














# Guide to Content





































Course	Module (ebriefing)	Topic (ebite)	Duration		Format	Level	Last Update
			Mins	No of Topics			
Insurance Essentials	Insurance Principles	Insurable interest	80			1	Aug 08
		Indemnity					
		Utmost good faith					
		Contribution					
		Average					
		Subrogation					
		Proximate cause					
	Insurance Environment	Dignity at work	100			1	Aug 08
		Important statutes					
		Regulation and trade					
		Errors and omissions					
		Regulated insurance products					
		Ethics and insurance					
	Agency	Principal and agent relationships	95			1	Aug 08
		Creating an agency					
		Agents authority					
		Agents, principals and third parties					
		Duties of principals					
		Duties of agents					
		Ending an agency					
	Financial Services Authority (FSA)	Introduction to FSA regulation	105			1	Aug 08
		High level standards					
		Insurance: Conduct of Business – Outline					
		Complaints, FOS and FSCS					
	Information Security	Why information security is important	90			1	Feb 2010
		How to mitigate information security risks					
		Your responsibilities for information security in your job					
	Data Protection	Data protection laws	80			1	Aug 08
		Important terms					
		Eight data protection principles					
		Fair and lawful processing					
		Individuals rights					
		Practical guidance					
	Financial Crime	What is money laundering?	80				Sep 09
		Laws, offences and penalties					
























		Reporting				1	
		Anonymity					
		Insurance examples					
		Fraud					








































<b>Regulatory Essentials</b>	<b>Approved Persons</b>	Authorisation of approved persons	115			1	Apr 09
		Code of conduct of approved persons (principles 1-4)					
		Code of conduct of approved persons (significant influence functions)					
	<b>Conflicts of Interest</b>	Defining conflicts of interest	90			1	Apr 09
		Recognising and managing conflicts of interest					
		FSA rules and conflicts of interest					
	<b>Contract Certainty</b>	Introduction to contract certainty	90			1	Apr 09
		Uncertainty and business placing					
		Contract certainty code of practice					
		Non-subscription issues and practical implications					
	<b>Contract Certainty in the London market</b>	Introduction to contract certainty	90			1	Apr 09
		The London market placing process					
		Contract certainty code of practice and regulation					
		London market issues and practical implications					
	<b>Professional Obligations</b>	Sources of professional obligations	105			1	Apr 09
		Professional obligations and the FSA					
		CII code, business ethics and ISO standards					
	<b>Treating Customers Fairly</b>	The principle of 'Treating Customers Fairly'	50			1	Nov 08
		TCF and the FSA					
		Consumer examples					
TCF as part of a firms strategy							




















































# Soft Skills content

All courses are available in either non-audio versions or audio versions and in some cases both.










Course	Subject	Module (e-briefing)	Duration		Format	Audio version	Last Update	
			mins	No of Topics				
Business Essentials	Appraisals	an overview of appraisals and performance management	30				Sep 08	
		an overview of appraisals and performance management (post test)	5		A		Sep 08	
		preparing for the appraisal discussion	30				Sep 08	
		preparing for the appraisal discussion (post test)	5		A		Sep 08	
		the appraisal discussion	30				Sep 08	
		the appraisal discussion (post test)	2		A		Sep 08	
		on-going appraisal	30				Sep 08	
		On-going appraisal (Post test)	5		A		Sep 08	
		appraisal and performance management (competency assessment)	15		A		Sep 08	
	Body language	a background to body language	30				Sep 08	
		a background to body language (post test)	5		A		Sep 08	
		silent speech - understanding body language	30				Sep 08	
		silent speech - understanding body language (post test)	5		A		Sep 08	
		using body language in the workplace	30				Sep 08	
		silent selling - using body language in sales	30				Sep 08	
		silent selling - using body language in sales (post test)	5		A		Sep 08	
		Coaching	the role of the coach	30				Sep 08
	the role of the coach (post test)		5		A		Sep 08	
	Delegation	delegation	30				Sep 08	
		delegation (post test)	5		A		Sep 08	
		delegation (competency assessment)	10		A		Sep 08	
	Listening skills	an introduction to listening	30				Sep 08	
		an introduction to listening (post test)	5		A		Sep 08	
			removing the barriers to listening	30				Sep 08

