

QCTO OCCUPATIONAL QUALIFICATION DOCUMENT TEMPLATE

IN LINE WITH QQSF POLICY (2021) OCCUPATIONAL QUALIFICATION TYPE (NOMENCLATURE)

QUALIFICATION /PART-QUALIFICATION /SKILLS PROGRAMME	TYPE (NOMENCLATURE)	TITLE (DESCRIPTOR)	NQF LEVEL	CREDITS
Qualification	National Occupational Certificate	Insurance Practitioner	5	120
CURRICULUM CODE	431204-003-00-00			
PARTNER DETAILS	ORGANISATION NAME	WEBSITE ADDRESS	TELEPHONE NUMBER	LOGO
QUALITY PARTNER - DEVELOPMENT	Inseta (Insurance Sector Education and Training Authority)	www.inseta.org.za	011 381 8900	 Working together for a skilled tomorrow
QUALITY PARTNER – ASSESSMENT (NOT APPLICABLE TO SKILLS PROGRAMME)	Inseta (Insurance Sector Education and Training Authority)	www.inseta.org.za	011 381 8900	 Working together for a skilled tomorrow
NB: - QUAL ID AND LIFE SPAN FOR QUALIFICATION(S)/PART-QUALIFICATION(S) TO BE COMPLETED BY SAQA - SKILLS PROGRAMME ID AND LIFE SPAN TO BE COMPLETED BY QCTO				
DESIGNATION	NAME AND SURNAME	SIGNATURE	DATE	
SUBJECT MATTER EXPERT (SME)	Dr Yolande Hagedorn-Hansen		14/05/2026	
QUALITY PARTNER REPRESENTATIVE	Mr Sibusiso Zulu		14/05/2026	

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1. QUALIFICATION/PART-QUALIFICATION/SKILLS PROGRAMME DETAILS

Add additional space/table lines as is required

1.1 Sub-Framework: Occupational Qualifications Sub-Framework

Occupational Qualifications Sub-Framework (OQSF)

1.2 Type (Nomenclature):

1.2.1 Specify if this is a Qualification/Part-Qualification/Skills Programme

NB: Credit value of more than 120 and above is a Qualification.

Credit value of less than 120 credits is a Part-Qualification

Skills Programme 8 – 60 credits

Qualification

1.2.2 Type: (Nomenclature) e.g. Advanced Occupational Certificate)

NB: For Part-Qualification use Occupational Certificate as Qualification Nomenclature

Skills Programmes use Skills Programme, as nomenclature.

Occupational Certificate

1.3 Title Descriptor:

State the Occupation, Specialisation, context or Skills Programme context

Insurance Practitioner

1.4 NQF Level:

5

1.5 Credits:

120

1.6. Organising Field and Sub-field:

NB: Not Applicable to Skills Programmes

1.6.1 Organising Field:

Field 03 - Business, Commerce and Management Studies

1.6.2 Organising Sub-Field:

Finance, Economics and Accounting

1.7 QCTO Curriculum Code:

431204-003

1.8 Originator/Quality Partner (QP) – Development/Assessment

1.8.1 Quality Partner (Qualifications Development):

INSETA (Insurance Sector Education and Training Authority)

1.8.2 Quality Partner (Assessment):

QCTO Assessment Quality Partner

1.9 Replacement

For the Replacement of Registered Occupational/Historical Qualifications/Unit Standards (US) and/or Learning Programmes (LP)/ QCTO/SETA Approved Skills Programmes, list details below:

This qualification replaces:

SAQA QUAL/US/LP ID OR QCTO/SETA APPROVAL ID	QUALIFICATION TITLE	Pre-2009 NQF Level	CURRICULUM CODE (if Occupational)	NQF LEVEL	MIN. CREDITS
57918	National Certificate: Short Term Insurance	5	N/A	5	120

If there are no qualifications or learning programmes that must be replaced, then state that this qualification does not replace any other qualification, and no other qualification replaces it.

2. RATIONALE

2.1 The need for the Qualification

The insurance sector continues to require suitably qualified individuals with the capability to perform integrated insurance functions within increasingly complex, regulated, and digitally enabled environments.

