

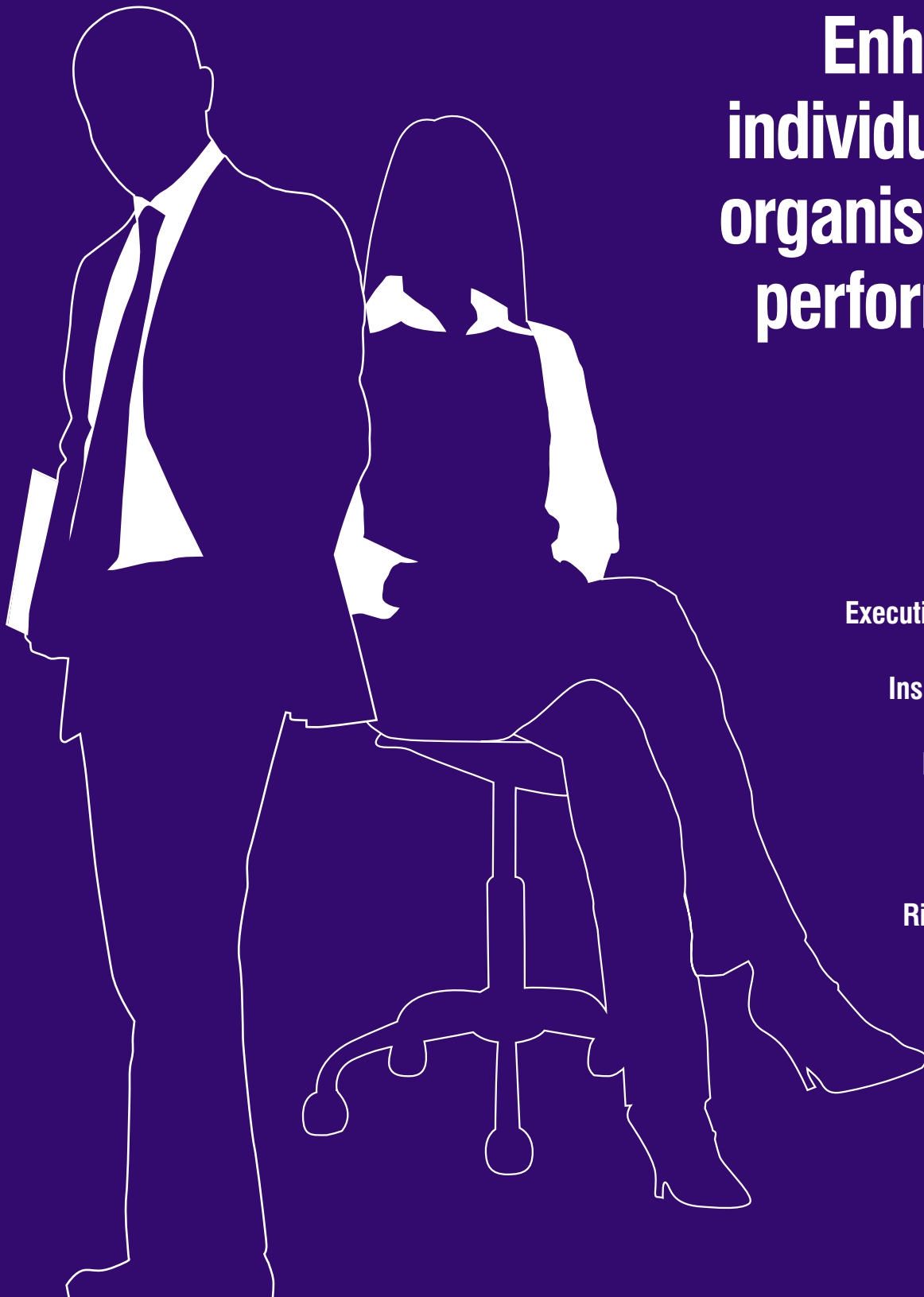
# Face-to-Face Training

2014 Training directory

## Enhancing individual and organisational performance

Incorporating:

- Aviation
- Compliance
- Energy
- Exam revision
- Executive development
- Foundation
- Insurance products
- International
- Law and liability
- Marine
- Regulatory
- Reinsurance
- Risk management
- Underwriting



**CII**

[www.cii.co.uk](http://www.cii.co.uk)

# Welcome to our 2014 Face-to-Face Training Directory

**Professionalism in insurance and financial services is at the top of the agenda for most organisations as they strive to improve competitive performance in challenging market conditions.**

**The importance of Continuing Professional Development (CPD) and the role face-to-face training plays in meeting these challenges cannot be over emphasised.**

Our purpose, as the world's leading insurance and financial services professional body, is to promote and support ever-higher standards of technical knowledge, business skills and professional conduct throughout the industry.

We are ideally placed to develop effective face-to-face training that enhances people's performance and helps achieve business goals.

## **Why we can help...**

- As the experts in insurance and financial services learning we understand what it takes to deliver first-class training
- Each of our expert tutors are carefully chosen for their specialist knowledge and experience
- We offer in-house and bespoke training solutions to meet employers' exact requirements
- We consistently achieve high standards of delegate feedback and offer member and team savings
- Our extensive exam revision course programme is proven to increase the chances of passing by up to 55%.

**Whether you're interested in developing your own career or you have responsibility for the training needs of others, you'll find everything you need in this directory to build your training programme with us.**

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## The Chartered Insurance Institute (CII) Professionalism in practice

As the premier professional body for the financial services profession, the CII promotes higher standards of integrity, technical competence and business capability.

With over 110,000 members in more than 150 countries, the CII is the world's largest professional body dedicated to this sector. Success in CII qualifications is universally recognised as evidence of knowledge and capability. Membership of the CII signals a desire to develop broad professional capability and subscribe to the standards associated with professional status.

The CII works with businesses to develop bespoke, company-wide solutions that ensure competitive advantage by enhancing employees' technical and professional competence.

Individually, CII's members are able to drive their personal development and maintain their professional standing through an unrivalled range of learning services and by adhering to the CII's Code of Ethics.

[www.cii.co.uk](http://www.cii.co.uk)



INVESTORS  
IN PEOPLE | Gold

## Contacting the CII

If you have any queries regarding this brochure please contact Customer Service.

The CII is committed to delivering a first-class service and, to this end, we welcome feedback on any aspect of your relationship with our organisation.

Please forward any views you may have on the service you receive, whether they are positive or otherwise.

We take all such comments seriously, answer them individually, and use them to help ensure that we continually improve the service we provide.

## Customer Service

42–48 High Road, South Woodford,  
London E18 2JP

tel: +44 (0)20 8989 8464  
fax: +44 (0)20 8530 3052  
email: [customer.serv@cii.co.uk](mailto:customer.serv@cii.co.uk)  
website: [www.cii.co.uk](http://www.cii.co.uk)

## Face-to-Face Training

11th Floor, Fountain House,  
130 Fenchurch Street, London EC3M 5DJ

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email: [face-to-facetraining@cii.co.uk](mailto:face-to-facetraining@cii.co.uk)  
website: [www.cii.co.uk/f2f](http://www.cii.co.uk/f2f)

## Favourite courses

We're often asked which of our courses are most popular, so for quick reference we've highlighted these on this page and throughout the directory.

If you're interested in one of these courses you'll need to move fast as they're always quick to sell-out!

## 18 Revision courses – your guide to making the right choice

- 18 Revision days
- 18 Revision workshops & evening classes
- 18 Important notes for revision course attendees

### Insurance qualifications

- 20 Foundation Insurance Test (FIT)
- 20 Award in London Market Insurance
- 20 Certificate in Insurance
- 22  Diploma in Insurance
- 24  Advanced Diploma in Insurance




### Financial services qualifications

- 26 Award in Financial Administration
- 26 Certificate in Financial Planning
- 28 Certificate in Discretionary Investment Management
- 28 Certificate in Mortgage Advice
- 30 Certificate in Paraplanning
- 32 Certificate in Securities Advice and Dealing
- 34 Diploma in Financial Planning
- 36  Diploma in Regulated Financial Planning
- 38  Advanced Diploma in Financial Planning

## 40 Study techniques courses

- 42 **NEW** Unlock your learning potential
- 42 **NEW** Coursework assignment techniques
- 42 Exam techniques (short-answer and essay-style questions)


## 44 Foundation courses Insurance



- 46 Introduction to the London market
- 46  Introduction to insurance
- 46 Introduction to insurance practice
- 46 Principles of Takaful
- 48 Introduction to personal insurance
- 48  Introduction to commercial insurance
- 48  Introduction to reinsurance
- 50 Introduction to underwriting
- 50 Introduction to insurance company accounts
- 50 Introduction to claims management
- 52 Introduction to motor claims
- 52 Introduction to motor insurance policies
- 52 Introduction to property risk assessment
- 54 Introduction to property insurance
- 54 Introduction to fine arts insurance
- 54 Introduction to construction insurance
- 56 Introduction to buildings and foundations, design and construction
- 56 Essential writing skills
- 56 Clarity and impact
- 58 Making sense of statistics (Parts 1&2)

### Financial services


- 60 Introduction to life assurance
- 60 Introduction to pensions

## 63 Aviation, marine and energy courses


- 64 **NEW** Marine claims (intermediate)
- 64 **NEW** Underwriting project cargo insurance
- 64  Introduction to marine insurance
- 66 Introduction to marine law
- 66 Introduction to hull and yacht insurance


- 68 Introduction to marine reinsurance
- 68 Introduction to marine liability
- 68 Introduction to cargo insurance
- 70 Introduction to specie insurance
- 70 Introduction to energy insurance
- 70 Introduction to aviation insurance
- 72 Yacht insurance (intermediate)
- 72 Marine liability (intermediate)
- 72  Marine cargo (intermediate)
- 74  Marine hull (intermediate)
- 74 Intensive marine insurance (introductory)
- 74 Oil workshop (intermediate)
- 76 Oil workshop (advanced)
- 76 Goods in transit and haulage contractors' insurance
- 76 Introduction to protection & indemnity insurance

## 79 Reinsurance courses





- 80 Fundamentals of reinsurance (introductory)
- 80 Reinsurance (intermediate)
- 80  Reinsurance (advanced)
- 80 Captives and other methods of alternative risk transfer

## 83 Law and liability courses

- 84 Introduction to liability insurance
- 84 Liability insurance (advanced)
- 84 Liability insurance claims
- 86  Professional indemnity (intermediate)
- 86 Directors' & officers' liability (intermediate)
- 88 Introduction to professional indemnity and directors' & officers' liability
- 88 Commercial insurance contract wording



- 90 Introduction to changes in insurance law – an end to the duty of disclosure?
- 90  Introduction to law for insurance staff
- 92 Introduction to insurance contract law
- 92 Insurance contract law (intermediate)

## 95 General insurance, underwriting and risk management courses

- 96 **NEW** Risk management for insurers
- 96 **NEW** Running effective risk workshops
- 96  Introduction to risk management
- 98 Claims management
- 98  Managing an underwriting portfolio
- 98 Motor insurance (intermediate)
- 100 Fire and business interruption (intermediate)
- 100 Business interruption (advanced)
- 100 Property insurance (intermediate)
- 102  Statistics for underwriters and managers
- 102  Finance for insurance professionals
- 104 Earthquake risk and protection (intermediate)
- 104 Windstorm risk and protection (intermediate)
- 104 Tsunami risk and protection (intermediate)

## 107 Compliance and regulatory courses


- 108 **NEW** How to carry out a compliance audit
- 108 **NEW** Compliance quality control – staff competence
- 108 **NEW** FCA regulation of insurance brokers
- 110 **NEW** Consumer Insurance (Disclosure & Representations) Act 2012

- 110 **NEW** The Fraud Act – how to maintain a risk-based approach
- 110 Responsibilities of approved persons in significant influence functions
- 112 Financial promotions
- 112 Handling client assets and money (Financial services)
- 112 Handling client assets and money (Insurance)
- 114 Managing the risk of errors and omissions
- 114 Treating Customers Fairly
- 116 Managing conflicts of interest
- 116  Solvency II
- 118 Introduction to financial crime
- 118  Insurance conduct of business and regulation
- 118 Information disclosure: Data Protection and Freedom of Information Acts
- 120 Insurance, financial and operational risk management
- 120 Roles within compliance

## 123 International courses

- 124  International insurance and reinsurance
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## Why choose us?

The CII is committed to helping you or your teams develop and maintain the latest knowledge and skills needed to progress a successful and professional career.

As the expert professional body in insurance and financial services learning, our commitment is backed by an unrivalled understanding of what it takes to deliver first-class face-to-face training solutions.

### Industry expertise

No one has a deeper knowledge or wider experience of people development in the insurance and financial services industry than the CII.

We use the insight that we generate from our close customer partnerships, subject expert tutors and qualifications expertise, to develop our training solutions – ensuring delegates receive the latest best practice knowledge and know-how.

### Expert tutors

The value of any training course is governed by the quality of the tutor. That's why all of our tutors are carefully chosen for their specialist up-to-date knowledge, passion for learning and proven ability to deliver first-class training.

Our tutors combine academic expertise with significant industry experience, helping to ensure courses address the practical needs of insurance and financial services professionals and what's happening in the industry. Turn to pages 12–13 to find out more about some of our tutors.

### CPD specialists

Keeping abreast of technical and market developments is a central and ongoing part of any successful career. It also satisfies regulatory obligations and the requirement for qualified CII members to keep their knowledge up-to-date.

Our courses are designed to CII Continuing Professional Development (CPD) accreditation standards and offer a practical and structured way to develop and maintain the necessary knowledge and skills.

### Flexible approach

We offer an extensive programme of more than 120 scheduled training courses across numerous disciplines, covering foundation, intermediate and advanced levels. Course dates are listed in this directory and are added throughout the year to cater for increased demand.

We also offer in-house and bespoke training solutions to meet employers' exact requirements. So as well as being able to run any of our courses at an employer's premises for teams of staff, we can also adapt existing courses or create completely new courses.

### Member and team savings

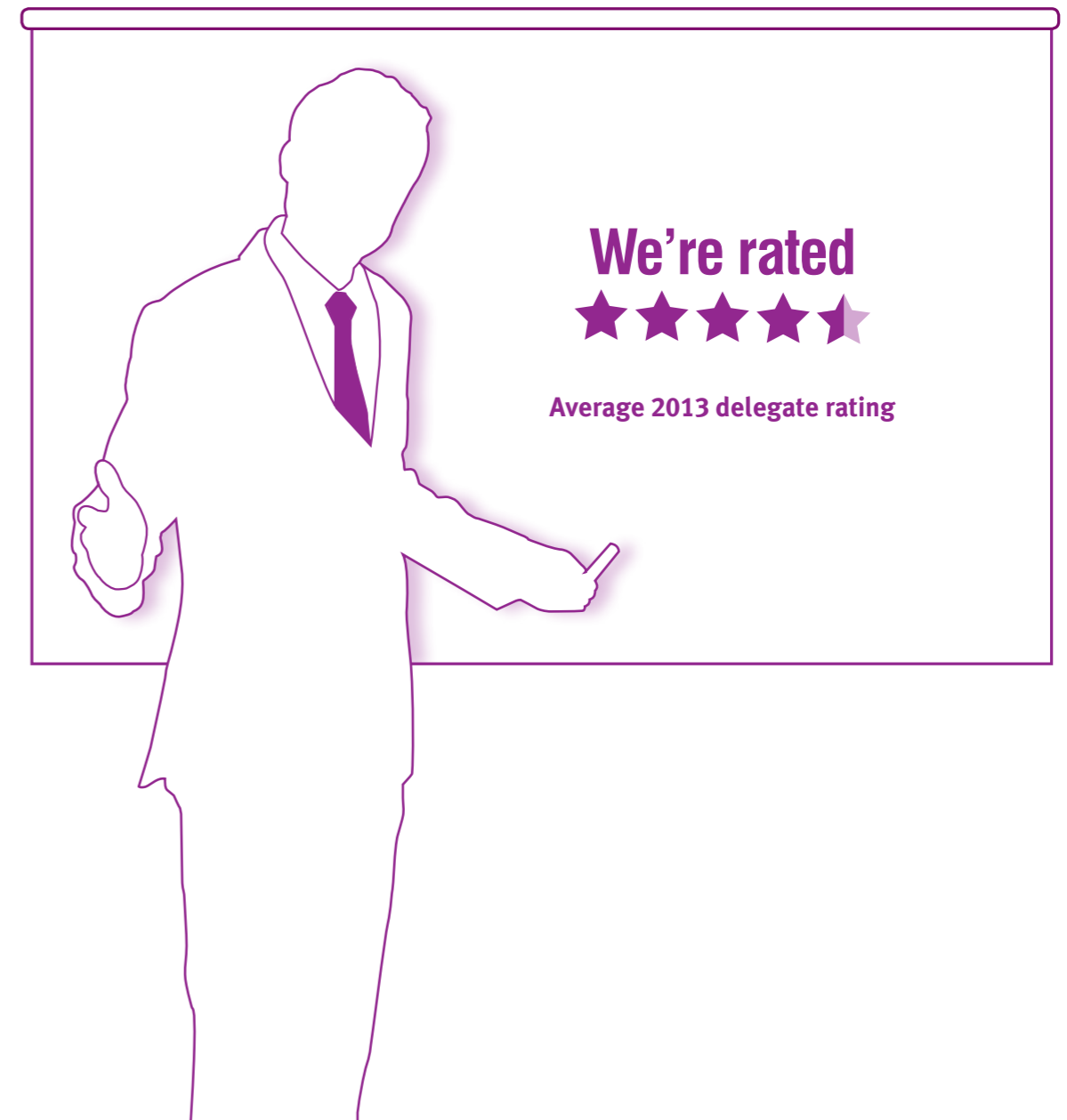
With the cost of training provision under the spotlight like never before, we appreciate the importance of delivering cost-effective training solutions, without compromising quality.

In addition to members saving of up to 15% on all CII training courses, you can also make considerable savings when making block-bookings on scheduled courses (see page 135 for more information).

### Your feedback matters

Our delegates' satisfaction is extremely important to us. That's why we continually monitor delegate feedback to identify ways for us to improve.

Such is the confidence we place in our training, that in the unlikely event you are unhappy with a course, we'll refund your course fee or organise a replacement course for you.





## Our course programme

We offer more than 120 insurance and financial services face-to-face courses designed to support the latest Continuing Professional Development (CPD) needs of the market.

Our comprehensive programme of courses includes technical, business and soft skills – the three pillars of the CII's CPD scheme for qualified CII members.

Courses help delegates develop the latest practical skills and thinking and cover all levels of learning; from those at the start of their career, right through to senior professionals.

### Introductory and foundation level

Introductory and foundation courses provide a basic grounding in core concepts and are ideal for those new to the industry or moving into a new role within the sector.

You can find introductory courses throughout the directory, in particular within the foundation course section, covering all the key areas of insurance, as well as the London Market and financial services.

### Technical knowledge and know-how

Keeping abreast of technical, market and regulatory developments is a central and ongoing part of any successful career and business.

Our practical range of intermediate and advanced technical CPD courses develops knowledge and expertise that is readily transferable to the workplace.

The current programme comprises in-demand subjects for specific industry disciplines including:

- Law and liability
- Risk management
- Property
- Reinsurance
- Regulation
- Life assurance
- Pensions
- Compliance
- Aviation
- Marine
- Insurance products
- Energy

### Exam revision

Although the majority of people working towards CII qualifications choose to study on a distance learning basis, many also find huge benefit in attending revision courses as the exam approaches.

Candidates benefit from expert face-to-face tuition and gain invaluable insights into the subject matter and what's required in the exam.

In 2013, people attending CII revision courses improved their chance of passing exams by as much as 55%, which explains why these courses are consistently popular with candidates for all our exams.

### Executive development

Moving up the career ladder brings with it greater responsibility to broaden your skills, often in areas not covered by exam syllabuses or in-house training programmes.

CII management courses are an excellent way to expand your learning, broaden your skill-set and improve your career prospects. They cover the application of general business skills and demonstrate their relevance and value within the insurance and financial services context.

### New for 2014...

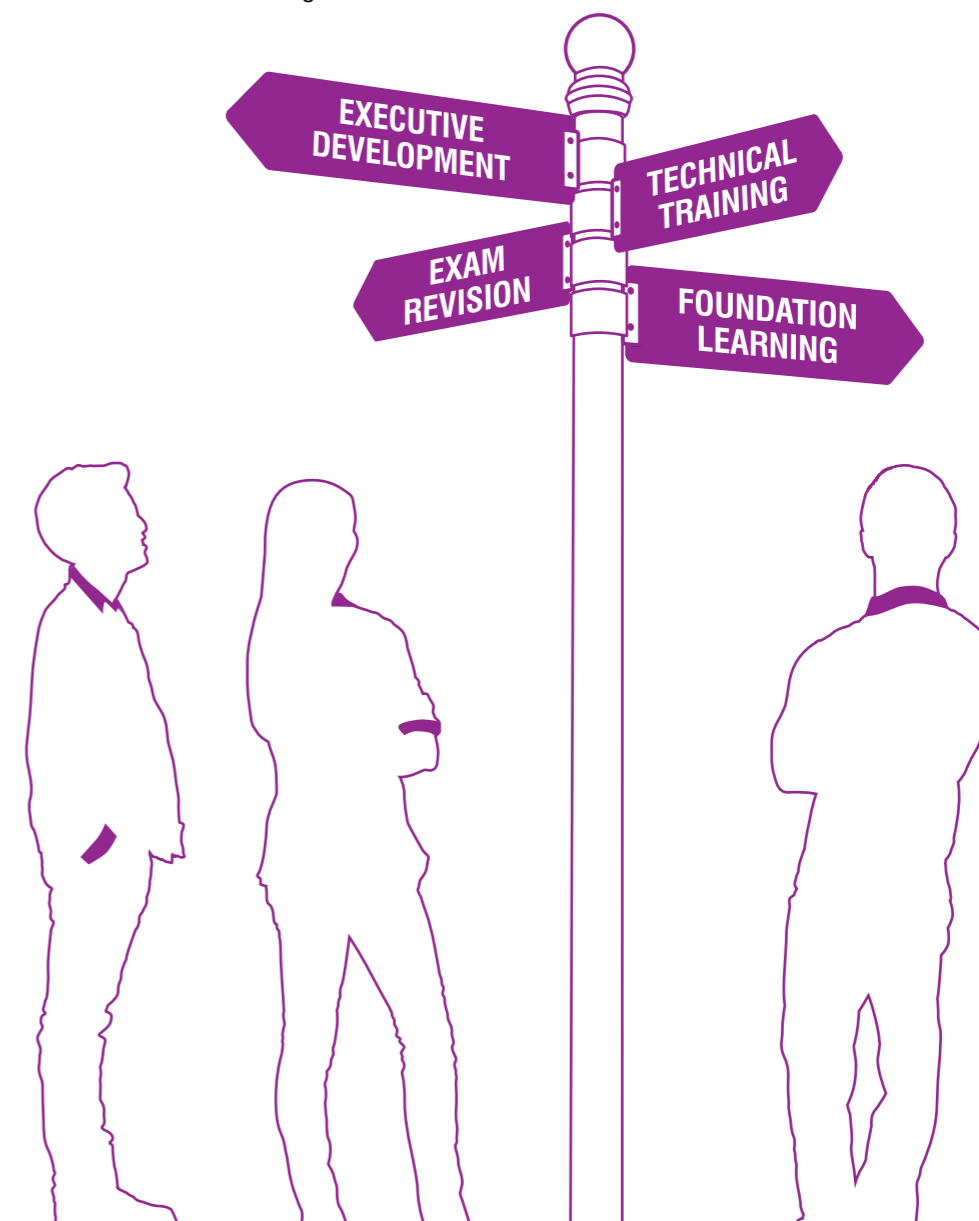
We constantly evolve our course programme in line with the latest practical needs of insurance and financial services professionals. These are some of the new course options running in 2014:

- New and adapted compliance and regulatory courses reflecting FCA priorities under the new regulatory regime.
- New marine and risk management programmes, including intermediate marine claims, underwriting project cargo, risk management for insurers and running effective risk workshops.
- New 'coursework assignment technique' course to help support those tackling CII Advanced Diploma in Insurance coursework assignments.

Look out for CPD icons in the course listings.



[www.cii.co.uk/cpd](http://www.cii.co.uk/cpd)



## Your corporate training partner

The diversity of our course programme and breadth of corporate services makes us a one stop-shop training provider.

We work in partnership with employers to develop relevant and cost-effective training solutions that are driven by business needs and deliver lasting results.

### In-house delivery

Any of our courses can be delivered 'off the shelf' to teams, or we can tailor course content to meet your specific needs. Delivery can take place at any of our training locations across the country, or at your own premises, saving on travel expenses and reducing the time staff spend away from the office.

### Bespoke course development

We can work with you to design a training solution tailored to the needs of your business, whether it's an adapted scheduled course or a completely new course. Our systematic approach covers scoping, creation and delivery, right through to evaluation.

### Accreditation of your own learning

CII accreditation benchmarks an organisation's in-house training provision against objective standards, including those of the FCA and/or the CII's own CPD or qualification standards. This means you can validate your own activity to the same level as 'bought-in' CII services. See [www.cii.co.uk/accreditation](http://www.cii.co.uk/accreditation) for details.

### Course licensing and train your trainer

CII courses can be licensed to run within your own premises, delivered by your own staff. Where required, we can also provide 'train the trainer' services and lend whatever support is necessary to ensure effective delivery.

### Tackling market and regulatory issues

Our course programme evolves as and when topical regulatory issues arise. We can help you respond to changes in statutory regulation impacting your business and bring staff up to speed with new market issues; recent examples include Treating Customers Fairly (TCF) and Solvency II.

### Additional course options

In addition to the courses listed in this directory, the CII offers a portfolio of other courses that can be delivered in-house, for example: project management, sales and marketing, personal impact and communication.

### Our staff turnover guarantee

We understand the demands placed on your training budget if you need to replace employees who leave. That's why, if a member of your staff leaves within six months of attending a CII training course, we'll be happy to welcome their replacement on the same course free of charge.

### Talk to us...

To discuss any of our corporate training services, please call the CII Face-to-Face training team on +44 (0)20 7283 3117 or email [face-to-facetraining@cii.co.uk](mailto:face-to-facetraining@cii.co.uk)

“ The Barbican Insurance Academy focuses on the development of staff in the early stages of their insurance career and consists of a highly effective combination of CII face-to-face technical training, soft skills training, and a variety of internal work placements. The programme also fully supports completion of CII qualifications, building individuals' confidence as well as capability, which in turn helps us to drive exceptional performance throughout the business. ”

**Anna Wright MCIPD**  
Training & Development Advisor  
Barbican Insurance group



“ CII qualifications and expert training are an important part of the Towergate Business School curriculum. We need a broad skill set to keep us competitive, especially in today's market. We work with the CII's Face-to-Face Training team to ensure that our people have access to the very best training, not only in support of their professional studies but also to develop their wider knowledge and expertise. ”

**Fiona Andrews**  
Partner & Group Head of Organisation Development  
Towergate Insurance



## Regional broker training

In addition to the core London-based training programme, the CII also offers a programme of dedicated regional broker training.

