



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.

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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

You will also find a number of learning opportunities, catalogued as MGA Business, specifically aimed at enhancing the knowledge of, and about Managing General Agents.

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

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	QUESTIONS
Impact of Coronavirus	Impact of Coronavirus – Commercial Lines	30	11
	Impact of Coronavirus – Personal Lines	30	10
	Impact of Coronavirus – Health and Protection	30	10
	Impact of Coronavirus – Specialisms	30	10

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	30	26
	Classes of General Insurance – Commercial Products	40	20
	Classes of General Insurance – Personal Products	40	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	20	14
	Contribution and Subrogation	30	11
	Insurance Regulation and Legislation	45	19
	Ethics, Corporate Governance and Internal Controls	40	18
	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	25	20
	Underwriting Risks and Determining Premiums	30	21
	Claims Handling	20	10
	Application of Insurance Principles	60	21
	Classes of Business	60	20
	Regulatory Overview	60	21
	Legal Requirements in the London Market	60	20
	Reinsurance in the London Market	40	21
	Financial Security in the London Market	40	25
	The Insurance Cycle	30	18
	The Insurance Contract	30	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	110	20
	Outsourcing and Off-shoring	70	24
	The UK Insurance Market and its Position in the World	70	20
	Captives and Other Methods of Risk Transfer	45	20
Principles and Underwriting	Principles of Insurance	100	24
	Risks, Perils and Hazards	60	23
	The Insurance Act 2015	45	20
	Introduction to Underwriting	70	25
	Policy Construction and Wording	90	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	60	21
	Lloyd's Accounting and Regulation	60	20
	Premium Finance	50	20
Reinsurance	Reinsurance	80	27

FOUNDATIONS OF GENERAL INSURANCE

		MINUTES	QUESTIONS
Broker Operations	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	50	20
	Customer Retention	60	20
	Role of the Broker in Designing Insurance Programmes	50	20
	Key Broking Processes	50	20
	Sub-broking	50	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

Claims

Claims	Claims Handling	50	21
	Claims Litigation	90	20
	Loss Adjusting	30	22
	Claims Fraud	85	25
	Regulation of Claims Management Services	90	19
Third Party Claims	Overview	35	13
	Personal Injury Claims	95	26
	Diseases	45	12
	Fatal Accidents	25	12
	Property Damage	30	11
	Policies and Procedures	50	14

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	What is conduct risk and how is it managed?	5	11
	Treating customers fairly	10	12
	Ongoing conduct risk management	10	7
	Conduct risk and treating customers fairly – key points	5	0
Managing Conflicts of Interest	Conflicts of interest and regulatory standards	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
	How to whistleblow	15	17
	Interactive whistleblowing case studies	10	0
The Conduct Rules	The Conduct Rules – introductory video	5	0
	Understanding the Conduct Rules	10	14
	The Conduct Rules – case studies	20	0
	The Conduct Rules – summary of key points	5	0
Understanding Vulnerable Consumers	Introduction to vulnerability	10	6
	Identifying vulnerability and obtaining disclosure	10	14
	Handling vulnerable consumers - case studies	15	0
	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: how it works and the regulations	10	5
	Terrorist financing: how it works and the regulations	5	1
	Money laundering and terrorist financing red flags	5	1
	Key regulatory controls to prevent AML and CTF	10	5
	Suspicious activity reporting	5	4
	Preventing money laundering: scenarios with Agent Y	10	0
	AML and CTF summary	5	0
Fighting Fraud	Fighting fraud	15	9
	Fraud legislation	10	10
	Fighting fraud – 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	Customer due diligence: an overview	15	9
	CDD: differing levels, record keeping and reporting	15	15
Complying with 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
	The impact of the CFA on organisations	15	11
	Reg flags and risk – a case study	10	0
	Compliance with the Criminal Finances Act 2017 – summary of key points	5	0

