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Chartered
Insurance
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MGA**Assess**

Content Guide

IDD READY

Managing
General Agents'
Association

MGAA

Introduction

All the information you'll ever need to know about insurance can now be found in one easy to use system.

Assess is a web-based learning solution designed to help you meet your organisation's training and competency needs.

From new starters to industry veterans, users at all levels of experience will find information that's relevant to them and useful for their role. The diagnostic assessment capabilities of Assess provide an ideal way to evaluate new starters and determine areas of learning that need to be prioritised in the onboarding process, or even as part of the candidate selection stage. But it doesn't stop there; ongoing competency testing is also fully catered for.

In this guide you'll find details of every module available, along with the approximate amount of time each piece of learning will take to complete and the number of assessment questions linked to it.

Contents

MGA Business	2
Insurance Distribution Directive (IDD)	4
Introduction to Insurance	6
Introduction to the London Market	7
Foundations of General Insurance	8
GRC for Financial Services	11
Health and Protection	18
Personal Lines	22
Commercial Lines	27
Specialisms	37
Compliance and Corporate Social Responsibility	43
Health and Safety	45
Mental Health and Wellbeing	48
Workplace Skills	50
CII Qualifications Revision	56

MGA Business

As representatives of MGA organisations and in conjunction with industry experts, the MGAA has developed a Starter Pack learning module for those interested in how MGAs operate in the UK insurance market, at entry level.

In addition, for those with a foundational understanding of the operation of MA business, a more advanced learning pack is featured here in four module parts. These four modules are designed to build on an existing understanding and provide a more detailed introduction to MGAs, establishing an MGA, operating an MGA and the functions within an MGA.

1

	Minutes
MGA Starter Pack	60

2

	Minutes
MGA Business Module Parts 1-4	180
• Part 1 - An introduction to MGAs	45
• Part 2 - Establishing an MGA	45
• Part 3 - Operating an MGA	45
• Part 4 - Functions within an MGA	45

3

	Minutes
Reducing motor claims costs through effective third party intervention	60

4

	Minutes
The role of data and predictive analytics in an evolving market	60

5

	Minutes
What treating customers fairly really looks like	45

6

	Minutes
Technology and its impact on the cost of claims	45

7

	Minutes
The ever changing legal landscape	30

Insurance Distribution Directive (IDD)

Under IDD, all staff involved in the distribution of insurance products are expected to demonstrate minimum levels of competency and knowledge in specific core areas.

These core pathways provide you with a simple journey through all of the areas highlighted in the IDD that you need to cover in your training, and they can be supplemented with product-based learning from the other catalogues.

The CII's IDD portal provides:

- Pre-set IDD pathways to cover core training
- Hundreds of role-specific product training modules
- Assessment facility to test competency levels
- Integrated authoring tool to allow the creation of specific product training
- IDD reporting system
- Integrated CPD that automatically adds and displays learning hours.

Non-Life: Core Pathway

	Minutes	Questions
Claims Handling	50	26
Complaint Handling	40	20
Contract and Agency	20	17
General Data Protection	40	25
Ethics, Corporate Governance and Internal Controls	20	18
The Insurance Market	20	25
Managing Conflicts of Interest	20	15
Conduct Risk	20	22
Treating Customers Fairly - Non-Retail Market Business	25	15
Fighting Fraud	35	18
Countering Bribery and Corruption	45	14
Anti-Money Laundering and Countering Terrorist Financing	45	19
Demands and Needs	30	20
Financial Competence	40	15

Insurance-Based Investment Products (IBIPs) and Life: Core Pathway

	Minutes	Questions
Types of Life Insurance and Pension-Based Policies	30	22
Life Assurance	20	11
Investment-Based Schemes	25	7
Complaints Handling	20	12
Assessing Customer Needs	15	5
Suitability	20	8
Explaining Risk	20	5
Establishing the Client's Risk Profile	20	8
The Pension System	25	8
Laws Governing Distribution of Insurance Products	25	24
Business Ethics Standards	20	10
The Insurance Market and the Saving Products Market	20	5
Financial Competence	35	13
Conflicts of Interest	20	5

Introduction to Insurance

Starting from the basics and working upwards, this catalogue provides a straightforward introduction to the world of insurance – a world which, especially for newcomers, can often seem confusing. Complex terminology and systems are logically explained and placed into context, with the aim of developing a strong working knowledge of all the essential ideas. These modules are aimed very much at new starters to insurance.

Introduction to Insurance

	Minutes	Questions
Risk and Insurance	30	26
Classes of General Insurance – Commercial Products	45	20
Classes of General Insurance – Personal Products	45	17
The Insurance Market	40	25
Contract and Agency	40	17
Insurable Interest and Good Faith	45	15
Average and Proximate Cause	45	14
Indemnity	25	14
Contribution and Subrogation	30	11
Insurance Regulation and Legislation	45	21
Ethics, Corporate Governance and Internal Controls	40	18
Claims	35	19

Introduction to the London Market

The UK insurance market is the largest in Europe, with London very much at its centre, boasting a heritage dating back hundreds of years. Over the course of fourteen modules, this catalogue covers everything from the basics (the origins of the market, its structures and associations) to the more involved processes (delegated authority and binding agreements, regulations and legal requirements) and everything in between. These modules provide a comprehensive overview that will be useful as part of an induction for those new to the area, or as part of ongoing learning.

Introduction to the London Market

	Minutes	Questions
Development of the London Market	25	17
Structure and Associations	20	20
Presenting the Risk	25	20
Underwriting the Risk and Determining the Premium	30	21
Claims Handling	30	11
Application of Insurance Principles	60	21
Classes of Business	60	20
Regulatory Overview	60	20
Legal Requirements in the London Market	60	20
Reinsurance in the London Market	40	21
Financial Security in the London Market	40	26
The Insurance Cycle	30	18
The Insurance Contract	30	21
Delegated Authority and Binding Agreements	70	22

Foundations of General Insurance

These modules establish the key functions of general insurance – from the market in which insurance providers operate to the practicalities of underwriting cover and handling claims in a real-world context. They provide a comprehensive outline of how the industry operates. Also included are an in-depth analysis of broking operations and a six-part primer on all aspects of third party claims.