Delivered through the CII Broker Academy, the programme delivers a mix of key technical, business, management and sales courses at 15 locations across the UK, as shown opposite.

Conceived and developed following regional consultation with brokers, courses deliver a stimulating and rewarding learning environment designed to sharpen broking skills and enhance career potential.

The regional programme, delivered by Searchlight Insurance Training, offers high-quality training at affordable prices, with courses typically starting from only £120.

Courses are delivered by leading market practitioners who share first-hand experience of the key issues facing today's brokers.

### Broker management development programme

This is a five day management development programme for owners, directors and senior managers of broking firms.

Delivered one day a month, the programme covers the core competencies needed by senior broking staff to succeed in today's competitive environment:

- Strategy and business planning
- Leadership
- Financial accounting
- Succession planning and interview skills
- Sales and relationship management.

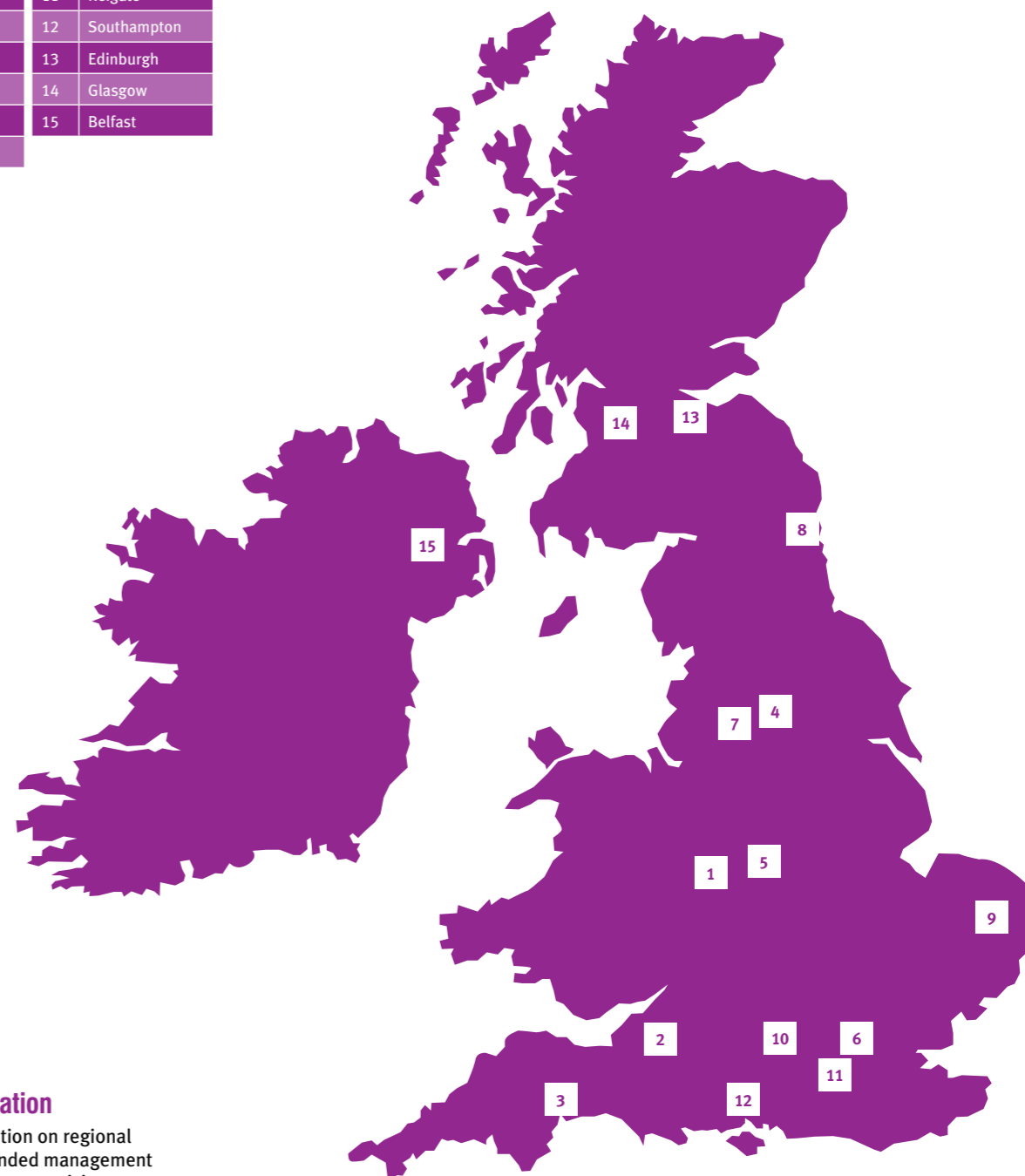
See page 132 for full details.

“ I particularly liked the course interactivity – lots of group discussion and tasks. ”  
Underwriting and risk assessment delegate, Feb 13

“ I really enjoyed the day, the learning was very relevant to my learning needs. ”  
Time management delegate, Jan 13

“ Very well presented and easy to understand. I look forward to the follow on course. ”  
Commercial property insurance (introduction) delegate, Jun 13

1	Birmingham	9	Norwich
2	Bristol	10	Reading
3	Exeter	11	Reigate
4	Leeds	12	Southampton
5	Leicester	13	Edinburgh
6	London	14	Glasgow
7	Manchester	15	Belfast
8	Newcastle		



### Further information

For further information on regional training and the funded management development programme visit [www.cii.co.uk/brokeracademy](http://www.cii.co.uk/brokeracademy) and plug into an unrivalled range of broker-specific training solutions.



**Note:** The Broker Academy was developed by the CII's Faculty of Broking in partnership with AXA and BIBA. The Broker Academy provides access to the CII's unrivalled range of broker-specific training solutions.



## Course venues and tutors

Our City of London training centre, situated in the heart of the insurance and financial services district, offers our full programme of revision and training courses.

Revision courses and our most popular training courses are available in Doncaster, whilst Birmingham, Bristol and Glasgow offer a selection of revision courses and any of our other courses subject to demand.

### London



#### Full programme

**Fountain House, 130 Fenchurch Street, London EC2M 5DJ**

Just minutes from Fenchurch Street, Liverpool Street, Cannon Street and Bank rail stations.

### Doncaster



#### Revision and popular training programme

**DSW House, Unit 3 Hayfield Business Park, Field Lane, Auckley, Doncaster DN9 3FL**

Centrally located, easily accessible by road and just minutes from Doncaster rail station.

### Birmingham



#### Revision programme

**The Beeches Management Centre, Selly Oaks Road, Bournville, Birmingham B30 1LS**

The Beeches is situated in Bournville just 15 minutes from the centre of Birmingham.

### Bristol



#### Revision programme

**The Beeches Hotel & Conference Centre, Broomhill Road, Brislington, Bristol BS4 5RG**

Easily accessible by road with ample parking facilities.

### Glasgow



#### Revision programme

**The Mitchell Library, North Street, Glasgow G3 7DN**

Located in central Glasgow in close proximity to Charing Cross Station and numerous transport links.

Here we've profiled a handful of our subject expert tutors who deliver some of the courses featured in this directory.



#### Sue Cox

Sue joined the CII as a trainer in 1999, bringing a wealth of financial services experience gained during her 20 year career in the sector. Sue previously worked as a Business Developer/Regional Trainer at Cornhill Life and Lloyds Bank.

Sue is a strong believer in making the learning experience fun and interactive and enjoys building a strong rapport with delegates. She is a financial services expert with a huge passion for tax, investments and advice planning.



#### Nik Joshi

Nik is a highly experienced member of our team. With Honours and Masters degrees and 17 years' senior management experience, Nik possesses a wealth of academic and real-world experience. Nik has previously worked for the Mid Kent College of Higher Education as the Head of Management and Brammer Plc as the European Marketing Director.

Nik's specialist skills lie in financial accountancy and people development, and he is known amongst his delegates for his ability to bring accounts to life.



#### Alison Cooper

Alison has been a training consultant in the insurance sector for the last 15 years. During this time Alison has trained on behalf of Lloyd's syndicates, the CII and directly to blue-chip insurance companies.

As well as delivering personal and commercial insurance courses, Alison is actively involved in the design and delivery of revision workshops.

She is a Fellow of the CII and her energetic facilitation style delivers training that brings great results.



#### Stephen Mason

Stephen's career as a training professional in insurance spans almost 30 years. He joined the CII as a course tutor in 2005 following a series of in-house training and consultancy roles in organisations like Willis, BIBA and Marsh.

Stephen, who is a Fellow of the CII, specialises in insurance, reinsurance, risk management, regulatory, technical, professional and management subjects. His approachable and interactive style helps keep all delegates well engaged throughout his courses.



#### Chris Parsons

Over Chris' 30 year insurance career he gained extensive commercial experience in a diverse range of insurance business areas. He also specialised as a property/casualty underwriter during his time at AXA.

As well as being a Professor in Insurance at Cass Business School, Chris has held positions as a CII study text author, senior examiner and is a Fellow of the CII. As such, he brings a unique blend of industry and academic experience to his programmes. Chris delivers CII legal and liability courses, from introductory to advanced-level.



#### Rhoda Mortimer

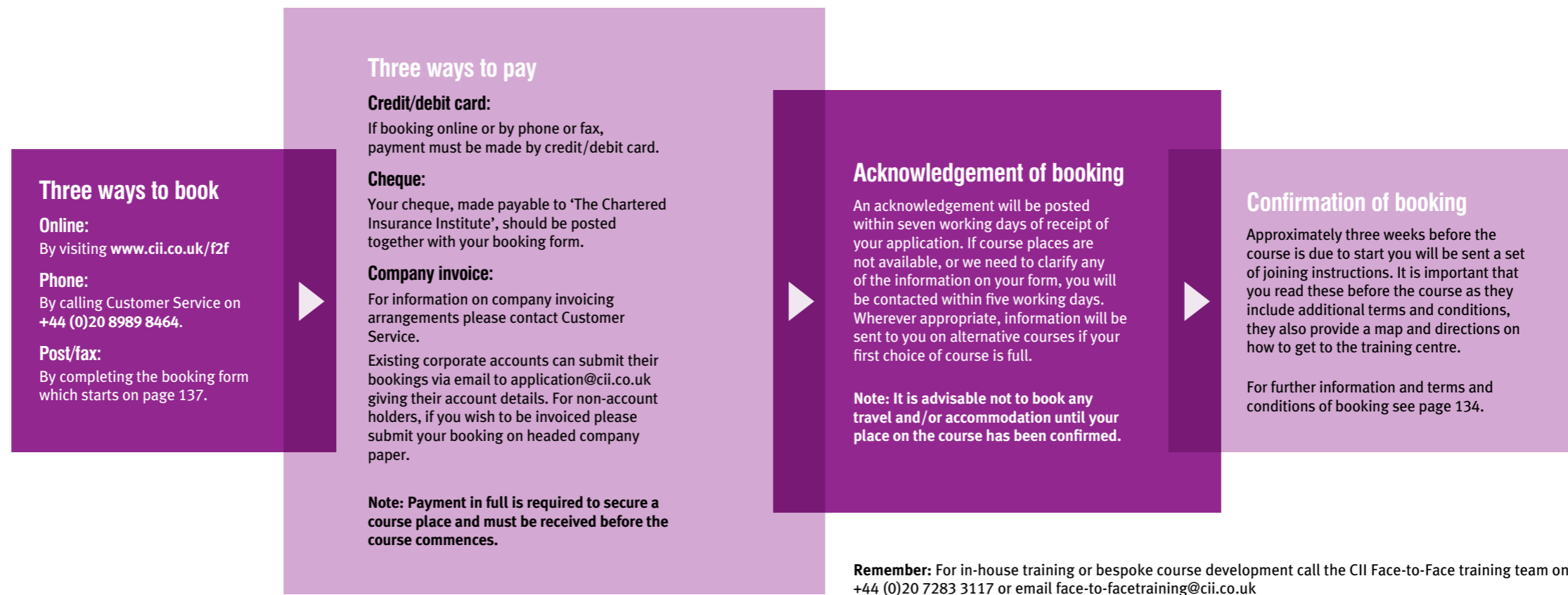
Rhoda gained her industry experience working in a variety of financial services roles over more than 20 years; these range from client-facing relationship roles to sales management for major UK banks. Rhoda has been a trainer for over 11 years, and prides herself on her passionate and intuitive teaching style.

Rhoda has worked with numerous clients, from blue-chip organisations to smaller independent enterprises, developing and delivering CII exam revision workshops, in particular to support the qualification requirements of the Retail Distribution Review.

Our tutors combine academic expertise with significant industry experience, helping to ensure courses address the practical needs of insurance and financial services professionals and what's happening in the industry.

## How to book training

Once you've made your choice, here's how to make your booking



## Other CII services

The CII gives you access to an ever expanding range of learning and competence tools, and to the industry's biggest network of professionals. This range of services is constantly refined and kept up-to-date to reflect the demands of today's challenging market.

### Membership

The best way to enjoy all that the CII has to offer is by joining.

Members enjoy access to an unrivalled range of services. The benefits are clear:

- Develop market, technical and business skills
- Access exclusive member rates on training courses, qualification learning materials and exam entry
- Receive practical tools and guidance to improve knowledge and understanding.

### Member discounts on paid-for services

Discounts of up to 15% are typically available for members on the courses throughout this brochure. For example, you can save £105 on the Liability insurance claims course by becoming a member. With a year's CII membership starting from as little as £72 it makes sense to join!

To find out more about the membership benefits on offer visit [www.cii.co.uk/membership](http://www.cii.co.uk/membership) and join online.

For those working within the financial planning or mortgage markets, the option exists to join one or other of the:

- **Personal Finance Society** – [www.thepfs.org](http://www.thepfs.org)
- **Society of Mortgage Professionals** – [www.cii.co.uk/mortgageprofessionals](http://www.cii.co.uk/mortgageprofessionals)

### A world of learning at your doorstep

The CII is rightly recognised for its market-leading framework of qualifications. As the industry's premier professional organisation, it also provides a comprehensive portfolio of products, services and support facilities for companies and for individuals at all stages of their career.

These include online learning and assessment tools, CPD support, professional standards and sector specific information through its family of faculties and societies.

**To find out more about the full range of services on offer from the CII visit [www.cii.co.uk](http://www.cii.co.uk) or call Customer Service on +44 (0)20 8989 8464.**

# revision courses

## Two day course

Revision workshops

London

One day course

## Evening classes

Doncaster

Six week evening class

Glasgow

Revision workshops

Delivered by our expert tutors, CII revision courses offer valuable support in the weeks leading up to the exam. When combined with a self-study programme, revision courses can make the difference between passing and failing.

18 Your guide to making the right choice  
20 Foundation Insurance Test (FIT)  
20 Award in London Market Insurance  
20 Certificate in Insurance  
22 Diploma in Insurance  
24 Advanced Diploma in Insurance

26 Award in Financial Administration  
26 Certificate in Financial Planning  
28 Certificate in Discretionary Investment Management  
28 Certificate in Mortgage Advice  
30 Certificate in Paraplanning

32 Certificate in Securities Advice and Dealing  
34 Diploma in Financial Planning  
36 Diploma in Regulated Financial Planning  
38 Advanced Diploma in Financial Planning

# revision courses

your guide to making the right choice

## Revision courses

your guide to making the right choice

Delivered by our expert tutors, CII revision courses offer valuable support as the exam approaches and are designed to maximise your chances of passing.

In 2013, candidates sitting CII exams after attending a CII revision course achieved a success rate of up to 55% higher than those who did not attend the course\*.

Courses are available for the majority of CII exam units and in some cases we offer more than one course type, appealing to different learning styles and preferences.

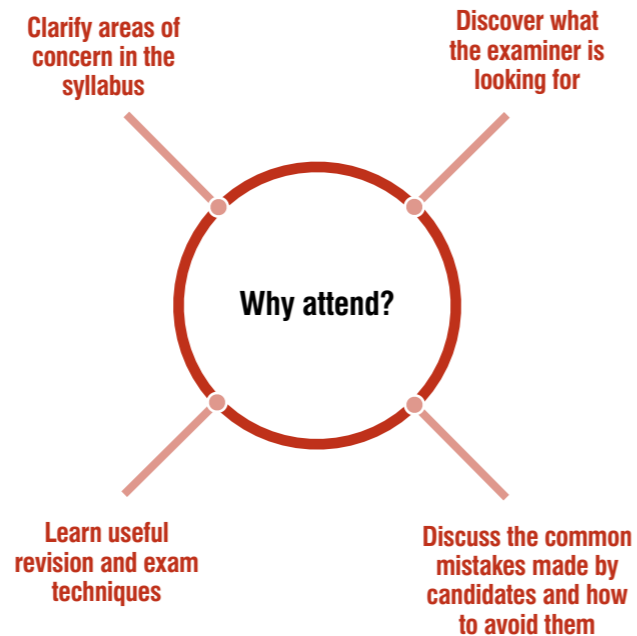
### Revision days

Single day revision courses are structured to concentrate on the key elements of the syllabus, suggestions for effective revision and techniques for the exam.

### Revision workshops & evening classes

Two day revision workshops and 6 or 8 week evening classes are particularly useful to delegates who would benefit from more concentrated coverage of particular syllabus areas. They are structured to give you increased opportunity to practise past/model exam questions, to discuss specific elements with the tutor and to gain insightful feedback on your answers.

As with the one day course, delegates learn about effective revision and exam techniques but crucially will have additional time to practise and to utilise the expert tutor.



### Important notes for revision course attendees:

Before attending any of the revision courses, please make sure you have purchased and studied the primary text as listed in the syllabus reading list. Remember the study text is not included in the delegate fee.



See what our delegates think...

Trainer had excellent knowledge

Really well organised and tailored day  
The day has been very insightful

P86 workshop is the best interactive workshop I have attended

Gave useful direction for my exam preparation

Very well delivered and explained

Brilliant handouts and great tutor

Best and most productive course I've attended

Kept my attention throughout the day

Really assisted my studies

Made the complicated elements very simple



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\* Source: CII statistics 2013



### Revision courses insurance qualifications

#### Foundation Insurance Test (FIT)

One day course



##### Revision days

Unit	Venue	Dates
FIT	London	07 Feb/11 Apr/06 Jun/14 Aug/10 Oct/05 Dec
	Doncaster	04 Apr/02 Jun/31 Jul/06 Oct/26 Nov

Cost: £215 members/£255 non-members

#### Award in London Market Insurance

One day course



##### Revision days

Unit	Venue	Dates
(LM1) London market insurance essentials	London	24 Jan/27 Feb/27 Mar/25 Apr/29 May/27 Jun/29 Oct/21 Nov

Cost: £215 members/£255 non-members

##### Revision workshops

Unit	Venue	Dates
(LM2) London market insurance principles and practices	London	30–31 Jan/25–26 Mar/29–30 May/09–10 Jul/29–30 Oct/20–21 Nov

Cost: £380 members/£440 non-members

Two day course



Units	Venue	Dates
(LM1 & LM2)	London	Wednesday 17.30–19.30
		16 Apr/23 Apr/30 Apr/07 May/14 May/21 May
		15 Oct/22 Oct/29 Oct/05 Nov/12 Nov/19 Nov

Cost: £390 members/£460 non-members for six classes

Six week evening class



#### Certificate in Insurance

One day course



##### Revision days

Units	Venue	Dates
(IF1) Insurance, legal and regulatory	London	11 Feb/14 Apr/09 Jun/15 Aug/10 Oct/08 Dec
	Doncaster	03 Mar/05 Sep
(IF2) General insurance business	London	11 Feb/15 Apr/10 Jun/19 Aug/14 Oct/09 Dec
	Doncaster	15 Apr/14 Oct
(IF3) Insurance underwriting process	London	12 Feb/16 Apr/11 Jun/20 Aug/15 Oct/10 Dec
	Doncaster	17 Mar/24 Apr/25 Jun/05 Sep/30 Oct/05 Dec
(IF4) Insurance claims handling process	London	07 May/05 Nov
	Doncaster	04 Jun/27 Nov
(IF7) Healthcare insurance products	London	03 Mar/09 Jun/01 Sep/24 Nov
(IF9) Customer service in insurance	London	07 Mar/03 Sep
	Doncaster	04 Mar/10 Sep

Cost: £215 members/£255 non-members

'The trainer was wonderful. His use of practical examples throughout really helped aid my understanding.'  
Jun 13 delegate

Turn to page 18 for key features and benefits of the courses listed on this page.

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### Revision courses insurance qualifications

#### Diploma in Insurance

One day course



'I found the course really beneficial and now feel a lot more confident about the exam.'  
Mar 13 delegate

Two day course



Turn to page 18 for key features and benefits of the courses listed on this page.

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#### Revision days

Units	Venue	Dates
(P05) Insurance law	London	13 Mar/20 Mar/27 Mar/03 Apr/10 Sep/18 Sep/25 Sep/02 Oct
	Doncaster	26 Mar/24 Sep
(P21) Commercial insurance contract wording	London	18 Mar/23 Sep
	Doncaster	17 Mar/16 Sep
(P63) Long term insurance business	London	14 Mar/18 Sep
	Doncaster	17 Mar/16 Sep
(P64) Private medical insurance practice	London	17 Mar/31 Mar/15 Sep/29 Sep
(P66) Delegated authority	London	14 Mar/18 Sep
(P67) Fundamentals of risk management	London	17 Sep
	Doncaster	23 Sep
(P80) Underwriting practice	London	12 Mar/10 Sep
	Doncaster	18 Mar/17 Sep
(P81) Insurance broking practice	London	13 Mar/11 Sep
	Doncaster	19 Mar/17 Sep
(P85) Claims practice	London	11 Mar/11 Sep
	Doncaster	20 Mar/18 Sep
(P86) Personal insurances	London	17 Mar/15 Sep
	Doncaster	24 Mar/18 Sep
(P90) Cargo and goods in transit insurances	London	18 Mar/16 Sep
	Doncaster	24 Mar/19 Sep
(P91) Aviation and space insurance	London	19 Mar/17 Sep
	Doncaster	26 Mar/22 Sep
(P92) Insurance business and finance	London	12 Mar/27 Mar/10 Sep/02 Oct
	Doncaster	13 Mar/17 Sep
(P93) Commercial property and business interruption	London	20 Mar/19 Sep
	Doncaster	27 Mar/23 Sep
(P94) Motor insurance	London	24 Mar/22 Sep
	Doncaster	28 Mar/24 Sep
(P96) Liability insurances	London	25 Mar/23 Sep
	Doncaster	03 Apr/25 Sep
(P97) Reinsurance	London	26 Mar/24 Sep
	Doncaster	14 Mar/25 Sep
(P98) Marine hull and associated liabilities	London	27 Mar/25 Sep
	Doncaster	13 Mar/26 Sep

Cost: £250 members/£290 non-members

#### Revision workshops

Units	Venue	Dates
(P05) Insurance law	London	24–25 Mar/15–16 Sep
	Doncaster	26–27 Mar/23–24 Sep
(P92) Insurance business and finance	London	20–21 Mar/18–19 Sep
	Doncaster	25–26 Mar/23–24 Sep
(P97) Reinsurance	London	20–21 Mar/18–19 Sep
	Doncaster	13–14 Mar/25–26 Sep

Cost: £415 members/£490 non-members

Courses can attract CPD hours, up to the values shown, if you consider them relevant to your professional development. Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.

### Revision courses insurance qualifications

#### Diploma in Insurance

Six week evening class



#### Evening classes

Units	Venue	Dates
(P05) Insurance law 	London	Tuesdays 17.30–19.30 <b>April examination:</b> 25 Feb/04 Mar/11 Mar/18 Mar/25 Mar/01 Apr <b>October examination:</b> 26 Aug/02 Sep/09 Sep/16 Sep/23 Sep/30 Sep
(P92) Insurance business and finance 	London	Wednesdays 17.30–19.30 <b>April examination:</b> 26 Feb/05 Mar/12 Mar/19 Mar/26 Mar/02 Apr <b>October examination:</b> 27 Aug/03 Sep/10 Sep/17 Sep/24 Sep/01 Oct
(P97) Reinsurance	London	Wednesdays 17.30–19.30 <b>April examination:</b> 26 Feb/05 Mar/12 Mar/19 Mar/26 Mar/02 Apr <b>October examination:</b> 27 Aug/03 Sep/10 Sep/17 Sep/24 Sep/01 Oct

**Cost:** £390 members/£460 non-members for six classes

#### Advanced Diploma in Insurance

One day course



#### Revision days

Units	Venue	Dates
(530) Economics and business	London	13 Mar/11 Sep
	Doncaster	27 Mar/25 Sep
(590) Principles of Takaful	London	18 Mar/16 Sep
	Doncaster	26 Mar/24 Sep
(820) Advanced claims	London	25 Mar/23 Sep
	Doncaster	26 Mar/24 Sep
(945) Marketing insurance products and services	London	25 Mar/24 Sep
	Doncaster	21 Mar/22 Sep
(960) Advanced underwriting	London	21 Mar/24 Sep
	Doncaster	27 Mar/26 Sep
(990) Insurance corporate management	London	24 Mar/25 Sep
	Doncaster	21 Mar/19 Sep

**Cost:** £280 members/£320 non-members

#### Advanced Diploma in Insurance

Two day course



#### Revision workshops

Units	Venue	Dates
(590) Principles of Takaful	London	25–26 Mar/02–03 Sep
(820) Advanced claims	London	25–26 Mar/23–24 Sep
	Doncaster	18–19 Mar/16–17 Sep
(930) Advanced insurance broking	London	20–21 Mar/18–19 Sep
	Doncaster	20–21 Mar/18–19 Sep
(960) Advanced underwriting	London	27–28 Mar/25–26 Sep
	Doncaster	27–28 Sep/29–30 Sep
(990) Insurance corporate management	London	16–17 Mar/17–18 Sep
	Doncaster	10–11 Mar/15–16 Sep

**Cost:** £435 members/£505 non-members

Six week evening class



Units	Venue	Dates
(992) Risk management in insurance	London	03 Apr/10 Apr/17 Apr/24 Apr/01 May/08 May

**Cost:** £440 members/£510 non-members

Turn to page 18 for key features and benefits of the courses listed on this page.