GOVERNANCE, RISK AND COMPLIANCE

		MINUTES	QUESTIONS
Fundamentals			
Maintaining Information and Cybersecurity	Information Security – when it goes wrong	5	0
	Information and cybersecurity controls	5	3
	Information and cybersecurity good practices	15	12
	Phishing and browsing securely	10	6
	Installing an information and cybersecurity culture	5	2
	Information and cybersecurity – summary of key points	5	0
Introduction to the Financial Conduct Authority	The FCA – an introduction	5	12
	What and how the FCA regulates	10	5
	The FCA's objectives and regulatory regime	5	8
	The FCA's regulatory family	10	1
	FCA supervision	10	3
Introduction to the Prudential Regulation Authority	The PRA – background and objectives	10	5
	The PRA – supervisory approach	10	8
	The PRA – the Regulatory Framework	10	2
	The PRA – working with other authorities	10	2
General Data Protection	Introduction to protecting data	5	5
	Data protection in practice	25	15
	Accountability and governance	5	5
	General Data Protection – call to actions and key points	5	0
Risk and Operational Resilience	Introduction to risk management	5	0
	Types of risk, their likelihood and impact	5	4
	Systems and controls to manage	10	6
	Risk in practise: a case study	5	0
	Operational resilience	5	4
	Summary of key points	5	0

GOVERNANCE, RISK AND COMPLIANCE

		MINUTES	QUESTIONS
Senior Managers and Certification Regime			
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
	Certification regime – 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
	Senior Managers Regime – summary of key points	5	0
The Regulatory Framework	Introduction to the Regulatory Framework	5	0
	The Regulatory Framework – eLearning activities	20	16
	The Regulatory Framework scenarios	15	0
	The Regulatory Framework – summary of key points	5	0

GOVERNANCE, RISK AND COMPLIANCE

		MINUTES	QUESTIONS
Insurance Regulation			
Management	Approved persons	50	20
	Solvency II	40	20
	Regulatory supervision for brokers	60	20
	Regulatory supervision for insurers	60	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	40	20
	Customer service	90	25
	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	Overview	30	11
	Disclosure	20	10
	Regulation	60	19

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	45	10
General Insurance Protection Products	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	12
	General Insurance Protection Products – Broking	30	12
Life Assurance	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	Critical Illness – Overview	20	10
	Critical Illness – Policy Cover	30	26
	Critical Illness – Underwriting	15	11
	Critical Illness – Claims	15	11
	Critical Illness – Broking	25	13
Long-Term Care	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

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	30	10
	International Private Medical – Policy Cover	45	23
	International Private Medical – Underwriting	30	10
	International Private Medical – Claims	20	12
	International Private Medical – Broking	20	11
Health Cash Plans	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	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

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	30	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			
Overview	Home Insurance - Overview	40	11
Buildings	Buildings – Overview	20	12
	Buildings – Policy Cover	60	24
	Buildings – Underwriting	75	34
	Buildings – Claims	75	32
	Buildings – Broking	50	17
Contents	Contents – Overview	30	10
	Contents – Policy Cover	80	32
	Contents – Underwriting	80	40
	Contents – Claims	70	34
	Contents – Broking	80	23
Extensions of Cover	Extensions of Cover – Overview	30	12
	Extensions of Cover – Policy Cover	30	22
	Extensions of Cover – Underwriting	30	14
	Extensions of Cover – Claims	30	12
	Extensions of Cover – Broking	40	16
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	60	24

PERSONAL LINES

		MINUTES	QUESTIONS
Home Breakdown and Emergency Cover	Home Breakdown and Emergency Cover	45	26
Listed Buildings	Listed Buildings – Overview	20	11
	Listed Buildings – Policy Cover	60	21
	Listed Buildings – Underwriting	45	10
	Listed Buildings – Claims	45	10
	Listed Buildings – Broking	40	10
Liability Cover Under Home Insurance	Liability Cover Under Home Insurance – Overview	30	10
	Liability Cover Under Home Insurance – Policy Cover	60	20
	Liability Cover Under Home Insurance – Underwriting	30	13
	Liability Cover Under Home Insurance – Claims	30	15
	Liability Cover Under Home Insurance – Broking	30	14
Pets, Horses and Ponies			
Pet Insurance	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	Horses and Ponies – Overview	15	10
	Horses and Ponies – Policy Cover	45	20
	Horses and Ponies – Underwriting	40	10
	Horses and Ponies – Claims	45	15
	Horses and Ponies – Broking	30	15