The Insurance Market

	Minutes	Questions
London Market	110	20
Outsourcing and Off-shoring	70	25
The UK Insurance Market and its Position in the World	70	22
Captives and Other Methods of Risk Transfer	45	20

Principles and Underwriting

	Minutes	Questions
Principles of Insurance	100	24
Risks, Perils and Hazards	60	24
The Insurance Act 2015	45	20
Introduction to Underwriting	80	28
Policy Construction and Wording	105	31
Subjectivities, Conditions Precedent and Warranties	20	10
Contract Certainty	75	39
Pricing Insurance Contracts	60	20
Statistics for Underwriters	60	21
The Role of the Actuary	45	20
Managing an Underwriting Portfolio	60	20

Legal

	Minutes	Questions
Agency Law	45	20
Contract Law	45	20

Finance

	Minutes	Questions
General Insurance Accounting	60	23
Lloyd's Accounting and Regulation	60	20
Premium Finance	50	22

Reinsurance

	Minutes	Questions
Reinsurance	80	27

Broker Operations

	Minutes	Questions
Trading in the Commercial Insurance Market	90	20
Broker New Business Development	40	24
Presentation of Risk Information to Insurers	60	20
Presentation of Quotation Information to Clients	60	20
The Broker-Client Relationship	120	21
Binding and Delegated Authority Agreements	95	20
Customer Retention	60	20
Role of the Broker in Designing Insurance Programmes	60	20
Key Broking Processes	50	20
Sub-broking	50	20
Wholesale Market	40	20
Impact of Errors and Omissions for Brokers	85	20
Terms of Business Agreements (TOBAs)	30	20
Demands and Needs	30	20

Claims

Claims

	Minutes	Questions
Claims Handling	75	21
Claims Litigation	90	22
Loss Adjusting	40	21
Claims Fraud	100	26
Regulation of Claims Management Services	75	20

Third Party Claims

	Minutes	Questions
Overview	35	13
Personal Injury Claims	110	27
Diseases	45	12
Fatal Accidents	25	12
Property Damage	30	11
Policies and Procedures	50	15

GRC for Financial Services

Developed in conjunction with financial services industry experts, this catalogue is designed to support you with your governance, risk and compliance challenges, helping firms to develop a compliant culture and deliver better outcomes for clients.

Conduct

Conduct Risk

	Minutes	Questions
What is conduct risk?	5	5
Identifying conduct risks	5	5
Senior management responsibility	5	5
Managing conduct risks	5	7

Treating Customers Fairly – Non-Retail Market Business

	Minutes	Questions
TCF's fit with the Principles for Business and how it applies	10	8
Monitoring and evaluating TCF	10	7
Treating customers fairly – non-retail market business – key points	5	0

The Conduct Rules

	Minutes	Questions
The Conduct Rules – introductory video	5	0
Understanding the Conduct Rules	10	14
The Conduct Rules – case studies	20	0
The Conduct Rules – key points	5	0

Managing Conflicts of Interest

	Minutes	Questions
Conflicts of interest and regulatory standards	5	15
Managing conflicts of interest – case studies	5	0
Managing conflicts of interest – key points	5	1

Whistleblowing with Confidence

	Minutes	Questions
Introduction to whistleblowing	5	6
How to whistleblow and why you should	10	6
Creating a speak-up culture (for managers)	5	5

Understanding Vulnerable Customers

	Minutes	Questions
Introduction to vulnerability	10	5
Identifying vulnerability and obtaining disclosure	10	14
Vulnerable consumers – case studies	15	0
Summary of key points	5	0

Consumer Duty

	Minutes	Questions
The consumer principle	10	4
The cross-cutting rules	10	5
Consumer Duty outcomes	10	5
Vulnerable customers and SM&CR	10	3
Monitoring and governance	10	3

Fundamentals

Introduction to the Financial Conduct Authority (FCA)

	Minutes	Questions
The FCA – an introduction	3	15
What and how the FCA regulates	10	6
The FCA's objectives and regulatory regime	5	8
The FCA's regulatory family	10	5
FCA supervision	10	6

Introduction to the Prudential Regulation Authority (PRA)

	Minutes	Questions
The PRA – background and objectives	5	6
The PRA – supervisory approach	10	7
The PRA – Senior Managers and Certification Regime	5	6
The PRA – working with other authorities	10	7

Data Protection Act 2018 and the GDPR

	Minutes	Questions
Introduction to protecting data	10	5
Data protection in practice	15	14
Accountability and governance	5	6
General data protection – call to actions and key points	5	0

Risk and Operational Resilience

	Minutes	Questions
Introduction to risk management	5	0
Types of risk, their likelihood and impact	5	5
Systems and controls to manage risk	10	6
Risk in practice – a case study	5	0
Operational resilience	5	5
Risk and operational resilience – summary of key points	5	0

Maintaining Information and Cybersecurity

	Minutes	Questions
Information security – when it goes wrong	5	0
Information and cybersecurity controls	10	5
Information and cybersecurity good practices	15	8
Phishing, malware and browsing securely	5	5
Responding to an information security breach	5	5
Information and cybersecurity – summary of key points	5	0

Modern Slavery for Financial Services

	Minutes	Questions
Modern slavery, hidden in plain sight	5	12
Modern slavery, a call to action in financial services	15	5

Green Finance and ESG

	Minutes	Questions
Introduction to Green Finance	5	10
How the Green Finance Strategy works	5	5
Green Finance and firms	5	5
Environmentally friendly schemes	5	5
Sustainability for all	5	5

Senior Managers and Certification Regime

Senior Managers SYSC

	Minutes	Questions
SYSC overview	10	5
Responsibilities of directors and senior managers	10	5
Systems and controls	15	14
SYSC – case study	5	0

Certification Regime

	Minutes	Questions
Introduction to the Certification Regime	5	1
The Certification Regime: who is subject to it and how	10	15
The Certification Regime – case study	5	5
The Certification Regime – summary of key points	5	0

Senior Managers Regime

	Minutes	Questions
Senior Managers Regime – introductory video	5	0
How is it structured?	10	9
Documenting responsibilities	5	10
Approval in practice	10	0
Senior Managers Regime – summary of key points	5	0

An introduction to the Senior Managers and Certification Regime

	Minutes	Questions
Introduction to the SM&CR Framework	5	0
The SM&CR Framework – scenarios	15	12
The SM&CR Framework – summary of key points	5	0

Financial Crime

Anti-Money Laundering and Countering Terrorist Financing

	Minutes	Questions
Introduction to AML and CTF	3	5
Money laundering and terrorist financing legislation	8	5
Spotting money laundering and terrorist financing	10	5
Preventing money laundering and terrorist financing	8	5

Fighting Fraud

	Minutes	Questions
Fighting Fraud	15	8
Fraud legislation	10	10
Fighting fraud – case study	10	0

Countering Bribery and Corruption

	Minutes	Questions
The consequences of bribery and corruption	5	0
Bribery, corruption and the law	10	5
Advice for regulated firms	10	9
Spotting bribery and corruption indicators	10	0
Countering bribery and corruption – key points	5	0

Customer Due Diligence

	Minutes	Questions
Customer due diligence: an overview	15	9
CDD: differing levels, record keeping and reporting	15	15

Complying with Sanctions

	Minutes	Questions
Complying with Sanctions	15	15

Compliance with the Criminal Finances Act 2017

	Minutes	Questions
Introduction to the Criminal Finances Act	5	0
Tax avoidance and tax evasion	5	11
The impact of the CFA 2017 on organisations	15	13
Red flags and risk – a case study	10	0
Compliance with the Criminal Finances Act 2017 – summary of key points	5	0

Introduction to Financial Crime

	Minutes	Questions
Financial crime – an overview	10	5
Money laundering and terrorist financing	10	5
Tax evasion	5	5
Fraud	5	5
Identity crime	5	5
Bribery and corruption	10	6
Market abuse	10	5
Violating sanctions	5	4
Preventative measures	10	6