		removing the barriers to listening (post test)	5		A		Sep 08
		becoming a better listener	30				Sep 08
		becoming a better listener (post test)	5		A		Sep 08
		listening skills (competency assessment)	15		A		Sep 08
	<b>Meetings</b>	introduction to meetings and meeting types	30				Sep 08
		introduction to meetings and meeting types (post test)	5		A		Sep 08
		meeting planning and preparation	30				Sep 08
		meeting planning and preparation (post test)	5		A		Sep 08
		conducting effective meetings	30				Sep 08
		conducting effective meetings (post test)	5		A		Sep 08
		meeting behaviour and dealing with problem characters	30				Sep 08
		meeting behaviour and dealing with problem characters (post test)	5		A		Sep 08
		virtual meetings	30				Sep 08
		virtual meetings (post test)	5		A		Sep 08
		meetings (competency assessment)	15		A		Sep 08
	<b>Negotiations</b>	introduction to negotiation	30				Sep 08
		introduction to negotiation (post test)	5		A		Sep 08
		negotiating strategies 1 - strategy basics	30				Sep 08
		negotiating strategies 1 - strategy basics (post test)	5		A		Sep 08
		negotiating strategies 2 - psychological strategies	30				Sep 08
		negotiating strategies 2 - psychological strategies (post test)	5		A		Sep 08
		negotiating (competency assessment)	15		A		Sep 08
	<b>Persuasion</b>	introduction to persuading and influencing	30				Sep 08
		introduction to persuading and influencing (post test)	5		A		Sep 08
		the persuasion process	30				Sep 08
		the persuasion process (post test)	5		A		Sep 08
		persuasion (competency assessment)	15		A		Sep 08

	<b>Presentations</b>	presentations 1 - preparing for the presentation	30				Sep 08	
		presentations 1 - preparing for the presentation (post test)	5		A		Sep 08	
		presentations 2 - the presentation	30				Sep 08	
		presentations 2 - the presentation (post test)	5		A		Sep 08	
		presentations (competency assessment)	15		A		Sep 08	
	<b>Questioning skills</b>	why are questions important?	30				Sep 08	
		why are questions important? (post test)	5		A		Sep 08	
		using open questions	30				Sep 08	
		using open questions (post test)	5		A		Sep 08	
		using probing questions	30				Sep 08	
		using probing questions (post test)	5		A		Sep 08	
		using closed questions	30				Sep 08	
		using closed questions (post test)	5		A		Sep 08	
		unproductive questions	30				Sep 08	
		unproductive questions (post test)	5		A		Sep 08	
		questioning skills (competency assessment)	15		A		Sep 08	
		<b>Recruitment</b>	the recruitment process - an overview	30				Sep 08
			the recruitment process - an overview (post test)	5		A		Sep 08
	writing job description and person specifications		30				Sep 08	
	writing job description and person specifications (post test)		5		A		Sep 08	
	attracting candidates and producing job advertisements		30				Sep 08	
	attracting candidates and producing job advertisements (post test)		5		A		Sep 08	
	shortlisting candidates and interview techniques		30				Sep 08	
	shortlisting candidates and interview techniques (post test)		5		A		Sep 08	
	candidate references and selection		30				Sep 08	
	candidate references and selection (post test)		5		A		Sep 08	
	recruitment and selection (competency assessment)		15		A		Sep 08	

	<b>Time management</b>	purpose and goals of time management	20				Sep 08
		purpose and goals of time management (post test)	5		A		Sep 08
		organising your time	35				Sep 08
		organising your time (post test)	5		A		Sep 08
		planning your time	30				Sep 08
		planning your time (post test)	5		A		Sep 08
		dealing with time-wasting situations	30				Sep 08
		dealing with time-wasting situations (post test)	5		A		Sep 08
		time saving tips and technology	30				Sep 08
		time saving tips and technology (post test)	5		A		Sep 08
		time management (competency assessment)	15		A		Sep 08
		<b>Health and Safety Essentials</b>	<b>Health and Safety</b>	An introduction to health and safety at work	35		
VDU and workstation health and safety	35						Sep 08
Fire safety and evacuation	35						Sep 08
Safe manual handling	35						Sep 08
Avoiding slips, trips and falls	35						Sep 08
Managing and handling stress at work	35						Sep 08
Managing health and safety	75						Sep 08
Repetitive strain injury (rsi)	40						Sep 08
Risk assessment for managers	75						Sep 08
Staying safe with noise	45						Sep 08
Staying safe with electricity	45						Sep 08
Staying safe with hazardous substances	45						Sep 08
Staying safe with vehicles	45						Sep 08
<b>Risk Assessments</b>	VDU and workstation safety		15				Sep 08
	Manual handling		15				Sep 08
	Slips, trips and falls		15				Sep 08
	Handling stress at work		15				Sep 08
	Repetitive strain injury (RSI)		15				Sep 08

