



Professionalism and Governance

Professionalism Assignment 2

(Recommended Time: 1 hour)

1. At a work related social event an employee from another insurance company is talking quite loudly about various aspects of his role, you feel he is being unprofessional.

When could you talk in public, about the products your company offers and when shouldn't you?

(15 marks)

2. A friend, who knows you work in pensions administration, asks for advice on whether he should take the enhanced transfer value being offered by his employer. What do you say to him?

(10 marks)

3. You are a Pension Manager and you had previously agreed a junior colleague could take this afternoon as study leave. This morning another colleague has called in sick for the day which means you will be short staffed in the team. A major piece of work for the team you expected to be completed yesterday is still not completed. Do you still let the colleague take study leave?

(15 marks)