Specialist

Cryptocurrencies

	Minutes	Questions
An introduction to cryptocurrencies	10	6
Cryptocurrency – safety and regulation	10	15
Cryptocurrency – course notes	5	0

Insurance Regulation

Management

	Minutes	Questions
Solvency II	45	23
Regulatory supervision for brokers	60	20
Regulatory supervision for insurers	60	20
Practical risk management for insurance brokers	70	21
Regulation for managers	60	22

General Insurance Regulation

	Minutes	Questions
Consumer credit	50	19
ICOBS	80	21
Training and competence (T&C)	60	21

Managing the Customer

	Minutes	Questions
Client money	40	20
Customer service	120	27
Financial competence	45	15
Complaint handling	60	20
Introduction to financial inclusion	30	20
Financial Inclusion Case Study: Vulnerable Customers and Home Insurance	30	7
Financial Inclusion Case Study: Product Design and Motor Insurance	30	7
Financial Inclusion Case Study: Pre-Existing Conditions and Travel Insurance	30	7
Financial Inclusion Case Study: Health Issues and Pet Insurance	30	7

Selling in General Insurance

	Minutes	Questions
Overview	30	11
Disclosure	20	10
Regulation	90	22

Health and Protection

Representing a sizeable sector of the market, health and protection products are an important area to be familiar with, so it's vital to stay informed. This catalogue delivers key information on a broad range of insurance products in the fields of healthcare and protection in a way that will prove useful for those working in all aspects of the industry, from dedicated employee benefits specialists to insurance brokers.

Overview

	Minutes	Questions
Health and Protection Market Overview	45	10

General Insurance Protection Products

	Minutes	Questions
General Insurance Protection Products - Overview	30	10
General Insurance Protection Products – Policy Cover	60	29
General Insurance Protection Products – Underwriting	30	12
General Insurance Protection Products – Claims	20	11
General Insurance Protection Products – Broking	30	12

Life Assurance

	Minutes	Questions
Life Assurance – Overview	20	10
Life Assurance – Policy Cover	25	30
Life Assurance – Underwriting	20	14
Life Assurance – Claims	60	14
Life Assurance – Broking	35	16

Critical Illness

	Minutes	Questions
Critical Illness – Overview	25	11
Critical Illness – Policy Cover	30	26
Critical Illness – Underwriting	15	11
Critical Illness – Claims	15	10
Critical Illness – Broking	30	13

Long-Term Care

	Minutes	Questions
Long-Term Care – Overview	25	10
Long-Term Care – Policy Cover	40	22
Long-Term Care – Underwriting	15	10
Long-Term Care – Claims	15	11
Long-Term Care – Broking	40	16

Income Protection

	Minutes	Questions
Income Protection – Overview	25	10
Income Protection – Policy Cover	30	30
Income Protection – Underwriting	15	15
Income Protection – Claims	20	12
Income Protection – Broking	25	15

Private Medical

	Minutes	Questions
Private Medical – Overview	40	10
Private Medical – Policy Cover	60	30
Private Medical – Underwriting	30	16
Private Medical – Claims	25	16
Private Medical – Broking	40	14

International Private Medical

	Minutes	Questions
International Private Medical – Overview	30	10
International Private Medical – Policy Cover	45	23
International Private Medical – Underwriting Cover	30	10
International Private Medical – Claims	20	12
International Private Medical – Broking	20	11

Health Cash Plans

	Minutes	Questions
Health Cash Plans – Overview	40	10
Health Cash Plans – Policy Cover	40	27
Health Cash Plans – Underwriting	15	11
Health Cash Plans – Claims	15	12
Health Cash Plans – Broking	15	12

Dental Plans

	Minutes	Questions
Dental Plans – Overview	45	10
Dental Plans – Policy Cover	30	15
Dental Plans – Underwriting	10	10
Dental Plans – Claims	10	10
Dental Plans – Broking	15	11

Group Life and Health Insurance

	Minutes	Questions
Group Life and Health Insurance – Overview	30	10
Group Life and Health Insurance – Policy Cover	25	20
Group Life and Health Insurance – Underwriting	15	11
Group Life and Health Insurance – Claims	15	10
Group Life and Health Insurance – Broking	20	10

Business Protection

	Minutes	Questions
Key Person Insurance – The Basics and General Information	30	17
Key Person Insurance – Calculating Cover Amount and Underwriting	10	7
Key Person Insurance – Taxation	10	8
Share Protection Insurance	30	20
Partnership Protection Insurance	10	10

Mortgage Protection

	Minutes	Questions
Mortgage Protection – Overview	30	10
Mortgage Protection – Policy Cover	40	20
Mortgage Protection – Underwriting	30	10
Mortgage Protection – Claims	20	10
Mortgage Protection – Broking	25	10

Personal Lines

From home insurance to classic car cover, consumer insurance products are the focus of this selection of modules. Each type of insurance is examined in depth, detailing the policy cover provided, all relevant underwriting and broking considerations, and the claims handling process.

Home

Overview

	Minutes	Questions
Home Insurance – Overview	40	12

Buildings

	Minutes	Questions
Buildings – Overview	40	13
Buildings – Policy Cover	70	24
Buildings – Underwriting	110	35
Buildings – Claims	100	32
Buildings – Broking	75	18

Contents

	Minutes	Questions
Contents – Overview	30	12
Contents – Policy Cover	80	32
Contents – Underwriting	80	41
Contents – Claims	70	34
Contents – Broking	80	25

Extensions of Cover

	Minutes	Questions
Extensions of Cover – Overview	40	11
Extensions of Cover – Policy Cover	40	22
Extensions of Cover – Underwriting	40	15
Extensions of Cover – Claims	45	12
Extensions of Cover – Broking	45	16

High Net Worth

	Minutes	Questions
High Net Worth – Overview	45	11
High Net Worth – Policy Cover	60	22
High Net Worth – Underwriting	30	10
High Net Worth – Claims	30	10
High Net Worth – Broking	30	15

Legal Expenses

	Minutes	Questions
Home Legal Expenses	60	24

Home Breakdown and Home Emergency Cover

	Minutes	Questions
Home Breakdown and Home Emergency Cover	45	28

Listed Buildings

	Minutes	Questions
Listed Buildings – Overview	20	12
Listed Buildings – Policy Cover	60	26
Listed Buildings – Underwriting	45	12
Listed Buildings – Claims	45	11
Listed Buildings – Broking	45	17

Liability Cover Under Home Insurance

	Minutes	Questions
Liability Cover Under Home Insurance – Overview	30	9
Liability Cover Under Home Insurance – Policy Cover	60	19
Liability Cover Under Home Insurance – Underwriting	30	13
Liability Cover Under Home Insurance – Claims	40	15
Liability Cover Under Home Insurance – Broking	40	16

Pets, Horses and Ponies

Pet Insurance

	Minutes	Questions
Pet Insurance – Overview	30	11
Pet Insurance – Policy Cover	45	21
Pet Insurance – Underwriting	40	11
Pet Insurance – Claims	45	10
Pet Insurance – Broking	45	13