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### Revision courses financial services qualifications

#### Award in Financial Administration

One day course



##### Revision days

Units	Venue	Dates
(R01) Financial services, regulation and ethics  Cost: £250 members/£290 non-members	London	14 Feb/08 May/06 Aug/05 Nov
	Birmingham	06 Mar/19 Sep
	Bristol	04 Apr/03 Oct
	Doncaster	04 Feb/25 Apr/06 Jun/10 Oct/03 Dec
	Glasgow	09 Jul/03 Sep
(CF1) UK financial services, regulation and ethics  Cost: £215 members/£255 non-members	London	06 Feb/07 May/05 Aug/05 Nov
	Birmingham	05 Mar
	Bristol	08 Oct

##### Revision workshops

Unit	Venue	Dates
(R01) Financial services, regulation and ethics  Cost: £405 members/£475 non-members	London	21–22 Jan/05–06 Mar/08–09 May/03–04 Jul/02–03 Sep/04–05 Nov
	Birmingham	20–21 Feb/15–16 May/10–11 Sep/05–06 Nov
	Bristol	11–12 Mar/27–28 Aug
	Doncaster	04–05 Feb/24–25 Apr/05–06 Jun/13–14 Oct/03–04 Dec
	Glasgow	27–28 Feb/11–12 Nov

#### Certificate in Financial Planning

One day course



##### Revision days

Units	Venue	Dates
(CF1) UK financial services, regulation and ethics	London	06 Feb/07 May/05 Aug/05 Nov
	Birmingham	05 Mar
	Bristol	08 Oct
(CF2) Investment and risk	London	19 Feb/20 May/19 Aug/18 Nov
	Birmingham	16 Sep
	Bristol	16 Apr
(CF5) Integrated financial planning  Cost: £215 members/£255 non-members	London	03 Apr/02 Oct
	Birmingham	13 Mar/11 Sep
	Doncaster	20 Mar/18 Sep
(R05) Financial protection  Cost: £250 members/£290 non-members	London	12 Feb/10 Apr/09 Jun/03 Sep/15 Oct
	Birmingham	26 Feb/23 May/24 Nov
	Bristol	10 Apr/13 Oct
	Doncaster	28 Feb/25 Apr/04 Sep/05 Nov

##### Revision workshops

Units	Venue	Dates
(R01) Financial services, regulation and ethics  Cost: £405 members/£475 non-members	London	21–22 Jan/05–06 Mar/08–09 May/03–04 Jul/02–03 Sep/04–05 Nov
	Birmingham	20–21 Feb/15–16 May/10–11 Sep/05–06 Nov
	Bristol	11–12 Mar/27–28 Aug
	Doncaster	04–05 Feb/24–25 Apr/05–06 Jun/13–14 Oct/03–04 Dec
	Glasgow	27–28 Feb/11–12 Nov
(CF5) Integrated financial planning  Cost: £380 members/£440 non-members	London	27–28 Mar/25–26 Sep
	Birmingham	13–14 Mar/11–12 Sep
	Doncaster	20–21 Mar/18–19 Sep

Two day course



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### Revision courses financial services qualifications

#### Certificate in Discretionary Investment Management

One day course



Two day course



'The trainer was very knowledgeable and made quite a dull subject interesting.'  
Feb 13 delegate

#### Certificate in Mortgage Advice


One day course



Two day course



#### Revision days

Units	Venue	Dates
(R01) Financial services, regulation and ethics 	London	14 Feb/08 May/06 Aug/05 Nov
	Birmingham	06 Mar/19 Sep
	Bristol	04 Apr/03 Oct
	Doncaster	04 Feb/25 Apr/06 Jun/10 Oct/03 Dec
	Glasgow	09 Jul/03 Sep
(J10) Discretionary investment management	London	13 Mar/22 May/17 Jul/11 Sep/21 Nov
	Doncaster	17 Apr/16 Oct

Cost: £250 members/£290 non-members

#### Revision workshops

Units	Venue	Dates
(R01) Financial services, regulation and ethics	London	21–22 Jan/05–06 Mar/08–09 May/03–04 Jul/02–03 Sep/04–05 Nov
	Birmingham	20–21 Feb/15–16 May/10–11 Sep/05–06 Nov
	Bristol	11–12 Mar/27–28 Aug
	Doncaster	04–05 Feb/24–25 Apr/05–06 Jun/13–14 Oct/03–04 Dec
	Glasgow	27–28 Feb/11–12 Nov
(J10) Discretionary investment management	London	27–28 Mar/23–24 Oct
	Doncaster	16–17 Apr/16–17 Oct

Cost: £405 members/£475 non-members

#### Revision days

Units	Venue	Dates
(CF1) UK financial services, regulation and ethics	London	06 Feb/07 May/05 Aug/05 Nov
	Birmingham	05 Mar
	Bristol	08 Oct
(CF6) Mortgage advice	London	06 Feb/24 Apr/17 Oct

Cost: £215 members/£255 non-members

#### Revision workshops

Unit	Venue	Dates
(R01) Financial services, regulation and ethics	London	21–22 Jan/05–06 Mar/08–09 May/03–04 Jul/02–03 Sep/04–05 Nov
	Birmingham	20–21 Feb/15–16 May/10–11 Sep/05–06 Nov
	Bristol	11–12 Mar/27–28 Aug
	Doncaster	04–05 Feb/24–25 Apr/05–06 Jun/13–14 Oct/03–04 Dec
	Glasgow	27–28 Feb/11–12 Nov

Cost: £405 members/£475 non-members

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### Revision courses financial services qualifications

#### Certificate in Paraplanning

One day course



#### Revision days

Units	Venue	Dates
(R01) Financial services, regulation and ethics 	London	14 Feb/08 May/06 Aug/05 Nov
	Birmingham	06 Mar/19 Sep
	Bristol	04 Apr/03 Oct
	Doncaster	04 Feb/25 Apr/06 Jun/10 Oct/03 Dec
	Glasgow	09 Jul/03 Sep
(R02) Investment principles and risk 	London	11 Mar/11 Jun/15 Sep
	Birmingham	17 Mar/25 Jun/19 Sep
	Bristol	25 Mar/24 Jun/25 Sep
	Doncaster	07 Feb/17 Apr/07 Jul/01 Oct/03 Dec
(R03) Personal taxation 	London	07 Feb/12 May/08 Aug/10 Nov
	Birmingham	06 Mar/16 Oct
	Bristol	11 Apr/14 Nov
	Doncaster	28 Jan/28 May/02 Sep/02 Dec
	Glasgow	10 Jul/04 Sep

Cost: £250 members/£290 non-members

#### Revision workshops

Units	Venue	Dates
(R01) Financial services, regulation and ethics	London	21–22 Jan/05–06 Mar/08–09 May/03–04 Jul/02–03 Sep/04–05 Nov
	Birmingham	20–21 Feb/15–16 May/10–11 Sep/05–06 Nov
	Bristol	11–12 Mar/27–28 Aug
	Doncaster	04–05 Feb/24–25 Apr/05–06 Jun/13–14 Oct/03–04 Dec
	Glasgow	27–28 Feb/11–12 Nov
(R02) Investment principles and risk	London	10–11 Feb/16–17 Apr/05–06 Jun/03–04 Sep/12–13 Nov
	Birmingham	27–28 Jan/15–16 May/04–05 Aug
	Bristol	04–05 Mar/21–22 May/03–04 Sep
	Doncaster	10–11 Feb/22–23 Apr/03–04 Jul/01–02 Oct/03–04 Dec
	Glasgow	30–31 Jan/22–23 Oct
(R03) Personal taxation	London	13–14 Feb/15–16 May/14–15 Aug/13–14 Nov
	Birmingham	24–25 Apr/13–14 Nov
	Doncaster	28–29 Jan/28–29 May/02–03 Sep/02–03 Dec

Cost: £405 members/£475 non-members

Two day course



'The trainer was an excellent communicator and demonstrated his vast knowledge whenever he was asked questions.'  
Sep 13 delegate

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### Revision courses financial services qualifications

#### Certificate in Securities Advice and Dealing

One day course



Two day course



'Very useful and informative, and the trainer was fantastic - I remained engaged throughout.'  
Mar 13 delegate

#### Revision days

Units	Venue	Dates
(R01) Financial services, regulation and ethics 	London	14 Feb/08 May/06 Aug/05 Nov
	Birmingham	06 Mar/19 Sep
	Bristol	04 Apr/03 Oct
	Doncaster	04 Feb/25 Apr/06 Jun/10 Oct/03 Dec
	Glasgow	09 Jul/03 Sep
(R02) Investment principles and risk 	London	11 Mar/11 Jun/15 Sep
	Birmingham	17 Mar/25 Jun/19 Sep
	Bristol	25 Mar/24 Jun/25 Sep
	Doncaster	07 Feb/17 Apr/07 Jul/01 Oct/03 Dec
(R03) Personal taxation 	London	07 Feb/12 May/08 Aug/10 Nov
	Birmingham	06 Mar/16 Oct
	Bristol	11 Apr/14 Nov
	Doncaster	28 Jan/28 May/02 Sep/02 Dec
	Glasgow	10 Jul/04 Sep
(J12) Securities advice and dealing	London	19 Sep/01 Dec
	Doncaster	26 Sep

Cost: £250 members/£290 non-members

#### Revision workshops

Units	Venue	Dates
(R01) Financial services, regulation and ethics	London	21–22 Jan/05–06 Mar/08–09 May/03–04 Jul/02–03 Sep/04–05 Nov
	Birmingham	20–21 Feb/15–16 May/10–11 Sep/05–06 Nov
	Bristol	11–12 Mar/27–28 Aug
	Doncaster	04–05 Feb/24–25 Apr/05–06 Jun/13–14 Oct/03–04 Dec
	Glasgow	27–28 Feb/11–12 Nov
(R02) Investment principles and risk	London	10–11 Feb/16–17 Apr/05–06 Jun/03–04 Sep/12–13 Nov
	Birmingham	27–28 Jan/15–16 May/04–05 Aug
	Bristol	04–05 Mar/21–22 May/03–04 Sep
	Doncaster	10–11 Feb/22–23 Apr/03–04 Jul/01–02 Oct/03–04 Dec
	Glasgow	30–31 Jan/22–23 Oct
(R03) Personal taxation	London	13–14 Feb/15–16 May/14–15 Aug/13–14 Nov
	Birmingham	24–25 Apr/13–14 Nov
	Doncaster	28–29 Jan/28–29 May/02–03 Sep/02–03 Dec

Cost: £405 members/£475 non-members

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### Revision courses financial services qualifications

#### Diploma in Financial Planning

One day course



#### Revision days

Units	Venue	Dates
(J02) Trusts	London	26 Mar/24 Sep
	Bristol	06 Mar/05 Sep
	Doncaster	02 Apr
(J03) The tax and legal aspects of business	London	28 Mar/19 Sep
	Birmingham	02 Apr/01 Oct
	Bristol	27 Mar/24 Sep
	Doncaster	18 Mar/19 Sep
(J05) Pension income options	London	26 Mar/28 Mar/02 Apr/09 Oct
	Birmingham	28 Mar/07 Oct
	Bristol	28 Mar/23 Sep
	Doncaster	03 Apr/07 Oct
	Glasgow	03 Apr/19 Sep
(J07) Supervision in a regulated environment	London	11 Mar/16 Sep
	Doncaster	03 Apr/30 Sep
(J11) Wrap and platform services	London	18 Mar/30 Sep
	Doncaster	02 Apr/02 Oct

**Cost:** £250 members/£290 non-members

#### Revision workshops

Units	Venue	Dates
(J02) Trusts	London	03–04 Apr/30 Sep–01 Oct
	Birmingham	16–17 Sep
	Bristol	18–19 Sep
	Doncaster	02–03 Apr
	Glasgow	24–25 Sep
(J03) The tax and legal aspects of business	London	24–25 Mar/25–26 Sep
	Birmingham	20–21 Mar/24–25 Sep
	Doncaster	18–19 Mar/22–23 Sep
(J05) Pension income options	London	12–13 Mar/10–11 Sep
	Birmingham	25–26 Mar/25–26 Sep
	Bristol	18–19 Mar/16–17 Sep
	Doncaster	06–07 Mar/07–08 Oct
	Glasgow	20–21 Mar/09–10 Oct
(J07) Supervision in a regulated environment	London	08–09 Apr/29–30 Sep
	Doncaster	03–04 Apr/07–08 Oct
(J11) Wrap and platform services	London	25–26 Mar/02–03 Oct
	Doncaster	02–03 Apr/02–03 Oct

**Cost:** £405 members/£475 non-members

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### Revision courses financial services qualifications

#### Diploma in Regulated Financial Planning

One day course



'The trainer was knowledgeable,  
friendly and presented extremely well.'  
Feb 13 delegate

Two day course



#### Revision days

Units	Venue	Dates
(R01) Financial services, regulation and ethics 	London	14 Feb/08 May/06 Aug/05 Nov
	Birmingham	06 Mar/19 Sep
	Bristol	04 Apr/03 Oct
	Doncaster	04 Feb/25 Apr/06 Jun/10 Oct/03 Dec
	Glasgow	09 Jul/03 Sep
(R02) Investment principles and risk 	London	11 Mar/11 Jun/15 Sep
	Birmingham	17 Mar/25 Jun/19 Sep
	Bristol	25 Mar/24 Jun/25 Sep
	Doncaster	07 Feb/17 Apr/07 Jul/01 Oct/03 Dec
(R03) Personal taxation 	London	07 Feb/12 May/08 Aug/10 Nov
	Birmingham	06 Mar/16 Oct
	Bristol	11 Apr/14 Nov
	Doncaster	28 Jan/28 May/02 Sep/02 Dec
	Glasgow	10 Jul/04 Sep
(R04) Pensions and retirement planning	London	06 Feb/17 Apr/27 Jun/01 Sep/29 Oct
	Birmingham	10 Feb/13 May/07 Aug/06 Nov
	Bristol	10 Feb/14 May/08 Aug/07 Nov
	Doncaster	07 Feb/13 May/05 Aug/04 Nov
	Glasgow	15 May/05 Nov
(R05) Financial protection	London	12 Feb/10 Apr/09 Jun/03 Sep/15 Oct
	Birmingham	26 Feb/23 May/24 Nov
	Bristol	10 Apr/13 Oct
	Doncaster	28 Feb/25 Apr/04 Sep/05 Nov
(R06) Financial planning practice	London	18 Mar/20 Jun/10 Sep
	Birmingham	19 Mar/18 Jun/17 Sep
	Bristol	18 Mar/18 Jun/18 Sep
	Doncaster	14 Mar/19 Jun/16 Sep/03 Nov

Cost: £250 members/£290 non-members

#### Revision workshops

Units	Venue	Dates
(R01) Financial services, regulation and ethics	London	21–22 Jan/05–06 Mar/08–09 May/03–04 Jul/02–03 Sep/04–05 Nov
	Birmingham	20–21 Feb/15–16 May/10–11 Sep/05–06 Nov
	Bristol	11–12 Mar/27–28 Aug
	Doncaster	04–05 Feb/24–25 Apr/05–06 Jun/13–14 Oct/03–04 Dec
	Glasgow	27–28 Feb/11–12 Nov

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### Revision courses financial services qualifications

#### Diploma in Regulated Financial Planning

Two day course



#### Revision workshops

Units	Venue	Dates
(R02) Investment principles and risk	London	10–11 Feb/16–17 Apr/05–06 Jun/03–04 Sep/12–13 Nov
	Birmingham	27–28 Jan/15–16 May/04–05 Aug
	Bristol	04–05 Mar/21–22 May/03–04 Sep
	Doncaster	10–11 Feb/22–23 Apr/03–04 Jul/01–02 Oct/03–04 Dec
	Glasgow	30–31 Jan/22–23 Oct
(R03) Personal taxation	London	13–14 Feb/15–16 May/14–15 Aug/13–14 Nov
	Birmingham	24–25 Apr/13–14 Nov
	Doncaster	28–29 Jan/28–29 May/02–03 Sep/02–03 Dec
(R04) Pensions and retirement planning	London	26–27 Feb/11–12 Jun/03–04 Sep/27–28 Nov
	Birmingham	03–04 Mar/03–04 Jun/04–05 Sep/27–28 Nov
	Bristol	03–04 Mar/05–06 Jun/08–09 Sep/27–28 Nov
	Doncaster	10–11 Feb/13–14 May/07–08 Aug/04–05 Nov
	Glasgow	18–19 Feb/10–11 Jun/25–26 Nov
(R06) Financial planning practice	London	17–18 Mar/20–21 Mar/08–09 May/11–12 Sep
	Birmingham	12–13 Mar/12–13 Jun
	Bristol	12–13 Jun/22–23 Sep
	Doncaster	17–18 Mar/19–20 Jun/16–17 Sep

Cost: £405 members/£475 non-members

#### Advanced Diploma in Financial Planning

Two day course



#### Revision workshops

Units	Venue	Dates
(AF1) Personal tax and trust planning	London	19–20 Mar/01–02 Apr/17–18 Sep/29–30 Sep
	Birmingham	24–25 Mar
	Bristol	25–26 Sep
	Doncaster	02–03 Apr/23–24 Sep
(AF2) Business financial planning	London	03–04 Apr/02–03 Oct
(AF3) Pension planning	London	19–20 Mar/26–27 Mar/02–03 Apr/15–16 Sep
	Birmingham	25–26 Mar/23–24 Sep
	Doncaster	25–26 Mar/25–26 Sep
(AF4) Investment planning	London	12–13 Mar/24–25 Mar/25–26 Sep/01–02 Oct
	Doncaster	20–21 Mar/22–23 Sep
(AF5) Financial planning process	London	10–11 Mar/13–14 Mar/19–20 Mar/10–11 Sep/18–19 Sep/25–26 Sep
	Birmingham	11–12 Sep
	Bristol	11–12 Sep
	Doncaster	18–19 Mar/17–18 Sep
(AF6) Senior management and supervision	London	13–14 Mar/27–28 Mar/18–19 Sep/ 29–30 Sep
	Doncaster	24–25 Mar/01–02 Oct

Cost: £435 members/£505 non-members

'A must when taking AF exams,  
highly recommended.'  
Mar 13 delegate

Turn to page 18 for key features and benefits of the courses listed on this page.

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Courses can attract CPD hours, up to the values shown, if you consider them relevant to your professional development. Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.

Anyone studying towards a CII qualification needs to be sure their exam or assignment-writing technique is up to scratch, especially if they haven't taken an exam for some time or are tackling coursework assessment for the first time. These courses teach valuable techniques for studying, revising, answering essay-style exam questions and preparing Advanced Diploma in Insurance coursework.



## Study techniques courses

NEW

### Unlock your learning potential

**CPD** 6  
CII Scheme Hours

#### One day course

Dates
14 Jan/25 Feb/15 Apr/27 May/08 Jul/19 Aug/30 Sep/04 Nov
Venue
London
Cost
£140 members/£160 non-members

#### Benefits

- Absorb new learning and undertake revision more effectively and efficiently
- Understand how to get the most from future training or learning events
- Understand how you personally absorb, memorise and recall information
- Begin to develop your own effective learning strategies and techniques.

#### Who should attend?

This is a high-level interactive workshop suited to those who are starting out or part way through their professional qualification or further learning programme. It is particularly suited to those who feel the need to improve the effectiveness and efficiency of their learning and revision activity.

#### Programme

- The keys to effective learning
- How we receive information
- How we store information
- How we recall information
- Creating your own learning pathway
- Executing your plan

#### Post-course coaching

The tutor is available if you require post-course coaching, either over the phone or face-to-face.

NEW

### Coursework assignment techniques

**CPD** 3  
CII Scheme Hours

#### Half day course (morning)

Dates
10 Jan/08 May/24 Jul/06 Nov
Venue
London
Cost
£165 members/£185 non-members

#### Benefits

- Learn how to research and structure assignments
- Discover how to clearly answer questions by addressing all elements of the examiners' marking matrix.

#### Course

This course gives candidates best-practice guidance on how to tackle coursework assignments, which are now offered as an alternative assessment method for a number of CII Advanced Diploma in Insurance units.

#### Who should attend?

Anyone completing an Advanced Diploma in Insurance unit assessed by coursework assignments. It is also suitable for in-company training personnel wanting to gain an insight into the coursework assessment method, in order to provide guidance to employees.

#### Programme

- Breaking down the assignment question
- Practical research
- Understanding the marking matrix and the implications for the assignment framework
- Using multiple sources to answer assignments
- Creating a high quality bibliography
- Layout, readability and style
- Finding sources that are current and relevant
- Framing insightful conclusions

### Exam techniques (short-answer and essay-style questions)

**CPD** 3  
CII Scheme Hours

#### Half day course (morning)

Dates
06 Mar/12 Sep
Venue
London
Cost
£165 members/£185 non-members

#### Benefits

- Learn useful revision techniques
- Practise answering questions
- Discover what the examiner is looking for
- Discuss the common mistakes made by candidates and how to avoid them.

#### Course

This course is designed to refine your performance in the exams and is not unit specific. The focus is on general best practice and on tackling short-answer and essay-style questions as found in the exams of certain CII qualifications.

#### Who should attend?

Anyone sitting (R06) Financial planning practice or units within the Diploma in Insurance, Advanced Diploma in Insurance and Advanced Diploma in Financial Planning.

# foundation courses

## Underwriting

Life assurance

Personal lines

Commercial lines

Pensions

London Market

Claims

Reinsurance

Takaful

Your introduction to the business should begin with a basic grounding in the core concepts. Foundation courses provide this essential knowledge and are an ideal first step for those new to the industry or a particular sector or role.

### Insurance

- 46 Introduction to the London market
- 46 Introduction to insurance
- 46 Introduction to insurance practice
- 46 Principles of Takaful
- 48 Introduction to personal insurance
- 48 Introduction to commercial insurance
- 48 Introduction to reinsurance
- 50 Introduction to underwriting

- 50 Introduction to insurance company accounts

- 50 Introduction to claims management
- 52 Introduction to motor claims
- 52 Introduction to motor insurance policies
- 52 Introduction to property risk assessment
- 54 Introduction to property insurance
- 54 Introduction to fine arts insurance
- 54 Introduction to construction insurance

- 56 Introduction to buildings and foundations, design and construction
- 56 Essential writing skills
- 56 Clarity and impact
- 58 Making sense of statistics (Parts 1&2)

### Financial services

- 60 Introduction to life assurance
- 60 Introduction to pensions

Many of these courses are offered at more advanced levels. See the General insurance, underwriting and risk management courses section starting on page 95.

## Foundation courses insurance

### Introduction to the London market

**CPD 3**  
CII Scheme Hours

'The pace was just right and the content was useful and interesting.'  
Feb 13 delegate

#### Half day course (morning)

Dates	04 Feb/29 Apr/01 Jul/02 Sep/04 Nov
Venue	London
Cost	£140 members/£160 non-members

#### Benefits

At the end of the course you will have:

- Gained a brief but comprehensive view of the London market and its future role
- Built foundation knowledge of the London market.

**It is recommended that this course is combined with the course 'Introduction to insurance'.**

#### Course

This course provides a valuable overview of the development of the London market necessary to understand current practice. The session will give an insight into the key issues facing the market today and in the future.

#### Who should attend?

Ideal for any new entrant to a Lloyd's syndicate, broker, insurer, reinsurer, accountant or loss adjuster, to enable them to understand the London market and current market practice.

#### Programme

- The development of the London market
- The who, what and why of – Lloyd's – International Underwriting Association
- The role of the broker including ethical considerations
- The international nature of London – current issues and trends in the London market
- The future, including electronic trading/support.

#### Follow-on course

- Introduction to insurance, (see below).

### Introduction to insurance

**CPD 3**  
CII Scheme Hours



#### Half day course (afternoon)

Dates	04 Feb/29 Apr/01 Jul/02 Sep/04 Nov
Venue	London
Cost	£140 members/£160 non-members

#### Benefits

At the end of the course you will have gained an excellent grounding in insurance principles and practice.

**It is recommended that this course is combined, where appropriate, with the 'Introduction to the London market'.**

#### Course

This course provides an overview of the basic principles of insurance and an introduction to insurance practice.

#### Who should attend?

Any new entrant to the insurance or reinsurance industry working directly in the market or in a supporting area.

#### Programme

- The basic principles of insurance – terminology – policy structure – the key forms of insurance
- Reinsurance and its purpose.

#### Follow-on course

- Introduction to the London market, (see above).

### Introduction to insurance practice

**CPD 6**  
CII Scheme Hours

'The trainer communicated her subject with a contagious enthusiasm'  
Nov 13 delegate

#### One day course

Dates/venues	London: 12 Feb/07 May/09 Jul/12 Nov Doncaster: 05 Mar/01 May/02 Jul/06 Nov
Cost	£215 members/£255 non-members

#### Benefits

At the end of the course you will have:

- Obtained a broad knowledge of the recent developments in insurance
- Gained an understanding of the different insurance products and covers available
- Gained an essential perspective of current market practices.

#### Course

This course provides an overview of the development of the insurance market and the necessary historical perspective to understand current practice. It will provide an insight into the key issues facing the market today and into the future.

The programme is presented in an informal style with delegate participation encouraged via group discussion.

#### Who should attend?

This is ideal for anyone who is new to the insurance industry or administrative staff working directly in the market or supporting areas.

#### Programme

- Risk and insurance
- General nature of insurance
- Types of insurance cover
- The insurance market
- How insurance operates – documentation
- Underwriting and risk sharing
- Statutory and voluntary regulation
- Legal aspects of insurance.

#### Follow-on courses

- Introduction to personal insurance, (see page 54)
- Introduction to commercial insurance, (see page 48)
- Introduction to reinsurance, (see page 48).

### Principles of Takaful

**CPD 6**  
CII Scheme Hours

#### One day course

Dates/venues	London: 14 Feb/14 May/22 Oct Doncaster: 07 May/15 Oct
Cost	£215 members/£255 non-members

#### Benefits

At the end of this course you will be able to:

- Explain the nature and principles of Islamic insurance
- Understand the Shariah framework of Islamic insurance
- Gain an understanding of the structure of Islamic markets
- Understand the constraints and opportunities in the marketplace
- Discuss how ethical considerations are applied and practised.

#### Course

A highly interactive course that will give you a knowledge and understanding of the technical aspects of Islamic Insurance (Takaful) and its application in the global marketplace.

#### Who should attend?

Anyone who needs to have an overview of Islamic insurance, what it is and how it works? It is suitable for anyone working in any area of insurance.

#### Programme

- Features of Islamic contracts. Why traditional insurance is prohibited from a Shariah point of view
- Management principles and practices relating to Islamic insurance companies and the role of a Shariah Board
- Technical and financial management aspects of Islamic insurance
- Impacts of ethical considerations on underwriting and claims handling.

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## Foundation courses insurance

### Introduction to personal insurance

**CPD** 6  
CII Scheme Hours

#### One day course

##### Dates/venues

London: 13 Feb/08 May/10 Jul/13 Nov  
Doncaster: 06 Mar/02 May/03 Jul/06 Nov

##### Cost

£215 members/£255 non-members

#### Benefits

- At the end of the course you will have:
- Obtained a broad knowledge of the developments in personal insurance
  - Gained an understanding of household and travel insurance and the role of the Financial Ombudsman Service
  - Gained an awareness of the impact of fraud and the industry's steps to combat fraud.

