



MGA ASSESS

CONTENT GUIDE

IDD READY

Managing
General Agents'
Association

MGAA



Chartered
Insurance
Institute

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.

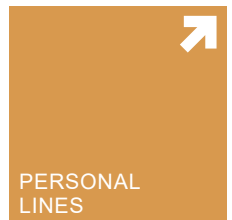
From new starters to industry veterans, users at all levels of experience will find information that's relevant to them and useful for their role. The diagnostic assessment capabilities of Assess provide an ideal way to evaluate new starters and determine areas of learning that need to be prioritised 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

With over 500 courses and 6,000 assessment questions available, Assess covers everything from the basic principles of insurance and regulation to the more technical details of general insurance.

This comprehensive range of content is divided into a range of intuitive catalogues, each of which focuses on a key aspect of the industry.



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.

MINUTES

1	MGA Starter Pack	60
2	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	Reducing motor claims costs through effective third party intervention	60
4	The role of data and predictive analytics in an evolving market	60
5	What treating customers fairly really looks like	45
6	Technology and its impact on the cost of claims	45
7	The ever changing legal landscape	30

GOVERNANCE, RISK AND COMPLIANCE

Developed in conjunction with financial services industry experts, this catalogue is designed to support you and your organisation in facing governance, risk

and compliance challenges, developing a compliant culture and delivering better outcomes for clients.

		MINUTES	QUESTIONS
Conduct			
Conduct Risk and Treating Customers Fairly	The need to manage conduct risk	5	4
	What is conduct risk?	5	7
	Treating customers fairly	10	6
	Product governance and organisational culture	10	6
	Conduct risk and treating customers fairly - key points	5	0
Managing Conflicts of Interest	Managing conflicts of interest	20	16
	Managing conflicts of interest - case studies	11	0
	Managing conflicts of interest - key points	5	0
Whistleblowing with Confidence	Introductory whistleblowing case study	5	0
	What whistleblowing is and why we need it	10	8
	How to make a protected disclosure	10	9
	Concluding whistleblowing case studies	10	0

GOVERNANCE, RISK AND COMPLIANCE

		MINUTES	QUESTIONS
Financial Crime			
Anti-Money Laundering and Countering Terrorist Financing	Introduction to AML and CTF	5	0
	Money laundering, associated regulations and how the financial system is used	10	5
	Terrorist financing, associated regulations and how the financial system is used	5	2
	Money laundering and terrorist financing red flags	5	2
	AML and CTF key regulatory obligations	10	7
	Suspicious activity reporting	5	4
	Agent Y's challenge	10	0
	AML and CTF summary	5	0
Fighting Fraud	What is fraud?	10	9
	Fraud headlines and legislation	15	10
	Case study	10	0
Countering Bribery and Corruption	The consequences of bribery and corruption	5	0
	Bribery, corruption and the law	10	6
	Advice on bribery and corruption for regulated firms	10	12
	Spotting bribery and corruption indicators	10	1
	Countering bribery and corruption - key points	5	0
Customer Due Diligence	Customers	10	5
	The CDD process	20	14
Sanctions	Complying with sanctions	15	17
Compliance with the Criminal Finances Act 2017	Introduction to the Criminal Finances Act	5	0
	Tax avoidance and tax evasion	5	11
	Changes to the law and the impact on organisation	15	9
	Red flags and risk	10	0
	Summary	5	0

GOVERNANCE, RISK AND COMPLIANCE

		MINUTES	QUESTIONS
Fundamentals			
Information Security	Information security: when it goes wrong	5	0
	What is information security?	10	6
	Reducing information security risk	15	9
	Maintaining information security	15	12
Introduction to the Financial Conduct Authority	The FCA - an introduction	5	12
	What is regulated by the FCA?	10	5
	The FCA's objectives and regulatory regime	5	9
	The FCA's regulatory family	10	2
	The FCA in practice	10	3
Introduction to the Prudential Regulation Authority	Background and objectives	10	6
	Supervisory approach	10	8
	The regulatory framework	10	2
	Working with other authorities	10	2
Cybercrime	Introductory video	5	0
	Fighting cybercrime	10	5
	What is cybercrime?	15	12
	Cybercrime game: is it fine or is it a crime?	5	0
	Summary	5	0
General Data Protection	Introduction to protecting data	5	5
	Data protection in practice	25	15
	Accountability and governance	5	5
	Call to actions and key points	5	0
The Conduct Rules	Introductory video	5	0
	Understanding the Conduct Rules	20	17
	Case studies	10	0
	Summary of key points	5	0