## Technical Learning Library

Course	Subject	Module (e-briefing)	Duration		Format	Level	Last Update
			Mins	No of Topics			
<b>A: Fundamentals of Insurance</b>	<b>A:1 Risk classifications</b>	Insurable and uninsurable risks	25			①	Jan 09
		Interpreting risk in relation to insurance	50			③	Jan 09
	<b>A:2 Components of risk</b>	Relationship between risk, peril and hazard	40			①	Jan 09
	<b>A:3 Risk management</b>	Business Continuity Planning - Introduction		11		②	Dec 08
		How insurance operates to transfer risk	40			①	Jan 09
		How utility theory relates to buying insurance	40			③	Jan 09
		Human perception of risk	30			③	Jan 09
		Methods of presenting risk data	45			③	Jan 09
		Risk Management - Introduction		12		②	Sept 08
		Statistical measurement of risk data	75			③	Jan 09
		Use of databases in measuring risk	30			③	Jan 09
		Use of probability theory in insurance	55			③	Jan 09
		Use of risk identification techniques	55			③	Jan 09
		Use of regression and correlation in insurance	40			③	Jan 09
		What insurance is and how it operates	35			②	Mar 09
	<b>A:4 Basic insurance principles</b>	Application of insurable interest	50			②	Apr 09
		Breach of utmost good faith	20			②	Apr 09
		Duty of utmost good faith	45			②	Apr 09
		Insurance Principles	80			①	Aug08
		Principle of insurable interest	30			①	Jan 09
		Principle of utmost good faith	35			②	Jan 09
		Principle of utmost good faith	35			①	Mar 09
	<b>A:5 Arranging the contract</b>	Collection and assessment of facts about insurance risks	25			①	Jan 09
		General Insurance Market Products		15		②	Oct 08
		Insurance policy conditions and warranties	30			②	Apr 09
		Insurance policy wordings and renewals	30			①	Jan 09
		Insurance premiums	20			③	Jan 09






























		Insurance underwriting and rating	40			2	Mar 09
		Joint and composite insurance policies	15			2	Apr 09
		Main classes of general insurance	30			1	Jan 09
		Policy Construction		11		2	Oct 08
		Risk Surveying – Introduction		11		2	Sept 08
		Risk Surveying - Intermediate		17		3	Sept 08
		The process of and documents used in transacting insurance	55			2	Mar 09
		The role of the underwriter and the underwriting process	20			3	Jan 09
		The underwriting process	35			1	Jan 09
<b>B: Legal Context</b>	<b>B:1 Common law principles</b>	Defences, limitations and remedies in tort actions	35			2	Apr 09
		Negligence and pursuing an action for negligence	45			2	Apr 09
		Principle of tort and different types of tort	20			2	Apr 09
		Tort of defamation	15			2	Apr 09
		Trespass; nuisance; strict liability; breach of statutory duty	50			2	Apr 09
	<b>B:2 Contract law</b>	Causes of and remedies for defective contracts	40			2	Apr 09
		Characteristics of a valid contract	55			2	Apr 09
		Contract law and insurance contracts	25			2	Apr 09
		Contract terms and conditions	30			2	Apr 09
		Forming and ending a valid insurance contract	20			1	Jan 09
		How insurance contracts can be assigned	25			2	Apr 09
		Interpreting insurance policy wordings	30			2	Apr 09
		Methods of discharging a contract	30			2	Apr 09
		Privity and assignment of contracts	25			2	Apr 09
		Remedies for breach of contract	20			2	Apr 09
		Void and voidable insurance contracts	15			2	Apr 09
	<b>B:3 The legal system</b>	Civil procedure rules	20			2	Apr 09
		Corporate legal status and capacity	25			2	Apr 09
		Individual legal status and capacity	25			2	Apr 09
		Judicial precedent and its application	40			2	Apr 09
		Sources of English law	50			2	Apr 09
		The English legal system	25			2	Apr 09


























		Unincorporated associations - legal status and capacity	35			2	Apr 09
	<b>B:4 Company law and operations</b>	Business incorporation and reporting requirements	45			2	Mar 09
		Consumer protection legislation and its impact on insurance	40			3	Jan 09
		Responsibilities under employment legislation	30			3	Aug 08
		UK Health and Safety at Work legislation	30			3	Jan 09
		Business structures, objectives and functions	50			2	Mar 09
		Corporate culture and stakeholder relationships	20			2	Mar 09
		Corporate governance and regulation of limited companies	35			2	Mar 09
		Corporate governance and risk management	20			3	Jan 09
		Development of insurance governance and supervision	35			3	Jan 09
		Health and Safety 1 – Intermediate Level		17		3	Nov 08
		Health and Safety 2 – Intermediate Level		19		3	Nov 08
		Health and Safety 3 – Intermediate Level		14		3	Nov 08
		Impact of business trends on organisations and trade	35			2	Mar 09
		Insurance environment	105			1	Aug 08
		Legislation affecting the workplace	25			2	Mar 09
		Management and organisational structures	55			2	Mar 09
		Management roles, responsibilities and management information	50			2	Mar 09
	<b>B:5 Agency</b>	Agency	110			1	Aug 08
		Agent's rights and responsibilities	55			2	Apr 09
		Creation and features of the agency relationship	20			2	Apr 09
		Law of agency and relationship to insurance intermediaries	20			2	Apr 09
		Methods of terminating an agency	15			2	Apr 09
	<b>B:6 Other legislation</b>	Environmental Liability Directive		4		1	Nov 09
		The Public Interest Disclosure Act (PIDA) 1998		3		1	Nov 09
<b>C: Personal Lines</b>	<b>C:1 Private motor</b>	Private Car Insurance - Arranging Appropriate Cover (CS)		18		3	Jan 09
		Classic car insurance		11		2	Jan 09