The development of the Insurance Practitioner (NQF Level 5) qualification is informed by the priorities identified in the Insurance Sector Skills Plan (SSP) 2024–2025 and forward-looking 2025–2030, published by the Insurance Sector Education and Training Authority (<https://inseta.org.za/wp-content/uploads/2024/05/INSETA-Sector-Skills-Plan-2024-2025.pdf> accessed 2026/03/27). The SSP highlights the need for technical and occupational skills across core insurance functions, including underwriting support, claims processing, customer service, compliance, and operational activities within insurance environments.

This qualification replaces the legacy qualification: National Certificate: Short-term insurance (57918) but does not replace any existing occupational qualification registered on the OQSF. This registered occupational qualification has been developed to address current and emerging skills needs within the insurance sector. It aligns with the Occupational Qualifications Sub-Framework (OQSF) and reflects evolving industry requirements, including increased regulatory compliance, the use of digital systems, and the need for integrated workplace competence.

The qualification is designed to develop learners who can perform across multiple functional areas within the insurance value chain. These include underwriting support, claims processing

and management, customer service and relationship management, application of digital technologies, financial literacy in insurance contexts, and basic risk management practices. The qualification integrates knowledge, practical skills, and workplace experience to ensure occupational competence.

2.2 Similar Qualification(s), Part-Qualifications/Skills Programmes

List similar Qualification(s), Part-Qualifications/Skills Programmes, already NQF registered/ QCTO approved:

- Occupational Certificate: Insurance Claims Handler (NQF Level 5) (*QCTO approved*)
Expired 31/12/2025

2.3 Benefit to the sector, society and the economy:

Strengthens the insurance sector through competent and compliant practitioners.
Improves operational efficiency and service delivery within insurance organisations.
Promotes fair customer outcomes and ethical practices.
Supports skills development and career progression in the sector.
Contributes to economic stability through effective risk transfer and financial protection.

2.4 Typical learners:

- Individuals who have completed Grade 12 or an equivalent qualification and wish to enter the insurance sector.
- Individuals with relevant work experience in an insurance or related environment seeking access through Recognition of Prior Learning (RPL).
- Employees in insurance roles (e.g. administrators, assistants, clerks) seeking to formalise and advance their skills.
- Individuals with a post-matric qualification seeking to specialise in insurance operations.

2.5 Relation to Occupation(s) and/or Profession(s)

2.5.1 Occupation(s) related:

2.5.1.1 Collaboration with relevant stakeholders:

The Insurance Practitioner operates within an integrated insurance environment and collaborates with internal and external stakeholders to support effective insurance operations, service delivery, and compliance.

This includes collaboration with:

- Internal stakeholders such as underwriting, claims, finance, compliance, and customer service teams.
- Intermediaries including brokers, agents, and financial advisors.

- External service providers such as assessors, loss adjusters, medical service providers, and contractors.
- Regulatory and industry bodies to ensure compliance with applicable legislation and standards.
- Clients/policyholders to support communication, service delivery, and relationship management.

2.5.1.2 List typical occupations in which the qualifying learner will operate (if relevant)

Qualifying learners will typically operate in entry- or intermediate-level roles within the insurance environment, particularly in practitioner functions.

Typical occupations include:

- Insurance Administration Practitioner
- Insurance Operations Practitioner
- Insurance Administrator
- Policy Administration Officer
- Underwriting Support Administrator
- Claims Administration Practitioner
- Premium Administration Practitioner
- Customer Service Insurance Officer
- Insurance Processing Administrator
- Client Services Insurance Officer

2.5.2 Profession(s) related:

2.5.2.1 Collaboration with relevant stakeholders:

This qualification is aligned to the occupational requirements of the insurance sector and has been developed in consultation with key industry stakeholders to ensure relevance and responsiveness to workplace needs.

Key stakeholders include:

- Insurance companies or employers
- Insurance brokers and intermediaries
- Claims management companies
- Loss adjusting firms
- Regulatory bodies and industry associations
- Learning and Development
- Skills Development Providers

2.5.2.2 List typical professions in which the qualifying learner will operate (if relevant)

Qualifying learners will operate within the broader insurance and financial services profession, specifically in the field of non-life, life, health and statutory insurance practice.

Qualifying learners will operate within the following professional domains: insurance operations, underwriting support, claims processing and administration, policy administration, customer service and regulatory compliance.