GOVERNANCE, RISK AND COMPLIANCE

		MINUTES	QUESTIONS
Senior Managers and Certification Regime			
Approved Persons	What it means to be an approved person	10	7
	What are controlled functions?	5	5
	Statements of Principle	15	3
	Code of Practice	10	2
Senior Managers SYSC	SYSC overview	10	1
	Responsibilities of directors and senior managers	10	5
	Systems and controls	20	15
	Case study	5	0
Certification Regime	Introduction to the Certification Regime	5	0
	The Certification Regime: Who is subject to it and how?	10	16
	Summary of key points	5	0
Senior Managers Regime	Introductory video	5	0
	How is it structured?	10	11
	Documenting responsibilities	5	9
	Approval in practice	10	0
	Summary of key points	5	0
The Regulatory Framework	Introduction to the Regulatory Framework	5	0
	The Regulatory Framework	20	16
	The Regulatory Framework scenarios	15	0
	Summary of key points	5	0

GOVERNANCE, RISK AND COMPLIANCE

		MINUTES	QUESTIONS
Insurance Regulation			
Management	Approved persons	50	20
	Solvency II	35	20
	Regulatory supervision for brokers	50	20
	Regulatory supervision for insurers	50	20
	Practical risk management for insurance brokers	60	21
	Regulation for managers	60	22
	PRA approved persons and the Senior Insurance Managers Regime (SIMR)	50	20
General Insurance Regulation	Consumer credit	40	19
	ICOBS	60	21
	Training and competence (T&C)	45	21
Managing the Customer	Client money	30	20
	Customer service	75	23
	Financial competence	40	15
	Vulnerable customers	50	24
	Complaint handling	60	20
Selling in General Insurance	Overview	15	10
	Disclosure	15	10
	Regulation	25	10
	Impact of the Insurance Distribution Directive (IDD)	30	10

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
- 400+ 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.

		MINUTES	QUESTIONS
Non-Life: Core Pathway	Claims Handling	50	22
	Complaint Handling	40	20
	Contract and Agency	20	13
	General Data Protection	40	26
	Ethics, Corporate Governance and Internal Controls	20	10
	The Insurance Market	20	20
	Managing Conflicts of Interest	20	15
	Conduct Risk and Treating Customers Fairly	30	21
	Fighting Fraud	35	22
	Countering Bribery and Corruption	45	37
	Money Laundering and How You Can Prevent It	45	20
	Demands and Needs	30	20
	Financial Competence	40	15

INSURANCE DISTRIBUTION DIRECTIVE (IDD)

		MINUTES	QUESTIONS
Insurance-Based Investment Products (IBIPs) and Life: Core Pathway	Types of Life Insurance and Pension-Based Policies	30	22
	Life Assurance	20	11
	Investment-Based Schemes	25	1
	Complaints Handling	20	12
	Assessing Customer Needs	15	4
	Suitability	20	9
	Explaining Risk	20	5
	Establishing the Client's Risk Profile	20	8
	The Pension System	25	7
	Laws Governing Distribution of Insurance Products	25	25
	Business Ethics Standards	20	10
	The Insurance Market and the Saving Products Market	20	5
	Financial Competence	35	14
	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.

		MINUTES	QUESTIONS
Introduction to Insurance	Risk and Insurance	25	26
	Classes of General Insurance - Commercial Products	20	19
	Classes of General Insurance - Personal Products	25	15
	The Insurance Market	20	20
	Contract and Agency	30	14
	Insurable Interest and Good Faith	25	15
	Average and Proximate Cause	25	14
	Indemnity	20	14
	Contribution and Subrogation	25	11
	Insurance Regulation and Legislation	30	19
	Ethics, Corporate Governance and Internal Controls	20	10
	Claims	25	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.