Horses and Ponies

	Minutes	Questions
Horses and Ponies – Overview	15	11
Horses and Ponies – Policy Cover	45	20
Horses and Ponies – Underwriting	40	10
Horses and Ponies – Claims	45	15
Horses and Ponies – Broking	30	18

Private Motor

Overview

	Minutes	Questions
Private Motor Insurance – Overview	20	15

Legislation

	Minutes	Questions
Motor Legal Expenses – Overview	90	40

Telematics

	Minutes	Questions
Telematics	40	23

Private Car

	Minutes	Questions
Private Car – Overview	15	11
Private Car – Policy Cover	75	41
Private Car – Underwriting	50	32
Private Car – Claims	80	41
Private Car – Broking	50	30

Classic Cars

	Minutes	Questions
Classic Car - Overview	30	13
Classic Car – Policy Cover	60	23
Classic Car – Underwriting	25	12
Classic Car – Claims	25	15
Classic Car – Broking	30	14

Ancillary Covers

	Minutes	Questions
Motor Ancillary Insurance	70	33

Legislation

	Minutes	Questions
Motor Legal Expenses – Overview	90	40
Motor Legal Expenses – Policy Cover	30	20
Motor Legal Expenses – Underwriting	15	5
Motor Legal Expenses – Claims	15	5
Motor Legal Expenses – Broking	15	5

Motorcycles

	Minutes	Questions
Motorcycles – Overview	15	10
Motorcycles – Policy Cover	35	21
Motorcycles – Underwriting	20	15
Motorcycles – Claims	35	15
Motorcycles – Broking	20	10

Travel

Travel

	Minutes	Questions
Travel Insurance – Overview	45	14
Travel Insurance – Policy Cover	90	27
Travel Insurance – Underwriting	120	21
Travel Insurance – Claims	70	21
Travel Insurance – Broking	80	20

Leisure and Events

Leisure and Events

	Minutes	Questions
Events and Exhibitors Insurance	85	25
Wedding Insurance	100	19
Sports Insurance	90	25
Gadget Insurance	60	25

Caravans

	Minutes	Questions
Caravans – Overview	15	10
Caravans – Policy Cover	25	20
Caravans – Underwriting	20	11
Caravans – Claims	40	12
Caravans – Broking	40	12

Yachts and Small Craft

	Minutes	Questions
Yachts and Small Craft – Overview	40	10
Yachts and Small Craft – Policy Cover	30	10
Yachts and Small Craft – Underwriting	20	10
Yachts and Small Craft – Claims	20	10
Yachts and Small Craft – Broking	20	10

Commercial Lines

How do organisations insure against the range of risks to which they might be exposed? The modules in this catalogue address this question by looking at insurance products relating to commercial property, motor and liability, and further into risks such as those faced by contractors, the farming industry and much more...

Commercial Property

Commercial Property Insurance

	Minutes	Questions
Commercial Property – Overview	10	10
Commercial Property – Policy Cover	80	20
Commercial Property – Underwriting	140	20
Commercial Property – Claims	10	10
Commercial Property – Broking	60	20

Commercial Property Owners

	Minutes	Questions
Commercial Property Owners – Overview	30	13
Commercial Property Owners – Policy Cover	70	20
Commercial Property Owners – Underwriting	60	13
Commercial Property Owners – Claims	60	13
Commercial Property Owners – Broking	60	15

Residential Property Owners

	Minutes	Questions
Residential Property Owners – Overview	30	13
Residential Property Owners – Policy Cover	60	21
Residential Property Owners – Underwriting	60	14
Residential Property Owners – Claims	60	12
Residential Property Owners – Broking	60	14

Fidelity Guarantee

	Minutes	Questions
Fidelity Guarantee – Overview	10	10
Fidelity Guarantee – Policy Cover	15	10
Fidelity Guarantee – Underwriting	15	10
Fidelity Guarantee – Claims	15	10
Fidelity Guarantee – Broking	10	10

Theft

	Minutes	Questions
Theft – Overview	10	10
Theft – Policy Cover	15	20
Theft – Underwriting	20	10
Theft – Claims	15	10
Theft – Broking	15	10

Terrorism

	Minutes	Questions
Terrorism – Overview	10	10
Terrorism – Policy Cover	40	20
Terrorism – Underwriting	20	10
Terrorism – Claims	20	10
Terrorism – Broking	20	10

Goods in Transit

	Minutes	Questions
Goods in Transit – Overview	15	10
Goods in Transit – Policy Cover	50	20
Goods in Transit – Underwriting	30	10
Goods in Transit – Claims	30	10
Goods in Transit – Broking	30	10

Limiting the Risk

	Minutes	Questions
Risk Management	35	20
Risk Surveying	95	20
Sprinkler Systems and Sprinkler Leakage Insurance	40	20

Business Interruption

	Minutes	Questions
Business Interruption – Overview	25	11
Business Interruption – Policy Cover	60	22
Business Interruption – Underwriting	50	20
Business Interruption – Claims	60	21
Business Interruption – Broking	60	21
Business Continuity Planning	45	20
Covid-19: FCA Business Interruption Test Case	60	0

Events and Exhibitors

	Minutes	Questions
Commercial Event and Exhibitor Insurance	90	20

Commercial Packages

	Minutes	Questions
Commercial Packages – Overview	20	10
Commercial Packages – Policy Cover	80	20
Commercial Packages – Underwriting	25	10
Commercial Packages – Claims	20	10
Commercial Packages – Broking	20	10

Engineering

	Minutes	Questions
Engineering Insurance – Overview	25	10
Engineering Insurance – Policy Cover	35	20
Engineering Insurance – Underwriting	25	10
Engineering Insurance – Claims	20	15
Engineering Insurance – Broking	25	12
Engineering Insurance – Statutory Inspection Requirements	45	20

Trade Credit

	Minutes	Questions
Trade Credit – Overview	10	10
Trade Credit – Policy Cover	15	20
Trade Credit – Underwriting	25	10
Trade Credit – Claims	10	11
Trade Credit – Broking	10	10

Tradesman's Insurance

	Minutes	Questions
Tradesman's Insurance – Overview	10	10
Tradesman's Insurance – Policy Cover	20	20
Tradesman's Insurance – Underwriting	15	10
Tradesman's Insurance – Claims	20	10
Tradesman's Insurance – Broking	15	10

Crime Insurance

	Minutes	Questions
Crime Insurance – Overview	15	10
Crime Insurance – Policy Cover	30	18
Crime Insurance – Underwriting	30	10
Crime Insurance – Claims	20	10
Crime Insurance – Broking	20	10

Commercial Motor

Overview

	Minutes	Questions
Commercial Motor – Overview	20	0

Commercial Vehicle

	Minutes	Questions
Commercial Vehicle – Overview	20	10
Commercial Vehicle – Policy Cover	70	21
Commercial Vehicle – Underwriting	150	25
Commercial Vehicle – Claims	100	22
Commercial Vehicle – Broking	60	16