3. PURPOSE

3.1 Benefit the learners:

Learners will gain the knowledge, practical skills, and workplace experience required to perform integrated insurance functions across underwriting support, claims processing, customer service, compliance, and insurance operations.

3.2 What the qualification or part-qualification intends to achieve:

The learner will be able to:*i.e. what the qualifying learner will know, do and understand after achievement;*

Know:

Insurance principles, underwriting and claims processes, risk management concepts, regulatory requirements, and digital systems used in insurance

Do:

Support underwriting and claims processes, apply insurance procedures, interpret policy information, utilise digital systems, and communicate effectively with stakeholders

Understand:

The insurance value chain, the impact of risk and compliance, customer service principles, and the role of insurance in financial protection

3.3 Typical Graduate attributes

- Analytical thinking and problem-solving ability
- Effective communication and stakeholder engagement
- Ability to apply insurance principles and procedures
- Attention to detail and accuracy
- Professional and ethical conduct
- Ability to work within a regulated and compliance-driven environment

4. ENTRY REQUIREMENTS

- Grade 12 and/or NQF4 qualification
- RPL to access the qualification (not awarding the qualification through RPL) – at least 2 years in an insurance function or
- Post matric qualification

5. RECOGNITION OF PRIOR LEARNING (RPL)

5.1 RPL for Access to Training:

NB: QCTO Standard Statement

RPL to access the qualification (not awarding the qualification through RPL) – at least 2 years in an insurance function

5.2 RPL for Access to the External Integrated Summative Assessment (EISA):

NB: QCTO Standard Statement

Not applicable

6. RULES OF COMBINATION

6.1 Components:

KNOWLEDGE/THEORY COMPONENT

NB: MODE OF DELIVERY e.g. face to face/contact, online, e-learning, mobile training unit, blended, distance, etc.

State compulsory modules:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
431204-003-KM-01	Introduction to the Insurance Industry	4	3	Blended
431204-003-KM-02	Regulatory Environment and Legal Frameworks	5	5	Blended
431204-003-KM-03	Principles of Risk Management	5	5	Blended
431204-003-KM-04	Principles of insurance (underwriting, claims, etc)	5	10	Blended
431204-003-KM-05	Financial Literacy and Insurance Products	4	5	Blended
431204-003-KM-06	Ethics and Compliance in the Insurance Sector	5	5	Blended
431204-003-KM-07	Digital Tools and Technology in Insurance	4	5	Blended
431204-003-KM-08	Global Insurance Trends and Emerging Risks	4	2	Blended

Total Credits = 40

State if combinations of modules are required. Include selection criteria:

NB: The number of categories is not prescribed e.g. (select two from Category A; select two from Category B etc.):

APPLICATION COMPONENT

NB: MODE OF DELIVERY e.g. face to face/contact, online, e-learning, mobile training unit, blended, distance, etc.

- For Qualifications, the Application Component includes compulsory Practical Skills Modules and Work Experience/Work Based Learning Modules.
- For Part-Qualifications, the Applications Component includes Practical Skills Modules and/or Work Experience/Work Based Learning Modules.
- For Skills Programmes, the Application Component includes Practical Skills Modules.

PRACTICAL SKILLS MODULE(S)

NB: MODE OF DELIVERY e.g. face to face/contact, online, e-learning, mobile training unit, blended, distance, etc.

State compulsory modules:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
001-PM-01	Practical Underwriting Exercises	5	5	Blended
001-PM-02	Claims Processing and Management	5	5	Blended
001-PM-03	Customer Service and Relationship Management	4	5	Blended
001-PM-04	Practical Application of Insurance Technologies	4	5	Blended
001-PM-05	Application of Financial Literacy in Insurance Scenarios	4	5	Blended
001-PM-06	Risk Management Techniques (Practical Application)	5	5	Blended

Total credits of the selected modules = 30

WORK EXPERIENCE MODULES

NB: MODE OF DELIVERY e.g. face to face/contact, online, e-learning, mobile training unit, blended, distance, etc.