PERSONAL LINES

		MINUTES	QUESTIONS
Private Motor			
Overview	Private Motor Insurance – Overview	15	10
Legislation	Motor Insurance Legislation	90	38
Telematics	Telematics	40	23
Private Car	Private Car – Overview	15	11
	Private Car – Policy Cover	75	40
	Private Car – Underwriting	50	32
	Private Car – Claims	80	41
	Private Car – Broking	50	30
Classic Cars	Classic Car – Overview	25	13
	Classic Car – Policy Cover	50	23
	Classic Car – Underwriting	20	12
	Classic Car – Claims	20	15
	Classic Car – Broking	20	14
Ancillary Covers	Motor Ancillary Insurance	70	33
Motor Legal Expenses	Motor Legal Expenses – Overview	25	11
	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	Motorcycles – Overview	15	0
	Motorcycles – Policy Cover	35	21
	Motorcycles – Underwriting	20	15
	Motorcycles – Claims	35	15
	Motorcycles – Broking	20	10

PERSONAL LINES

		MINUTES	QUESTIONS
Travel Insurance	Travel Insurance – Overview	45	14
	Travel Insurance – Policy Cover	90	26
	Travel Insurance – Underwriting	120	20
	Travel Insurance – Claims	70	22
	Travel Insurance – Broking	80	19
Leisure and Events			
Leisure and Events	Events and Exhibitors Insurance	85	23
	Wedding Insurance	70	21
	Sports Insurance	80	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	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...

		MINUTES	QUESTIONS
Commercial Property			
Commercial Property Insurance	Commercial Property – Overview	10	10
	Commercial Property – Policy Cover	80	20
	Commercial Property – Underwriting	140	20
	Commercial Property – Claims	120	20
	Commercial Property – Broking	60	20
Commercial Property Owners	Commercial Property Owners – Overview	30	12
	Commercial Property Owners – Policy Cover	90	20
	Commercial Property Owners – Underwriting	70	13
	Commercial Property Owners – Claims	60	13
	Commercial Property Owners – Broking	60	15
Residential Property Owners	Residential Property Owners – Overview	30	12
	Residential Property Owners – Policy Cover	60	21
	Residential Property Owners – Underwriting	60	14
	Residential Property Owners – Claims	60	12
	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	40	20
	Terrorism – Underwriting	20	10
	Terrorism – Claims	20	10
	Terrorism – Broking	20	10
Goods in Transit	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	Risk Management	40	20
	Risk Surveying	90	20
	Sprinkler Systems and Sprinkler Leakage Insurance	60	20
Business Interruption	Business Interruption – Overview	20	11
	Business Interruption – Policy Cover	60	22
	Business Interruption – Underwriting	40	20
	Business Interruption – Claims	60	21
	Business Interruption – Broking	60	22
	Business Continuity Planning	45	20
	Covid-19: FCA Business Interruption Test Case	60	0
Events and Exhibitors	Commercial Events and Exhibitors	90	20

COMMERCIAL LINES

		MINUTES	QUESTIONS
Commercial Packages	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	Engineering Insurance – Overview	25	10
	Engineering Insurance – Policy Cover	35	20
	Engineering Insurance – Underwriting	25	10
	Engineering Insurance – Claims	20	13
	Engineering Insurance – Broking	25	12
	Engineering Insurance – Statutory Inspection Requirements	45	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			
Overview	Commercial Motor – Overview	20	0
Commercial Vehicle	Commercial Vehicle – Overview	10	10
	Commercial Vehicle – Policy Cover	55	21
	Commercial Vehicle – Underwriting	95	25
	Commercial Vehicle – Claims	60	22
	Commercial Vehicle – Broking	35	16
Motor Fleet	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	20
Motor Trade	Motor Trade – Overview	45	10
	Motor Trade – Policy Cover	120	21
	Motor Trade – Underwriting	20	12
	Motor Trade – Claims	60	20
	Motor Trade – Broking	20	12
Private Vehicles Used for Business	Private Vehicles Used for Business	45	29
Vehicles for Public and Private Hire	Vehicles for Public and Private Hire	120	30