	MINUTES	QUESTIONS	
Introduction to the London Market	Development of the London Market	25	17
	Structure and Associations	20	20
	Presenting the Risk	45	20
	Underwriting Risks and Determining Premiums	25	20
	Claims Handling	20	11
	Application of Insurance Principles	60	20
	Classes of Business	45	18
	Regulatory Overview	50	22
	Legal Requirements	30	20
	Reinsurance in the London Market	35	21
	Financial Security in the London Market	30	25
	The Insurance Cycle	20	18
	The Insurance Contract	20	21
	Delegated Authority and Binding Agreements	40	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 general insurance from the point of view of broking operations and a six-part primer on all aspects of third party claims.

		MINUTES	QUESTIONS
The Insurance Market	London Market	90	20
	Outsourcing and Offshoring	45	23
	The UK Insurance Market and its Position in the World	45	22
Principles and Underwriting	Principles of Insurance	75	23
	Risks, Perils and Hazards	60	23
	The Insurance Act 2015	45	20
	Introduction to Underwriting	40	20
	Policy Construction and Wording	45	27
	Subjectivities, Conditions Precedent and Warranties	20	10
	Contract Certainty	75	39
	Pricing Insurance Contracts	60	20
Claims	Claims Handling	50	21
	Claims Litigation	60	20
	Loss Adjusting	30	20
	Claims Fraud	75	24
	Regulation of Claims Management Services	45	18
Third Party Claims	Overview	5	0
	Personal Injury Claims	75	24
	Diseases	30	10
	Fatal Accidents	25	12
	Property Damage	30	10
	Policies and Procedures	35	13

FOUNDATIONS OF GENERAL INSURANCE

		MINUTES	QUESTIONS
Legal	Agency Law	30	20
	Contract Law	45	20
Finance	General Insurance Accounting	45	20
	Lloyd's Accounting and Regulation	60	20
	Premium Finance	35	20
Reinsurance	Reinsurance	60	27
Broker Operations	Trading in the Commercial Insurance Market	70	20
	Broker New Business Development	35	24
	Presentation of Risk Information to Insurers	60	20
	Presentation of Quotation Information to Clients	40	20
	The Broker-Client Relationship	70	20
	Binding and Delegated Authority Agreements	85	20
	Customer Retention	40	20
	Role of the Broker in Designing Insurance Programmes	40	20
	Key Broking Processes	50	20
	Sub-broking	40	20
	Wholesale Market	40	20
	Impact of Errors and Omissions for Brokers	60	20
	Terms of Business Agreements (TOBAs)	25	20
	Demands and Needs	30	20

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.

		MINUTES	QUESTIONS
Overview	Health and Protection Market Overview	40	10
General Insurance Protection Products	General Insurance Protection Products – Overview	25	10
	General Insurance Protection Products – Policy Cover	60	29
	General Insurance Protection Products – Underwriting	25	12
	General Insurance Protection Products – Claims	15	12
	General Insurance Protection Products – Broking	25	12
Life Assurance	Life Assurance – Overview	15	0
	Life Assurance – Policy Cover	25	30
	Life Assurance – Underwriting	20	14
	Life Assurance – Claims	45	15
	Life Assurance – Broking	35	16
Critical Illness	Critical Illness – Overview	20	10
	Critical Illness – Policy Cover	20	26
	Critical Illness – Underwriting	10	11
	Critical Illness – Claims	10	11
	Critical Illness – Broking	20	13
Long-Term Care	Long-Term Care – Overview	20	10
	Long-Term Care – Policy Cover	30	22
	Long-Term Care – Underwriting	10	10
	Long-Term Care – Claims	10	11
	Long-Term Care – Broking	30	16

HEALTH AND PROTECTION

		MINUTES	QUESTIONS
Income Protection	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	Private Medical – Overview	20	10
	Private Medical – Policy Cover	30	30
	Private Medical – Underwriting	15	16
	Private Medical – Claims	15	16
	Private Medical – Broking	20	14
International Private Medical	International Private Medical – Overview	20	0
	International Private Medical – Policy Cover	25	22
	International Private Medical – Underwriting	20	10
	International Private Medical – Claims	15	12
	International Private Medical – Broking	15	11
Health Cash Plans	Health Cash Plans – Overview	10	0
	Health Cash Plans – Policy Cover	25	27
	Health Cash Plans – Underwriting	15	11
	Health Cash Plans – Claims	15	12
	Health Cash Plans – Broking	15	12
Dental Plans	Dental Plans – Overview	10	0
	Dental Plans – Policy Cover	20	15
	Dental Plans – Underwriting	10	10
	Dental Plans – Claims	10	10
	Dental Plans – Broking	10	10