Motor Fleet

	Minutes	Questions
Motor Fleet – Overview	15	10
Motor Fleet – Policy Cover	30	24
Motor Fleet – Underwriting	60	21
Motor Fleet – Claims	45	12
Motor Fleet – Broking	60	23

Motor Trade

	Minutes	Questions
Motor Trade – Overview	45	10
Motor Trade – Policy Cover	120	21
Motor Trade – Underwriting	20	11
Motor Trade – Claims	60	20
Motor Trade – Broking	20	11

Private Vehicles Used for Business

	Minutes	Questions
Private Vehicles Used for Business	45	29

Vehicles for Public and Private Hire

	Minutes	Questions
Vehicles for Public and Private Hire	100	31

Commercial Liability

Introduction

	Minutes	Questions
Introduction to Liability and How it Arises	100	31

Public Liability

	Minutes	Questions
Public Liability – Overview	45	10
Public Liability – Policy Cover	100	25
Public Liability – Underwriting (Work Away)	60	21
Public Liability – Underwriting (Premises)	75	21
Public Liability – Claims	125	31
Public Liability – Broking	50	14

Employers' Liability

	Minutes	Questions
Employers' Liability – Overview	30	10
Employers' Liability – Policy Cover	80	29
Employers' Liability – Underwriting	135	30
Employers' Liability – Claims	75	25
Employers' Liability – Broking	45	13

Products Liability

	Minutes	Questions
Products Liability – Overview	30	10
Products Liability – Policy Cover	80	22
Products Liability – Underwriting	75	26
Products Liability – Claims	75	23
Products Liability – Broking	55	26

Directors' and Officers' Liability

	Minutes	Questions
Directors and Officers – Overview	40	11
Directors and Officers – Policy Cover	100	26
Directors and Officers – Underwriting	45	18
Directors and Officers – Claims	75	23
Directors and Officers – Broking	50	12

Professional Indemnity

	Minutes	Questions
Professional Indemnity – Overview	40	10
Professional Indemnity – Policy Cover	120	22
Professional Indemnity – Underwriting	45	18
Professional Indemnity – Claims	180	27
Professional Indemnity – Broking	60	14

Employment Practices

	Minutes	Questions
Employment Practices – Overview	25	10
Employment Practices – Policy Cover	60	23
Employment Practices – Underwriting	20	16
Employment Practices – Claims	20	15
Employment Practices – Broking	25	12

Errors and Omissions

	Minutes	Questions
Errors and Omissions – Overview	30	10
Errors and Omissions – Policy Cover	80	24
Errors and Omissions – Underwriting	45	12
Errors and Omissions – Claims	80	18
Errors and Omissions – Broking	90	22

Product Recall

	Minutes	Questions
Product Recall – Overview	40	10
Product Recall – Policy Cover	40	20
Product Recall – Underwriting	40	11
Product Recall – Claims	40	11
Product Recall – Broking	25	11

Product Guarantee

	Minutes	Questions
Product Guarantee – Overview	30	10
Product Guarantee – Policy Cover	40	18
Product Guarantee – Underwriting	20	10
Product Guarantee – Claims	30	11
Product Guarantee – Broking	30	12

Contractors' All Risks

Contractors' All Risks

	Minutes	Questions
Contractors' All Risks – Overview	30	10
Contractors' All Risks – Policy Cover	70	21
Contractors' All Risks – Underwriting	90	24
Contractors' All Risks – Claims	50	14
Contractors' All Risks – Broking	85	25
Contract Works – Contract Conditions	80	27

Farming and Agriculture

Farming and Agriculture

	Minutes	Questions
Farming and Agriculture – Overview	45	10
Farming and Agriculture – Policy Cover	40	25
Farming and Agriculture – Underwriting	30	13
Farming and Agriculture – Claims	30	14
Farming and Agriculture – Broking	30	11

Livestock

	Minutes	Questions
Livestock – Overview	15	10
Livestock – Policy Cover	50	22
Livestock – Underwriting	15	12
Livestock – Claims	15	12
Livestock – Broking	15	10

Agricultural and Forestry Vehicles

	Minutes	Questions
Agricultural and Forestry Vehicles – Overview	15	10
Agricultural and Forestry Vehicles – Policy Cover	30	22
Agricultural and Forestry Vehicles – Underwriting	20	10
Agricultural and Forestry Vehicles – Claims	20	13
Agricultural and Forestry Vehicles – Broking	25	10

Commercial Legal Expenses

Commercial Legal Expenses

	Minutes	Questions
Commercial Legal Expenses – Overview	30	10
Commercial Legal Expenses – Policy Cover	60	23
Commercial Legal Expenses – Underwriting	25	11
Commercial Legal Expenses – Claims	45	12
Commercial Legal Expenses – Broking	45	11

Business Travel

Business Travel

	Minutes	Questions
Business Travel – Overview	40	10
Business Travel – Policy Cover	60	24
Business Travel – Underwriting	60	14
Business Travel – Claims	50	14
Business Travel – Broking	50	17

Health and Safety

Health and Safety

	Minutes	Questions
Noise at Work	30	14
Asbestos	40	17
Manual Handling	20	12
Display Screen Equipment	20	11
Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR)	30	15
Fire Regulations and Risk Assessment	40	22
Hazardous Substances	45	15
Work-related Upper Limb Disorders	30	14
Work-related Stress	40	11
Health and Safety Legislation and Insurance	75	30

Specialisms

Specialised industries operate outside of the remit of standard personal and commercial covers, and therefore require specialised insurance cover. In the modules featured here, the focus is on examining the challenges posed by providing insurance in this unique arena – topics include marine and political risks, as well as contemporary concerns such as aviation and space insurance.

Aviation and Space

Overview

	Minutes	Questions
Aviation and Space Insurance – Overview	15	0
Aviation and Space Insurance – Conventions and Legal Requirements	40	10

Aircraft Insurance

	Minutes	Questions
Aircraft Insurance – Overview	20	10
Aircraft Insurance – Policy Cover	60	16
Aircraft Insurance – Underwriting	25	10
Aircraft Insurance – Claims	25	16
Aircraft Insurance – Broking	20	10

Airport Insurance

	Minutes	Questions
Airport Insurance – Overview	25	10
Airport Insurance – Policy Cover	15	10
Airport Insurance – Underwriting	15	10
Airport Insurance – Claims	15	10
Airport Insurance – Broking	15	10

Space Insurance

	Minutes	Questions
Space Insurance – Overview	10	10
Space Insurance – Policy Cover	25	20
Space Insurance – Underwriting	10	10
Space Insurance – Claims	10	10
Space Insurance – Broking	10	8

Other Products Offered in the Aviation Market

	Minutes	Questions
Other Products – Overview	10	10
Other Products – Policy Cover	25	20
Other Products – Underwriting	15	10
Other Products – Claims	15	10
Other Products – Broking	15	10