COMMERCIAL LINES

		MINUTES	QUESTIONS
Commercial Liability			
Introduction	Introduction to Liability and How it Arises	70	27
Public Liability	Public Liability – Overview	30	10
	Public Liability – Policy Cover	75	25
	Public Liability – Underwriting (Work Away)	60	21
	Public Liability – Underwriting (Premises)	75	21
	Public Liability – Claims	85	30
	Public Liability – Broking	35	14
Employers' Liability	Employers' Liability – Overview	20	10
	Employers' Liability – Policy Cover	45	29
	Employers' Liability – Underwriting	90	30
	Employers' Liability – Claims	40	20
	Employers' Liability – Broking	20	10
Products Liability	Products Liability – Overview	30	10
	Products Liability – Policy Cover	80	22
	Products Liability – Underwriting	60	28
	Products Liability – Claims	60	23
	Products Liability – Broking	45	25
Directors' and Officers' Liability	Directors' and Officers' Liability – Overview	40	11
	Directors' and Officers' Liability – Policy Cover	100	26
	Directors' and Officers' Liability – Underwriting	45	17
	Directors' and Officers' Liability – Claims	30	22
	Directors' and Officers' Liability – Broking	45	11

COMMERCIAL LINES

		MINUTES	QUESTIONS
Professional Indemnity	Professional Indemnity – Overview	30	10
	Professional Indemnity – Policy Cover	65	22
	Professional Indemnity – Underwriting	30	18
	Professional Indemnity – Claims	100	27
	Professional Indemnity – Broking	30	14
Employment Practices	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	Errors and Omissions – Overview	30	10
	Errors and Omissions – Policy Cover	70	23
	Errors and Omissions – Underwriting	30	11
	Errors and Omissions – Claims	80	16
	Errors and Omissions – Broking	45	13
Product Recall	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	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

COMMERCIAL LINES

		MINUTES	QUESTIONS
Contractors' All Risks	Contractors' All Risks – Overview	30	10
	Contractors' All Risks – Policy Cover	70	21
	Contractors' All Risks – Underwriting	90	24
	Contractors' All Risks – Claims	60	14
	Contractors' All Risks – Broking	80	24
	Contract Works – Contract Conditions	90	27
Farming and Agriculture			
Farming and Agriculture	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	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	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 LINES

		MINUTES	QUESTIONS
Commercial Legal Expenses	Commercial Legal Expenses – Overview	30	10
	Commercial Legal Expenses – Policy Cover	60	23
	Commercial Legal Expenses – Underwriting	25	10
	Commercial Legal Expenses – Claims	45	12
	Commercial Legal Expenses – Broking	45	11
Business Travel	Business Travel – Overview	40	10
	Business Travel – Policy Cover	40	23
	Business Travel – Underwriting	60	13
	Business Travel – Claims	45	13
	Business Travel – Broking	45	15
Health and Safety	Noise at Work	20	11
	Asbestos	25	15
	Manual Handling	15	12
	Display Screen Equipment	20	10
	Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR)	30	15
	Fire Regulations and Risk Assessment	25	20
	Hazardous Substances	40	12
	Work-related Upper Limb Disorders	20	12
	Work-related Stress	30	14
	Health and Safety Legislation and Insurance	60	28

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
Aviation and Space			
Overview	Aviation and Space Insurance – Overview	15	0
	Aviation and Space Insurance – Conventions and Legal Requirements	60	10
Aircraft Insurance	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	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	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
Marine			
Overview	Marine – Overview	60	10
Freight	Freight Liability – Overview	30	10
	Freight Liability – Policy Cover	20	10
	Freight Liability – Underwriting	20	10
	Freight Liability – Claims	20	10
	Freight Liability – Broking	55	20
	Freight Liability – CMR and other conventions	50	20
Cargo	Marine Cargo – Overview	45	10
	Marine Cargo – Policy Cover	60	20
	Marine Cargo – Underwriting	100	10
	Marine Cargo – Claims	60	20
	Marine Cargo – Broking	75	20
Hull	Marine Hull Insurance – Overview	35	10
	Marine Hull Insurance – Policy Cover	20	12
	Marine Hull Insurance – Underwriting	20	15
	Marine Hull Insurance – Claims	20	11
	Marine Hull Insurance – Broking	20	11
	Marine Hull Insurance – Institute Time Clauses	45	10
Protection and Indemnity	Protection and Indemnity – Overview	30	10
	Protection and Indemnity – Policy Cover	40	20
	Protection and Indemnity – Underwriting	30	10
	Protection and Indemnity – Claims	20	10
	Protection and Indemnity – Broking	20	10
War Risks	War Risks – Overview	40	10
	War Risks – Policy Cover	30	20
	War Risks – Underwriting	15	10
	War Risks – Claims	15	10
	War Risks – Broking	10	10

