



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.

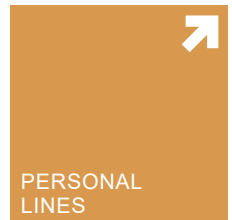
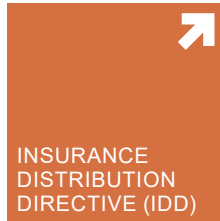
From new starters to industry veterans, users at all levels of experience will find information that's relevant to them and useful for their role. The diagnostic assessment capabilities of Assess provide an ideal way to evaluate new starters and determine areas of learning that need to be prioritised 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 8,000 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

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| 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 |

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 |
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| 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 |

IMPACT OF CORONAVIRUS

The coronavirus (COVID-19) pandemic has had a huge impact on all areas of society and day-to-day life.

But how have its effects been felt in the insurance industry?

The modules presented in this catalogue examine exactly how the ongoing situation has led to changes and challenges across four key categories: personal lines, commercial lines, health and protection, and specialisms (aviation and marine).

MINUTES

| | | |
|-----------------------|---|----|
| Impact of Coronavirus | Impact of Coronavirus – Commercial Lines | 30 |
| | Impact of Coronavirus – Personal Lines | 30 |
| | Impact of Coronavirus – Health and Protection | 30 |
| | Impact of Coronavirus – Specialisms | 30 |

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 | 40 | 20 |
| | Classes of General Insurance – Personal Products | 40 | 17 |
| | The Insurance Market | 30 | 22 |
| | 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 | 25 | 19 |
| | Ethics, Corporate Governance and Internal Controls | 25 | 14 |
| | 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 | 15 | 20 |
| Underwriting Risks and Determining Premiums | 25 | 20 |
| Claims Handling | 20 | 10 |
| Application of Insurance Principles | 60 | 20 |
| Classes of Business | 45 | 20 |
| 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 | 60 | 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.

| | | 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 |
| | Captives and Other Methods of Risk Transfer | 45 | 20 |
| 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 | 60 | 30 |
| | Subjectivities, Conditions Precedent and Warranties | 20 | 10 |
| | Contract Certainty | 75 | 39 |
| | Pricing Insurance Contracts | 60 | 20 |
| | Statistics for Underwriters | 60 | 20 |
| | The Role of the Actuary | 45 | 20 |
| Managing an Underwriting Portfolio | 60 | 20 | |
| 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 |

FOUNDATIONS OF GENERAL INSURANCE

| | | MINUTES | QUESTIONS |
|--------------------|--|---------|-----------|
| 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 | 35 | 13 |
| | Personal Injury Claims | 75 | 25 |
| | Diseases | 30 | 10 |
| | Fatal Accidents | 25 | 12 |
| | Property Damage | 30 | 10 |
| | Policies and Procedures | 35 | 13 |
| Broker Operations | Trading in the Commercial Insurance Market | 70 | 20 |
| | Broker New Business Development | 40 | 24 |
| | Presentation of Risk Information to Insurers | 60 | 20 |
| | Presentation of Quotation Information to Clients | 40 | 20 |
| | The Broker-Client Relationship | 95 | 21 |
| | Binding and Delegated Authority Agreements | 50 | 20 |
| | Customer Retention | 40 | 20 |
| | Role of the Broker in Designing Insurance Programmes | 50 | 20 |
| | Key Broking Processes | 40 | 20 |
| | Sub-broking | 40 | 20 |
| | Wholesale Market | 20 | 20 |
| | Impact of Errors and Omissions for Brokers | 60 | 20 |
| | Terms of Business Agreements (TOBAs) | 30 | 20 |
| | Demands and Needs | 30 | 20 |

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 |
| The Conduct Rules | Introductory video | 5 | 0 |
| | Understanding the Conduct Rules | 20 | 17 |
| | Case studies | 10 | 0 |
| | Summary of key points | 5 | 0 |
| Understanding Vulnerable Customers | Introduction to vulnerability | 10 | 6 |
| | Identifying vulnerability and obtaining disclosure | 10 | 14 |
| | Handling vulnerable consumers: Case study | 15 | 0 |
| | Understanding vulnerable consumers: Summary of key points | 5 | 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 |

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 |
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| 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 |
| | 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 |

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

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|---------------------------------|--|---------|-----------|
| 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 | 30 | 10 |
| | High Net Worth – Policy Cover | 60 | 20 |
| | High Net Worth – Underwriting | 30 | 11 |
| | High Net Worth – Claims | 15 | 10 |
| | High Net Worth – Broking | 30 | 14 |
| 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 | 11 |
| | Motor Legal Expenses – Policy Cover | 20 | 21 |
| | 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 | 30 | 14 |
| | Travel Insurance – Policy Cover | 70 | 25 |
| | Travel Insurance – Underwriting | 120 | 19 |
| | Travel Insurance – Claims | 60 | 22 |
| | Travel Insurance – Broking | 60 | 19 |

PERSONAL LINES

| | | MINUTES | QUESTIONS |
|------------------------|---------------------------------------|---------|-----------|
| Leisure and Events | Events and Exhibitors Insurance | 75 | 23 |
| | 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 | 10 |
| | 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 | 25 | 12 |
| | Commercial Property Owners – Policy Cover | 60 | 20 |
| | Commercial Property Owners – Underwriting | 50 | 13 |
| | Commercial Property Owners – Claims | 50 | 13 |
| | Commercial Property Owners – Broking | 45 | 14 |
| Residential Property Owners | Residential Property Owners – Overview | 30 | 12 |
| | Residential Property Owners – Policy Cover | 60 | 20 |
| | Residential Property Owners – Underwriting | 50 | 13 |
| | Residential Property Owners – Claims | 60 | 13 |
| | Residential Property Owners – Broking | 40 | 12 |
| 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 |
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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.

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SOFT SKILLS COURSES FROM MICROLEARN

MicroLearn's Soft Skills library is made up of ten suites, covering an increasing range of essential professional skills.

This effective and engaging catalogue features over 70 courses, covering a growing range of professional skills and topics as well as the popular Workplace Wellbeing range.

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COMPLIANCE COURSES FROM MICROLEARN

Compliance training is a crucial part of creating a safe and respectful working environment, recognising the importance of ensuring staff understand the laws and regulations which apply at work to help your organisation detect and minimise potential risks.

Covering a broad range of compliance topics, this catalogue effectively supports organisations in promoting compliant workplace behaviours.

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