#### Course

This course provides an overview of the development of the personal insurance market. It will provide a summary of personal insurance and will provide an insight into the key issues facing the market today and in the future.

The programme is presented in an informal style with delegate participation encouraged via group discussion.

#### Who should attend?

This is ideal for anyone who is new to the insurance industry or administrative staff working directly in the market or supporting areas.

#### Programme

- The personal lines market
- Household insurance, optional extensions and legal liability cover
- Travel insurance and disputes
- Claims procedures
- Impact of fraud and use of CUE, Art Loss Register and Insurance Fraud Bureau.

### Introduction to commercial insurance

**CPD** 6  
CII Scheme Hours



#### One day course

##### Dates/venues

London: 14 Feb/09 May/11 Jul/14 Nov  
Doncaster: 07 Mar/18 Jun/15 Aug/07 Nov

##### Cost

£215 members/£255 non-members

#### Benefits

- At the end of the course you will have:
- Obtained a broad knowledge of commercial insurance
  - Gained an understanding of commercial insurance products and covers available
  - Gained an essential perspective of current market practices.

#### Course

This course provides an overview of the development of the commercial insurance market necessary to understand current practice. It will provide an insight into the key issues facing the market today and in the future.

#### Who should attend?

This is ideal for anyone who is new to the insurance and reinsurance industry or administrative staff working directly in the market or supporting areas.

#### Programme

- The commercial insurance market
- Property insurance
- General principles
  - fire and special perils
  - all risks
  - theft
  - money
  - goods in transit
- Business interruption
  - basic concepts
  - calculating a gross profit sum insured
  - basic perils insured
  - the indemnity period
  - underwriting considerations and the basis of rating
- Liability policies
  - how liability arises
  - employers' liability
  - public liability
  - product liability.

'The trainer's style was excellent – passionate, humorous and professional – just the right mix.'  
Mar 13 delegate

### Introduction to reinsurance

**CPD** 6  
CII Scheme Hours



#### One day course

##### Dates/venues

London: 27 Feb/12 Jun/04 Sep/06 Nov  
Doncaster: 07 Mar/12 Jun/28 Aug/12 Nov

##### Cost

£215 members/£255 non-members

#### Benefits

- At the end of the course you will have:
- Obtained knowledge on reinsurance
  - Gained an understanding of how the current market practice has developed.

#### Course

This course provides an overview of the development of the reinsurance market necessary to understand current practice. It will provide an insight into the key issues facing the market today and in the future.

#### Who should attend?

This is ideal for anyone who is new to the insurance and reinsurance industry or administrative staff working directly in the market or supporting areas.

#### Programme

- The development and general principles of reinsurance
- Facultative reinsurance
- Treaty reinsurance
- Proportional reinsurance
- Non-proportional reinsurance.

'Very easy to understand as a beginner – an excellent introduction to reinsurance'  
Mar 13 delegate



## Foundation courses insurance

### Introduction to underwriting

**CPD 6**  
CII Scheme Hours

'The course really improved my knowledge and the central London venue was ideal.'

Jun 13 delegate

#### One day course

##### Dates/venues

London: 13 Jun/14 Nov  
Doncaster: 06 Jun/10 Nov

##### Cost

£215 members/£255 non-members

#### Benefits

On completion of the course delegates will be able to:

- Understand the role of the underwriter
- Understand what underwriting skills are required
- Understand the principles of pricing
- Understand how business is placed in the London market
- Outline underwriting controls
- Outline reinsurance and reserving strategies
- Outline managing exposure.

#### Course

This course provides an excellent introduction to the principles and practices involved in underwriting business and includes a section on the London market. The course concentrates on generic underwriting and does not concentrate on the technical aspects of any one class. The course format will be a presentation with discussion and relevant case studies.

#### Who should attend?

The course is suitable for anyone who needs an understanding of the principles of underwriting and assumes no prior knowledge. It is also relevant for anyone who works in underwriting or broking who needs knowledge of the subject.

#### Programme

- The underwriter – role, duty and authority
- Underwriting skills – selecting, pricing, financial understanding, relationship and portfolio management, negotiating and influencing
- The principles of pricing
- Underwriting controls
- Reinsurance and reserving strategies
- Managing exposures
- How risks are placed in London and the underwriters role in this practice.

### Introduction to insurance company accounts

**CPD 6**  
CII Scheme Hours

'Well organised, well located and I was kept well engaged throughout'.

Mar 13 delegate

#### One day course

##### Dates/venues

London: 19 May/27 Oct  
Doncaster: 20 May/28 Oct

##### Cost

£215 members/£255 non-members

#### Benefits

At the end of the course you will have:

- Gained an understanding of the key elements of insurance financial statements
- Gained an appreciation of the key issues with regard to the interpretation of accounts
- Gained an awareness of the regulatory and supervisory framework
- Gained a basic understanding of insurance technical provisions.

#### Course

This course provides delegates with an introduction to the knowledge required to produce, understand and interpret insurance company accounts.

The course will provide a basic overview of the key aspects of insurance company accounts, including the regulatory and supervisory framework and insurance technical provisions.

It also gives an insight into key issues to consider when assessing insurance company accounts.

#### Who should attend?

Anyone whose role requires them to be able to understand, interpret or assist in the production of insurance company accounts.

#### Programme

- Preparation of insurance financial statements
- Timescale of policies issued and claims settled
- Recommended accounting practices for short and long term business
- Revenue accounts for separate classes of business
- Gross account and reinsurance thereof inside or outside the country
- Balance sheets, including investments
- Layout of the accounts
- Key issues regarding the regulatory and supervisory framework, EU Directives, accounting standards for insurance, solvency requirements
- Insurance technical provisions, for example, unearned premium, unexpired risks, outstanding claims, claims handling expenses, discounting, incurred but not reported losses, catastrophe reserves
- Key issues regarding the interpretation of accounts, e.g. solvency, profitability, liquidity and security
- Overview of credit ratings.

### Introduction to claims management

**CPD 6**  
CII Scheme Hours

#### One day course

##### Dates/venues

London: 05 Mar/25 Jul  
Doncaster: 28 Mar/18 Jul

##### Cost

£215 members/£255 non-members

#### Benefits

- Obtain knowledge of how principles of insurance are applied to claims practices
- Gain an understanding of basic fraud issues.

#### Course

Designed to develop a practical working knowledge of the handling and management of claims. Certain fundamentals of the claims business are covered which, when understood, will allow for consistent practice.

#### Who should attend?

This course is suited for those employed in personal lines business who wish to understand how the theory of claims is put into practice. It will benefit individuals seeking to better understand the activities of a claims department.

#### Programme

- The principles of insurance as they apply in practice
  - problems with indemnity
  - what happened to utmost good faith
  - subrogation
- The compensation culture
- Important legal cases on negligence and liability
- Prudent reserving
- Spotting and handling fraud
- Fraud detection systems
  - Hunter
  - Score
  - VSA.

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## Foundation courses insurance

### Introduction to motor claims

**CPD 6**  
CII Scheme Hours

#### One day course

##### Dates/venues

London: 07 Feb/25 Apr/07 Nov

Doncaster: 06 Mar/29 Apr/03 Nov

##### Cost

£215 members/£255 non-members

#### Benefits

At the end of the course you will have:

- Obtained a broad understanding of motor policy wordings
- Gained an understanding of how the most common types of motor claims are considered
- Understood how insurance principles may affect consideration of motor claims.

#### Course

This course provides a valuable overview of the most common type of claims that arise on motor policies, focusing on the private car policy, using the framework of insurance principles to highlight the methodology that may be adopted to minimise cost.

#### Who should attend?

This is ideal for anyone who is new to motor claims handling in the insurance industry or has less than two years' experience in this area.

#### Programme

- Principles of insurance
- Theft claims
- Fire claims
- Accidental damage claims
- Third party claims, including minor third party injury claims
- Relevant statutes and regulations.

### Introduction to motor insurance policies

**CPD 6**  
CII Scheme Hours

#### One day course

##### Dates/venues

London: 10 Feb/28 Apr/10 Nov

Doncaster: 11 Mar/02 May/14 Nov

##### Cost

£215 members/£255 non-members

#### Benefits

At the end of the course you will have:

- Gained a knowledge of the different types of motor policy available
- Obtained an understanding of the insurance principles which guide the creation of conditions, exclusions, etc, found within most types of motor policy
- Understood the fundamental differences between personal and commercial motor policies.

#### Course

This course explains the basic structure of motor policies, looking principally at the private motor policy, but also highlighting the difference with other types of policy, including commercial motor, fleet, motorcycle, and non-standard wordings.

#### Who should attend?

Those who are new to motor insurance or who have up to two years' experience and require a more thorough understanding of a motor policy structure.

#### Programme

- Principles of insurance
- Private motor policies: structure and basis
- Commercial policies outline, including commercial motor, fleet motor trade, motor cycle, etc
- Recent revisions following the introduction of the latest legislative changes.

### Introduction to property risk assessment

**CPD 18**  
CII Scheme Hours

#### Three day course

##### Dates

12–14 Nov

##### Venue

London

##### Cost

£545 members/£635 non-members

#### Benefits

- An intensive theoretical and practical insight into the property surveyor's job and risk assessment in this area
- No previous knowledge and experience assumed.

#### Course

Insurers and brokers need operatives who can analyse and select risks to fit in with their own philosophy of risk. Many insurers who have failed to do this task efficiently have suffered accordingly. This course provides both a theoretical and practical insight into the assessment of risk and how a surveyor gathers the necessary information.

#### Who should attend?

Underwriting and surveying staff in companies and brokers who need to assess risks.

#### Programme

- The need for risk assessment in commercial property business
- The surveyor's job as a part of the underwriting function
- Building construction and how it affects risk
- Causes of fire and explosion
- What items are likely to be set on fire first?
- The fire hazards of specific trades
- Methods of risk assessment and practical examples

- Fire protection including sprinklers and practical demonstrations of fire fighting equipment
- EML calculations
- Understanding survey reports
- A visit to a risk site with an assessment.

#### Follow-on courses

- Introduction to property insurance, see page 60.
- Risk management (introductory), see page 100.



## Foundation courses insurance

### Introduction to property insurance

**CPD 18**  
CII Scheme Hours

#### Three day course

<b>Dates</b>	15–17 Oct
<b>Venue</b>	London
<b>Cost</b>	£545 members/£635 non-members

#### Benefits

- Gain foundation knowledge of all the main property insurance classes
- Select separate modules.

#### Course

An excellent comprehensive introduction to the main classes of property insurance. Different elements of the programme – fire insurance, business interruption or other property classes – can be selected as required.

#### Who should attend?

Anyone who needs an introduction to the main classes of property insurance.

#### Programme

##### Module 1 – Fire insurance (1 day)

- The principles of
  - utmost good faith
  - insurable interest
  - indemnity
  - proximate cause
  - subrogation and contribution
- Modern wordings of the fire policy
- Rating basis for combinations of cover and perils
- Assess EML/PML factors and retention levels
- Risk sharing agreements
- Special policy wordings and extensions to cover
- Case studies.

##### Module 2 – Business interruption insurance (1 day)

- The standard profits policy wording
- Basic accounts
- Methods of arriving at the sum assured
- Indemnity period: demonstration loss settlement
- Rating
- Examination of special covers in current use.

##### Module 3 – Other property classes (1 day)

- Theft insurance
  - policy wordings
  - underwriting principles and practice
- Money insurance
- Goods-in-transit
- Glass insurance
- Deterioration of stock insurance.

#### Follow-on course

- Fire and business interruption (intermediate), see page 100.

### Introduction to fine arts insurance

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Date</b>	13 Feb/10 Oct
<b>Venue</b>	London
<b>Cost</b>	£215 members/£255 non-members

#### Benefits

- This course provides an excellent introduction to the provision of coverage for fine art usually as an extension to an existing High Net Worth household insurance policy
- It explores two main areas of cover, providing basic explanations as to the extent and benefits of each.

#### Who should attend?

This course has been designed to supplement the knowledge of more experienced household insurance advisors who currently work in, or aspire to work in, the High Net Worth field of this class of insurance.

#### Programme

- Understand the scope of cover provided by a Lloyds policy (High Net Worth insurance policy) in respect of fine art within the home
- Understand why conditions and warranties apply to high value items
- Appreciate the additional risks presented by the transportation, storage and display of items of fine art away from the home and how these can be mitigated
- Apply acquired knowledge of security measures to individual risks that may be targeted by thieves due to the presence of fine art.

### Introduction to construction insurance

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Date</b>	14 Feb/09 Oct
<b>Venue</b>	London
<b>Cost</b>	£215 members/£255 non-members

#### Benefits

- Show an awareness of contract works insurance and the various ways insurers provide the cover
- Demonstrate an awareness of the insurance clauses within the JCT contract and an understanding of the difference between contractual obligations and insurance requirements
- Show an awareness of the standard structure and content of contract works and contractors liability insurance policies and the optional extras usually available
- Demonstrate an awareness of the underwriting process and the information insurers require to assess and price risks.

#### Who should attend?

This interactive workshop has been pitched at a level to be suitable for those who are relatively new to the subject. Whilst no previous experience is required a good grounding in the basics of commercial property and liability insurance should be regarded as a prerequisite.

#### Programme

- Subject matter
  - Need for separate insurance
  - Risks/property insured
  - Ways cover can be arranged
  - Parties and terminology
- Contract conditions
  - Parties involved
  - JCT standard form of contract
  - Contractual obligations
  - Insurance requirements
  - Contract works, liability, plant

- Policy cover – Contract works
  - Usual cover
  - Exclusions and extensions
  - Common alternatives
- Policy cover – Liability
  - Usual cover
  - Exclusions and extensions
- Placing and rating risks
  - Key insurer information needs
  - Underwriting features
  - Risk management
  - Contract works pricing.

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## Foundation courses insurance

### Introduction to buildings and foundations, design and construction

**CPD 3**  
CII Scheme Hours

#### Half day course (morning)

<b>Dates</b>	24 Jan/22 Apr/09 Jul/03 Oct
<b>Venue</b>	London
<b>Cost</b>	£140 members/£160 non-members

#### Benefits

- Gain a basic engineering understanding of how buildings and infrastructure are constructed, including both foundations and superstructure
- Be able to distinguish between structural load-bearing elements and non-structural components in buildings, and their effect on reconstruction values
- Distinguish the various loading types on buildings: gravity, wind, earthquake
- Understand load paths and the importance of strong foundations
- Learn how structural engineers work out the loadings on buildings and devise solutions for resisting such loads, including use of structural materials such as concrete, steel, masonry and timber
- Performance expectations under various types of load; special requirements for tall buildings.

#### Course

Insurers and brokers are often engaged in analysing and selecting property risks, subject to various types of peril. This course provides an introduction to how buildings and infrastructure are constructed, the materials and structural systems employed, and their performance under various types of gravity and environmental loadings.

#### Who should attend?

Underwriting and loss modelling staff in companies and brokers, who are engaged in property risk assessment and the associated portfolio management.

#### Programme

- Basic components of buildings: foundations, superstructure, load-bearing and non load-bearing elements
- Design of foundations
- Distribution of reconstruction values and the significance of non-structural components
- How engineers model and assess loadings on buildings, and identify the different types of load
- Load-resistant structural systems, structural materials and their key engineering attributes
- Performance expectations in buildings for various types of load.

### Essential writing skills

**CPD 3**  
CII Scheme Hours

#### Half day course (morning)

<b>Dates</b>	31 Jan/13 Jun/17 Oct
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Gain an understanding of the way that letters and documents can be expressed in the clearest, most unambiguous language
- Demonstrate this understanding through the use of a series of drafting exercises
- Learn how to display complex insurance related data clearly
- Avoid disputes with clients by ensuring that correspondence is clear and unambiguous.

#### Who should attend?

This session is ideal for anyone who is involved in drafting letters, proposals and reports.

#### Programme

- Editing out surplus words
- Sentence construction and length
- When to tabulate sentences
- Jargon and unusual vocabulary
- The active and passive voice.

### Clarity and impact

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Dates</b>	24 Apr/06 Nov
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

Produce documents that clearly show the information you want people to see and avoid 'busy' documents that lose the message.

#### Who should attend?

This course is suitable to anyone who prepares presentations, business cases, client reports and notes.

#### Course

Imagine doing documents that have clarity and impact, that people praise and envy. Documents that win new business or impress the Boss! This course will help you transform your work from notes, client reports, business cases to KPI slides.

#### Programme

- WIT\* The alternative to bullets that has three times the impact
- Tables: Five fixes to make tables people love, not loathe
- Graphs: why most graphs don't work and what to do instead
- Words: quick tips to make your writing a joy to read
- Design: principles for smart work; which fonts to use and when.

## Foundation courses insurance

### Making sense of statistics (Part 1)

Build on learning from this course by attending Part 2 (see below)



#### One day course

Dates	20 Feb/19 Jun/03 Sep/06 Nov
Venue	London
Cost	£215 members/£255 non-members

#### Benefits

- Understand how to apply basic mathematics in statistical formulae
- Obtain a basic grounding in mathematical principles
- Learn how to avoid common mistakes
- Clarify areas of concern in using formulae.

#### Who should attend?

Insurance professionals who require a basic understanding of mathematics and would like practice in using formulae.

It will be useful for any student sitting a CII exam that involves calculations.

#### Course

Statistics generated from a computer database saves time and effort but the downside is that insurance professionals may fail to appreciate what the figures actually mean.

This course is intended to explain the concepts behind the figures with practical examples taken from the insurance industry.

#### Programme

- Basic mathematics
- Statistical formulae
- Practical exercises from the insurance workplace
- How to apply statistics in insurance.

### Making sense of statistics (Part 2)

An ideal follow on from Part 1 (above) or as an intermediate course on its own



#### One day course

Dates	21 Feb/20 Jun/04 Sep/07 Nov
Venue	London
Cost	£215 members/£255 non-members

#### Benefits

- Identify appropriate statistics to use
- Interpret the results of statistical analysis
- Apply to an insurance and risk management environment
- Get guidance from an experienced market practitioner.

#### Who should attend?

Insurance professionals who use statistics to solve insurance and risk management problems and understand how to apply basic mathematics.

It will be useful for any student sitting a CII exam that involves calculations.

#### Course

Statistics generated from a computer database saves time and effort but the downside is that insurance professionals may fail to appreciate what the figures actually mean.

For example, you may be presented with a standard deviation or a coefficient of variation when viewing catastrophe modelling programmes but how does that help you to understand what is really happening? This course is intended to explain the concepts behind the figures with practical examples taken from the insurance industry.

#### Programme

- Risk data
- Presentation of risk data
- Statistical measurement
- Probability distribution.

## Foundation courses financial services

### Introduction to life assurance

**CPD** 6  
CII Scheme Hours

#### One day course

##### Dates/venues

London: 24 Apr/23 Oct

Doncaster: 16 Apr/16 Oct

##### Cost

£215 members/£255 non-members

#### Benefits

- At the end of the course you will have:
- Obtained knowledge on life products
  - Gained an understanding of how the current market practice has developed
  - Gained an understanding of consumer protection legislation.

#### Who should attend?

This is ideal for anyone who is new to the financial services industry or administrative staff working directly in the market or supporting areas.

#### Course

This course will provide an overview of the development of the life assurance market necessary to understand current practice. It will provide an insight into the key issues facing the market today and into the future. It provides an overview of key components of life assurance.

The programme is presented in an informal style with delegate participation encouraged via group discussion.

#### Programme

- Areas of financial planning for individuals
- Term assurance
- Whole of life assurance
- Endowment assurance
- 'With Profits' and 'Unit Linked'
- Annuities
- Current issues in the market.

### Introduction to pensions

**CPD** 6  
CII Scheme Hours

#### One day course

##### Dates/venues

London: 25 Apr/24 Oct

Doncaster: 17 Apr/17 Oct

##### Cost

£215 members/£255 non-members

#### Benefits

- At the end of the course you will have:
- Obtained knowledge of pension products
  - Gained an understanding of how current market practice has developed
  - Gained an understanding of consumer protection legislation.

#### Who should attend?

This is ideal for anyone who is new to the financial services industry or administrative staff working directly in the market or supporting areas.

#### Course

This course will provide an overview of the development of the pensions market necessary to understand current practice. It will provide an insight into the key issues facing the market today and into the future.

The programme is presented in an informal style with delegate participation encouraged via group discussion.

#### Programme

- State provision
- Stakeholder pensions
- Occupational pensions
- Defined benefits
- Defined contribution
- AVC/FSAVC
- Personal pensions
- Current issues in the market.

For bookings, enquiries and updates visit [www.cii.co.uk/f2f](http://www.cii.co.uk/f2f) or call Customer Service on +44 (0)20 8989 8464.

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# aviation, marine and energy

Marine liability

Hull and yacht insurance

Goods in transit

Aviation insurance law

Cargo

Marine law

Protection and indemnity

Loss prevention

Warranty surveying

The insurance industry is a complex and varied market made up of specialisms, each with its own unique risk considerations, policy coverage, market practices and legal considerations. The CII has devised a portfolio of courses which provide a thorough understanding of such areas; helping candidates develop the expertise they need if they are to flourish in these demanding roles.

64 Marine claims (intermediate)  
64 Underwriting project cargo insurance  
64 Introduction to marine insurance  
66 Introduction to marine law  
66 Introduction to hull and yacht insurance  
68 Introduction to marine reinsurance  
68 Introduction to marine liability  
68 Introduction to cargo insurance

70 Introduction to specie insurance  
70 Introduction to energy insurance  
70 Introduction to aviation insurance  
72 Yacht insurance (intermediate)  
72 Marine liability (intermediate)  
72 Marine cargo (intermediate)  
74 Marine hull (intermediate)

74 Intensive introduction to marine insurance  
74 Oil workshop (intermediate)  
76 Oil workshop (advanced)  
76 Goods in transit and haulage contractors' insurance  
76 Introduction to protection & indemnity insurance



## Aviation, marine and energy courses

NEW

### Marine claims (intermediate)

**CPD 12**  
CII Scheme Hours

#### Two day course

<b>Dates</b>	02–03 Jul/19–20 Nov
<b>Venue</b>	London
<b>Cost</b>	£415 members/£490 non-members

#### Benefits

- At the end of this programme you will have:
- Gained an appreciation for the type of cover provided under standard hull, loss of hire and cargo claims
  - Developed an understanding of the practical management of claims and fundamentals of adjustment to those claims, including collision and general average.

#### Who should attend?

Claims practitioners working for brokers or insurers, as well as junior lawyers handling maritime work. Some prior knowledge of the cover available under the standard hull, loss of hire and cargo wordings would be beneficial.

#### Programme

##### Day 1 – Hull and loss of hire:

- Refresh on perils covered, exclusions and burden of proof
- Types of loss
- Law of collision, salvage and General Average
- Casualty management
- Insurer options to manage and influence repairs
- Experts
- Adjustment under hull and LOH policies.

##### Day 2 – Cargo:

- Refresh of perils covered, exclusions and burden of proof
- Types of loss
- How salvage and GA impact on cargo
- Cargo position in a marine casualty
- Experts
- Adjustment
- Recoveries.

NEW

### Underwriting project cargo insurance

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Dates</b>	12 Feb/04 Jun/22 Oct/05 Nov
<b>Venue</b>	London
<b>Cost</b>	£245 members/ £290 non-members

#### Course

This course provides a comprehensive insight into the process of underwriting large capital projects being transported by road, rail, sea or air (known as project cargo insurance). This includes the legal liabilities attached to the owners of goods and the carriers who transport them.

#### Benefits

- At the end of the course you will be able to:
- Describe the business environment of project cargo risks
  - Understand the legal environment surrounding the movement of goods by road, rail, sea and air

- Outline the scope of cover and market practices for this class of insurance
- Apply relevant factors in the underwriting of project cargo insurance
- Understand claims practices.

#### Who should attend?

This course is ideal for those working as underwriters and claims practitioners in insurance and reinsurance companies, as well as insurance and reinsurance brokers with marine insurance experience.

It is also suitable for those interested in gaining an understanding of how cargo and goods-in-transit insurances are underwritten.

#### Programme

- Know the business environment of project cargo risks
- Understand the legal environment of project cargo risks transported by sea, road, rail and air.
- Understand the scope of cover and market practices of project cargo insurance
- Understand the underwriting of project cargo risks
- Understand claims considerations and procedures.

### Introduction to marine insurance

**CPD 3**  
CII Scheme Hours



#### Half day course (morning)

<b>Dates</b>	17 Feb/20 Oct
<b>Venue</b>	London
<b>Cost</b>	£140 members/£160 non-members

#### Benefits

- At the end of the course you will have:
- Gained an understanding of the basics of marine insurance and the various types of risks included within this definition
  - Gained an overview of the various markets available
  - Obtained maximum benefit from experienced market speakers
  - Obtained an extensive overview of the marine business and the related terminology.

#### Course

This course is designed to introduce delegates who are new to the basics of marine insurance, but would be suitable for those familiar with non-marine insurance who wish to find out more about marine.

#### Who should attend?

Anyone who is new to marine insurance. No experience necessary although some general knowledge of insurance would be helpful.

#### Programme

- Overview of basic insurance terminology and concepts such as insurable interest highlighting the key differences between marine and non-marine insurance in certain areas
- Why the Marine Insurance Act is unique, and introduction to some of the key sections
- What risks are defined as marine?
- What types of business does marine insurance protect?
- Who purchases marine insurance and why?
- Where marine risks are insured and how the various different types of insurers fit together
- How the mix of insurers changed over the last 10 years.

For bookings, enquiries and updates visit [www.cii.co.uk/f2f](http://www.cii.co.uk/f2f) or call Customer Service on +44 (0)20 8989 8464.

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## Aviation, marine and energy courses

### Introduction to marine law



#### Half day course (afternoon)

<b>Dates</b>	17 Feb/20 Oct
<b>Venue</b>	London
<b>Cost</b>	£140 members/£160 non-members

#### Benefits

At the end of the course you will have:

- Gained an understanding of international maritime law and how it affects insurance
- Gained maximum benefit from experienced market speakers
- Obtained thorough introductory knowledge of maritime law, the associated terminology and the application to the marine insurance business.

#### Course

This course is designed to introduce delegates with little or no legal knowledge to the basics of international and national maritime law.

#### Who should attend?

Those starting out as marine claims adjusters or brokers, or personnel on the placing or underwriting side at any level who want an overview of the underlying legal framework to the business.

No experience necessary although some exposure to marine insurance would be helpful.