State compulsory modules:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
431204-003-WM-01	Workplace Orientation and Ethics	4	10	Workplace-based
431204-003-WM-02	Policy Administration and Underwriting Support	4	10	Workplace-based
431204-003-WM-03	Claims Registration and Processing Support	5	10	Workplace-based

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431204-003-WM-04	Client Service and Stakeholder Communication	4	10	Workplace-based
431204-003-WM-05	Compliance, Recordkeeping and Digital Systems	5	10	Workplace-based

Total credits of the selected modules = 50

State if combinations of modules are required. Include selection criteria:

NB: The number of categories is not prescribed e.g. (select two from Category A; select two from Category B etc.):

6.2 Soft Skills Included:

Indicate if 5% -10% of soft skills are included and give location notes on the modules where this is found:

Approximately 5–10% of soft skills are integrated across the curriculum.
These are embedded within the following modules:

- KM-06 (Ethics and Compliance in the Insurance Sector)
- KM-07 (Digital Tools and Technology in Insurance)
- PM-03 (Customer Service and Relationship Management)
- WM-04 (Client Service and Stakeholder Communication)

Soft skills such as communication, customer service, professionalism, ethical conduct, and teamwork are developed through both knowledge and practical components.

6.3. Foundational Learning:

Indicate if foundational learning and give location notes on the modules where this is found:

Foundational learning is embedded across all Knowledge (KM), Practical (PM), and Work Experience (WM) modules.

This is reflected in the following modules:

- KM-01 (Introduction to the Insurance Industry)
- KM-02 (Regulatory Environment and Legal Frameworks)
- KM-05 (Financial Literacy and Insurance Products)
- PM-05 (Application of Financial Literacy in Insurance Scenarios)
- PM-03 (Customer Service and Relationship Management)

7. EXIT LEVEL OUTCOMES (ELO) AND ASSOCIATED ASSESSMENT CRITERIA (AAC)

7.1 Exit Level Outcomes (ELO) 1:

Process policy administration and underwriting support activities within insurance operational environments

Associated Assessment Criteria (AAC) for ELO 1:

Client information is analysed to identify relevant risk factors and underwriting requirements.

Risk levels are assessed in line with organisational underwriting guidelines and delegated authority levels.

Appropriate coverage terms, pricing structures and policy conditions are applied based on assessed risk and organisational procedure.

Underwriting support activities are performed in compliance with organisational policies and regulatory requirements.

Insurance documentation and supporting records are processed accurately and maintained in accordance with organisational procedures.

7.2 Exit Level Outcomes (ELO) 2:

Register, process and communicate claims activities within insurance operational environments

Associated Assessment Criteria (AAC) for ELO 2:

Claims information and supporting documentation are received, processed and verified in accordance with organisational claims procedures.

Policy terms, conditions and supporting records are reviewed to support claims processing activities.

Appropriate claims processing actions are applied based on the nature of the claim and organisational procedures.

Required information and supporting documentation are obtained, recorded and maintained accurately.

Claims activities are managed within agreed timelines and service standards.

Communication with claimants and stakeholders is clear, accurate and professional throughout the claims' lifecycle.

7.3 Exit Level Outcomes (ELO) 3:

Deliver insurance customer service and complaints handling support within insurance operational environments

Associated Assessment Criteria (AAC) for ELO 3:

Client interactions are handled in a professional, empathetic, and customer-focused manner.

Accurate and relevant information is provided in response to client queries.

Complaints are resolved in accordance with organisational procedures and TCF principles.

Communication is effective across verbal, written, and digital channels.

Customer relationships are maintained to support trust and service quality.

7.4 Exit Level Outcomes (ELO) 4:

Apply digital insurance systems and financial processing tools within insurance operations

Associated Assessment Criteria (AAC) for ELO 4:

Digital systems and tools are used effectively to support insurance processes.

Data is captured, updated, and maintained accurately within systems.

Information security and data protection requirements are applied.

Digital workflows support efficient underwriting, claims, and administration processes.

System outputs and reports are used to support decision-making and operations.

Premiums, commissions and related financial transactions are calculated accurately using approved organisational procedures and systems.

Financial information relevant to insurance operations and risk assessment is analysed and applied within operational contexts.

7.5 Exit Level Outcomes (ELO) 5:

Apply risk assessment and risk management principles in insurance contexts

Associated Assessment Criteria (AAC) for ELO 5:

- Insurance-related risks are identified and analysed using appropriate risk assessment tools and client information.
- Risk exposure is assessed in accordance with underwriting guidelines, insurer risk appetite and organisational procedures.
- Risk assessment activities are applied within underwriting support, claims processing and insurance operational environments.