HEALTH AND PROTECTION

		MINUTES	QUESTIONS
Group Life and Health Insurance	Group Life and Health Insurance - Overview	30	10
	Group Life and Health Insurance - Policy Cover	25	21
	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	Key Person Insurance - The Basics and General Information	10	17
	Key Person Insurance - Calculating Cover Amount and Underwriting	10	6
	Key Person Insurance - Taxation	10	8
	Share Protection Insurance	30	20
	Partnership Protection Insurance	10	10
Mortgage Protection	Mortgage Protection - Overview	25	10
	Mortgage Protection - Policy Cover	30	20
	Mortgage Protection - Underwriting	20	10
	Mortgage Protection - Claims	20	10
	Mortgage Protection - Broking	20	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.

		MINUTES	QUESTIONS
Home	Home Insurance - Overview	15	0
Buildings	Buildings – Overview	10	0
	Buildings – Policy Cover	40	21
	Buildings – Underwriting	70	31
	Buildings – Claims	60	31
	Buildings – Broking	40	11
Contents	Contents – Overview	25	10
	Contents – Policy Cover	70	30
	Contents – Underwriting	70	40
	Contents – Claims	70	30
	Contents – Broking	70	22
Extensions of Cover	Extensions of Cover – Overview	20	10
	Extensions of Cover – Policy Cover	30	21
	Extensions of Cover – Underwriting	25	10
	Extensions of Cover – Claims	30	11
	Extensions of Cover – Broking	30	14
High Net Worth	High Net Worth – Overview	5	0
	High Net Worth – Policy Cover	40	20
	High Net Worth – Underwriting	20	10
	High Net Worth – Claims	15	10
	High Net Worth – Broking	5	13
Legal Expenses	Home Legal Expenses	30	20
Home Breakdown and Emergency Cover	Home Breakdown and Emergency Cover	45	26

PERSONAL LINES

		MINUTES	QUESTIONS
Listed Buildings	Listed Buildings – Overview	20	10
	Listed Buildings – Policy Cover	20	21
	Listed Buildings – Underwriting	20	10
	Listed Buildings – Claims	15	10
	Listed Buildings – Broking	15	10
Liability Cover Under Home Insurance	Liability Cover Under Home Insurance – Overview	5	0
	Liability Cover Under Home Insurance – Policy Cover	40	20
	Liability Cover Under Home Insurance – Underwriting	10	10
	Liability Cover Under Home Insurance – Claims	5	0
	Liability Cover Under Home Insurance – Broking	5	0
Private Motor	Private Motor Insurance – Overview	15	10
	Motor Insurance Legislation	55	36
	Telematics	25	21
Private Car	Private Car – Overview	10	10
	Private Car – Policy Cover	75	40
	Private Car – Underwriting	45	30
	Private Car – Claims	65	41
	Private Car – Broking	40	28
Classic Cars	Classic Car – Overview	20	10
	Classic Car – Policy Cover	40	20
	Classic Car – Underwriting	15	11
	Classic Car – Claims	15	10
	Classic Car – Broking	20	10
Ancillary Covers	Motor Ancillary Insurance	40	32

PERSONAL LINES

		MINUTES	QUESTIONS
Motor Legal Expenses	Motor Legal Expenses – Overview	15	10
	Motor Legal Expenses – Policy Cover	20	20
	Motor Legal Expenses – Underwriting	10	5
	Motor Legal Expenses – Claims	10	5
	Motor Legal Expenses – Broking	10	5
Motorcycles	Motorcycles – Overview	10	0
	Motorcycles – Policy Cover	35	21
	Motorcycles – Underwriting	20	15
	Motorcycles – Claims	25	15
	Motorcycles – Broking	20	10
Pets, Horses and Ponies	Pet Insurance – Overview	20	10
	Pet Insurance – Policy Cover	40	20
	Pet Insurance – Underwriting	25	11
	Pet Insurance – Claims	30	10
	Pet Insurance – Broking	30	12
Horses and Ponies	Horses and Ponies – Overview	10	0
	Horses and Ponies – Policy Cover	40	20
	Horses and Ponies – Underwriting	40	10
	Horses and Ponies – Claims	40	14
	Horses and Ponies – Broking	30	15
Travel	Travel Insurance – Overview	10	0
	Travel Insurance – Policy Cover	40	21
	Travel Insurance – Underwriting	60	18
	Travel Insurance – Claims	30	22
	Travel Insurance – Broking	30	10