#### Programme

- Sources of law
- National vs. international
- Conventions
  - How they are created
  - How they are enforced
- Liens
- Limitation of liability
- Arrest
- Salvage
- Collisions
- Passengers
- Towage
- General Average
- Wreck removal
- Pollution
- Contracts of carriage
- Charterparties
- Bills of lading
- Other documents
- Hague-Visby and Hamburg rules
- Multimodal transport.

### Introduction to hull and yacht insurance



#### Half day course (morning)

<b>Dates</b>	20 Feb/23 Oct
<b>Venue</b>	London
<b>Cost</b>	£140 members/£160 non-members

#### Benefits

At the end of the course you will have:

- Gained an understanding of both hull and yacht risks and the significant differences between them
- Gained maximum benefit from experienced market speakers
- Obtained extensive introductory knowledge of hull and yacht insurance and the related terminology.

#### Course

This course is designed to introduce delegates who are new to the basics of marine hull and yacht insurance.

#### Who should attend?

Anyone who is new to hull insurance.

No experience necessary although some general knowledge of marine insurance would be helpful.

#### Programme

- The types of craft that can be insured under a hull policy
- Differences between shipowners and charterers
- The main differences between hull risks and yacht risks
- What are the key points that underwriters will be considering in relation to each type of risk?
- Where are the main yacht and hull insurers, and are they the same?
- Review of the main London market hull and yacht clauses and comparison with the main international clauses (German, Norwegian, American)
- Link between hull and liability coverages (Protection and Indemnity insurance)
- Overview of the legal regimes that impact on the shipping business
- Builders' risks insurance
- Types of claim that commonly arise
- Loss prevention.

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## Aviation, marine and energy courses

### Introduction to marine reinsurance

**CPD** 6  
CII Scheme Hours

#### One day course

<b>Dates</b>	04 Mar/17 Oct
<b>Venue</b>	London
<b>Cost</b>	£215 members/£255 non-members

#### Benefits

- To explain the need for marine reinsurance
- To understanding the types of reinsurance and how they can be used
- To understand the rating of marine reinsurances.

#### Course

The course gives an overview of marine reinsurance, the types of reinsurance that can be purchased and how they are placed and priced in reinsurance programmes. The monitoring of aggregates and catastrophe modelling is also considered.

#### Who should attend?

Anyone who needs an overview of marine reinsurance and how this class of reinsurance is arranged. It is suitable for both underwriting and broker staff, both placing and claims.

#### Programme

- Overview of marine reinsurance – what is marine reinsurance and why insurers purchase this form of protection
- Types of marine reinsurance – the types of proportional and non-proportional marine reinsurance – why and how they are used
- The type of cover granted and excluded risks
- Programming – how marine reinsurance is arranged in a programme of cover and the thought process behind this
- Placing marine reinsurance – how marine reinsurance is placed and how risks are priced by reinsurers.

### Introduction to marine liability

**CPD** 3  
CII Scheme Hours

#### Half day course (afternoon)

<b>Dates</b>	20 Feb/23 Oct
<b>Venue</b>	London
<b>Cost</b>	£140 members/£160 non-members

#### Benefits

- At the end of the course you will have:
- Gained an understanding of the various types of marine liability risks and the available insurances
  - Gained an understanding of the various markets available
  - Gained maximum benefit from experienced market speakers
  - Obtained an extensive introductory knowledge of the marine liability area.

#### Course

This course is designed to introduce delegates who are new to the concept of marine liability risks and associated insurances.

#### Who should attend?

No experience necessary although some general knowledge of marine insurance would be helpful.  
Anyone who is new to marine insurance.

#### Programme

- What sort of liability risks are there?
- Which parties might be interested in this type of insurance?
- How does it interface with other types of marine insurance such as hull and cargo?
- Who are the insurers?
- What are the underwriting considerations?
- What coverage is available in the various areas?
- Introduction to the legal regime which can impact on liability
- Introduction to the various basic clauses
- What types of claims arise?
- Loss prevention.

### Introduction to cargo insurance

**CPD** 3  
CII Scheme Hours

#### Half day course (morning)

<b>Dates</b>	21 Feb/24 Oct
<b>Venue</b>	London
<b>Cost</b>	£140 members/£160 non-members

#### Benefits

- At the end of the course you will have:
- Gained an understanding of the basics of each type of business which can be underwritten into a cargo book of business and the types of risks written
  - Gained maximum benefit from expert market speakers
  - Obtained extensive introductory knowledge about cargo insurance and related terminology.

#### Course

This course is designed to introduce delegates who are new to the basics of cargo and associated classes of business.

#### Who should attend?

Anyone who is new to cargo insurance.  
No experience necessary although some general knowledge of marine insurance would be helpful.

#### Programme

- What types of risks can be written in a standard cargo account?
- Overview of Jewellers Block, Fine Art, General Specie, and Pre-Launch insurance
- What business is general cargo insurance protecting?
- How are goods carried?
- Introduction to legal and documentary elements of carriage of goods by sea, road, rail and air
- Overview of the main institute clauses and introduction to the specialist clauses and key international clauses
- What are the underwriting considerations for cargo insurance?
- Types of policy available
- Loss prevention and mitigation
- Recoveries.

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## Aviation, marine and energy courses

### Introduction to specie insurance

**CPD** 3  
CII Scheme Hours

#### Half day course (afternoon)

<b>Dates</b>	21 Feb/24 Oct
<b>Venue</b>	London
<b>Cost</b>	£140 members/£160 non-members

#### Benefits

- At the end of the course you will have:
- Gained an understanding of the basics of each type of business which can be underwritten into a specie book of business and the types of risks written
  - Gained maximum benefit from expert market speakers
  - Obtained extensive introductory knowledge about specie insurance and related terminology.

#### Course

This course is designed to introduce delegates who are new to the basics of specie and associated classes of business.

#### Who should attend?

Anyone who is new to specie insurance. No experience necessary although some general knowledge of insurance would be helpful.

#### Programme

- What types of risks can be written in a standard specie account?
- Introduction to, and history of, Jewellers Block, Fine Art and General Specie business
- What risks are being covered in relation to each of these classes?
- Introduction to the main clauses used in the London market for these classes
- What are the underwriting considerations for specie insurance?
- Loss prevention and mitigation
- Recoveries.

### Introduction to energy insurance

**CPD** 3  
CII Scheme Hours

#### Half day course (morning)

<b>Dates</b>	24 Feb/27 Oct
<b>Venue</b>	London
<b>Cost</b>	£140 members/£160 non-members

#### Benefits

- At the end of the course you will have:
- Gained an understanding of the basics of both onshore and offshore energy insurance and the underlying risks
  - Gained maximum benefit from experienced market speakers
  - Obtained thorough introductory knowledge about energy risks and the related terminology.

#### Course

This course is designed to introduce delegates who are new to the basics of energy insurances of all types.

#### Who should attend?

Anyone who is new to energy insurance. No experience necessary although some general knowledge of marine insurance would be helpful.

#### Programme

- History and overview of the energy business
- Development of the energy insurance market
- Introduction to terminology
- Where are the insurers and how has the market changed over the last few years?
- What risks are being covered?
- Links with the non marine market
- What are the underwriting issues?
- Introduction to the main clauses being used
- Loss prevention.

'The tutor was wonderfully enthusiastic and gave a high energy, concise snapshot of the sector.'  
Feb 13 delegate

### Introduction to aviation insurance

**CPD** 6  
CII Scheme Hours

#### One day course

<b>Dates</b>	06 Jun/29 Oct
<b>Venue</b>	London
<b>Cost</b>	£215 members/£255 non-members

#### Benefits

- At the end of the course you will have:
- Gained an understanding of the main conventions and protocols
  - Gained an understanding of how hull and liability risks are insured.

#### Course

This course gives an understanding of the main principles and practice of aviation, hull and liability insurance. The programme explains the development of aviation insurance, aviation insurance law and the types of cover available.

#### Who should attend?

Highly recommended for newcomers to aviation offices, Lloyd's syndicates and the aviation insurance departments of insurance companies, brokers and airlines.

#### Programme

- The development of aviation insurance
- The aviation insurance market
- Aviation insurance law
- Hull insurance
- Passenger liabilities
- Products' liabilities.



## Aviation, marine and energy courses

### Yacht insurance (intermediate)

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Dates</b>	20 Jun
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

- At the end of the course you will have:
- Developed your knowledge of yacht risks and how they differ from commercial hull or liability risks
  - Gained a better understanding of standard yacht insurance and how claims are handled under yacht policies, including again how they differ from those under commercial hull policies.

#### Course

This course is designed to develop delegates' existing knowledge of yacht insurance.

#### Who should attend?

Anyone working within this area wanting to develop their knowledge and expertise including brokers and insurers, as well as junior lawyers. It is also suitable for those aspiring to move into this area of insurance. It is expected that you will have a basic knowledge of yacht insurance.

#### Programme

- What types of craft can be insured under a yacht policy?
- Issues around construction of hulls and machinery
- What are the main risks faced by yachts and recreational vessels?
- Roles of specialists within the yacht market
- Legal issue affecting yacht insurance
- Underwriting issues affecting yacht cover
- Claims issues affecting yacht cover
- Common clauses and forms.

### Marine liability (intermediate)

**CPD 12**  
CII Scheme Hours

#### Two day course

<b>Dates</b>	30 Jun–01 Jul/17–18 Nov
<b>Venue</b>	London
<b>Cost</b>	£415 members/£490 non-members

#### Benefits

- At the end of the course you will have:
- Developed your understanding of liability, how it can arise in a maritime context and how insurance can protect the client.
  - Gained an insight into what coverage is available for marine liabilities and how best to manage claims under liability policies.

#### Course

This course is designed to build on knowledge gained from the introductory course or the workplace and develop and explore the current issues around marine liability insurance.

#### Who should attend?

Anyone working within this area wanting to develop their knowledge and expertise including brokers and insurers, as well as junior lawyers. It is also suitable for those aspiring to move into this area of insurance. Some prior knowledge of the concept of legal liabilities would be beneficial.

#### Programme

##### Day 1 – cargo related liabilities

- Law of carriage of goods
- Who the various parties are
- Carriers liability insurance for ship

- Insurance for Freight forwarders
- Goods in Transit insurance
- Claims handling
- Day 2 – Other liabilities**
- What other maritime related liabilities can arise and who might be responsible
- Shipowner liabilities (other than cargo)
- Charterers liabilities
- Shipbuilders/ship repairers
- Marina Operators
- Terminal operators
- Insurance available
- Claims handling and recoveries

### Marine cargo (intermediate)

**CPD 12**  
CII Scheme Hours



#### Two day course

<b>Dates</b>	16–17 Jun
<b>Venue</b>	London
<b>Cost</b>	£415 members/£490 non-members

#### Benefits

- A practical and detailed approach
- Interactive exercises
- Extend knowledge of cargo shipment
- Understand practical market considerations.

#### Course

This course explains the main methods of cargo shipment and the documents used in international trade. It also examines the main areas of loss prevention and key considerations of cargo underwriting.

Delegates participate actively in the course with the opportunity for discussions with key marine market speakers.

#### Who should attend?

Staff of brokers, insurance companies, Lloyd's syndicates and shipping companies.

#### Programme

- The law
- Cargo underwriting
- Clauses
- Cargo loss prevention – a cargo surveyor's view

- Containers – the problems associated with insuring containers
- Cargo claims
- Practical exercises.

#### Follow-on course

- Marine hull (intermediate), page 74.

Courses can attract CPD hours, up to the values shown, if you consider them relevant to your professional development. Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.



## Aviation, marine and energy courses

### Marine hull (intermediate)

CPD 12  
CII Scheme Hours



#### Two day course

Dates	18–19 Jun
Venue	London
Cost	£415 members/£490 non-members

#### Benefits

At the end of the course you will have:

- Gained an insight into the risks faced by marine vessels and the legal framework within which the insured operates.
- An understanding of how maritime law can be used to assist insurers analyse risks being accepted and what risks are actually covered under the standard hull wordings used in London and overseas.
- Undertaken a review of claims and casualty management.

#### Course

The major aspects of marine hull insurance are covered including shipowners' liabilities, exclusions and limitations. Candidates are given an in-depth insight into the clauses that apply to hull insurance, a practical consideration of underwriting/broking problems and hull claims.

#### Who should attend?

Staff of brokers, companies, Lloyd's syndicates and shipping companies. Delegates are expected to have a working knowledge of the basic fundamentals of marine insurance or to have attended our Marine insurance (introductory) course.

#### Programme

- Types of vessels and the relative risks they pose
- International maritime law as it applies to a shipowner
- How maritime law differs between different countries
- What insurance products are available to protect the insured's exposure
- Who has an input into the decision on whether to buy insurance
- Insurers – mutual and non-mutual and where they are located
- Marine Insurance Act 1906 and how it may apply other than in the UK
- Hull clauses including comparisons between different forms and how additional clauses can be added if required
- Claims handling and casualty management including piracy issues.

### Intensive introduction to marine insurance

CPD 24  
CII Scheme Hours

#### Four day course

Dates/venues	London: 16–19 Jun Doncaster: 09–12 Jun
Cost	£840 members/£985 non-members

#### Benefits

At the end of the course you will have:

- Gained an understanding of the key theories of marine insurance and their application
- Gained maximum benefit from market expert speakers
- Obtained extensive introductory knowledge in this area.

#### Course

Gain a broad knowledge of key market considerations of marine insurance through study of theory in the context of the commercial market.

#### Who should attend?

New entrants to the marine insurance market or anyone who needs to gain an understanding of the processes involved in marine insurance.

#### Programme

- The function of marine insurance, why insure, types of ships
- The Lloyd's market and alternative insurance markets in the UK and internationally
- Legal principles, the contract, insurable interest, utmost good faith, disclosure and warranties
- Cargo insurance, affecting cover
- A brief review of the institute clauses and market associations
- The function of P&I Clubs
- Shipowners' liability to third parties
- Principles of reinsurance applied to marine
- The work of the Salvage Association – an analysis of its work in both the UK and internationally
- Claims.

#### Follow-on courses

- Marine cargo (intermediate), see page 72
- Marine hull (intermediate), see above.

### Oil workshop (intermediate)

CPD 18  
CII Scheme Hours

#### Three day course

Dates	03–05 Jun
Venue	London
Cost	£595 members/£695 non-members

#### Benefits

- Understand underwriting considerations
- Gain a good working knowledge of insurance requirements for oil installations and types of oil units
- Extend existing knowledge of oil insurance in a practical context
- Leading market expert speakers.

#### Course

Delegates gain a good working knowledge of the insurance requirements for oil installations from a broking and an underwriting perspective. The programme looks at the types of oil unit, the cover available, underwriting considerations, the work of the classification societies and reinsurance.

#### Who should attend?

Staff of brokers, insurance companies, Lloyd's syndicates and those involved in support services.

#### Programme

- The types of oil installation
- The London standard drilling barge form and London platform form
- Oil and energy underwriting and broking
- Construction risks, control of well
- Classification of oil units
- Warranty surveying
- Reinsurance of oil units.

#### Follow-on course

- Oil workshop (advanced), page 76.

For bookings, enquiries and updates visit [www.cii.co.uk/f2f](http://www.cii.co.uk/f2f) or call Customer Service on +44 (0)20 8989 8464.

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## Aviation, marine and energy courses

### Oil workshop (advanced)

**CPD 12**  
CII Scheme Hours

#### Two day course

<b>Dates</b>	12–13 Nov
<b>Venue</b>	London
<b>Cost</b>	£440 members/£530 non-members

#### Benefits

- Gain a fascinating insight into this specialist subject area
- Practical workshop
- An in-depth understanding of the key market issues affecting the oil insurance market today.

#### Course

A stimulating course that builds on knowledge gained in the oil workshop (intermediate) course. The programme is highly participative and provides a deeper understanding of the more complex areas of the business. The course speaker is a leading market practitioner.

#### Who should attend?

Staff of brokers, insurance companies, Lloyd's syndicates and those involved in support services who wish to develop their existing knowledge and experience of the oil insurance market.

#### Programme

- Overview of the current trends and developments in risk management/transfer options.
- Workshops covering:**
  - Anatomy of the placement process
  - Alternative markets
  - Technical coverage issues
  - Liabilities (occurrence versus claims-made wording issues)
  - Specific focus
  - Claims
  - The control of wells, redrilling, pollution, physical damage, third party property and injury claims, and consequential losses.

### Goods in transit and haulage contractors' insurance

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Dates/venues</b>	London: 06 Mar/16 Oct Doncaster: 05 Mar/10 Oct
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

- Understand types of goods carrying vehicles and their specific uses
- Clarify how to restrict legal liability
- Assess the legal implications and issues
- Review underwriting and claims considerations.

#### Course

The Goods in transit and Haulage Contractors' insurance market continues to grow and adapt as both domestic and international markets become more competitive. Learn in an interactive group environment about the legal, practical and market issues that affect this class of business.

#### Who should attend?

Staff who are new to this class of business or have been working in it for less than two years. Suitable for underwriters, processing staff, claims handlers, brokers, surveyors and loss adjusters.

#### Programme

- The role of road vehicles in the domestic and international infrastructure
- Types of vehicles and their uses
- Duties of a haulage contractor
- Conditions of carriage, the CMR Convention and legal issues.

### Introduction to protection & indemnity insurance

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Dates</b>	05 Mar/18 Oct
<b>Venue</b>	London
<b>Cost</b>	£215 members/£255 non-members

#### Benefits

- Provides an understanding of how the Protection & Indemnity Insurance market operates. To explain who are the buyers, sellers and intermediaries who make up the market
- Provides an explanation of the International Group Clubs and how they operate including discussing the International Group agreements and Pooling and Reinsurance arrangements
- Provides an understanding of the coverage provided by both the mutuals and the fixed price clubs
- Provides an understanding of how risks are placed and underwritten
- Provides an understanding of legal conventions that affect the Protection & Indemnity Insurance market.

#### Course

This course will give an introduction to Protection & Indemnity Insurance, the market they operate in, the relevant marine law, and the cover provided by insurers.

It will be run as an interactive presentation with discussion and relevant case studies and exercises.

#### Who should attend?

Anyone who wants to have an overview of Protection & Indemnity Insurance, its market and practice. The course is suitable for both placing and claims staff. The course assumes no prior knowledge.

#### Programme

- Insuring Protection & Indemnity risks
- The International Group – its agreements, pooling arrangements and its common reinsurance programme
- The Protection & Indemnity Insurance Market – the buyers, sellers and intermediaries
- The types of risks written and the cover provided
- How risks are placed and written.

# reinsurance

## CLAUSES

Non-marine reinsurance

Modelling vs pricing

Treaty

Property and liability

Buying

Non-proportional

Facultative

Programming

Reinsurance is essential to the efficient functioning of the insurance market.

Anyone working in this vital sector requires an understanding of both technical and market issues, which is why the CII has a range of progressive courses. These match the requirements of individuals at all stages of their career, and are also suitable for anyone wishing to develop their understanding of reinsurance, even if not directly involved with the discipline.

80 Introduction to the fundamentals of reinsurance

80 Reinsurance (intermediate)

80 Reinsurance (advanced)

80 Captives and other methods of alternative risk transfer

For the one day introduction to reinsurance courses please refer to page 48

## Reinsurance courses

### Introduction to the fundamentals of reinsurance

**CPD 12**  
CII Scheme Hours

#### Two day course

Dates/venues
London: 07–08 May/10–11 July Doncaster: 08–09 May/10–11 Jul
Cost
£390 members/£440 non-members

#### Benefits

- At the end of the course you will:
- Have gained an intensive insight into non-marine reinsurance
  - Be able to explain the differences between reinsurance arrangements commonly used
  - Be aware of the best methods to adopt
  - Know the implications and gain a practical understanding of the market.

#### Course

This intensive course gives delegates a thorough foundation knowledge of reinsurance and explains in detail the different types of reinsurance, and the key principles of programme design. This course can be followed by the Intermediate non-marine reinsurance course which will extend delegates' technical knowledge in this area of business.

#### Who should attend?

Anyone who works in direct insurance or reinsurance who needs a clear understanding of reinsurance. Anyone looking to progress into this area.

#### Programme

A detailed explanation and practical understanding of:

- Facultative reinsurance
- Treaty reinsurance
- Proportional reinsurance
- Non-proportional reinsurance
- Reinsurance programming.

The course involves interactive and practical sessions with market professionals.

#### Follow-on course

- Reinsurance (intermediate), see below.

### Reinsurance (intermediate)

**CPD 12**  
CII Scheme Hours

#### Two day course

Dates
31 Jul–01 Aug
Venue
London
Cost
£415 members/£490 non-members

#### Benefits

- Discuss current reinsurance methods and practices
- A practical approach to building up technical knowledge of this area
- Detailed study of the major types of reinsurance with a leading market practitioner.

#### Course

This course covers the key elements of reinsurance methods and practices including the application of facultative and treaty business and the considerations made when transacting reinsurance and underwriting proportional and non-proportional treaties.

#### Who should attend?

Anyone who wishes to widen their technical knowledge of reinsurance.

#### Programme

Detailed study of:

- Proportional reinsurance
- Non-proportional reinsurance
- Liability
- Practical workshops (property and liability).

Pulling it all together in an interactive session on designing a reinsurance programme.

#### Follow-on course

- Reinsurance (advanced), see below.

### Reinsurance (advanced)

**CPD 18**  
CII Scheme Hours



#### Three day course

Dates
26–28 Aug
Venue
London
Cost
£665 members/£760 non-members

#### Benefits

- Gain in-depth technical knowledge from the leading market professionals
- Take advantage of networking opportunities.

#### Course

A highly interactive and intensive course that gives in-depth coverage of property and liability reinsurance programme design, pricing and the key issues associated with this business in today's world insurance markets. Alternative risk transfer and the future of reinsurance are key sessions.

#### Who should attend?

Delegates who work in direct writing and reinsurance companies, brokers and organisations dealing with reinsurance. Delegates from outside the UK must have significant knowledge and command of English to be able to absorb, discuss and participate during the course sessions and the syndicate exercises.

#### Programme

- Fundamental reinsurance purchasing decisions
- Property and liability programme design and pricing
- The impact of key reinsurance clauses
- Reinsurance claims
- Alternative possibilities for reinsurance:
  - what are they?
  - are they effective?
  - are they acceptable to regulators? e.g. Hedge Funds, Catastrophe Bonds, Contingent Capital Finite Risk, the power of modelling over pricing and reinsurance buying
  - what is the likely direction of reinsurance in the future?

### Captives and other methods of alternative risk transfer

**CPD 6**  
CII Scheme Hours

#### One day course

Date
29 Aug
Venue
London
Cost
£245 members/£290 non-members

#### Benefits

- At the end of the course you will:
- Understand what a captive insurer is, who might use them and why
  - Look at the issues around how to manage and where to have them
  - Identify the different options for Alternative Methods of Risks Transfer
  - Increase your technical knowledge of reinsurance and ART.

#### Course

This course is designed for those who want to understand the ways a business might deal with its exposure to a variety of events that could adversely affect its cash flow and balance sheet strength.

#### Who should attend?

Anyone who works in direct writing and reinsurance companies, brokers and organisations dealing with reinsurance and anyone who wishes to widen their technical knowledge of reinsurance options.

#### Programme

Detailed study of:

- Art, finite risk, convergence, non-traditional insurance and reinsurance
- What are the products and how do they work?
- Are they 'insurance'?
- Prospective and retrospective rating
- Combined trigger covers
- Tradeable weather derivative
- Securitisation (bonds).

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# Law and liability

## Underwriting

Public and product

## Libel insurance

Litigation

Professional indemnity

## Case law

Directors' & officers'  
Environment

## Underwriting

Liability insurance is of pivotal importance for all sectors of the insurance market. It is a complex class of business that calls for a high degree of technical skill and awareness. Effective training is vital in helping brokers, underwriters and claims staff develop their understanding of how to provide suitable advice, products and service.

84	Introduction to liability insurance
84	Liability insurance (advanced)
84	Liability insurance claims
86	Professional indemnity (intermediate)
86	Directors' & officers' liability (intermediate)
88	Introduction to professional indemnity and directors' & officers' liability

88	Commercial insurance contract wording
90	Introduction to changes in insurance law – an end to the duty of disclosure?
90	Introduction to law for insurance staff
92	Introduction to insurance contract law
92	Insurance contract law (intermediate)



## Law and liability courses

### Introduction to liability insurance

**CPD 12**  
CII Scheme Hours

#### Two day course

##### Dates/venues

London: 08–09 May/23–24 Oct  
Doncaster: 29–30 Apr/16–17 Oct

##### Cost

£390 members/£440 non-members

#### Benefits

At the end of the course you will have:

- Gained a valuable overview of the legal requirements of this type of business
- Gained an understanding of the additional requirements for the EU
- Gained an understanding of the key underwriting and rating considerations.

#### Course

An excellent introduction to liability insurance that will enable delegates to understand how and why this type of business developed as well as gaining an understanding of the main types of liability insurance cover available.

#### Who should attend?

Those who wish to extend their knowledge of insurance or to specialise in this class of business.

#### Programme

- General principles of liability insurance
- Legal background to the liability business
- Principles governing the award of damages
- Employers' liability insurance
- Public (general) and product liability insurance
- Professional liabilities and specialised covers including directors' and officers', libel insurance and legal expenses.

#### Follow-on courses

- Liability insurance (advanced), see below
- Liability insurance claims, see below.

### Liability insurance (advanced)

**CPD 12**  
CII Scheme Hours

#### Two day course

##### Dates

20–21 Nov

##### Venue

London

##### Cost

£440 members/£530 non-members

#### Benefits

At the end of the course you will have:

- Developed an in-depth understanding of the issues surrounding the underwriting and claims of liability risks
- Gained an awareness of recent important cases
- Gained up-to-date knowledge of new and pending legislation.

#### Course

An intensive and highly interactive course designed to provide an in-depth knowledge of this class of business.

Using a mixture of lectures and practical exercises, delegates develop solutions to some of the more complex issues that arise today in the liability insurance market and then discuss the effects of the solutions they propose.

#### Who should attend?

Those with significant underwriting experience who wish to develop and update their understanding of market issues and their knowledge of liability underwriting and claims.

#### Programme

- Recent legal developments affecting liability insurance generally
- Recent legal developments affecting assessment of damages awarded and claims estimating
- Developments in liability insurance policy covers
- Pollution and environmental liabilities
- Developments in underwriting and rating
- Current problem areas for insurers, brokers and their clients
- International developments.

**Note:** The nature of the course means that the content is likely to vary.

'Very useful – I will be able to put this into practice on a regular basis. And the handouts were great!'  
Nov 13 delegate

### Liability insurance claims

**CPD 18**  
CII Scheme Hours

#### Three day course

##### Dates

05–07 Nov

##### Venue

London

##### Cost

£595 members/£700 non-members

#### Benefits

During this course, you will:

- Assess new and pending legislation
- Discuss recent key developments
- Gain knowledge of claims assessment
- Gain an understanding of the implications of investigations on claims settlements.