		Common private motor insurance policy extensions	30			2	Mar 09
		Comparing private and commercial motor and motor cycle policies	45			1	Sep 09
		Different levels of cover under a motor insurance policy	40			1	Sep 09
		EC motor insurance directives	50			1	Sep 09
		The motor insurance market and organisations	40			1	Sep 09
		Main private motor insurance exclusions and conditions	20			2	Mar 09
		Motor insurance policy documents	55			1	Sep 09
		Motor Vehicles (Compulsory Insurance) Legislation Update 2009		11		2	Feb 09
		Road Traffic Acts - Intermediate		13		3	May 09
		Motor Ancillary Insurances		11		2	Feb 09
		Private motor insurance	30			1	Sep 09
		Private Motor Insurance - Non-Standard Risks		18		2	Jan 10
		Rating private motor insurance and policy documents	25			2	Mar 09
		Renewing motor insurance policies	25			1	Sep 09
		Scope of private motor insurance and motorcycle insurance cover	55			2	Mar 09
		The Road Traffic Act 1988	50			1	Sep 09
		The role and responsibilities of the Motor Insurers Bureau	15			2	Mar 09
		Underwriting and rating private motor insurance	35			1	Sep 09
		Household : Arranging Appropriate Cover (CS)		16		3	Jun 09
	<b>C:2 Household</b>	Extensions of cover under a household insurance policy	25			1	Feb 09
		Features of English law which influence household insurance	55			1	Feb 09
		High net worth insurance		18		2	Oct 09
		Home insurance cover	40			1	Sep 09

		Household insurance legal expenses and legal liability cover	25			2	Mar 09
		Home insurance policy documents and underwriting	45			2	Mar 09
		Household Insurance – Blocks of Flats		10		2	Jan 10
		Household insurance - underwriting of non standard risks		16		3	Jul 06
		Household buildings insurance cover	40			1	Feb 09
		Household contents insurance cover	40			1	Feb 09
		Household insurance underwriting and rating	45			1	Feb 09
		Legal Expenses – After The Event Insurance		10		2	Nov 07
		Legal Expenses – Introduction		12		2	Jan 10
		Personal legal expenses insurance cover	15			1	Apr 09
		Scope of household buildings and contents insurance cover	60			2	Mar 09
		Specialist types of household insurance	50			1	Feb 09
		Subsidence Underwriting and Claims		22		2	Dec 08
		The impact of information technology on household insurance	30			1	Feb 09
		The UK household insurance market	30			1	Feb 09
	<b>C:3 Travel</b>	Scope of travel insurance cover	35			2	Mar 09
		Travel insurance cover and rating	30			1	Feb 09
		Travel Insurance – Introduction		16		2	Apr 07
		Travel Insurance – Underwriting (Intermediate)		20		3	Jan 10
		Travel insurance – Arranging Appropriate Cover		21		3	Apr 07
	<b>C:4 Personal accident</b>	Personal accident and medical expenses insurance	30			1	Sep 09
		Scope of accident and health insurance covers	15			2	Mar 09
		Scope of personal accident and sickness insurance cover	45			2	Mar 09
	<b>C:5 Payment protection</b>	The payment protection market	40			1	May 08
		Payment protection policy cover	30			1	May 08
		Product features and providers of payment protection insurance	15			1	May 08
		Managing the claims process for payment protection insurance	110			1	May 08
		Payment protection cancellation and issues relating to refunds	45			1	May 08