PERSONAL LINES

		MINUTES	QUESTIONS
Leisure and Events	Events and Exhibitors Insurance	55	20
	Wedding Insurance	70	21
	Sports Insurance	60	23
	Gadget Insurance	60	24
Caravans	Caravans – Overview	15	10
	Caravans – Policy Cover	15	20
	Caravans – Underwriting	20	11
	Caravans – Claims	40	12
	Caravans – Broking	25	12
Yachts and Small Craft	Yachts and Small Craft – Overview	5	0
	Yachts and Small Craft – Policy Cover	10	10
	Yachts and Small Craft – Underwriting	15	10
	Yachts and Small Craft – Claims	10	10
	Yachts and Small Craft – Broking	10	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...

		MINUTES	QUESTIONS
Commercial Property	Commercial Property – Overview	10	0
	Commercial Property – Policy Cover	50	20
	Commercial Property – Underwriting	95	20
	Commercial Property – Claims	75	20
	Commercial Property – Broking	50	20
Commercial Property Owners	Commercial Property Owners – Overview	5	0
	Commercial Property Owners – Policy Cover	50	20
	Commercial Property Owners – Underwriting	40	13
	Commercial Property Owners – Claims	40	12
	Commercial Property Owners – Broking	30	12
Residential Property Owners	Residential Property Owners – Overview	5	0
	Residential Property Owners – Policy Cover	40	20
	Residential Property Owners – Underwriting	40	11
	Residential Property Owners – Claims	40	11
	Residential Property Owners – Broking	30	10
Fidelity Guarantee	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

COMMERCIAL LINES

		MINUTES	QUESTIONS
Theft	Theft – Overview	10	10
	Theft – Policy Cover	15	20
	Theft – Underwriting	15	10
	Theft – Claims	10	10
	Theft – Broking	15	10
Terrorism	Terrorism – Overview	10	10
	Terrorism – Policy Cover	20	20
	Terrorism – Underwriting	15	10
	Terrorism – Claims	20	10
	Terrorism – Broking	15	10
Goods in Transit	Goods in Transit – Overview	5	0
	Goods in Transit – Policy Cover	30	20
	Goods in Transit – Underwriting	10	10
	Goods in Transit – Claims	10	10
	Goods in Transit – Broking	10	10
Limiting the Risk	Risk Management	40	20
	Risk Surveying	70	20
	Sprinkler Systems and Sprinkler Leakage Insurance	40	20
Business Interruption	Business Interruption – Overview	20	10
	Business Interruption – Policy Cover	45	20
	Business Interruption – Underwriting	30	20
	Business Interruption – Claims	30	21
	Business Interruption – Broking	60	22
	Business Continuity Planning	45	20
Events and Exhibitors	Commercial Events and Exhibitors	50	20

COMMERCIAL LINES

		MINUTES	QUESTIONS
Commercial Packages	Commercial Packages – Overview	20	10
	Commercial Packages – Policy Cover	60	20
	Commercial Packages – Underwriting	15	10
	Commercial Packages – Claims	15	10
	Commercial Packages – Broking	15	10
Engineering	Engineering Insurance – Overview	10	0
	Engineering Insurance – Policy Cover	35	20
	Engineering Insurance – Underwriting	25	10
	Engineering Insurance – Claims	20	13
	Engineering Insurance – Broking	20	12
	Engineering Insurance – Statutory Inspection Requirements	40	20
Trade Credit	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	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	10	10
Crime Insurance	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 LINES