SPECIALISMS

		MINUTES	QUESTIONS
Ports, Terminal Operators and Marinas	Ports, Terminal Operators and Marinas – Overview	30	10
	Ports, Terminal Operators and Marinas – Policy Cover	20	20
	Ports, Terminal Operators and Marinas – Underwriting	35	10
	Ports, Terminal Operators and Marinas – Claims	15	10
	Ports, Terminal Operators and Marinas – Broking	20	10
Political Risks			
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	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 – Overview	40	10
	Cyber Risks – Policy Cover	60	14
	Cyber Risks – Underwriting	45	21
	Cyber Risks – Claims	25	11
	Cyber Risks – Broking	60	21

SPECIALISMS

		MINUTES	QUESTIONS
Pollution and Environmental Risks	Pollution and Environmental Risks – Overview	30	10
	Pollution and Environmental Risks – Policy Cover	65	25
	Pollution and Environmental Risks – Underwriting	25	11
	Pollution and Environmental Risks – Claims	25	15
	Pollution and Environmental Risks – Broking	25	14
Energy Risks	Energy Risks – Overview	30	10
	Energy Risks – Policy Cover	90	20
	Energy Risks – Underwriting	40	10
	Energy Risks – Claims	20	11
	Energy Risks – Broking	20	10
	Energy Risks – Detailed Policy Wordings	60	0
Bloodstock	Bloodstock – Overview	20	10
	Bloodstock – Policy Cover	25	21
	Bloodstock – Underwriting	45	12
	Bloodstock – Claims	45	10
	Bloodstock – Broking	25	12
Global Programmes	Global Programmes – Overview	25	10
	Global Programmes – Policy Cover	60	20
	Global Programmes – Underwriting	20	10
	Global Programmes – Claims	15	10
	Global Programmes – Broking	25	10

SPECIALISMS

		MINUTES	QUESTIONS
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



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.

MINUTES

Business Compliance	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
Environmental	Sustainability Module	15
	Sustainability Video Plus	5

COMPLIANCE AND CORPORATE SOCIAL RESPONSIBILITY

		MINUTES
Diversity and Inclusion	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.

	MINUTES	
General Workplace Safety	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	

HEALTH AND SAFETY

		MINUTES
Food Safety and Hygiene	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	Dangerous Substances Module	15
	Dangerous Substances Video Plus	5
Specialist Environments	Remote Health & Safety Module	15
	Remote Health & Safety Video Plus	5
Vehicles, Plant and Equipment	Vehicles In & Around The Warehouse Module	15
	Vehicles In & Around The Warehouse Video Plus	5

HEALTH AND SAFETY

		MINUTES
Safeguarding	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.

		MINUTES
Learning	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

MENTAL HEALTH AND WELLBEING

Learning (continued)	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.

		MINUTES
Sales, Marketing and Customer Services	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	

WORKPLACE SKILLS

	MINUTES	
Communication and Social Skills	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

WORKPLACE SKILLS

	MINUTES	
Personal Development	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

WORKPLACE SKILLS

	MINUTES	
Management and Leadership	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
	Performance Management Module	15
	Performance Management Video Plus	5

WORKPLACE SKILLS

		MINUTES
Management and Leadership (continued)	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	

WORKPLACE SKILLS

		MINUTES
Teamwork	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

CORONAVIRUS AWARENESS

In addition to sharing information about the symptoms, spread and prevention of the current outbreak of coronavirus, these activities are designed to help you and your colleagues create a COVID-19 secure workplace.

		MINUTES
Coronavirus Awareness	Coronavirus Awareness Module	15
	COVID-19 Response for Employees	10
	COVID-19 Response for Leaders	15
	COVID-19 Response for Managers	15