		Statutory regulation of payment protection insurance	110			①	May 08
		Assessing the suitability of payment protection products	40			①	May 08
		Other influences on the payment protection market	30			①	May 08
	<b>C:6 Warranty</b>	Extended warranty insurance cover	10			①	Apr 09
		Scope of payment protection and extended warranty covers	15			②	Mar 09
	<b>C:7 Small craft</b>	Yacht and small craft		10		①	Nov 08
	<b>C:8 Private medical insurance</b>	Critical Illness Insurance		12		②	Mar 07
		Private medical insurance – Arranging appropriate cover		14		③	Oct 07
		Private Medical Insurance – Introduction		10		②	Oct 07
	<b>C:9 Caravan and pet insurance</b>	Private Medical Insurance – Intermediate		12		③	Oct 07
		Caravan insurance - introduction		10		②	Nov 07
		Caravan and pet and livestock insurance	45			①	Feb 09
<b>D: Commercial Lines</b>	<b>D:1 Property / pecuniary</b>	CS – Commercial legal Expenses – Arranging Appropriate Cover		20		③	May 09
		Asset protection insurance	45			②	Oct 08
		Business Interruption – Arranging Appropriate Cover		13		②	Jan 10
		Business interruption - introduction		11		②	Jan 10
		Business interruption - Arranging cover (Intermediate)		17		③	Aug 09
		Business interruption - underwriting		18		②	Aug 09
		CS - Commercial Property Insurance - Arranging Appropriate Cover		18		③	Oct 07
		Churches – Arranging Appropriate Cover		19		②	Aug 09
		Commercial Property Insurance - Variations to Basic Policy Cover		16		-	Sep 09
		Commercial combined insurance cover	10			①	Apr 09
		Commercial Property Insurance – Results Trends & Drivers		20		-	Oct 07
		Commercial Legal Expenses – Introduction		16		②	Sep 06
		Commercial property insurance cover	20			①	Sep 09
		Commercial Property Underwriting – Introduction		9		②	Jul 07
		Commercial Property Underwriting – Intermediate		18		③	Dec 08
		Commercial theft, glass and money insurance	25			①	Sep 09
		Fidelity guarantee		8		①	Oct 08

	Goods in transit - introduction		10		2	Mar 07
	Business interruption: risk management and rating and loss calculation	30			2	Oct 08
	Legal expenses and business interruption covers	30			1	Sep 09
	Premium finance		12		1	Oct 09
	Asset protection: risk management and rating	30			2	Oct 08
	Business interruption insurance	35			2	Oct 08
	Scope of contractors' insurance cover	30			2	Oct 08
	Scope of main forms of property and pecuniary insurance	40			2	Mar 09
	Sprinkler systems and sprinkler leakage insurance		10		1	Dec 08
	Theft Insurance - Introduction		11		1	Jun 09
	Fire, theft and special perils cover	30			2	Oct 08
	Packages - Arranging appropriate cover		22		3	Dec 08
	Listed buildings insurance – Assessing the clients needs		17		3	Oct 09
<b>D:2 Liability</b>	Employers' Liability – Arranging Appropriate Cover (CS)		22		3	May 09
	Products Liability – Arranging Appropriate Cover (CS)		19		3	Feb 06
	Directors and officers liability - introduction		9		2	Aug 08
	Directors and officers liability - intermediate		20		3	Aug 08
	Directors and Officers Liability – Arranging Appropriate Cover		24		3	Aug 08
	Employers' liability insurance – Policy Cover - Introduction		9		1	Feb 10
	Employer's liability insurance cover	15			1	Apr 09
	Employers' Liability - Underwriting (Intermediate)		20		2	May 09
	Employer's, public and products liability cover	30			1	Sep 09
	Employment practices liability insurance		17		1	Jun 05
	Insurance against professional liabilities	30			1	Jan 09
	Liability - how it arises		12		2	Dec 09
	Liability: risk management, policy wordings, special covers	40			2	Oct 08
	Products Liability 1 – how liability arises		9		2	Jan 10
	Products Liability 2 – policy cover		13		2	Jan 10
	Products liability insurance cover	10			1	Apr 09
	Products Liability - Underwriting		19		2	Jan 10