		MINUTES	QUESTIONS
Commercial Motor	Commercial Motor – Overview	10	0
Commercial Vehicle	Commercial Vehicle – Overview	5	0
	Commercial Vehicle – Policy Cover	45	20
	Commercial Vehicle – Underwriting	90	25
	Commercial Vehicle – Claims	60	20
	Commercial Vehicle – Broking	30	10
Motor Fleet	Motor Fleet – Overview	5	0
	Motor Fleet – Policy Cover	20	22
	Motor Fleet – Underwriting	60	21
	Motor Fleet – Claims	30	12
	Motor Fleet – Broking	40	23
Motor Trade	Motor Trade – Overview	10	0
	Motor Trade – Policy Cover	80	20
	Motor Trade – Underwriting	10	10
	Motor Trade – Claims	30	10
	Motor Trade – Broking	15	10
Private Vehicles Used for Business	Private Vehicles Used for Business	30	23
Vehicles for Public and Private Hire	Vehicles for Public and Private Hire	90	28

COMMERCIAL LINES

		MINUTES	QUESTIONS
Commercial Liability	Introduction to Liability and How it Arises	70	27
Public Liability	Public Liability – Overview	30	10
	Public Liability – Policy Cover	60	23
	Public Liability – Underwriting (Work Away)	30	20
	Public Liability – Underwriting (Premises)	65	20
	Public Liability – Claims	70	22
	Public Liability – Broking	25	12
Employers' Liability	Employers' Liability – Overview	20	10
	Employers' Liability – Policy Cover	45	29
	Employers' Liability – Underwriting	90	30
	Employers' Liability – Claims	30	20
	Employers' Liability – Broking	20	10
Products Liability	Products Liability – Overview	20	10
	Products Liability – Policy Cover	60	20
	Products Liability – Underwriting	40	27
	Products Liability – Claims	40	22
	Products Liability – Broking	30	25
Directors' and Officers' Liability	Directors' and Officers' Liability – Overview	10	0
	Directors' and Officers' Liability – Policy Cover	50	25
	Directors' and Officers' Liability – Underwriting	10	14
	Directors' and Officers' Liability – Claims	30	22
	Directors' and Officers' Liability – Broking	15	10
Professional Indemnity	Professional Indemnity – Overview	15	10
	Professional Indemnity – Policy Cover	60	21
	Professional Indemnity – Underwriting	15	18
	Professional Indemnity – Claims	60	24
	Professional Indemnity – Broking	15	12

COMMERCIAL LINES

		MINUTES	QUESTIONS
Employment Practices	Employment Practices – Overview	5	0
	Employment Practices – Policy Cover	60	23
	Employment Practices – Underwriting	20	14
	Employment Practices – Claims	20	15
	Employment Practices – Broking	15	11
Errors and Omissions	Errors and Omissions – Overview	20	10
	Errors and Omissions – Policy Cover	35	22
	Errors and Omissions – Underwriting	15	10
	Errors and Omissions – Claims	20	15
	Errors and Omissions – Broking	30	13
Product Recall	Product Recall – Overview	10	0
	Product Recall – Policy Cover	30	20
	Product Recall – Underwriting	15	10
	Product Recall – Claims	10	10
	Product Recall – Broking	15	10
Product Guarantee	Product Guarantee – Overview	20	0
	Product Guarantee – Policy Cover	20	20
	Product Guarantee – Underwriting	10	10
	Product Guarantee – Claims	15	10
	Product Guarantee – Broking	15	10
Contractors' All Risks	Contractors' All Risks – Overview	10	0
	Contractors' All Risks – Policy Cover	50	21
	Contractors' All Risks – Underwriting	60	24
	Contractors' All Risks – Claims	40	12
	Contractors' All Risks – Broking	60	23
	Contract Works – Contract Conditions	55	23