Marine

Overview

	Minutes	Questions
Marine Insurance – Overview	100	10

Freight

	Minutes	Questions
Freight Liability – Overview	45	10
Freight Liability – Policy Cover	20	10
Freight Liability – Underwriting	30	10
Freight Liability – Claims	20	10
Freight Liability – Broking	60	20
Freight Liability – CMR and other conventions	60	20

Cargo

	Minutes	Questions
Marine Cargo – Overview	60	10
Marine Cargo – Policy Cover	60	20
Marine Cargo – Underwriting	100	10
Marine Cargo – Claims	70	20
Marine Cargo – Broking	85	20

Hull

	Minutes	Questions
Marine Hull Insurance – Overview	45	10
Marine Hull Insurance – Policy Cover	20	13
Marine Hull Insurance – Underwriting	25	20
Marine Hull Insurance – Claims	20	13
Marine Hull Insurance – Broking	20	13
Marine Hull Insurance – Institute Time Clauses	45	10

Protection and Indemnity

	Minutes	Questions
Protection and Indemnity – Overview	60	10
Protection and Indemnity – Policy Cover	40	20
Protection and Indemnity – Underwriting	25	10
Protection and Indemnity – Claims	25	10
Protection and Indemnity – Broking	25	12

War Risks

	Minutes	Questions
Marine War Risks – Overview	60	10
Marine War Risks – Policy Cover	60	20
Marine War Risks – Underwriting	25	10
Marine War Risks – Claims	25	10
Marine War Risks – Broking	25	10

Ports, Terminal Operators and Marinas

	Minutes	Questions
Ports, Terminal Operators and Marinas – Overview	60	10
Ports, Terminal Operators and Marinas – Policy Cover	30	20
Ports, Terminal Operators and Marinas – Underwriting	45	10
Ports, Terminal Operators and Marinas – Claims	20	10
Ports, Terminal Operators and Marinas – Broking	30	10

Political Risks

Political Risks

	Minutes	Questions
Political Risks – Overview	15	10
Political Risks – Policy Cover	25	20
Political Risks – Underwriting	20	10
Political Risks – Claims	25	10
Political Risks – Broking	15	10

Political Violence, Kidnap and Ransom

	Minutes	Questions
Political Violence, Kidnap and Ransom – Overview	25	10
Political Violence, Kidnap and Ransom – Policy Cover	30	19
Political Violence, Kidnap and Ransom – Underwriting	20	10
Political Violence, Kidnap and Ransom – Claims	20	10
Political Violence, Kidnap and Ransom – Broking	15	10

Cyber Risks

Cyber Risks

	Minutes	Questions
Cyber Risks – Overview	45	10
Cyber Risks – Policy Cover	70	15
Cyber Risks – Underwriting	75	20
Cyber Risks – Claims	30	11
Cyber Risks – Broking	90	21

Pollution and Environmental Risks

Pollution and Environmental Risks

	Minutes	Questions
Pollution and Environmental Risks – Overview	30	10
Pollution and Environmental Risks – Policy Cover	65	25
Pollution and Environmental Risks – Underwriting	30	11
Pollution and Environmental Risks – Claims	25	15
Pollution and Environmental Risks – Broking	35	18

Energy Risks

Energy Risks

	Minutes	Questions
Energy Risks – Overview	80	11
Energy Risks – Policy Cover	90	20
Energy Risks – Underwriting	40	10
Energy Risks – Claims	30	11
Energy Risks – Broking	30	11
Energy Risks – Detailed Policy Wordings	60	0

Bloodstock

Bloodstock

	Minutes	Questions
Bloodstock – Overview	20	11
Bloodstock – Policy Cover	30	21
Bloodstock – Underwriting	45	12
Bloodstock – Claims	45	11
Bloodstock – Broking	25	14

Global Programmes

Global Programmes

	Minutes	Questions
Global Programmes – Overview	25	11
Global Programmes – Policy Cover	70	20
Global Programmes – Underwriting	20	10
Global Programmes – Claims	15	10
Global Programmes – Broking	25	10

Jewellers' Block, Fine Art and Specie

Jewellers' Block, Fine Art and Specie

	Minutes	Questions
Jewellers' Block, Fine Art and Specie – Overview	10	10
Jewellers' Block, Fine Art and Specie – Policy Cover	20	15
Jewellers' Block, Fine Art and Specie – Underwriting	20	15
Jewellers' Block, Fine Art and Specie – Claims	10	10
Jewellers' Block, Fine Art and Specie – Broking	10	10

Compliance and Corporate Social Responsibility

All businesses have both legal compliance and corporate social responsibilities (CSR) to maintain through the course of their operations. CSR is a form of self-regulation that focuses on the impact of organisational activities on society and the environment, by incorporating social concerns into day-to-day business activities, ensuring compliance with legal and ethical standards.

Business Compliance

	Minutes
Absence Management Module	15
Absence Management Video Plus	5
Anti-Slavery Module	15
Anti-Slavery Video Plus	5
Budgeting Basics Module	15
Budgeting Basics Video Plus	5
Competition Law Module	15
Competition Law Video Plus	5
Finance for Non-Financial Managers Module	15
Finance for Non-Financial Managers Video Plus	5
Insider Trading Module	15
Insider Trading Video Plus	5
Payment Card Industry Data Security Standard (PCI DSS) Module	15
Payment Card Industry Data Security Standard (PCI DSS) Video Plus	5
Right to Work Module	15
Right to Work Video Plus	5
Workplace Security Module	15
Workplace Security Video Plus	5

Environment

	Minutes
Sustainability Module	15
Sustainability Video Plus	5

Diversity and Inclusion

	Minutes
Age Module	15
Age Video Plus	5
Disability Module	15
Disability Video Plus	5
E&D Introduction Module	15
E&D Introduction Video Plus	5
Gender Reassignment Module	15
Gender Reassignment Video Plus	5
Marriage & Civil Partnership Module	15
Marriage & Civil Partnership Video Plus	5
Race Module	15
Race Video Plus	5
Religion or Belief Module	15
Religion or Belief Video Plus	5
Sex Discrimination Module	15
Sex Discrimination Video Plus	5
Sexual Orientation Module	15
Sexual Orientation Video Plus	5
Unconscious Bias Module	15
Unconscious Bias Video Plus	5
Workplace Bullying Module	15
Workplace Bullying Video Plus	5

Health and Safety

Health and safety is a necessity for all businesses to maintain compliance with the law and to protect the workforce. These interactive, responsive modules make compliance training effective and engaging.