	Professional indemnity insurance - introduction		11		2	Jan 07
	Professional indemnity insurance - intermediate		16		3	Jan 07
	Professional indemnity insurance – Arranging appropriate cover		19		3	Jan 07
	Public liability - premises		15		2	Nov 09
	Public liability - Work away		15		2	Nov 09
	Public liability – Arranging appropriate cover		22		3	Jul 07
	Liability insurance: background and features	50			2	Oct 08
	Scope of main forms of liability insurance	25			2	Mar 09
<b>D:3 Commercial motor</b>	CS – Business Private Car – Arranging Appropriate Cover		16		3	Feb 09
	CS – Commercial Vehicle Insurance – Arranging Appropriate Cover		20		3	May 09
	CS – Motor Trade: Arranging Appropriate Cover		20		3	Jan 09
	CS – Taxis and private Hire – Assessing the Client’s Needs		17		3	Aug 09
	Agricultural Vehicles – Motor Insurance		14		2	Sep 09
	Commercial motor -introduction - policy cover		11		2	Jan 10
	Motor fleet - pricing		19		2	Feb 10
	Motor fleet - risk management		17		2	Feb 10
	Motor fleet - underwriting		14		2	Feb 10
	Motor trade insurance – introduction		9		2	Jun 06
	Motor trade insurance - Intermediate (part 1): motor classes		12		3	Jan 09
	Motor trade insurance - intermediate (part 2): non motor classes		18		3	Jan 09
	Motor trade – Assessing the clients needs		16		3	Sep 09
	Motor: public and private hire insurance		15		2	Feb 09
	Motorcycle and commercial motor insurance	30			1	Sep 09
	Underwriting and rating commercial vehicle insurance	70			2	Oct 08
	Commercial motor insurance, legal background and policy cover	35			2	Oct 08

	Underwriting and rating commercial motor insurance	35			①	Oct 08
<b>D:4 Marine</b>	Freight liability insurance - intermediate		15		②	Mar 07
	Marine Cargo – Underwriting and Risk Management		17		②	Mar 07
	Marine Cargo Insurance – Introduction		10		②	Mar 07
	Marine Cargo Insurance – Intermediate		15		③	Mar 07
	Marine Hull Insurance		9		②	Nov 08
	Marine Liability Part 1 – International Freight Liabilities		17		②	May 09
	Marine Liability Part 2 – International Freight Liabilities		14		②	Jan 07
<b>D:5 Aviation</b>	Aviation Insurance - Introduction		16		①	May 09
	Aviation Insurance - Intermediate		23		②	May 09
<b>D:6 Reinsurance / Co-insurance</b>	Reinsurance	40			②	Oct 08
	Reinsurance Accounting		20		②	Sep 09
	Need for and operation of reinsurance	35			②	Mar 09
	Purpose and principles of reinsurance	20			③	Sep 09
	Reinsurance and co-insurance	40			②	Mar 09
<b>D:7 Construction</b>	CS – Contract Works: Arranging Appropriate Cover		21		③	Jun 07
	Contract works - contract conditions	15			①	Aug 08
	Contract works - contract conditions		16		②	Jun 07
	Contract works - introduction		15		①	Jun 07
	Contractors All Risks (Contract Works and Plant) Claims Case Studies		20		③	Jun 07
	Contractors' insurance - introduction		15		②	Jun 07
	Contract works - underwriting	15			②	Aug 08
	Contractors all risks – underwriting - intermediate		18		③	Jun 07
<b>D:8 Engineering</b>	CS – Engineering Insurance: Arranging Appropriate Cover		21		③	May 07
	Introduction to engineering insurance	15			①	Aug 08
	Engineering insurance – introduction		12		②	May 07
	Engineering insurance – intermediate		16		③	May 07
	Engineering - statutory inspection requirements	15			①	Aug 08

		Engineering - statutory inspection requirements		14		2	May 07
		Scope and purpose of engineering insurance	35			2	Oct 08
	<b>D:9 Specialist classes of insurance</b>	Care Homes – Assessing the Client's Needs		18		2	Jan 10
		Group Personal Accident and Sickness – Intermediate		15		3	Nov 06
		Miscellaneous Risks		17		2	Oct 09
		Specialist types of commercial insurance	45			2	Oct 08
		Pollution Part 1 - Introduction and Legislation		10		2	May 09
		Pollution Part 2- The Insurers Response		10		2	May 09
		Terrorism insurance		9		2	Aug 08
		Weather Risks		13		2	Feb 07
		Wedding Insurance		14		2	Aug 09
	<b>D:11 Specialist Trade case studies</b>	CS – Farming: Assessing the Client's Needs		18		3	Apr 09
		CS - Building and Allied Trades – Assessing The Client's Needs		20		3	Jul 07
		CS - Electrical Manufacturers : Assessing The Client's Needs		17		3	Jul 09
		CS - Hotels and Guesthouses : Arranging Appropriate Cover		19		3	Jan 10
		CS - Doctors Dentists and Vets - Assessing the Client's Needs		21		3	Jul 09
		CS - Property Owners' Insurance – Arranging Appropriate Cover		19		3	Jan 09
		CS - Licensed Trades and Leisure Groups - Assessing the Client's Needs		18		3	Jul 09
		CS - Transportation Industry : Assessing the Client's Needs		18		3	Jul 09
		CS - Warehousing and Distribution – Assessing the Client's Needs		23		3	Jul 09
		CS - Metalworkers - Assessing the Client's Needs		23		3	Jul 09
		CS - The Meat Trade – Assessing the Client's Needs		23		3	Jul 09
		CS - Office Risks: Assessing the Client's Needs – Introduction		21		3	Jan 10
		CS - Food Manufacturers - Assessing the Client's Needs		18		3	Jul 09
		CS - Property Owners - Assessing the Client's Needs		18		3	Dec 08
		CS - Large Construction Risks – Assessing the Client's Needs		25		3	Oct 07
		CS - Small Retailers – Assessing the Client's Needs		18		3	Oct 09
		CS - Clothing Manufacturers – Assessing the Client's Needs		15		3	Oct 09
		CS - Professionals – Assessing the Client's Needs		20		3	
		CS - Large Retailers – Assessing The Client's Needs		24		3	Oct 09






