as a source for developing apprenticeship standards and/or providing technical assistance.  If you have any questions, please contact Natalie Linton, Program Analyst, Division of Registered Apprenticeship and Policy at (202) 693-3592.  **NOTE:** This bulletin is being sent via electronic mail.  Attachment | | |