General Workplace Safety

	Minutes
Display Screen Equipment Module	15
Display Screen Equipment Video Plus	5
Driving at Work Module	15
Driving at Work Video Plus	5
Electricity Module	15
Electricity Video Plus	5
Fire Module	15
Fire Video Plus	5
First Aid at Work Module	15
First Aid at Work Video Plus	5
Health & Safety Introduction Module	15
Health & Safety Introduction Video Plus	5
Manual Handling Module	15
Manual Handling Video Plus	5
Moving or Falling Objects Module	15
Moving or Falling Objects Video Plus	5
Office Health & Safety Module	15
Office Health & Safety Video Plus	5
Pregnancy & Maternity Module	15
Pregnancy & Maternity Video Plus	5
Slips & Trips Module	15
Slips & Trips Video Plus	5
Work At Height Module	15
Work At Height Video Plus	5

Food Safety and Hygiene

	Minutes
Food Allergy Module	15
Food Allergy Video Plus	5
Food Law Module	15
Food Law Video Plus	5
Food Safety Hazards Module	15
Food Safety Hazards Video Plus	5
Food Safety Introduction Module	15
Food Safety Introduction Video Plus	5
Food Safety Management Module	15
Food Safety Management Video Plus	5
Food-Borne Illness Module	15
Food-Borne Illness Video Plus	5
Hygienic Premises Module	15
Hygienic Premises Video Plus	5
Personal Hygiene Module	15
Personal Hygiene Video Plus	5
Temperature Control Module	15
Temperature Control Video Plus	5

Chemical Hazards

	Minutes
Dangerous Substances Module	15
Dangerous Substances Video Plus	5

Specialist Environments

	Minutes
Remote Health & Safety Module	15
Remote Health & Safety Video Plus	5

Vehicles, Plant and Equipment

	Minutes
Vehicles In & Around The Warehouse Module	15
Vehicles In & Around The Warehouse Video Plus	5

Safeguarding

	Minutes
Safeguarding Adults at Risk (England & Wales) Module	15
Safeguarding Adults at Risk (England & Wales) Video Plus	5
Safeguarding Adults at Risk (Northern Ireland) Module	15
Safeguarding Adults at Risk (Northern Ireland) Video Plus	5
Safeguarding Adults at Risk (Scotland) Module	15
Safeguarding Adults at Risk (Scotland) Video Plus	5
Safeguarding Children (England & Wales) Module	15
Safeguarding Children (England & Wales) Video Plus	5
Safeguarding Children (Northern Ireland) Module	15
Safeguarding Children (Northern Ireland) Video Plus	5
Safeguarding Children (Scotland) Module	15
Safeguarding Children (Scotland) Video Plus	5

Mental Health and Wellbeing

Our resources help people understand their own mental health whilst also supporting others. They help people to maximise their wellbeing and bring about positive change, no matter what the situation.

Learning

	Minutes
Ambiguity Module	15
Ambiguity Video Plus	5
Benefits of Good Sleep Module	15
Benefits of Good Sleep Video Plus	5
Better Judgements Module	15
Better Judgements Video Plus	5
Changing Behaviours Module	15
Changing Behaviours Video Plus	5
Creativity Module	15
Creativity Video Plus	5
Critical Thinking Module	15
Critical Thinking Video Plus	5
Curiosity Module	15
Curiosity Video Plus	5
Empathy Module	15
Empathy Video Plus	5
Everyday Energy Module	15
Everyday Energy Video Plus	5
Great Conversations Module	15
Great Conversations Video Plus	5
Healthy Living Module	15
Healthy Living Video Plus	5
Impact & Influence Module	15
Impact & Influence Video Plus	5
Letting Go Module	15
Letting Go Video Plus	5

Learning continued

	Minutes
Life Balance Module	15
Life Balance Video Plus	5
Managing Emotions Module	15
Managing Emotions Video Plus	5
Mental Health Module	15
Mental Health Video Plus	5
Mindfulness Module	15
Mindfulness Video Plus	5
Mindset Module	15
Mindset Video Plus	5
Personal Agility Module	15
Personal Agility Video Plus	5
Positive Thinking Module	15
Positive Thinking Video Plus	5
Relationship Building Module	15
Relationship Building Video Plus	5
Relaxation Module	15
Relaxation Video Plus	5
Resilience Module	15
Resilience Video Plus	5
Value & Purpose Module	15
Value & Purpose Video Plus	5
Winter Wellbeing Module	15
Winter Wellbeing Video Plus	5

Workplace Skills

These activities, covering a wide and growing range of soft skills, promote personal development and equip employees with the necessary skills and behaviours to be successful within the work environment.

Sales, Marketing and Customer Services

	Minutes
A Balancing Act Module	15
A Balancing Act Video Plus	5
A Positive Perspective Module	15
A Positive Perspective Video Plus	5
Approaching New Customers Module	15
Approaching New Customers Video Plus	5
Brand & Reputation Module	15
Brand & Reputation Video Plus	5
Caring for Vulnerable Customers Module	15
Caring for Vulnerable Customers Video Plus	5
Communicating with Respect Module	15
Communicating with Respect Video Plus	5
Email Etiquette Module	15
Email Etiquette Video Plus	5
Handling Complaints Module	15
Handling Complaints Video Plus	5
Know Your Customer Module	15
Know Your Customer Video Plus	5
Maintaining Existing Customers Module	15
Maintaining Existing Customers Video Plus	5
Managing Expectations Module	15
Managing Expectations Video Plus	5
Telephone Manner Module	15
Telephone Manner Video Plus	5

Communication and Social Skills

	Minutes
Active Listening Module	15
Active Listening Video Plus	5
Asking the Right Questions Module	15
Asking the Right Questions Video Plus	5
Body Language Module	15
Body Language Video Plus	5
Communicating Under Pressure Module	15
Communicating Under Pressure Video Plus	5
Communicating with Emotional Intelligence Module	15
Communicating with Emotional Intelligence Video Plus	5
Effective Writing Module	15
Effective Writing Video Plus	5
Expressing Yourself Module	15
Expressing Yourself Video Plus	5
How to be Assertive Module	15
How to be Assertive Video Plus	5
Planning Your Report Module	15
Planning Your Report Video Plus	5
Presenting Data Module	15
Presenting Data Video Plus	5
Presenting with Confidence Module	15
Presenting with Confidence Video Plus	5
Spelling & Punctuation Module	15
Spelling & Punctuation Video Plus	5
The English Sentence Module	15
The English Sentence Video Plus	5
What's Not Being Said? Module	15
What's Not Being Said? Video Plus	5
Workplace Diplomacy Module	15
Workplace Diplomacy Video Plus	5
Writing Your Report Module	15
Writing Your Report Video Plus	5

Personal Development

	Minutes
Career Planning Module	15
Career Planning Video Plus	5
Confidence Module	15
Confidence Video Plus	5
Dealing with Stress Module	15
Dealing with Stress Video Plus	5
Decision Making Module	15
Decision Making Video Plus	5
First Impressions Module	15
First Impressions Video Plus	5
Making Objectives Happen Module	15
Making Objectives Happen Video Plus	5
Managing Personal Finance Module	15
Managing Personal Finance Video Plus	5
Negotiation Skills Module	15
Negotiation Skills Video Plus	5
Networking Module	15
Networking Video Plus	5
Planning Your Own Development Module	15
Planning Your Own Development Video Plus	5
Problem Solving Module	15
Problem Solving Video Plus	5
Productivity Module	15
Productivity Video Plus	5
Remote Working Module	15
Remote Working Video Plus	5
Setting Objectives Module	15
Setting Objectives Video Plus	5
Time Management Module	15
Time Management Video Plus	5
Tips for the Interviewee Module	15
Tips for the Interviewee Video Plus	5