		CS - Industrial and Commercial Cleaning – Assessing the Client's Needs		25		3	Nov 07
		CS - Paper and Wood Products : Assessing the Client's Needs		16		3	Oct 09
	<b>E:1 The Insurers</b>	UK insurance market and distribution channels	30			1	Sep 09
		Insurance added-value services	25			1	Sep 09
		Roles of key insurance personnel	20			1	Sep 09
		Structures and business models of insurance organisations	45			3	Sep 09
	<b>E:2 The buyers and intermediaries</b>	Personal customers' general insurance requirements	25			2	Mar 09
		Trading in the Commercial Insurance Market		16		2	Jun 09
		The commercial insurance client	25			2	Oct 08
		The structure of the UK insurance market	50			2	Mar 09
	<b>E:3 Market associations</b>	Insurance market organisations	30			1	Sep 09
	<b>E:4 Lloyd's</b>	Introduction To Lloyd's		16		2	Jul 08
		Lloyd's Accounting and Regulation		14		2	Apr 07
		London Insurance Market – Introduction		12		2	Jul 08
		London Insurance Market – Placing the Risk		12		2	Jul 08
		London Market – Role of the Broker		11		2	Jul 08
		Placing business in the Lloyd's insurance market	15			2	Mar 09
	<b>E:5 The economic environment</b>	Balance of payments, exchange rates and their link to insurance	45			3	Sep 09
		Competition and marketing	45			3	Sep 09
		Contribution of insurance to the UK economy	30			3	Sep 09
		Demand and supply applied to insurance	20			3	Sep 09
		Economic systems and the UK economy	30			3	Sep 09
		EU influences on the UK economy and insurance market	30			3	Sep 09
		Inflation, unemployment and their effects on insurance	60			3	Sep 09
		Monetary and fiscal policy and their effects on insurance	60			3	Sep 09
		Outsourcing and Off-shoring		12		2	Jun 07
		Operation of demand and supply within an economy	60			3	Sep 09
<b>F: Regulation</b>	<b>F:1 Financial Services Authority</b>	Business procedures for compliance		13		2	Aug 08
		FSA regulations: ICOBS sales & admin for insurers - Other products		14		2	Sep 08
		FSA regulations: ICOBS sales & admin for insurers - Protection		15		2	Sep 08

		products					
		FSA regulations: ICOBS sales & admin for intermediaries - Other products		15		2	Sep 08
		FSA regulations: ICOBS sales & admin for intermediaries - Protection products		18		2	Sep 08
		Interim Prudential sourcebook	50			1	Aug 08
		Legal and regulatory context of insurance	45			2	Mar 09
		Insurance company statutory obligations and FSA regulation	35			2	Mar 09
		The regulation of personal general insurance	30			2	
		Insurance Conduct of Business rules and financial ombudsman	25			1	Apr 09
		Financial Service Authority	120			1	Oct 09
		FSA regulations - RMAR (Retail Mediation Activity Return)		17		2	Nov 07
		FSA regulations - client money		12		2	May 09
		FSA Regulations: Claims Handling (V2&3.1)		11		2	May 09
		FSA Regulations: Complaint Handling		13		2	Sep 08
		Training and Competence 1: Introduction		17		2	Nov 07
		Training and Competence 2: Assessing Competence		12		2	Nov 07
		Training and Competence 3: Attaining and Maintaining Competence		14		2	Nov 07
	<b>F:2 Data protection</b>	Data protection	80			1	Aug 08
		Data Protection Act 1998 and its implications for insurance	15			3	Sep 09
	<b>F:3 Financial crime</b>	Financial crime (GI)	80			1	Sep 09
		Money laundering regulations and their impact on insurance	15			3	Sep 09
	<b>F:4 Responsibilities of approved persons</b>	Responsibilities of approved persons	115			1	Apr 09
	<b>F:5 Conflicts of interest</b>	Conflicts of interest	90			1	Apr 09
	<b>F:6 Contract certainty</b>	Contract certainty	90			1	Apr 09
		Contract certainty in the London market	90			1	Apr 09
	<b>F:7 Professional obligations</b>	Professional obligations	105			1	Apr 09
	<b>F:8 Treating Customers Fairly</b>	Treating Customers Fairly	85			2	Nov 08
		CS - Personal Customers - Assessing The Client's Needs -		21		3	Jun 09