- Appropriate risk mitigation and risk management measures are applied in accordance with organisational requirements.
- Risk information is recorded, maintained and communicated in line with organisational and regulatory requirements. Insurance products and costs are applied appropriately to client scenarios.

INTEGRATED ASSESSMENT

8.1 Formative Assessments conducted internally

NB: QCTO standard statements

Internal assessment aligned to curriculum

8.2 Integrated Summative Assessments conducted Internally

NB: QCTO standard statements

External EISA conducted by QCTO

8.3 External Integrated Summative Assessment (EISA) – a national assessment

NB: QCTO standard statements provided

Written assessment (maximum 3 hours)

OR

8.4 De-centralised Final Integrated Supervised Assessment (FISA) for Skills Programmes

NB: QCTO standard statements provided

N/A

9. INTERNATIONAL COMPARABILITY

NB: Not Applicable to Skills Programmes

9.1 Introductory Statement

A comparative analysis was conducted between the Insurance Practitioner (NQF Level 5) qualification and similar roles and qualifications internationally. Countries selected include Australia, New Zealand, and Canada, as these jurisdictions have established insurance sectors with comparable occupational roles and structured learning pathways.

The comparison focused on occupational outcomes, core competencies, qualification structure, and industry expectations to ensure alignment with international best practices.

9.2 Detailed Outline

Australia

In Australia, qualifications such as the Certificate IV in General Insurance (AQF) and industry programmes offered by professional bodies prepare learners for roles across underwriting support, claims processing, customer service, and insurance operations.

Learners develop competencies to:

- Support underwriting and policy administration processes
- Process and manage insurance claims
- Provide customer service and maintain client relationships
- Apply regulatory and compliance requirements
- Use digital systems and insurance technologies

Duration: Typically 6–12 months

Entry Requirements: Equivalent to secondary education

New Zealand

New Zealand offers qualifications such as the New Zealand Certificate in Financial Services (Level 4), with strands relevant to insurance.

These programmes include:

- Understanding insurance products and services
- Supporting underwriting and claims processes
- Applying regulatory and compliance frameworks
- Communicating with clients and stakeholders
- Using digital systems within financial services environments

Duration: Typically 6–12 months

Entry Requirements: Open entry or secondary school completion

Canada

In Canada, roles aligned to insurance practitioners are supported through professional programmes such as the Chartered Insurance Professional (CIP) programme offered by industry bodies.

Learners develop skills to:

- Support underwriting and claims processes
- Interpret policy information and insurance documentation
- Communicate with clients and stakeholders
- Apply insurance principles and regulatory requirements
- Operate within structured insurance environments

Duration: Modular, often part-time alongside employment

Entry Requirements: High school diploma

9.3 Similarities and Differences

Similarities

Across all countries

Focus on integrated insurance functions (underwriting, claims, customer service)

Emphasis on:

Policy interpretation and documentation

Customer service and stakeholder communication

Regulatory compliance and ethical conduct

Use of digital systems and technologies

Entry-level to intermediate access with progression opportunities

Alignment to workplace-based competencies

These align with the South African qualification's structure, integrating knowledge, practical skills, and workplace experience.

Differences

International qualifications:

International qualifications are often modular or shorter in duration and may not always include structured workplace experience.

The South African qualification is more comprehensive and integrated, combining knowledge, practical, and workplace components with external assessment (EISA).

Greater emphasis in South Africa on regulatory frameworks (e.g. FAIS, POPIA, TCF) and occupational competence.

9.3 Concluding Statement

The Insurance Practitioner (NQF Level 5) qualification compares favourably with international standards in Australia, New Zealand, and Canada.

The qualification aligns with global occupational requirements by developing learners capable of performing across core insurance functions, while also incorporating structured workplace learning and regulatory alignment specific to the South African context.

10. ARTICULATION

10.1 Articulation for Qualifications and Part- Qualifications

NB: QCTO standard statements for options are provided and require qualification details to be inserted

(a) Horizontal Articulation:

Certain related occupational qualifications are subject to registration end-date and teach-out arrangements as determined by SAQA/QCTO from time to time.