Management and Leadership

	Minutes
Appraisal Interviews Module	15
Appraisal Interviews Video Plus	5
Challenging the Status Quo Module	15
Challenging the Status Quo Video Plus	5
Coaching & Mentoring Module	15
Coaching & Mentoring Video Plus	5
Coaching Module	15
Coaching Video Plus	5
Developing Leadership Module	15
Developing Leadership Video Plus	5
Experiencing Change Module	15
Experiencing Change Video Plus	5
Flexible Leadership Module	15
Flexible Leadership Video Plus	5
Giving & Receiving Feedback Module	15
Giving & Receiving Feedback Video Plus	5
Hiring Right First Time Module	15
Hiring Right First Time Video Plus	5
Inducting a New Team Member Module	15
Inducting a New Team Member Video Plus	5
Making the Change Module	15
Making the Change Video Plus	5
Managing Virtual Teams Module	15
Managing Virtual Teams Video Plus	5
Mentoring Module	15
Mentoring Video Plus	5
Motivation & Effective Feedback Module	15
Motivation & Effective Feedback Video Plus	5
Operational Agility Module	15
Operational Agility Video Plus	5

Management and Leadership continued

	Minutes
Performance Management Module	15
Performance Management Video Plus	5
Planning & Monitoring Team Performance Module	15
Planning & Monitoring Team Performance Video Plus	5
Planning for a Crisis Module	15
Planning for a Crisis Video Plus	5
Project Management Module	15
Project Management Video Plus	5
Seeing Change Through Module	15
Seeing Change Through Video Plus	5
Taking Action Module	15
Taking Action Video Plus	5
Taking the Lead Module	15
Taking the Lead Video Plus	5
The Effective Leader Module	15
The Effective Leader Video Plus	5
The Need for Strategy Module	15
The Need for Strategy Video Plus	5
Thriving in Change Module	15
Thriving in Change Video Plus	5
Training for Non-Trainers Module	15
Training for Non-Trainers Video Plus	5
Workplace Ethics Module	15
Workplace Ethics Video Plus	5

Teamwork

	Minutes
Collaborative Working Module	15
Collaborative Working Video Plus	5
Dealing With Conflict Module	15
Dealing With Conflict Video Plus	5
Effective Delegation Module	15
Effective Delegation Video Plus	5
Effective Meetings Module	15
Effective Meetings Video Plus	5
Find Your Role Module	15
Find Your Role Video Plus	5
Performance Troubleshooting Module	15
Performance Troubleshooting Video Plus	5
Working In Teams Module	15
Working In Teams Video Plus	5

CII Qualifications Revision

These online courses are designed for those studying for CII insurance qualifications, providing users with access to the market's leading range of learning and revision material. Updated annually, they reflect the latest version of the syllabus – and the responsive nature of the modules means they will display well on any device.

FIT

Foundation Insurance Test

	Minutes
Module 1: The insurance market	15
Module 2: Risk and insurance	15
Module 3: Contract and agency	15
Module 4: Insurable interest and good faith	15
Module 5: Indemnity and proximate cause	10
Module 6: Contribution, subrogation and average	15
Module 7: Underwriting	15
Module 8: Policy wordings; renewals	15
Module 9: Claims	15
Module 10: Insurance regulation and legislation	25
Module 11: Personal and commercial insurances	15

IF

IF1 – Insurance, Legal and Regulatory

	Minutes
Module 1: Risk and insurance	20
Module 2: The insurance market	20
Module 3: Contract and agency	15
Module 4: Insurable interest and good faith	20
Module 5: Proximate cause	10
Module 6: Indemnity	15
Module 7: Contribution and subrogation	15
Module 8: Compulsory insurances and legislation	15
Module 9: Regulation, authorisation & ICOBS	20
Module 10: Consumer protection and complaint handling	15

IF2 – General Insurance Business

	Minutes
Module 1: Motor insurance	20
Module 2: Health insurance	10
Module 3: Package policies	25
Module 4: Commercial property insurance	20
Module 5: Pecuniary insurance	15
Module 6: Liability insurance	20
Module 7: Non-insurance services	10
Module 8: Material circumstances	10
Module 9: Underwriting process	15
Module 10: Policy wordings and renewals	15
Module 11: Claims	20
Module 12: Data protection and customer service	15

IF3 – Insurance Underwriting Process

	Minutes
Module 1: Material information	15
Module 2: Underwriting procedures	15
Module 3: Insurance policies	15
Module 4: Renewal and cancellation procedures	10
Module 5: Personal insurances	25
Module 6: Commercial insurances	20
Module 7: Related services	10
Module 8: Underwriting considerations	20
Module 9: Establishing the price: rating	15
Module 10: Establishing the price: pricing factors	15
Module 11: Managing exposure in insurance	15

IF4 – Insurance Claims Handling Process

	Minutes
Module 1: Claims requirements, duties and principles	15
Module 2: Personal insurances	45
Module 3: Commercial insurances	20
Module 4: Claims considerations and administration	25
Module 5: Claims handling procedures and additional claims services	20
Module 6: Claims handling systems	15
Module 7: Claims settlement	10
Module 8: Management of expenses	10

IF5 – Motor Insurance

	Minutes
Module 1: The market place	20
Module 2: Scope of cover provided	10
Module 3: Comparing private car, commercial vehicle and motorcycle policies	25
Module 4: The Road Traffic Act 1988	25
Module 5: EU motor insurance directives and other legislation	25
Module 6: Motor insurance policy documents	20
Module 7: Underwriting and rating private car insurance	15
Module 8: Underwriting and rating commercial motor vehicle insurance	20
Module 9: Renewing motor insurance policies	10
Module 10: Handling motor insurance claims	15
Module 11: Issues affecting motor insurance claims	20

IF6 – Household Insurance Products

	Minutes
Module 1: Overview of household insurances	15
Module 2: Policy cover	20
Module 3: Policy extensions	15
Module 4: Other personal insurances	25
Module 5: Special risks	20
Module 6: Legal and regulatory considerations	20
Module 7: Risk assessment and underwriting	20
Module 8: Claims procedures	25

IF7 – Healthcare Insurance Products

	Minutes
Module 1: How and why the UK healthcare insurance market operates	15
Module 2: Healthcare outside the UK	15
Module 3: Core healthcare insurance products	15
Module 4: Other healthcare insurance products and healthcare services	15
Module 5: Marketing and the roles and responsibilities of intermediaries and insurers	20
Module 6: Assessing the risk	15
Module 7: Paying claims	15
Module 8: Regulation and law	25


IF8 – Packaged Commercial Insurance

	Minutes
Module 1: The development of packaged commercial insurances	15
Module 2: Policy cover	20
Module 3: Other types of commercial packaged policy	15
Module 4: The marketplace	15
Module 5: Material Information	15
Module 6: Underwriting	15
Module 7: Policy wordings	15
Module 8: Alterations and renewals	10
Module 9: Claims notification, investigation and settlement	15

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