#### Course

An intensive course designed to provide delegates with a good understanding of the different issues surrounding the assessment and settlement of non-motor liability claims. The programme shows how claims can arise and considers how insurers handle them.

#### Who should attend?

Those who have knowledge of liability insurance and who are currently working or are about to enter the complex field of handling liability insurance claims.

#### Programme

- How liability arises in tort and in contract
- Principles governing the assessment of damages and claims estimating
- Current legal issues
- Claims handling under the various classes of liability insurance
  - professional indemnity
  - employers' liabilities
  - public liability
  - pollution and environmental liability
  - manufacturers' and producers' liability
- Claims handling including investigation, negotiation, claims disputes, litigation and the alternatives
- Case studies.

#### Follow-on courses

- Liability insurance (advanced), see above
- Claims management, see page 98.

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## Law and liability courses

### Professional indemnity (intermediate)



#### One day course

<b>Dates</b>	24 Apr/06 Nov
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

- On completion of the course delegates will be able to:
- Describe how recent case law and legislation has impacted the liability of professionals
  - Identify the hazards associated with various major professionals including, but not limited to, accountants, solicitors, construction professionals, information technology and media
  - Describe the coverage provided by professional indemnity policies including specific professional indemnity policy extensions
  - Explain the major differences between the professional indemnity coverage offered to different professionals
  - Explain the principal underwriting considerations which impact various professionals
  - Describe how professionals can effectively manage their risk
  - Identify the correct strategy for the handling of professional indemnity claims.

#### Course

The course is aimed at delegates who already have an understanding of professional indemnity insurance. It will be highly interactive and delegates will be given a series of exercises and case studies to reinforce their learning.

#### Who should attend?

Those who wish to extend their knowledge of insurance or to specialise in this class of business.

#### Programme

- Professional indemnity case law recent developments
- Practising requirements
- Accountants, solicitors, surveyors, architects, design and build, media, information technology and miscellaneous
- Policy coverage
- Underwriting considerations
- Risk management
- Claims management.

### Directors' & officers' liability (intermediate)



#### One day course

<b>Dates</b>	25 Apr/07 Nov
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

- On completion of the course delegates will be able to:
- Describe the duties of directors and officers
  - Compare and contrast the potential personal liability of directors and officers in both the UK and USA
  - Describe how recent legal developments may impact future claims exposure
  - Outline how directors' duties and liabilities may differ in other jurisdictions
  - Describe the principal benefits of a directors' & officers' liability policy
  - Explain the principal extensions and exclusions which are usually included in a directors' & officers' policy
  - Outline how directors' & officers' coverage dovetails with other liability coverage
  - Identify the principal underwriting considerations which apply
  - Identify the key features of directors' & officers' liability claims handling.

#### Course

The course is aimed at delegates who already have an understanding of directors' & officers' liability insurance. It will be highly interactive as delegates will be given a series of exercises and case studies to reinforce their learning.

#### Who should attend?

Those who wish to extend their knowledge of insurance or to specialise in this class of business.

#### Programme

- Directors' & officers' liabilities
- Recent claim examples
- Recent changes in case law, company law and other legislation
- Policy coverage
- Underwriting considerations
- Claims management.

'The course was informative, engaging and pitched at just the right level'  
Jul 13 delegate

## Law and liability courses

### Introduction to professional indemnity and directors' & officers' liability

**CPD 6**  
CII Scheme Hours

#### One day course

##### Dates/venues

London: 13 Feb/08 Oct

Doncaster: 17 Oct

##### Cost

£215 members/£255 non-members

#### Benefits

- Describe the key components of a professional indemnity policy and of a directors' & officers' liability policy
- Outline the key underwriting considerations for professional indemnity insurance and for directors' & officers' liability insurance.

#### Who should attend?

The workshop is aimed at delegates who are new to professional indemnity and directors' & officers' liability insurance including delegates who are not involved with the placing of the coverage but do advise clients who have purchased or may need to purchase the coverage.

#### Programme

- Describe what types of organisation have a professional indemnity exposure
- Explain the duties and liabilities of directors' & officers'
- Outline some typical professional indemnity claims
- Outline typical claims which can be made against directors' & officers'
- Explain why professionals buy professional indemnity insurance
- Explain the benefits of directors' & officers' coverage.

### Commercial insurance contract wording

**CPD 6**  
CII Scheme Hours

#### One day course

##### Dates

20 Feb/17 Oct

##### Venue

London

##### Cost

£245 members/£290 non-members

#### Benefits

- Provides an overview of the regulatory regime to achieve contract certainty
- Gain an understanding of the legal interpretation of various elements in insurance and reinsurance contracts
- Build awareness of the scope of coverage and limits of insurance contract wordings
- Understand the implications of contract wordings as applied to different types of reinsurance.

#### Course

This course will provide an understanding of the importance of establishing legally sound insurance contract wordings. It will also cover a number of problems that may arise in the preparation of commercial policy wordings and slips and provide guidance in overcoming these. It will raise awareness of the importance of contract clarity.

The course is generic in nature and will apply to all classes of commercial insurance business and will be provided by presentation, discussion and exercises.

#### Who should attend?

The course will be appropriate to anyone involved in commercial insurance, in particular slip or policy drafting, broking or underwriting.

#### Programme

##### The London market – the regulatory regime and market initiatives

- FCA
- Market associations: Lloyd's Franchise Board, IUA, LMA and LMBC
- LMP Programme Office
- LMP slip.

##### The legal issues

- Legal relationships
- Law and jurisdiction
- Leading Underwriters' agreements
- Contracts of delegated underwriting.

##### Scope and cover of insurance wordings

- Use of proposal forms
- Model wordings
- Definition of key terms
- Types of delegated authority.

#### Main conditions applicable to commercial contract wordings

- Implied conditions
- Claims handling
- Disputes
- Cancellation.

#### Reinsurance and contract wordings

- Reinsurance wordings and slip policies
- Types of reinsurance and the different wordings required
- Key clauses for proportional and non-proportional reinsurances.

## Law and liability courses

### Introduction to changes in insurance law – an end to the duty of disclosure?

**CPD 3**  
CII Scheme Hours

#### Half day course

Dates
29 Jan/23 Apr/25 Jun/17 Oct
Venue
London
Cost
£140 members/£160 non-members

#### Benefits

This course analyses and explores the effect of the Consumer Insurance (Disclosure and Representations) Act 2012, which came into force in 2013.

The Act marks a radical change in doctrine of utmost good faith, effectively abolishing the duty of disclosure in relation to 'consumer insurances' (personal lines). The aims of the course are:

- To review the existing law on utmost good faith
- To discuss the effect of voluntary codes (e.g. ICOB rules) and recent proposals for reform of the law on good faith
- To analyse in detail the provisions of the new Act
- To discuss the implications of the Act for insurers and intermediaries who work with the lines of insurance affected by it.

#### Who should attend?

The duty of good faith is fundamental to the business of insurance. This new Act has important implications for all staff who work in connection with personal lines of insurance, either as employees of insurance companies, or brokers or other intermediaries, and whether they are engaged in underwriting, claims, insurance product design or placement, sales or administration. The course will also benefit lawyers and other professional people whose work brings them into contact with personal lines of insurance.

#### Programme

- The doctrine of utmost good faith: the current law on misrepresentation and the duty of disclosure
- The effect of warranties, conditions and other terms of insurance contracts
- The effect of voluntary codes of practice (e.g. ICOB rules)
- Past and present reform of insurance law
- Duties of a proposer/insured under the Act
- Burden of proof under the Act
- Warranties and representations under the Act
- Remedies available to insurers under the Act
- The effect of the Act on insurance contracts made through brokers or other intermediaries (including Aggregators)
- The implications of the Act for insurance practitioners.

### Introduction to law for insurance staff

**CPD 6**  
CII Scheme Hours



#### One day course

Dates/venues
London: 07 Feb/18 Jun/23 Oct Doncaster: 29 Apr/11 Jun/15 Oct
Cost
£215 members/£255 non-members

#### Benefits

This course will:

- Provide an understanding of the main sources of English (common) law and the operation of the courts and the legal system
- Provide an understanding of two key areas of law that are relevant to insurance – the law of contract and the law of torts
- To provide a background for further study of the special principles of insurance contract law.

#### Who should attend?

Law affects the business of insurance in many ways, so the course will be of benefit to all insurance staff, whether working for insurance companies or for brokers or other intermediaries, and whether they are engaged in underwriting, claims, insurance programme design or placement, sales or administration.

This course also provides a foundation for further study of the special legal principles that apply to insurance contracts. Delegates may therefore wish to attend also the CII course 'Insurance Contract Law' in order to gain a complete understanding of all legal aspects of insurance. This is an introductory level course intended for delegates who have at least a basic understanding of insurance principles and practice gained either through work experience or previous study.

#### Programme

- Classification and sources of law
- Classification of contracts
- Formation of contracts: agreement, intention to contract, consideration, form, capacity
- Contents of contracts: express and implied terms, standard terms and exemption clauses, conditions and warranties
- Defective contracts: illegality, public policy, duress and undue influence, mistake, misrepresentation and non-disclosure
- Discharge of contracts and remedies for breach
- Classification of torts
- General defences in tort
- Trespass to the person, goods and land
- The law of negligence. The elements of negligence – duty of care, breach of duty and damage. Remoteness of damage
- Public and private nuisance, breach of statutory duty, the rule in *Rylands v. Fletcher*, defamation and the minor torts
- The administration of the law: the role and structure of the courts, tribunals, arbitration procedures, the judiciary and the legal profession
- The law in action: basic elements of civil procedure with reference to insurance-related claims.

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## Law and liability courses

### Introduction to insurance contract law

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Dates</b>	21 Feb/24 Oct
<b>Venue</b>	London
<b>Cost</b>	£215 members/£255 non-members

#### Benefits

This course will:

- Review briefly the general principles of contract and business law as they apply to insurance
- Provide a good understanding of the special principles of insurance contract law
- Provide some appreciation of the legal rules that affect particular classes of insurance only, including marine insurances and the compulsory classes (EL and motor in the UK)

Emphasis is placed on English/US common law but, where appropriate, comparison with Continental and other legal systems is made.

#### Who should attend?

Insurance law is fundamental to the business of insurance, so the course will be of benefit to all insurance staff, whether working for insurance companies or for brokers or other intermediaries, and whether they are engaged in underwriting, claims, insurance programme design or placement, sales or administration. The course will also benefit lawyers and other professional people whose work brings them into contact with the business of insurance, risk managers or other employees who wish to achieve a better understanding of their firm's insurance policies and anyone who wishes to gain a clear picture of the rights and duties that exist under insurance contracts.

#### Level

This is an introductory/intermediate level course intended for delegates who have at least a basic understanding of insurance principles and practice gained either through work experience or previous study. Though not essential, a basic understanding of legal concepts and principles will also be useful. In order to gain this, delegates many wish to consider taking the one day CII course 'Law for Insurance' before attending this programme.

#### Programme

- General principles of contract law (brief review)
- Legal principles governing the formation of insurance contracts. The doctrine of insurable interest
- The doctrine of utmost good faith: misrepresentation and the duty of disclosure in relation to insurance
- Warranties, conditions and other terms of insurance contracts
- Void and illegal insurances
- Making an insurance claim: legal rules governing notice and proof of loss
- Construction (interpretation) of insurance contracts, including statutory and common law rules
- The doctrine of proximate cause
- Measuring the loss: the principle of indemnity
- The doctrines of subrogation and contribution
- Exercise and case studies.

### Insurance contract law (intermediate)

**CPD 12**  
CII Scheme Hours

#### Two day course

<b>Dates/venues</b>	London: 27–28 Feb/05–06 Nov Doncaster: 15–16 Apr/30–31 Oct
<b>Cost</b>	£415 members/£490 non-members

#### Benefits

The course provides:

- A review of the general principles of contract and business law as they apply to insurance
- A detailed and in-depth understanding of the special principles of insurance contract law
- An appreciation of the legal rules that affect particular classes of insurance only, including marine insurances and the compulsory classes (EL and motor in the UK)
- An understanding of current proposals for the reform of English insurance law and of key differences between English insurance law and the law in other jurisdictions

Emphasis is placed on English/US common law but comparison with US, Continental and other legal systems is made.

#### Who should attend?

Insurance law is fundamental to the business of insurance, so the course will be of benefit to all insurance staff, whether working for insurance companies or for brokers or other intermediaries, and whether they are engaged in underwriting, claims, insurance programme design or placement, sales or administration.

The course will also benefit lawyers and other professional people whose work brings them into contact with the business of insurance, risk managers or other employees who wish to achieve a better understanding of their firm's insurance policies and anyone who wishes to gain a clear picture of the rights and duties that exist under insurance contracts. This is an intermediate level course intended for delegates who have a good understanding of insurance principles and practice gained either through work experience or through previous study.

#### Programme

- General principles of contract law (brief review)
- Legal principles governing the formation of insurance contracts. The doctrine of insurable interest
- The doctrine of utmost good faith: misrepresentation and the duty of disclosure in relation to insurance
- Warranties, conditions and other terms of insurance contracts
- Void and illegal insurances
- Joint and composite insurance
- Agency and assignment in relation to insurance
- Making an insurance claim: legal rules governing notice and proof of loss
- Construction (interpretation) of insurance contracts, including statutory and common law rules
- The doctrine of proximate cause
- Measuring the loss: the principle of indemnity
- The doctrines of subrogation and contribution
- Proposals for reform of English insurance law
- Exercise and case studies.

For bookings, enquiries and updates visit [www.cii.co.uk/f2f](http://www.cii.co.uk/f2f) or call Customer Service on +44 (0)20 8989 8464.

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# general insurance, underwriting and risk management

Earthquake risk  
Hazards  
Portfolio management  
Tsunami risk  
Finance and statistics

Managing risk is a crucial business discipline. And it is not just companies with complex or hazardous profiles that need sophisticated, in depth risk management. Every business needs to plan how to deal with issues such as economic and financial risk, the loss of IT capacity, skills retention, health and safety and, of course, standard perils. Prevention is better than cure. That is why risk management is essential for every organisation. And the CII is the ideal place to learn about risk and how best it can be managed.

96 Risk management for insurers  
96 Running effective workshops  
96 Introduction to risk management  
98 Claims management  
98 Managing an underwriting portfolio  
98 Motor insurance (intermediate)

100 Fire and business interruption (intermediate)  
100 Business interruption (advanced)  
100 Property insurance (intermediate)  
102 Statistics for underwriters and managers

102 Finance for insurance professionals  
104 Earthquake risk and protection (intermediate)  
104 Windstorm risk and protection (intermediate)  
104 Tsunami risk and protection (intermediate)

## General insurance, underwriting and risk management courses

NEW

### Risk management for insurers

**CPD 12**  
CII Scheme Hours

#### Two day course

##### Dates/venues

London: 12–13 Mar/16–17 Jun/04–05 Nov

##### Cost

£415 members/£490 non-members

#### Benefits

- Further your understanding of how effective risk management forms a vital part of the operation of an insurance undertaking
- Gain “how to” guidance on all features of the management of risk
- Receive various templates to help implement the training in the work environment.

#### Course

This intensive two day executive programme provides a detailed examination of best practice governance and risk management in insurance companies. The programme takes the understanding of risk in insurance operations and looks at the implications for capital management, including approaches to solvency capital under Solvency II and examines the “Own Risk and Solvency Assessment” – the ORSA.

The programme aims to equip senior insurance practitioners with pertinent knowledge and insights into the key practices of risk management and its role within good corporate governance.

#### Who should attend?

Senior and aspiring insurance practitioners with management responsibility and accountability for a department or business unit in life or non-life insurance organisations. Also suitable for promising, high-potential young insurance managers who have been identified for more significant and broader management roles in their organisations.

#### Programme

The course will consider in detail the risk management practices that well-managed insurance companies adopt.

This will include:

- Understanding the International Risk Management Standard: ISO 31000
- Categories of risks faced by insurance companies (Strategic, operational, insurance, reserving, credit, liquidity, market, reputational, compliance, legal)
- Methods of measuring risks and monitoring risk exposures
- Identifying and recording the company's risk appetite and tolerance levels
- Setting the risk management policy and strategy
- Managing risk culture in the firm
- Selecting the most appropriate risk identification techniques
- Risk analysis and ranking
- Risk control and treatment options
- Linking risk appetite with operational control
- Understanding the role of stress testing in insurance organisations.

NEW

### Running effective risk workshops

**CPD 6**  
CII Scheme Hours

#### One day course

##### Dates/venues

London: 23 Jan/ 15 Apr/ 03 Jul/ 22 Oct

##### Cost

£245 members/£290 non-members

#### Benefits

- Understand how effective risk workshops can help to build greater insight into risks and their materiality
- Gain a better appreciation of the control environment and open valuable channels of communication amongst a wider spectrum of colleagues
- Rehearse the use of appropriate tools and techniques.

#### Course

Risk workshops are a vital part of the Risk Manager's toolbox and are becoming increasingly important in projecting the role and value of risk management. This highly practical one day course addresses the aims of risk identification and analysis workshops and majors on tangible advice and rehearsals of risk workshop techniques. Delegates review the objectives of the

workshops and what outputs are expected. Discussion on how workshops assist in the developing maturity of the risk management process and the added value created forms a vital backdrop to the contribution risk management makes to business success. The course also identifies how effective operation of risk workshops builds a key platform for subsequent stages in the risk management process.

#### Who should attend?

The course is suitable for all levels of staff working in a risk management function within an organisation who are (or may be) required to carry out risk identification activities and risk research.

#### Programme

- Setting risk workshops in the context of the organisation's strategy and risk policy
- Understanding the risk workshops

“Lifecycle”

- Communicating the practical value to stakeholders
- Setting the agenda for the Workshops
- Pre-workshop research, preparation and documentation
- Creating the right environment for productive workshops
- Establishing an effective dialogue in the workshops
- Capturing the risk information, risk categorisation and ranking
- Looking at different techniques including brainstorming; stress testing and scenario analysis; executive interviews; external research
- Effective follow up and action planning – maintaining the momentum.

### Introduction to risk management

**CPD 12**  
CII Scheme Hours



#### Two day course

##### Dates/venues

London: 21–22 May/04–05 Nov

Doncaster: 15–16 May

##### Cost

£390 members/£440 non-members

#### Benefits

- At the end of the course you will have:
- Gained an insight into risk management
- Obtained knowledge from an experienced risk manager
- Gained an understanding of the growing challenges facing the risk manager.

#### Course

This intensive course gives a comprehensive introduction to the world of risk management. The course outlines the important issues surrounding risk management and seeks to improve knowledge and understanding of the many factors that might increase an organisation's exposure to risk.

#### Who should attend?

Anyone working within, or has a wish to gain specialist knowledge of, risk management.

#### Programme

- What is risk management?
- What is the need for a risk manager in the present day business environment?
- What is the role of a risk manager?
- What do others expect of the risk manager?
  - Health and Safety issues
  - detecting risk
  - risk analysis techniques
  - obtaining data

- statistical analysis
- risk mapping
- maximum or probable loss analysis
- hazard and operability studies
- Dow Chemical Fire and Explosion Index
- Reduction and elimination of risk
- Risk retention – incentives for this strategy
- Risk financing – threats and opportunities
- Business continuity strategies
- The future of the discipline of risk management
- Growing challenges facing the risk manager.

‘The tutor was a fountain of knowledge and was great at getting you to think about the subject matter.’

May 13 delegate

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## General insurance, underwriting and risk management courses

### Claims management

**CPD 12**  
CII Scheme Hours

#### Two day course

Dates/venues
London: 19–20 Feb/30–31 Oct
Doncaster: 08–09 May/19–20 Nov
Cost
£415 members/£490 non-members

#### Benefits

- Gain an understanding of the effective management of claims
- Share experiences with other claims representatives
- Obtain knowledge on current problems facing claims personnel.

#### Course

Designed to develop a practical working knowledge of the handling and management of claims, this course covers commercial and personal lines.

#### Who should attend?

Anybody who has ambitions to be a mentor, supervisor or manager in the claims environment or anybody who has recently arrived in any of these positions or has to handle claims as part of their job.

This course will be of benefit to people who are working in an insurance company, an intermediary's office or who are managing their own claims from a non insurance environment.

#### Programme

- Role of the claims department
- Corporate claims philosophy
- Quality management
- Procedures in a claims department
- The need and practice of claims reserving
- Methods of dispute resolution and litigation.

### Managing an underwriting portfolio

**CPD 12**  
CII Scheme Hours



#### Two day course

Dates
04–05 Jun/12–13 Nov
Venue
London
Cost
£1,155 members/£1,340 non-members

#### Benefits

- Develop the financial and statistical skills necessary for the management of an insurance portfolio
- Understand the product life cycle as applied to insurance
- Identify non-performing segments within a portfolio
- Build strategies to refocus an ailing insurance portfolio
- Develop a view of a portfolio as a whole, rather than a case-specific perspective.

#### Course

This course recognises the fundamental difference between the skills required to manage a portfolio of insurance risks and those required to underwrite individual policies.

Techniques to monitor both price changes and absolute price levels are explored, as are ways of developing strategies to refocus an ailing portfolio. Systems to monitor changes are also explored. Case studies are used extensively throughout.

#### Who should attend?

Anyone with responsibility for an underwriting portfolio, or who is being developed for such a position.

#### Programme

- Skill requirements for portfolio management
- Measuring portfolio performance
- Price monitoring
- Segmenting an insurance portfolio
- Refocusing an ailing portfolio.

'The tutor prepared and delivered the course extremely well'.  
Jun 13 delegate

### Motor insurance (intermediate)

**CPD 6**  
CII Scheme Hours

#### One day course

Dates/venues
London: 14 Feb/30 Apr/13 Nov
Doncaster: 13 Mar/05 Jun/07 Nov
Cost
£245 members/£290 non-members

#### Benefits

- At the end of the course you will:
- Gain an understanding of the principal statutes and regulations that affect motor claims handling, including relevant EU Directives
  - Understand the pertinent case law
  - Recognise the effect of statutes, case law, etc, on insurance principles, and the approach to claims handling
  - Be aware of the more common motor liability situations, and the current case law which may assist in determining liability.

#### Course

The course is aimed at those motor claims' handlers who have two to five years' claims handling experience, and wish to enhance their legal knowledge.

#### Who should attend?

Those who are new to motor insurance or who have up to two years' experience and require a more thorough understanding of the legal issues affecting motor insurance.

#### Programme

- Road Traffic Act 1988, EU directives and associated regulations
- Corporate Manslaughter Act 2007 and Road Safety Act 2006
- Insurance principles
- RTA insurer, Article 75 insurer and Motor Insurance Bureau claims
- Avoidance, declinature of indemnity
- Law Reform (Contributory Negligence) Act 1945
- Accidents at cross roads, T junctions, negligently parked vehicles, overtaking and queue jumping.

## General insurance, underwriting and risk management courses

### Fire and business interruption (intermediate)

**CPD 24**  
CII Scheme Hours

#### Four day course

<b>Dates</b>	04–07 Nov
<b>Venue</b>	London
<b>Cost</b>	£840 members/£985 non-members (all four days) £415 members/£490 non-members (per module)

#### Benefits

- Upgrade technical knowledge in this area
- Receive practical tuition in these complex areas
- Gain an in-depth understanding of the underwriting characteristics of fire and business interruption, special peril risks and wordings
- Extend your underwriting skills.

#### Course

Insurers and brokers need operatives who can analyse and select risks to fit in with their own philosophy of risk. Many insurers who have failed to do this task efficiently have suffered accordingly. This course provides both a theoretical and practical insight into the assessment of risk and how a surveyor gathers the necessary information.

#### Who should attend?

Underwriting and surveying staff in companies and brokers who need to assess risks.

#### Programme

- Module 1 – Intermediate fire (two days)**
- Property insurance and risk assessment
  - Control techniques
  - Rating basis for combinations of cover and perils
  - Assess EML/PML factors and retention levels
  - Risk sharing agreements
  - Special policy wordings and extensions to cover
  - Case studies.

#### Module 2 – Intermediate business interruption (two days)

- Interruption insurance: risk assessment and control
- Rating basis
- Assess EML/PML factors and retention levels
- Special policy wordings and extensions to cover
- Case studies.

#### Follow-on course

- Business interruption (advanced), see below.

### Business interruption (advanced)

**CPD 12**  
CII Scheme Hours

#### Two day course

<b>Dates</b>	26–27 Nov
<b>Venue</b>	London
<b>Cost</b>	£440 members/£530 non-members

#### Benefits

- Develop your underwriting and risk assessment techniques
- Gain up-to-date understanding of market issues
- Develop your knowledge of commercial business interruption underwriting
- Explore alternative solutions to complex risks.

#### Course

This programme extends the experience of business interruption professionals to an advanced level using case studies and interactive training sessions.

#### Who should attend?

Delegates who have a working knowledge of business interruption underwriting.

#### Programme

- An overview of the development of business interruption
  - wordings
  - ratings
- Key aspects of policy cover and particular areas of difficulty
  - advanced profits
  - research and development
  - non-economic limits
- Special classes and risks
- Case studies and exercises.

### Property insurance (intermediate)

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Dates</b>	13 Feb/08 Oct
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

This course looks at how the market works and then explores in more detail how the risks are calculated, monitored and priced.

#### Who should attend?

It is aimed at those working in Property insurance who need to understand more than just an outline of the different types of property risks. It explains methods of risk assessment and claims management.

#### Programme

- All risks policy wordings
- Understanding the pros and cons of different methods of setting the sum insured and the impact of claims
- Indemnity
  - Reinstatement
  - Day One Reinstatement
  - Valued Policies
  - Obsolete Buildings
  - Blanket Policies

- First Loss
- Deductibles and Other Clauses that effect value
- Measurement of risk for SME's
- Why the need to measure risk?
- A speedy method of risk assessment for individual SME risks
- Theft
- Subject matter risk
- Physical protections
- Electrical protection.



## General insurance, underwriting and risk management courses

### Statistics for underwriters and managers



#### Two day course

<b>Dates</b>	07–08 May/15–16 Oct
<b>Venue</b>	London
<b>Cost</b>	£1,155 members/£1,340 non-members

#### Benefits

- Gain a practical understanding of statistics as they are applied in insurance
- Acquire a deeper insight into insurance by gaining new perspectives on old issues
- Understand deductible-rating, reinsurance pricing and experience credits
- Increase confidence in communications with specialist actuaries and statisticians
- Develop scientific decision-making skills
- Acquire the ability to collate evidence to support underwriting and portfolio decisions
- Obtain many of the skills required to manage an insurance portfolio.

#### Course

This course focuses on the practical use of statistics to aid everyday insurance decisions such as policy and deductible pricing, experience credits and general rate-making. This is not a course for those seeking a theoretical education in statistics, as heavy theory is avoided and the emphasis, instead, is on realistic insurance case studies.