		Introductory					
		Personal Customers-Assessing Client Needs-Intermediate (CS)		23		2	Jun 09
		The Regulation of Claims Management Services		16		2	Sep 07
<b>G: Insurance Company Operations</b>	<b>G:1 Marketing and distribution</b>	Commercial – Results, Trends and Drivers		20		2	Oct 07
		Information technology	20			1	Sep 09
		Marketing and distribution of personal general insurance	65			2	Mar 09
		Marketing, market research and advertising	35			2	Mar 09
		Personal Lines – Results, Trends and Drivers		15		2	Sep 08
		The use of information technology and e-commerce in insurance	45			3	Sep 09
		Transacting commercial insurance business	40			2	Oct 08
	<b>G:2 Human resources in insurance</b>	Consumer protection and role of Financial Ombudsman Service	20			2	Mar 09
		Customer service in insurance	25			1	Sep 09
		Economic, social and ethical functions of insurance	15			3	Sep 09
		Main HR functions	35			2	Mar 09
		Managing human resources	40			2	Mar 09
	<b>G:3 Finance and accounting</b>	Balance sheet and profit and loss account	50			2	Mar 09
		Business taxation and its effect on UK insurance	25			3	Sep 09
		Financial accounting principles	35			2	Mar 09
		Management accounting, planning and budgeting	50			2	Mar 09
		Planning and budgeting processes	15			3	Sep 09
		Solvency requirements for UK insurers	20			3	Sep 09
		Sources of business finance	20			3	Sep 09
		Statutory accounting requirements applied to insurance	45			3	Sep 09
		Use and interpretation of financial information	50			3	Sep 09
	<b>G:4 Customer Retention</b>	Customer Retention		12		2	Sep 09
<b>H: Claims</b>	<b>H:1: Background</b>	CS – Personal Injury Claims - Introduction		17		3	Mar 09
		Application of insurance principles to claims handling	45			1	Sep 09
		Claims – Introduction to Fraud		12		2	Jan 10
		Claims handling: introduction to Litigation		20		2	Apr 07

		Application of the principle of contribution	55			2	Apr 09
		Application of the principle of subrogation	45			2	Apr 09
		Claims procedures and the claims process	55			2	Mar 09
		How claims are settled to provide indemnity	45			2	Apr 09
		Indemnity applied to the main classes of insurance	45			2	Apr 09
		Injury Claims – Introduction		17		2	Mar 09
		Injury Claims - Intermediate		18		3	Mar 09
		Insurance claimants' rights and responsibilities	20			2	Apr 09
		Loss adjusting		9		1	Nov 09
		Modifications to indemnity in general insurance	25			1	Sep 09
		Principle of contribution	20			1	Sep 09
		Principle of indemnity	35			1	Sep 09
		Principle of proximate cause	30			1	Sep 09
		Principle of subrogation	20			1	Sep 09
		Principles of indemnity, subrogation and contribution	45			2	Mar 09
		The claims handling process	25			1	Sep 09
		The principle of proximate cause	35			2	Apr 09
	<b>H:2 Personal lines claims</b>	CS – Motor Claims				3	Mar 09
		CS – Household Claims	210			3	Apr 07
		CS – Travel Claims	240			3	Sep 09
		Handling household contents insurance claims	55			1	Feb 09
		Handling motor insurance claims	30			1	Sep 09
		Handling personal insurance claims and dispute resolution	45			2	Mar 09
		Issues affecting motor insurance claims	35			1	Sep 09
	<b>H:3 Business lines claims</b>	CS – Commercial Property Insurance - Claims		20		3	Oct 07
		CS - Employers' Liability - Claims		21		3	May 09
		CS – Products Liability Claims		15		3	Apr 09
		Commercial Property Insurance - Claims - Intermediate		20		3	Oct 07
		Business interruption claims – CS (introduction)		9		2	Mar 09
		Employers' and Public Liability Claims		20		2	Jun 09
		Public Liability - Claims (CS)		18		3	Apr 09
		Property Claims Handling – Introduction		13		2	Sep 07


**Key:**

Format	Symbol
Standard e-learning	
Interactive e-learning	
Printable PDF file	
Level 1 – foundation	
Level 2 – intermediate	
Level 3 - advanced	