COMMERCIAL LINES

		MINUTES	QUESTIONS
Farming and Agriculture	Farming and Agriculture – Overview	10	0
	Farming and Agriculture – Policy Cover	25	25
	Farming and Agriculture – Underwriting	25	13
	Farming and Agriculture – Claims	15	14
	Farming and Agriculture – Broking	10	11
Livestock	Livestock – Overview	5	0
	Livestock – Policy Cover	40	23
	Livestock – Underwriting	10	11
	Livestock – Claims	10	11
	Livestock – Broking	10	10
Agricultural and Forestry Vehicles	Agricultural and Forestry Vehicles – Overview	15	10
	Agricultural and Forestry Vehicles – Policy Cover	30	20
	Agricultural and Forestry Vehicles – Underwriting	20	10
	Agricultural and Forestry Vehicles – Claims	10	10
	Agricultural and Forestry Vehicles – Broking	25	10
Commercial Legal Expenses	Commercial Legal Expenses – Overview	10	0
	Commercial Legal Expenses – Policy Cover	25	20
	Commercial Legal Expenses – Underwriting	10	10
	Commercial Legal Expenses – Claims	20	10
	Commercial Legal Expenses – Broking	35	12

COMMERCIAL LINES

		MINUTES	QUESTIONS
Business Travel	Business Travel – Overview	10	0
	Business Travel – Policy Cover	40	19
	Business Travel – Underwriting	45	11
	Business Travel – Claims	45	12
	Business Travel – Broking	40	10
Health and Safety	Noise at Work	15	11
	Asbestos	15	14
	Manual Handling	15	12
	Display Screen Equipment	10	10
	Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR)	30	13
	Fire Regulations and Risk Assessment	20	12
	Hazardous Substances	20	12
	Work-related Upper Limb Disorders	15	10
	Work-related Stress	25	13
	Health and Safety, Legislation and Insurance	50	27

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.

		MINUTES	QUESTIONS
Marine	Marine – Overview	60	10
Freight	Freight Liability – Overview	15	0
	Freight Liability – Policy Cover	15	10
	Freight Liability – Underwriting	15	10
	Freight Liability – Claims	20	10
	Freight Liability – Broking	50	20
	Freight Liability – CMR and other conventions	50	20
Cargo	Marine Cargo – Overview	25	10
	Marine Cargo – Policy Cover	50	20
	Marine Cargo – Underwriting	60	20
	Marine Cargo – Claims	40	20
	Marine Cargo – Broking	60	20
Hull	Marine Hull Insurance – Overview	25	10
	Marine Hull Insurance – Policy Cover	20	10
	Marine Hull Insurance – Underwriting	20	10
	Marine Hull Insurance – Claims	20	10
	Marine Hull Insurance – Broking	20	10
	Marine Hull Insurance – Institute Time Clauses	40	10
Protection and Indemnity	Protection and Indemnity – Overview	15	0
	Protection and Indemnity – Policy Cover	30	20
	Protection and Indemnity – Underwriting	15	10
	Protection and Indemnity – Claims	15	10
	Protection and Indemnity – Broking	15	10

SPECIALISMS

		MINUTES	QUESTIONS
War Risks	War Risks – Overview	20	10
	War Risks – Policy Cover	30	20
	War Risks – Underwriting	15	10
	War Risks – Claims	15	10
	War Risks – Broking	10	10
Aviation and Space	Aviation and Space Insurance – Overview	5	0
	Aviation and Space Insurance – Conventions and Legal Requirements	35	10
Aircraft Insurance	Aircraft Insurance – Overview	10	10
	Aircraft Insurance – Policy Cover	45	19
	Aircraft Insurance – Underwriting	25	16
	Aircraft Insurance – Claims	25	17
	Aircraft Insurance – Broking	10	10
Airport Insurance	Airport Insurance – Overview	10	0
	Airport Insurance – Policy Cover	15	10
	Airport Insurance – Underwriting	15	10
	Airport Insurance – Claims	15	10
	Airport Insurance – Broking	15	10
Space Insurance	Space Insurance – Overview	10	0
	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	Other Products– Overview	10	10
	Other Products – Policy Cover	25	20
	Other Products – Underwriting	15	10
	Other Products – Claims	15	10
	Other Products – Broking	25	10