#### Who should attend?

Anyone wishing to extend their knowledge of statistics.

#### Programme

- Introduction to probability and statistics
- Claims frequency and severity distributions
- Drawing inferences from insurance data.

### Finance for insurance professionals



#### Two day course

<b>Dates/venues</b>	London: 18–19 Jun/05–06 Nov Doncaster: 11–12 Jun/28–29 Oct
<b>Cost</b>	£440 members/£530 non-members

#### Benefits

- Gain an understanding of the financial dynamics of insurance
- Recognise the different perspectives of accountants, actuaries and underwriters
- Understand the links between loss ratio, return-on-equity and other insurance measures
- Learn the basic principles and techniques of actuarial loss reserving
- Increase confidence in communications with specialist actuaries and accountants
- Understand financial statements and the fundamental principles behind them
- Learn 14 key ratios that financial analysts use to 'read' a company's balance sheet
- Incorporate your client's financial status in your underwriting decision-making
- Receive a CD ROM documentation containing notes, exercises and fully-working tools.

#### Course

This course has two overriding aims: to improve understanding of the financial dynamics of insurance and to enable learners to 'read' the accounts of any company using 14 key financial ratios. Two distinct modules cover these two aims, and both are prefaced by an 'Introduction to Accounts' module which ensures that learning is built on solid foundations. Throughout the course there is an emphasis on the practical application of new-found knowledge, and exercises and group-work are used extensively to reinforce learning.

#### Who should attend?

Anyone, with little or no formal training in finance who wishes to improve their understanding of the financial dynamics of insurance (and of business, in general), will benefit from this course. Previous delegates have included underwriting, claims, marketing, risk management and HR professionals, and the course is particularly useful for property and casualty commercial lines underwriters and support staff.

#### Programme

- Introduction to accounts
  - nature and purpose of accounts
  - the main financial statements: balance sheet and profit and loss account
  - principles of accounting, and the implications for interpreting accounts
- Finance of insurance
  - the unique nature of insurance and specific balance sheet provisions
  - actuarial methods for loss reserving
  - financial year, accident year and underwriting year perspectives on data
  - insurance performance measures including loss ratios, operating profit and ROE
- Interpreting company accounts
  - profitability, efficiency, liquidity and solvency ratios
  - how analysts interpret ratios
  - characteristics of different industry groupings.

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## General insurance, underwriting and risk management courses

### Earthquake risk and protection (intermediate)

**CPD 12**  
CII Scheme Hours

#### Two day course

##### Dates/venues

London: 15–16 Jan/22–23 May/  
22–23 Jul/09–10 Oct

Doncaster: 15–16 May/21–22 Oct

##### Cost

£415 members/£490 non-members

#### Benefits

- Gain an understanding of earthquake hot spots worldwide and the associated hazards
- Learn how earthquake engineers quantify and manage the associated risk when designing buildings in earthquake-prone regions
- Identify good and bad property risks, according to design and construction standards employed in key seismic regions worldwide
- Develop an ability to quantify building vulnerability to earthquake ground shaking, and the associated damage and insured losses
- Understand the importance of below-ground conditions in determining the severity of earthquake damage effects, such as liquefaction and shaking amplification.

#### Course

Insurers and brokers need operatives who can analyse and select risks in regions subject to earthquake peril. This course provides an excellent comprehensive programme covering the characteristics and worldwide distribution of earthquake peril, how earthquakes are measured and quantified, how property is designed and constructed in earthquake hazard regions, and how effective such measures are in controlling and reducing risk and the associated property losses.

#### Who should attend?

Underwriting and loss modelling staff in companies and brokers, who are engaged in risk assessment and portfolio management for property exposed to earthquake peril worldwide.

#### Programme

- Introduction to earthquakes; how and where they occur and how they are quantified
- Building in seismic regions: codes of practice, acceptable risk
- How engineers convert earthquake ground shaking into loads on buildings
- Earthquake-resistant structural systems and their key engineering attributes including ductility
- Earthquake-induced damage: descriptions and severity
- Quantifying earthquake vulnerability and the associated losses to exposed property
- Liquefaction and other below-ground effects; importance of seismic foundations
- Advanced earthquake protection systems.

### Windstorm risk and protection (intermediate)

**CPD 3**  
CII Scheme Hours

#### Half day course (morning)

##### Dates

11 Jun/26 Sep/28 Nov

##### Venue

London

##### Cost

£165 members/£185 non-members

#### Benefits

- Gain a basic understanding of windstorm hazards: types of windstorm (hurricanes/typhoons, tornadoes, winter storms), global distribution, wind measurements and the associated intensity scales
- Learn how wind engineers quantify wind loads on buildings and introduce measures to mitigate the damaging effects of wind
- Identify building attributes that enhance or reduce windstorm vulnerability
- Wind damage scales and their use in loss estimation for property portfolios.

#### Course

Insurers and brokers need operatives who can analyse and select risks in regions subject to windstorm peril. This course provides an introduction to the characteristics and worldwide distribution of windstorm peril and describes how windstorms are measured and quantified. The course also covers how property is designed and constructed in windstorm hazard regions, and how effective such measures are in controlling and reducing risk and the associated property losses.

#### Who should attend?

Underwriting and loss modelling staff in companies and brokers, who are engaged in risk assessment and portfolio management for property exposed to windstorm peril worldwide.

#### Programme

- Introduction to windstorms; how and where they occur and how they are quantified
- Building in windstorm regions: codes of practice, acceptable risk
- How engineers convert wind properties into loads on buildings
- Wind-resistant structural systems and their key engineering attributes
- Wind-induced damage and its mitigation.

### Tsunami risk and protection (intermediate)

**CPD 6**  
CII Scheme Hours

#### One day course

##### Dates/venues

London: 07 Mar/04 Jun/19 Sep/05 Dec

Doncaster: 12 Jun/28 Nov

##### Cost

£245 members/£290 non-members

#### Benefits

- Learn how tsunamis are generated and understand where tsunami hot spots are located worldwide
- Gain an understanding of how tsunamis are quantified and their range of damaging effects on buildings and coastal infrastructure
- Learn how the Indian Ocean 2004 and Japan 2011 tsunamis have changed the way in which engineers are designing buildings in tsunami inundation hazard zones
- Understand the link between co-existing earthquake and tsunami damage effects and how there is a potential conflict in design for these two perils
- Develop an ability to quantify building vulnerability to tsunami loadings, along with the associated damage and insured losses.

#### Course

Insurers and brokers need operatives who can analyse and select risks in regions subject to tsunami peril, often combined with earthquake peril. This course gives comprehensive coverage to the characteristics and worldwide distribution of tsunami peril, along with the damaging effects of tsunami inundation on buildings and coastal infrastructure. The course also covers how property may be designed and constructed in tsunami hazard regions to mitigate risk and the associated property losses.

#### Who should attend?

Underwriting and loss modelling staff in companies and brokers, who are engaged in risk assessment and portfolio management for property exposed to tsunami peril worldwide.

#### Programme

- Introduction to tsunamis; how and where they occur and how they are quantified
- Building in tsunami hazard inundation zones: development of codes of practice and changes since the 2011 Japan tsunami
- How engineers convert tsunami inundation parameters into loads on buildings
- Tsunami-resistant structural systems and their key engineering attributes
- Potential conflict with earthquake-resistant design attributes
- Quantifying tsunami vulnerability and the associated losses to exposed property.

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# compliance and regulatory

Data protection

Approved persons

Solvency II

Conflicts of interest

Information disclosure

TCF

Freedom of information

Data protection

Approved persons

CII compliance and regulatory courses focus on the many aspects of regulatory compliance, and reflect FCA priorities under the new regulatory regime. Courses help develop deep knowledge of the impact and purpose of regulation and the steps required to satisfy the regulator's demands and expectations.

108	How to carry out a compliance audit	112	Handling client assets and money (financial services)	118	Insurance conduct of business and regulation
108	Compliance quality control – staff competence	112	Handling client assets and money (insurance)	118	Information disclosure: DPA and FOI
108	FCA regulation of insurance brokers	114	Managing the risk of errors and omissions	120	Insurance, financial and operational risk management
110	Consumer Insurance (Disclosure & Representations) Act 2012	114	Treating Customers Fairly	120	Roles within compliance
110	The Fraud Act – how to maintain a risk-based approach	116	Managing conflicts of interest		
110	Responsibilities of approved persons in significant influence functions	116	Solvency II		
112	Financial promotions	118	Introduction to financial crime		

## Compliance and regulatory courses

NEW

### How to carry out a compliance audit

**CPD** 3  
CII Scheme Hours

#### Half day course

<b>Dates</b>	04 Feb/17 Jun/18 Nov
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Consider the best approach to inform staff of the process of auditing, including negative approaches and how to overcome them
- Understand, investigate and determine audit parameters
- Describe what will be examined during the compliance audit
- Understand how to gather information relating to the specific area being audited
- Review checklists and styles of audit.

#### Course

The importance of an internal audit function relating to the broking/intermediary/ insurance industry needs to be re-emphasised and an effective internal audit

function should serve as a resource to the management. Compliance audits are routinely carried out as a comprehensive review of a company, business or organisation's attention and adherence to specific statutory and regulatory rules and guidelines.

This workshop will explore the audit process and how to engage staff to embrace its function.

#### Who should attend?

Directors and managers responsible for compliance who will be involved in preparing for and managing compliance audits.

#### Programme

- The initial meeting with appropriate company executives informing them of the process of auditing

- Audit parameters: what precisely will be examined during the compliance audit?
- Obtaining relevant information. How to gather information that relates to the specific area being audited.
- What type and content of questions that will be needed during the audit process and their preparation
- System audits - in particular insurance/ broking current systems and some of the difficulties which are encountered
- Review checklists and styles of audit
- Investigation of recent cases where the failure to audit has incurred a regulatory fine
- Use of a case study to analyse a company's operating environment.

NEW

### Compliance quality control – staff competence

**CPD** 3  
CII Scheme Hours

#### Half day course

<b>Dates</b>	24 Jun/10 Dec
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

Recognise that each improvement project/ programme follows a similar change cycle and that process is at the heart of all of these initiatives.

Introduce a robust competency framework to illustrate to the regulators that staff are competent in their current role. An example would be the Red, Amber, Green (RAG) system; however, others will be explored in some detail.

#### Course

Quality, Compliance and Process improvement are important areas for all organisations but are often overlooked. This can create departmental divisions and duplications. It also limits the scale and scope of the benefits to be derived. This course will explore the formal methods that provide an internal focus on quality and give an outward display of an organisations commitment to quality and openness.

#### Who should attend?

Senior managers and compliance officers.

#### Programme

- Delegates will follow a general insurance quality control example and assess competence within the sales process
- Review difficulties within certain areas of business
- Examine different styles of quality management – positives and negatives
- Understand and explore a QMS or QMF method within own business areas and determine good and bad practice
- Investigate simple processes to enable competency frameworks to be established and managed
- With role play, determine competence and quality compliance during a scripted session.

NEW

### FCA regulation of insurance brokers

**CPD** 3  
CII Scheme Hours

#### Half day course

<b>Dates</b>	18 Feb/10 Jun/09 Sep/ 09 Dec
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Revise the aim and objectives of the FCA
- Explain the structure and approach of the FCA supervision model and suggest examples
- Determine the elements of a broker's prudential risk and the expectations for how it is managed
- Explore the key strands on which the FCA will focus: the business model; strategy; culture and product development/ distribution
- Review existing regulatory themes
- Recognise the implications for approved persons in significant influence functions.

#### Course

This course highlights what FCA conduct and prudential regulation means for brokers. Many of the risks remain the same, but the FCA's proactive and pre-emptive philosophy is very different to its predecessor.

The course explores the FCA's ideas towards conduct risk both from its published intentions and from the perspective of priorities like treating customers fairly and financial crime. It also identifies the key areas of focus within a broker's prudential risk. Firms will need to ensure that their risk horizons are no less than the FCA requirements and that their responses are robust and proportionate.

#### Who should attend?

Staff working in compliance, operations and significant influence functions.

#### Programme

- FCA objectives and differentiating between consumer protection and market integrity
- The FCA's three supervision pillars, with examples
- Understanding what a "business model" is and the current challenges to it
- Culture and strategy
- Threshold Condition 4 and appropriate resources
- Updates on existing regulatory themes, from the perspective of conduct and prudential risk: TCF, transparency and disclosure, financial crime
- Significant influence functions: wider and more explicit accountability
- Consumer Insurance (disclosure and representations) Act
- Looking forward.... IMD2.

For bookings, enquiries and updates visit [www.cii.co.uk/f2f](http://www.cii.co.uk/f2f) or call Customer Service on +44 (0)20 8989 8464.

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## Compliance and regulatory courses

NEW

### Consumer Insurance (Disclosure & Representations) Act 2012

**CPD** 3  
CII Scheme Hours

#### Half day course

<b>Dates</b>	11 Feb/04 Sep
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Explain the background of the new law
- State the main features of the Act and explain how these might apply in practice
- Distinguish the different types of representations and the remedies available to insurers for misrepresentation.

#### Course

This workshop provides an overview of the Consumer Insurance (Disclosure & Representations) Act 2012, what the new law means and how business processes will need to change.

This legislation is the biggest change in the complex rules surrounding disclosure for over 100 years and fundamentally alters the way in which material facts are obtained. Therefore staff at all levels need an understanding of the new legislation and how it might apply in practice.

#### Who should attend?

Insurers and brokers who are involved in consumer insurance policies and who wish to update their knowledge and gain a better appreciation of what this legislation involves.

#### Programme

- Background to the Act
  - Why the previous rules were confusing and penalties harsh for non-disclosure
- Review of the new Act
  - What is a consumer contract?
  - What are consumers required to disclose?
  - New policies and variations of existing policies
  - Discuss what is meant by reasonable care
  - Examples of what might be a reasonable misrepresentation

- Qualifying misrepresentations
  - What they are?
  - Remedies available to insurers
  - Discuss examples of remedies
- Status of agents
  - Why this matters
  - Explain the specific details of the Act.

NEW

### The Fraud Act – how to maintain a risk-based approach

**CPD** 3  
CII Scheme Hours

#### Half day course

<b>Dates</b>	11 Feb/04 Sep
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Describe current fraud legislation
- Understand the roles of law enforcement and the Insurance Fraud Bureau
- Develop evidence gathering skills for investigating claims and identifying fraud
- Maintain a risk-based approach to fraudulent claims enquiries and identify weaknesses and misinformation in their claims procedures.

#### Course

Undetected general insurance claims fraud totals approximately £2.1billion a year, adding on average £50 to the annual costs individual policyholders face each year. This workshop looks at the Fraud Act 2006 section by section, and applies the legislation to the practical elements of insurance claims and sales processes.

#### Who should attend?

Compliance officers, managers, team leaders and people whose roles carry a higher potential exposure to fraud.

#### Programme

- The Fraud Act 2006 – all sections
- What is insurance fraud?
- The Insurance Fraud Bureau (IFB)
- False insurance claims
- Motor Insurance fraud
- Application fraud
- Commercial liability fraud
- Illegal intermediaries (Ghost Brokers)
- Data theft.

### Responsibilities of approved persons in significant influence functions

**CPD** 3  
CII Scheme Hours

#### Half day course

<b>Dates</b>	11 Feb/16 Jul/05 Nov
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Recognise the regulatory expectations of the way you carry out your responsibilities
- Review your allocation of Controlled Functions
- Examine the way in which systems and controls are allocated and overseen
- Apply the Principles for Approved Persons in a business situation and recognise what would constitute a breach of those principles
- Understand what the Principles are
- Identify and ensure documents supporting the governance of the company are kept up to date (and often discovering they are not!).

#### Who should attend?

Approved Persons in Significant Influence functions:

- Executive and non-executive directors

#### Who should attend?

- Chief executives
- Finance directors and managers
- Compliance oversight
- Risk managers.

#### Course

Whether your firm is dual or sole regulated, both the PRA and FCA emphasise the crucial role of approved persons in Significant Influence. This half day course will help you to recognise what the regulators expect of you – collectively and individually in the way you carry out your responsibilities. Through aligning the expectations with good corporate governance, it helps you to apply the Principles for Approved Persons in a business situation and identify the competence you are expected to demonstrate.

#### Programme

- Corporate governance: the breadth of what it entails at the heart of the approved persons regime
- High Level Standards: review the High Level Standards and the relevance to an approved person
- Controlled Functions: correct and appropriate application of the Controlled Functions
- APER: the code of conduct principles Approved Persons should meet and how they apply
- Maintaining approval: know what information must be notified to demonstrate fitness and propriety
- Documentation: what demonstrates good governance.

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## Compliance and regulatory courses

### Financial promotions

**CPD** 3  
CII Scheme Hours

#### Half day course

<b>Dates</b>	01 May/13 Nov
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Examine the implications of principle-based regulations
- Update your knowledge of COB Financial Promotions rules
- Recognise the key differences between financial promotions and other communications
- Check the effectiveness of your approvals process
- Understand the implications for the internet and other electronic media.

#### Course

Financial promotions are an inherent part of bringing the financial product and the client together to transact business. As such, it is subject to regulation by the FCA.

#### Who should attend?

For those involved in marketing, product development or compliance, involving the formulation, approval or use of financial promotions, this course is designed to inform you and challenge your current approach.

#### Programme

- Impact of principle-based regulation
- Communications to clients: COB chapter 4
- Approving financial promotions
- Invitations and inducements
- Internet and Electronic media
- Compliance oversight and risk management
- Examples of good and bad practice.

### Handling client assets and money (financial services)

**CPD** 6  
CII Scheme Hours

#### One day course

<b>Dates</b>	18 Mar/29 Oct
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

- Explain the regulatory responsibilities of firms when handling client assets
- Explore the FCA high level obligations which relate to client assets
- Describe the oversight requirements, particularly approved persons
- Interpret the specific applications, requirements and rules of the CASS sourcebook
  - Collateral
  - Custody of Assets
  - Client money
- Explain the requirements for reconciliation, recording and reporting
- Gauge the current regulatory concerns and priorities
- Identify any reviews or changes that may be required.

#### Course

The aim is to provide a broad overview and understanding of the FCA Rules, particularly in CASS 3, 6 and 7 and the general compliance requirements associated with the handling of client assets and money.

#### Who should attend?

This course is designed for directors and senior managers with client asset and money responsibilities, accounting staff and supervisors, and compliance officers, in IFAs and investment management firms.

#### Programme

- Introduction to FCA regulations: zero tolerance rules within a principles-based approach
- The expectations of the Principles for Business and Senior Management Arrangements, Systems and Controls

- The current regulatory concerns: the “hot buttons”
- The objective: the CMAR
- The CASS rules:
  - Categorisation
  - Collateral provisions
  - Safe custody rules
  - Client money and bank rules
  - Reconciliations and client money calculations
- Notifiable breaches
- Gap analysis/health check, in the client money audit.

### Handling client assets and money (insurance)

**CPD** 6  
CII Scheme Hours

#### One day course

<b>Dates</b>	04 Mar/03 Jul/12 Nov
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

- Explain the responsibilities of firms when handling client money
- Outline the FCA’s High Level Standards which impact on handling client money
- Define the key requirements of the CASS sourcebook
- Interpret the application of the rules in different operational situations, drawing on industry good practice
- Identify what should be covered within formal procedures, competence and “the client money file”
- Highlight the specific FCA concerns and practical solutions
- Assess the operational implications within your own firm
- Identify improvements or changes that may be required within the firm.

#### Course

The FCA views client money handling by general insurance as a key business risk, central to consumer protection. The FCA continues to discover breaches of its Client Assets rules (CASS 5) and takes enforcement action. These rules will be tightened in a number of areas: particularly on risk transfer, the operation of non-statutory trusts and governance.

This one day workshop provides analysis, a reminder on, and a forum to discuss, the CASS rules and their application. It considers enforcement action as well as examples of good practice. It also looks forward to the forthcoming changes: CASS 5a.

#### Who should attend?

This one day course is designed for directors and senior managers with client asset and money responsibilities, (directly or oversight) accounting staff and supervisors, and compliance officers.

#### Programme

- The implications of the Principles for Business and Senior Management Arrangements, Systems and Controls for client money
- Zero tolerance rules within a principles based approach
- Senior management responsibilities
- The CASS sourcebook rules in detail: particularly
  - Risk transfer, co-mingling and subordination
  - Terms of Business Agreements
  - banks and accounts
  - segregation: comparing statutory and non statutory trust accounts
  - legacy and “unmatched cash”
  - The Client Money Calculation and reconciliation.
- Looking forward to CASS 5a: an overview of the new rules, and the implications.

*‘The tutor involved everyone and made a difficult subject easier to understand.’*  
Mar 13 delegate

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## Compliance and regulatory courses

### Managing the risk of errors and omissions

**CPD** 3  
CII Scheme Hours

#### Half day course

<b>Dates</b>	08 May/20 Nov
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Understand managing Errors & Omissions (E&O) risk, on a personal and business level
- Identify how you can demonstrate that you manage E&O risk.

#### Course

This seminar will assist delegates in understanding what risk management of E&O means for them and their firms. It will also help them identify areas where they could improve their own performance and the performance of their firms in this critical area.

#### Who should attend?

Senior managers and compliance officers.

#### Programme

- Whose responsibility is managing the E&O risk?
- How business culture can influence success of managing E&O risk
- Risk management
- Ethics, codes of conduct and violations
- Contracts
- Technical procedures
- Documentation – preparation and retention
- Where are you now?

#### Follow-on courses

- Treating Customers Fairly, see page below
- Managing conflicts of interest, see page 116.

### Treating Customers Fairly

**CPD** 6  
CII Scheme Hours

#### One day course

<b>Dates</b>	22 Apr/15 Jul/03 Sep/26 Nov
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

- Explain the expectations of TCF within the context of the FCA's objectives
- Interpret and apply the TCF Outcomes
- Identify where customers can be most vulnerable across your product life cycle
- Diagnose how TCF impacts beyond customer facing roles
- Identify the Management Information that demonstrates your performance against fairness outcomes.
- Assess how well your culture supports fair treatment of customers
- Develop robust and appropriate TCF policy and strategy.

#### Course

Treating Customers Fairly, and particularly the six TCF outcomes, is at the heart of the Financial Conduct Authority's (FCA) objectives. It is not exclusively consumer protection but impacts integrity and competition. This interactive and practical application course will help firms understand and demonstrate where and how fairness is at the heart of their business model, strategy, culture and product development. Done properly it should precede commercial priorities, and not be considered after them.

This course will support any firm that will be revisiting the appropriateness and robustness of its fairness strategies and, for Diploma students, it explores one of the FCA's key philosophies in some depth.

#### Who should attend?

- Executive and non-executive directors
- Compliance staff
- Risk managers
- Operations managers
- Marketing/product development staff.

#### Programme

- The TCF Outcomes and what they mean to our business and our customers
- Distinguishing between fair and unfair customer treatment: making the connections
- The product life cycle and the customer "touchstone moments of truth" across your product life cycle
- Culture and fair treatment of customers: drivers and indicators
- Dusting off and re-running your gap analysis
- The expectations of senior executives
- Case Study – Assessing TCF strategy and policy: robust and appropriate?
- The management Information that demonstrates your fairness at the heart of the business.

#### Follow-on courses

- Managing conflicts of interest, see page 116.
- Managing the risk of errors and omissions, see above.

'Detailed and relevant, proving new areas of thought'  
Apr 13 delegate

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## Compliance and regulatory courses

### Managing conflicts of interest

**CPD** 3  
CII Scheme Hours

#### Half day course

<b>Dates</b>	25 Feb/08 Jul/04 Dec
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Explain what a conflict of interest is
- Recognise actual and potential conflicts of interest
- Explain the FCA approach to conflicts of interest
- Describe the implications within the delegate's firm – policies, education, recording and management
- Identify the range of conflicts of interest that general insurance firms are exposed to
- Plan the next steps required within the delegate's firm.

#### Course

Conflicts of interest remain an FCA priority; Principle 8 in the FCA handbook states that a firm must manage conflicts of interest fairly, both between itself and its customers and between a customer and another client. Responsibility for identifying conflicts and how to manage them should be clearly allocated to accountable individuals, and controls to reduce the impact of conflicts should be regularly reviewed.

This workshop enables participants to identify and start to manage the conflict of interest risks that exist within their firms.

#### Who should attend?

This course is suitable for directors, approved persons, managers and compliance officers.

#### Programme

- Defining a conflict of interest
- Identifying potential conflicts of interest, for example:
  - Remuneration policies
  - Commission
  - Unfair inducements
  - Close links
  - Personal conflicts
  - Customer conflicts
  - Claims handling authorities
  - Inducements, including binding authorities, premium finance, etc
- The FCA's approach – why it is priority and what is expected of firms?
- Senior management responsibilities
- Establishing components of a conflicts of interest risk management strategy to manage potential conflicts
- Action planning.

#### Follow-on courses

- Treating Customers Fairly, see page 114.
- Managing the risk of errors and omissions, see page 114.

### Solvency II

**CPD** 6  
CII Scheme Hours



#### One day course

<b>Dates</b>	07 May/09 Jul/21 Oct/25 Nov
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

- Understand what Solvency II is and the implications for insurance companies of this new European Commission legislation
- Understand the key terminology used
- Translate the regulatory expectations: the background to Solvency II and its objectives.
- Describe the component parts: the building blocks of Solvency II
- Explain the key terminology: the language of Solvency II
- Explore the key role of the capital model: the use test
- Understand how risk control and governance interacts with capital requirements
- Explore the data and reporting requirements under the three pillars of the legislation
- Explore the wider implications of a greater focus on risk based capital management.

#### Course

The introduction of Solvency II across Europe may be delayed, but many of its principles and processes are already being adopted in the UK for the prudential regulation of insurers. This course is designed for insurance professionals who are not in specialist roles, but who will be affected by a greater and more granular application of risk based capital management.

Perhaps the delay gives the "users" across the industry time to catch up. This introductory course is designed to give those users a broad overview of Solvency II, the language that accompanies it and the changes it will bring.

#### Who should attend?

- Technical staff
- Compliance officers
- Finance staff
- Internal auditors

#### Programme

- The background to Solvency II and its purpose
- A general understanding of each of the Solvency II three pillars
- Review insurer risks from the perspective of the "Solvency II" balance sheet
- Your capital model: demonstrating the Foundations Principle/Use Test
- Risk management, governance and the ORSA
- Solvency II: implications for the industry.

'Well organised, informative and great value for money'

May 13 delegate

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## Compliance and regulatory courses

### Introduction to financial crime

**CPD** 6  
CII Scheme Hours

#### One day course

<b>Dates</b>	04 Mar/10 Jun/28 Oct
<b>Venue</b>	London
<b>Cost</b>	£215 members/£255 non-members

#### Benefits

- Understand the exposure and consequences of financial crime for the insurance industry
- Identify the main types of financial crime and their characteristics
- Describe the key (and evolving) legislation to counter financial crime and the penalties for non-compliance
- Explain the regulatory priority given to financial crime and what the FCA expects of firms and individuals
- Describe the roles of the main agencies in combating financial crime, including those within the industry
- Recognise suspicious transactions
- Outline the key but proportionate anti-financial crime controls that a firm should have in place.