(a) Horizontal Articulation

Specific Statement: There are no horizontal articulation possibilities within the OQSF as there were no registered qualifications available at the time when this qualification was recommended for registration.

Between sub-frameworks –

- The following qualification has been identified for horizontal articulation:
 - Further Education and Training Certificate: Short-Term Insurance (SAQA ID: 66610, NQF Level 4)
 - Further Education and Training Certificate: Long-Term Insurance (SAQA ID: 49649, NQF Level 4)
 - Further Education and Training Certificate: Wealth Management (SAQA ID: 66613, NQF Level 4)
 - Occupational Certificate: Insurance Underwriter (SAQA ID: 91784, NQF Level 5)
 - Higher Certificate in Insurance (SAQA ID: 93999, NQF Level 5)
 - National Certificate: Short-Term Insurance (SAQA ID: 57918, NQF Level 5)

(b) Vertical Articulation

This qualification articulates vertically within the OQSF as follows:

- The following qualification has been identified for vertical articulation:
 - o SAQA ID 94222: Occupational Certificate: Organisational Risk Practitioner, NQF Level 6

(c) Diagonal Articulation

Specific Statement: There are no Diagonal articulation possibilities within the OQSF as there were no registered qualifications available at the time when this qualification was recommended for registration.

NB: If the entry requirements make articulation possible, answer YES.
YES

10.2 Articulation for Skills programmes

10.2.1 Work Opportunities:

Graduates who complete the qualification and are already in the insurance industry in roles such as administrators, assistants, or clerks can progress into specialist, supervisory, or technical roles, including:

- Insurance Administration Practitioner
- Insurance Operations Practitioner
- Insurance Administrator

- Policy Administration Officer
- Underwriting Support Administrator
- Claims Administration Practitioner
- Premium Administration Practitioner
- Customer Service Insurance Officer
- Insurance Processing Administrator
- Client Services Insurance Officer

10.2.2 Learning Opportunities:

The Insurance Practitioner function serves as an occupational entry point into structured learning and career progression within the insurance sector, enabling access to further learning pathways at higher NQF levels.

- Insurance Advisor (subject to FAIS requirements)
- Claims Assessor
- Underwriting Practitioner
- Compliance Practitioner
- Insurance Team Leader / Supervisor
- Insurance Operations Manager (long-term progression)

11. NOTES

11.1 Additional Legal or Physical Entry Requirements

No additional legal or physical entry requirements are required.

11.2 Criteria for Accreditation

Accreditation requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, is found in the Curriculum Document, as listed below.

Curriculum Code:

431204-003-00-00

11.3 Encompassed Trades (where applicable)

N/A

12. ASSOCIATED QUALIFICATION(S)/PART-QUALIFICATION(S):

SAQA QUAL ID	QUALIFICATION TYPE	QUALIFICATION DESCRIPTOR	CURRICULUM CODE	NQF LEVEL	CREDITS
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66610	Further Education and Training Certificate	Short Term insurance	N/A	4	140
49649	Further Education and Training Certificate	Long Term insurance	N/A	4	140
66611	National Certificate	Wealth Management	N/A	5	120
61595	Further Education and Training Certificate	Business Administration Services	N/A	4	120
91784	Occupational Certificate	Insurance Underwriter	335301-001-00-00	5	240
93999	Higher Certificate	Insurance	N/A	5	120

References:

Australian Government. (n.d.). *Certificate III and IV in General Insurance*. Retrieved March 27, 2026, from <https://training.gov.au>

Australian and New Zealand Institute of Insurance and Finance (ANZIIF). (n.d.). *Insurance and finance qualifications and programmes*. Retrieved March 27, 2026, from <https://anziif.com>

New Zealand Qualifications Authority (NZQA). (n.d.). *New Zealand Certificate in Financial Services (Level 4)*. Retrieved March 27, 2026, from <https://www.nzqa.govt.nz>

Insurance Institute of Canada. (n.d.). *Chartered Insurance Professional (CIP) programme*. Retrieved March 27, 2026, from <https://www.insuranceinstitute.ca>

Government of Canada. (n.d.). *National Occupational Classification (NOC): Insurance clerks and related occupations*. Retrieved March 27, 2026, from <https://noc.esdc.gc.ca>