SPECIALISMS

		MINUTES	QUESTIONS
Pollution and Environmental Risks	Pollution and Environmental Risks – Overview	25	10
	Pollution and Environmental Risks – Policy Cover	60	25
	Pollution and Environmental Risks – Underwriting	20	11
	Pollution and Environmental Risks – Claims	15	15
	Pollution and Environmental Risks – Broking	30	11
Energy Risks	Energy Risks – Overview	20	0
	Energy Risks – Policy Cover	70	20
	Energy Risks – Underwriting	30	10
	Energy Risks – Claims	20	10
	Energy Risks – Broking	15	10
	Energy Risks – Detailed Policy Wordings	55	0
Cyber Risks	Cyber Risks – Overview	10	10
	Cyber Risks – Policy Cover	40	14
	Cyber Risks – Underwriting	20	22
	Cyber Risks – Claims	15	11
	Cyber Risks – Broking	30	20
Bloodstock	Bloodstock – Overview	5	0
	Bloodstock – Policy Cover	25	20
	Bloodstock – Underwriting	35	11
	Bloodstock – Claims	35	10
	Bloodstock – Broking	15	10
Global Programmes	Global Programmes – Overview	10	10
	Global Programmes – Policy Cover	50	20
	Global Programmes – Underwriting	15	10
	Global Programmes – Claims	10	10
	Global Programmes – Broking	20	10

SPECIALISMS

		MINUTES	QUESTIONS
Political Risks	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	Political Violence, Kidnap and Ransom – Overview	20	10
	Political Violence, Kidnap and Ransom – Policy Cover	20	19
	Political Violence, Kidnap and Ransom – Underwriting	15	10
	Political Violence, Kidnap and Ransom – Claims	15	10
	Political Violence, Kidnap and Ransom – Broking	10	10
Jewellers' Block, Fine Art and Specie	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	15	15
	Jewellers' Block, Fine Art and Specie – Claims	10	10
	Jewellers' Block, Fine Art and Specie – Broking	10	10

WORKPLACE SKILLS BY LEARNING HEROES

Learning Heroes offer a new e-learning experience by guiding the user through a selection of fun animated videos built to engage and encourage users. Topics covered include personal development, project

management, health and safety and sales mastery. These courses provide learners with a range of skills and knowledge they can apply in the real world.

	MINUTES
Personal Development	
Be Assertive The Right Way	30
Business Report Writing Skills	15
Coaching Skills	30
Complaint Handling	20
Conflict Management	15
Customer Service Success	15
Decision Making Excellence	30
Effective Delegation	30
Emotional Intelligence	30
Giving and Receiving Feedback	20
Inspirational Leadership	30
Interview Skills	30
Making Meetings Matter	60
Manage Meeting Personalities	5
Managing Change	15
Managing Stress	30
Negotiation and Influencing People	30
Presenting with Power	30
Productivity and Time Management	30
Team Working Excellence	30
Telephone Etiquette	10
The Mindful Leader	15

WORKPLACE SKILLS BY LEARNING HEROES

	MINUTES	
Human Resources	Alcohol and Drugs at Work	10
	Consumer Rights	20
	Defining HR	5
	Discipline and Grievance	5
	Effective Absence Management	5
	Environmental Awareness	15
	Equality and Diversity in the Workplace	10
	Freedom of Information	30
	Harassment and Bullying at Work	10
	Importance of Training	5
	Mental Health at Work	30
	Modern Slavery	10
	Performance Reviews	5
	Right People Right Role	5
	Social Media Awareness	5
	Termination of Employment	10
	Unconscious Bias	20
	Working Safely and Securely	5
Project Management	Close Your Project Successfully	5
	Introduction to Project Management	15
	Project Design	5
	Project Development and Testing	5
	Project Preparation	10
	Project Strategy and Business Case	10
	Training and Business Readiness	5

WORKPLACE SKILLS BY LEARNING HEROES

		MINUTES
Sales Mastery	Asking Questions	5
	Be Likeable	5
	Closing	5
	Do Your Research	5
	Follow Up	5
	How to Influence	5
	Know Your USPs	5
	Objection Handling	5
	Qualify Your Lead	5
	Scarcity	5
	Silence	5
	Taking Notes	5
	The Pitch	5
	Use Humour	5
Health, Safety and Wellbeing	COSHH Essentials	15
	Dangers of Sleep Deprivation	30
	DSE Awareness	15
	Fire Safety Awareness	45
	Five Ways to Wellbeing	10
	Hazard Identification and Risk Control	10
	Introduction to Working Safely	15
	Lone Working	5
	Manual Handling	15
	RIDDOR	5
	Slips and Trips	15