#### Course

This course outlines the threat of financial crime, its consequences for the insurance industry and the key anti-financial crime controls that firms should have in place. Financial crime remains firmly on the legal and regulatory agenda. The “annual money laundering test” is no longer enough. Recent major regulatory enforcement cases – for bribery and corruption failings – continue to emphasise that the real risk is not prosecution but more frequent enforcement, higher penalties and even action against individuals. Firms and individuals must know how to protect clients and themselves.

#### Who should attend?

Compliance officers, managers, team leaders and people whose roles carry a higher potential exposure to financial crime.

#### Programme

- Challenging complacency: insurance industry exposure and the financial and reputational impact
- Money laundering, fraud (including insurance fraud), identity/data theft, sanctions, terrorism and bribery/corruption
- UK and international legislation, and penalties. Bribery Act 2010 in detail
- The FCA’s approach to financial crime and its guidance. Prosecution or enforcement?
- The agencies and particular industry initiatives
- Identifying and reporting suspicious transactions and indicators, including Politically Exposed Persons
- Following risk based procedures: deterrence, prevention and detection.

### Insurance conduct of business and regulation (selling, advising and administration)

**CPD** 6  
CII Scheme Hours



#### One day course

<b>Dates</b>	01 Jul/03 Dec
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

- Explain the new regulatory principles (FCA), and the high level standards applied under the ICOBS which governs the sale and administration by insurers and brokers of general insurance products
- Understand what is, and apply the standards for, financial promotions
- Explore the practical issues of implementing a risk based process
- Understand and apply the relationship between ICOBS and Treating Customers Fairly and Conflicts of Interest
- Identify how regulatory failure can amplify the consequences of Errors and Omissions.

#### Course

The FCA’s Insurance Conduct of Business Sourcebook and the rules for selling are often difficult to understand. This workshop examines the selling process from beginning to end and will help delegates understand and apply the business standards for advising, selling and administering general insurance products. The course also explores the influence of other regulatory developments and their impact on operational and business risks.

#### Who should attend?

Compliance officers, operational managers and marketing professionals.

#### Programme

- The context, scope and application of the Insurance Conduct of Business Sourcebook (ICOBS) requirements
- How the FCA will review the selling process based on ICOBS
- Applying the rules to prospective and new customers
- Applying the rules to Add-ons and Renewals
- Know what information must be provided to your consumers and in what format
- Terms of business agreements both Consumer and Business, fact finding, demands and needs, statement of Facts
- A joined up approach to ICOBS, TCF and Conflicts of Interest
- Treating customers fairly
- Adopting ICOBS processes as best practice within the sales process
- ICOBS breaches and professional indemnity – to include Errors and Omissions.

### Information disclosure: DPA and FOI

**CPD** 3  
CII Scheme Hours

‘Very informative and the group discussions were very well facilitated’  
Jan 13 delegate

#### Half day course

<b>Dates</b>	16 May/04 Nov
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Understand the Data Protection Act 1998
- Evaluate and apply the eight principles of the DPA
- Review the FOI and if/when it is applicable to your business
- Know how to disclose information to third parties without contravention of the law
- Understand the difference between disclosing facts on consumers and employees
- Understand the provision of individual rights, including the right to find out.

#### Course

The Data Protection Act 1998 (DPA), which came into force in March 2001, requires anyone who holds personal information to comply with the eight principles of the DPA. This workshop will help you to understand the practical implications of these principles on your business. Aspects of the Freedom of Information Act 2000 – which provides public access to information held by public authorities – and its bearing on your business is also covered.

#### Who should attend?

Compliance officers, operational managers and marketing professionals.

#### Programme

- The Data Protection Act 1998
- The eight principles
- Freedom of Information Act
- Disclosure procedures
- The provision of individuals’ rights, including the right to find out what personal information is held about them
- How to disclose information to third parties on your data subjects without contravention of the law
- Computer records
- Auditing and record keeping.

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## Compliance and regulatory courses

### Insurance, financial and operational risk management

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Dates</b>	09 May/23 Oct
<b>Venue</b>	London
<b>Cost</b>	£215 members/£255 non-members

#### Benefits

- Explore categories of risks faced by insurers, and their consequences
- Summarise the basic principles of risk management
- Analyse and quantify risks
- Identify the fundamental processes and tools of risk management
- Assign key indicators to risks and their risk controls
- Differentiate between working capital, economic capital and solvency capital
- Assess the alternative ways of mitigating and/or funding risks
- Outline the responsibilities for risk management across the firm
- Introduce the concept of Enterprise Risk Management.

#### Course

Solvency II is putting risk management on the agenda for every insurer. There is a business imperative for practical risk management to form an integral part of business strategy and operational management. Risk management will feature within every manager's job description, and will impact on day to day responsibilities. Therefore it is becoming a core competence with its own language, processes and tools. This core workshop introduces risk management to non-risk managers and professionals: what it is and how to do it.

#### Who should attend?

Non-risk managers and professionals.

#### Programme

- What is Risk? Downside and opportunity risk. Where and how a business is vulnerable in its risk universe
- Where is risk inherent in the insurance process?
- Risk classifications: underwriting; market; credit; liquidity; group; operational; business; strategic; reputational
- Risk management principles and processes: risk appetite; identification; assessment; mitigation; reporting and monitoring
- Risk impact, frequency and volatility, and controllability...in your own areas of responsibility
- The role and use of the risk register
- Risk mitigation and risk funding buffers: working capital, solvency capital, and economic capital.

### Roles within compliance

**CPD 3**  
CII Scheme Hours

#### Half day course

<b>Dates</b>	06 Mar/08 Oct
<b>Venue</b>	London
<b>Cost</b>	£165 members/£185 non-members

#### Benefits

- Understand organograms
- Establish an organogram for your firm
- Understand the methodology in development of accurate organogram for regulatory submission
- Identify control function personnel for audit/risk
- Describe different types of organograms to assist compliance
- Understand different compliance roles.

#### Course

Organograms are a useful tool in establishing corporate structure – crucially for roles and responsibilities within compliance – and are required by the regulator during firm visits.

This course will equip you with the skills you need to develop your firm's organogram.

#### Who should attend?

Compliance officers, managers and team leaders.

#### Programme

##### Organograms:

- Use of software such as Word, Excel, Smartdraw and other tools to compile organograms
- Structure in pyramid format bottom up/top down
- Addressing conflict i.e. placing staff above or below their perceived position without consultation.

##### Roles:

- Objectives and importance of effective supervision
- Methods of control and monitoring competence

- Improvement of competencies and the links to client service
- Changing levels of supervision dependent on roles outside compliance
- For regulated activities – T&C definitions of training, coaching, assessment, monitoring and evaluation
- A regulatory training package to allow competence within a regulated regime.
- Allowing discretion when breaches occur.

## Reinsurance

Risk management

Non-life insurance

Perils

Aviation insurance

Risk-transfers

Theories

Contractors 'all risks'

Policies

The UK's pre-eminence in the global insurance market makes it the destination of choice for numerous international students and employees keen to learn about the industry and gain a global perspective of insurance. The CII offers courses to help familiarise such individuals with the main issues and to provide an essential platform for further learning and development.



## International courses

### International insurance and reinsurance



#### Four week course

<b>Dates</b>	04–29 Aug
<b>Venue</b>	London
<b>Cost</b>	£5,150 members/£6,000 non-members

#### Benefits

This course will provide:

- Fast-track upgrading of existing knowledge of insurance and reinsurance
- Extensive and intensive coverage of principal areas of insurance and reinsurance business
- An extremely valuable networking opportunity with delegates coming from many different countries.

#### Course

An intensive programme which provides extensive coverage of the principal areas of non-life insurance. Expert tutors, including senior consultants and specialist market practitioners present this programme.

#### Who should attend?

The course is intended for delegates who hold junior management positions or those who have management potential.

Delegates must have a good knowledge of the English language and have an understanding of the principles of insurance. Experience of one or more of the major classes of general insurance is an advantage.

#### Programme

##### Introduction

- The UK insurance market
- Basic insurance principles.

##### Risk management

- Risk identification
- Risk avoidance
- Risk reduction.

##### Personal insurances

- Household insurance
- Travel insurance.

##### Fire and extra perils insurances

- Fire insurance
  - modern practice
  - standard perils
  - common extension clauses
  - insurance of stock on declaration terms
  - collective and blanket policies
- Fire insurance underwriting
  - principles and practice
  - modern developments and trends
- Extra perils including ‘all risks’
  - range and scope
  - underwriting considerations and practice
- Fire hazards and surveying
  - general and industrial
  - preparation of plans and reports.

##### Business interruption insurance

- Basic theory
  - the effect of interruption on earning power
  - variable and standing charges
- The standard BI policy
  - cover, definitions, specification
  - difference basis for gross profit
  - application of ‘average’
  - special circumstances clause
- Extra perils, extensions and special covers
- Insurance of the payroll
- Underwriting and rating
  - interruption risk
  - basis rate
  - profits rate
  - effect of indemnity period.

##### Theft and money insurances

- Covers available
- Underwriting, surveying and security features
- Risk assessment.

##### Motor insurance

- Policy covers
- Selection of risks
- Rating features.

##### Contractors ‘all risks’ insurance

- Perils insured
- The insurance of plant and equipment
- Underwriting and rating
- The development of business.

##### Liability insurances

- Public liability
  - types of policy
  - problems in assessment of risk
  - underwriting and rating features.
- Products liability
  - the legal position of wholesalers, manufacturers, retailers, customers and consumers
  - underwriting considerations
  - consequential loss.
- Employers’ liability and workmen’s compensation comparison
  - legal background
  - standard policy covers
  - underwriting problems
  - surveys and accident prevention.

##### Marine insurance

- Marine insurance associations
- Marine hull and cargo insurances
- Clauses and policy forms
- Underwriting practice
- Marine claims
- The market.

##### Aviation insurance

- Law and market
- Aviation hull insurance
- Policy covers, underwriting practice and methods of rating.

##### Reinsurance

- The nature and functions of reinsurance
  - facultative reinsurance
  - proportional and excess of loss treaties
  - principles and practice of rating
  - legal principles
- Non-traditional methods of risk transfer
  - captives
  - alternative risk transfer.

The course also includes a visit to Lloyd’s, and the headquarters of the CII in London.

#### Follow-on courses

- Role specific courses as listed in this directory.

## International courses

NEW

### International insurance management

**CPD 6**  
CII Scheme Hours

#### One day course

<b>Dates</b>	22 Jan/14 May/22 Oct/19 Nov
<b>Venue</b>	London
<b>Cost</b>	£245 members/£290 non-members

#### Benefits

- The course is designed to help you:
- Secure potential new revenue to place with carriers
  - Better protect your book of business from brokers who know how to handle international business
  - Reduce the risk of potential Errors & Omissions claims.

#### Course

This course provides delegates with the essential knowledge and tools needed to procure and handle international insurance programmes for clients and prospects.

#### Who should attend?

Brokers and service people with a minimum of 3 years' commercial insurance experience who want to become better prepared to manage their client's opportunities outside of the country they are licensed to operate in.

#### Programme

- The parties involved in the placement of an international insurance programme – understanding why and how each relationship is critical to a well-placed international insurance programme
  - Processes and procedures necessary for the controlling and local broker to run and manage the client's programme efficiently
  - Outgoing international insurance programmes – understanding how outgoing international insurance programmes can be run most effectively
  - Incoming international insurance programmes – understanding the management of incoming international insurance programmes
  - The nuances of communicating internationally and the necessary documents
- The expectations of the controlling broker including:
    - Local client contact
    - Local client consulting and risk management
    - Local compliance
    - English schedules of insurance
    - Claims service
    - Premium, commission and fee schedules
    - Sharing of revenue
  - Fee structures for controlling and local brokers
  - Errors and omissions – protecting your firm
  - Tracking the incoming and outgoing business in your Agency Management System
  - File sharing software.

### International liability insurance

**CPD 18**  
CII Scheme Hours

#### Three day course

<b>Dates</b>	28–30 May/26–28 Nov
<b>Venue</b>	London
<b>Cost</b>	£665 members/£760 non-members

#### Benefits

- At the end of the course you will have:
- Developed solutions to some of the more complex issues that arise in the liability insurance market
  - Gained an insight into international comparisons of the different classes of liability insurance business.

#### Course

After an overview, the different subjects are covered by means of case studies, discussions and audio-visual aids. The European, UK, Continental and other legal systems are compared as are the various products on the international market today.

#### Who should attend?

Those with experience from insurance companies, brokers and Lloyd's underwriters with responsibility in this complex area of insurance.

#### Programme

- Compulsory classes of cover – international comparisons
- General problems facing liability insurers, including long-tail claims, gradually developing diseases, pollution and environmental liabilities
- Employers' liability and workmen's compensation insurance
- Public and product liability insurance
- Pollution and environmental liabilities
- Professional liabilities
- Sources of liabilities and current legal issues
- Assessment of damages, claims estimating and claims handling.

For bookings, enquiries and updates visit [www.cii.co.uk/f2f](http://www.cii.co.uk/f2f) or call Customer Service on +44 (0)20 8989 8464.

To discuss technical, in-house and bespoke courses call Face-to-Face Training on +44 (0)20 7283 3117 or email [face-to-facetraining@cii.co.uk](mailto:face-to-facetraining@cii.co.uk)

Courses can attract CPD hours, up to the values shown, if you consider them relevant to your professional development. Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.

# executive development

## Differentiation

Business development

Branding

Leadership

Change management

Influence

Business modelling

Succession planning

Motivate and inspire

The success of the insurance and financial services sector depends on two key elements – the knowledge and capability of its people, and the vision and skill of its management. The CII's technical learning programme is therefore bolstered by courses designed to develop and enhance pure management disciplines relevant to any insurance or financial services operation. These courses equip individuals with the understanding required to run successful organisations.

## Executive development courses

### One day MBA



#### One day course

<b>Dates</b>	05 Mar/04 Jun/16 Oct
<b>Venue</b>	London
<b>Cost</b>	£565 members/£620 non-members

in association with



#### Benefits

The course will help you to:

- Strengthen your general management skills, while acquiring critical knowledge in specific business areas
- Discover in yourself previously unknown skills and aptitudes
- Understand what it takes to be a truly effective business leader
- Challenge yourself intellectually and motivate yourself to take the next significant step of your career.

#### Course

This course will bring you up to speed with the fundamentals of a world-class MBA at a fraction of the usual cost in time and money. The One day MBA programme is intense but informative – you will leave the course exhausted but inspired and will discover in yourself previously unknown skills and aptitudes enabling you to perform more effectively.

#### Who should attend?

This course is ideal for experienced insurance or financial services professionals looking to enhance their business and managerial skills.

#### Programme

- Strategy, marketing and implementation
- Differentiation and branding
- Business development and account management
- Cash flow, financial reporting and analysis
- Leadership, influence and you
- Change management and mergers.

The One day MBA programme is intense but informative. The run of the day is as follows:

<b>Start 9.00</b>
<b>Strategy:</b> Introduction to strategy; Generic tools; The strategic planning process; Business models; Strategy and implementation
<b>Break</b>
<b>Financial Management:</b> Cash management; Cost reduction; Financial reporting; Financial analysis
<b>Marketing:</b> Segmentation and mix; Marketing; Sales
<b>Lunch</b>
<b>Differentiation and Branding:</b> Brand options; Measuring brand value; McKinsey's branding rules; Internal branding; Core competencies; Differentiation
<b>Change Management:</b> Strategy; Leadership questions; Resistance to change; The change process; Case studies
<b>Break</b>
<b>Leadership and Persuasion:</b> The role of the leader; Focus and energy; Level 5 leadership; Habits and 'One minute manager'; Influence and persuasion
<b>Finish 17.30</b>
At the end of the day you will be presented with a certificate confirming your completion of the One day MBA. You will also take away a folder full of comprehensive course notes which will be of great value to you when back in the workplace.

**Note:** This course does not confer a MBA or designation.

### See what our delegates say...

“ The most I have ever learnt in a day ”

“ All excellent. Very engaging delivery on insightful material and directly translatable into my work ”

“ The most useful course I have attended in years... offered real insight that I can use immediately for the benefit of the business and our clients ”

“ Brilliant session, some really useful guidance and strategies that can be applied in a variety of situations ”

For bookings, enquiries and updates visit [www.cii.co.uk/f2f](http://www.cii.co.uk/f2f) or call Customer Service on +44 (0)20 8989 8464.

To discuss technical, in-house and bespoke courses call Face-to-Face Training on +44 (0)20 7283 3117 or email [face-to-facetraining@cii.co.uk](mailto:face-to-facetraining@cii.co.uk)

Courses can attract CPD hours, up to the values shown, if you consider them relevant to your professional development. Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.

## Executive development courses

### Broker management development programme

**CPD 30**  
CII Scheme Hours

in conjunction with  
**Searchlight**  
Insurance Training

#### Five day course (1 day per month)

Dates	Scheduled throughout the year by demand
Venue	London, Newcastle and others TBA
Cost	£1,500 full programme or £325 per day

#### Benefits

- Enhance and develop the additional skills needed for successful leadership
- Examine strategy and the importance of business planning
- Develop your leadership style in order to motivate and drive success within your team
- Understand financial and management accounting
- Discover the key elements of succession planning
- Sharpen and polish your sales skills and relationship management.

#### Course

This course will help you develop the key competencies required to succeed in today's competitive environment through coverage of core responsibilities needed by senior broking staff. The course is delivered by leading market practitioners who share first-hand experience of the issues facing brokers today.

The participative workshops will examine both theory and practice to improve your understanding of the challenges encountered in running a successful brokerage.

#### Who should attend?

The programme specifically caters for mid-senior managers, directors and owners who have, or aspire to, strategic management responsibility within their firm.

#### Programme

- Strategy and business planning
- Leadership
- Financial accounting
- Succession planning and interview skills
- Sales and relationship management.

To gain the full benefit brokers are advised to attend the full programme but can opt to attend individual days.

#### Further details

For more detailed information of the programme please visit [www.cii.co.uk/regionaltraining](http://www.cii.co.uk/regionaltraining) to view our helpful guide.

Here's what some delegates from our July 2013 programme thought...

“ My knowledge and confidence has improved hugely and I'm keen to introduce a number of 'lessons learnt' into our business ”

“ The materials were excellent; very concise. And the course will help me improve the way we manage our business in the future ”

The Management development programme is part of the regional face-to-face training suite from the Broker Academy. Developed by the CII, BIBA and AXA, the academy is a long-term strategic solution devised by the industry, for the industry.

Access the Broker Academy online at [www.cii.co.uk/brokeracademy](http://www.cii.co.uk/brokeracademy) to plug into an unrivalled range of broker-specific training solutions.

Courses can attract CPD hours, up to the values shown, if you consider them relevant to your professional development. Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.



For bookings, enquiries and updates visit [www.cii.co.uk/regionaltraining](http://www.cii.co.uk/regionaltraining) alternatively you can call Searchlight Insurance Training on +44 (0)1372 361177.

To discuss technical, in-house and bespoke courses call Face-to-Face Training on +44 (0)20 7283 3117 or email [face-to-facetraining@cii.co.uk](mailto:face-to-facetraining@cii.co.uk)



## Booking information

All the information that you need to apply is given in the following notes. We strongly urge you to read these to avoid error and resultant delay in the processing of your booking. If you have any questions regarding these notes or while completing the booking form please call Customer Service.

### General information

- Teaching days normally commence at 09.30 and end at 16.45 but these times may vary. On full teaching days refreshments and lunch are provided. All of our courses are non-residential. A list of accommodation near our training centres is included within your joining instructions.

### CII membership

- If you are not already a CII member, you can become a member when booking a Face-to-Face Training course. Membership of the CII is open to anyone wholly/mainly employed or engaged in work connected with insurance. If you wish to apply for membership and it is not clear from your application form that you work in insurance, please provide brief details of the nature of your work and the proportion of your time spent on insurance matters on a separate sheet of paper. Should you work within the financial planning or mortgage professions, the option exists to join either of the following:

- **Personal Finance Society** [www.thepfs.org](http://www.thepfs.org)
- **Society of Mortgage Professionals** [www.cii.co.uk/mortgageprofessionals](http://www.cii.co.uk/mortgageprofessionals)

To join, go online at the address listed above or alternatively call Customer Service on +44 (0)20 8989 8464 or complete the relevant section of the booking form.

### CII membership fees and renewal dates

- The membership fees payable are shown in Section C of the booking form.
- We include a range of payment options which are detailed on the form. When using this please make sure that you clearly select one of the methods of payment and sign and date the declarations. It is recommended that all members who have a UK current account should pay their membership by direct debit.
- A discounted membership fee is available for individuals residing in the following countries which have been categorised as 'low income' or 'lower middle income' countries.

Afghanistan, Armenia, Bangladesh, Benin, Bolivia, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, China, Comoros, Congo (Dem. Republic of), Cote d'Ivoire, Djibouti, Egypt, El Salvador, Eritrea, Ethiopia, Gambia, Georgia, Ghana, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, India, Indonesia, Kenya, Kiribati, Korea (Dem. Peo. Rep. of), Kosovo, Kyrgyzstan, Lao People's Democratic Rep., Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritania, Micronesia, Mongolia, Morocco, Mozambique, Myanmar, Nepal, Nicaragua, Niger, Nigeria, Pakistan, Papua New Guinea, Paraguay, Philippines, Republic of Moldova, Rwanda, Samoa, Sao Tome and Principe, Senegal, Sierra Leone, Solomon Islands, Somalia, South Africa, Sri Lanka, Sudan, Swaziland, Tajikistan, Tanzania (United Rep. of), Thailand, Timor Leste, Togo, Uganda, Ukraine, Uzbekistan, Vanuatu, Vietnam, West Bank and Gaza, Yemen, Zambia, Zimbabwe.

### Local institutes

- If you apply for CII membership and live in the UK, the Channel Islands or the Isle of Man you will become a member of one of CII's local institutes. Please ensure that you select your preferred location from the list provided below and enter the relevant name in the space provided on the application form.

### List of local institutes:

Aberdeen; Bedford & Milton Keynes; Belfast; Birmingham; Blackburn & Burnley; Bolton; Bournemouth; Bradford; Brighton; Bristol; Cambridge; Cardiff; Carlisle; Chelmsford & S Essex; Cheltenham & Gloucester; Chester & North Wales; Coventry; Croydon; Edinburgh; Exeter; Folkestone, Canterbury & E Kent; Glasgow; Guernsey; Guildford; Halifax; Harrow & Ealing; Hull; Inverness, the Highlands & Islands; Ipswich, Suffolk & N Essex; Isle of Man; Jersey; Kendal; Leeds; Leicester; Lincoln; Liverpool; London; Luton & St Albans; Manchester; Mid Kent; Middlesbrough; Newcastle-upon-Tyne; Northampton; Norwich; Nottingham; Perth & Dundee; Peterborough; Plymouth & Cornwall; Preston and Blackpool; Reading; Royal Tunbridge Wells; Sheffield; Shropshire & Mid Wales; Southampton; Stoke-on-Trent; Stratford-upon-Avon; Swansea & West Wales; Swindon; Watford; York.

The area covered by the Insurance Institute of London (IIL) is defined as all London postal districts except the following: N9, N11, N14, N21, NW9, E4, E6, E7, E10, E11, E12, E13, E15, E16, E17, E18, W3, W4, W5, W6, W7, W12, W13, SW20, SE20, SE25. There is an additional subscription fee for IIL members of £3.

### Associated or affiliated institutes

- If you live in an area where an associated or affiliated institute is established (see below) you should apply to the secretary of the institute concerned for details of local membership. Addresses can be obtained from Customer Service. Individuals living outside the UK who are members of an associated or affiliated institute may enter for Face-to-Face Training courses at the same prices as those charged to members of the CII.

### Associated institutes:

Ireland (Cork, Dublin, Dundalk, Galway, Limerick and Sligo).

**Note:** Candidates who are members of the Insurance Institute of Ireland should submit all application forms to the Insurance Institute of Ireland, 39-45 Molesworth Street, Dublin 2, in order to be registered for all exams and tuition. If your application is sent directly to the CII it will be returned with a request that you forward it to the Insurance Institute of Ireland.

### Overseas affiliated institutes:

Australia & New Zealand (Australian Capital Territory; New Zealand (Auckland); New South Wales; Northern Territory; Queensland; South Australia; Tasmania; Victoria; Western Australia); Bahamas; Barbados; Bermuda; Botswana; Canada (Ontario; Quebec); Republic Of China; Cyprus; Egypt; United Arab Emirates; Fiji; France (Bordeaux); Germany; Ghana; Guyana; Hong Kong; India (Mumbai; Hyderabad); Indonesia; Jamaica; Kenya; Malawi (Blantyre; Lilongwe); Malaysia; Mauritius; Namibia; Netherlands (Rotterdam; Utrecht); Nigeria; Pakistan; Papua New Guinea; Philippines; Poland (Warsaw); Saudi Arabia (Riyadh); St Lucia; Singapore; South Africa (Cape of Good Hope; Drakensberg; East Rand; Eastern Cape; Free State; Gauteng (Johannesburg); Natal; Northern Gauteng (Pretoria); Northern Province (Pietersburg); The Border (East London), The Lowveld); Sri Lanka; Tanzania; Trinidad & Tobago; Turks & Caicos; Uganda; West Africa (The Gambia); Zambia (Copperbelt (Ndola); Kitwe; Lusaka); Zimbabwe (Bulawayo; Harare).

### Course fees

- Details of all course fees are included in the Training Directory. Payment should be made by one of the methods shown on the form. All remittances must be in Sterling. Cash should only be sent by registered post. **Note:** no liability can be accepted by the CII for cash sent via post. For payment from countries outside the UK see the section below on 'International payments'. An acknowledgement will be sent when your application form has been processed.

### International payments

- Details of all applicable fees are included on the application form. Payment must be made by one of the methods shown on the form. In the case of bank transfers, a copy of the stamped remittance advice should be sent together with your application form in the usual way. Funds should be remitted to: HSBC Bank plc, City of London Branch, 60 Queen Victoria Street, London EC4N 4TR  
**Sort code:** 40-05-30

**Account number:** 22271044

**Account name:** Chartered Insurance Institute  
**International Bank Account Number (IBAN):** GB21MIDL40053022271044

**Branch Identifier Code:** MIDLGB2141W

**Please be sure to quote the following:**

**SWIFT code:** MIDLGB22

**Product:** FTF training

CII PIN or your name and date of birth.

**To ensure that the transfer is made, you must pay any charges made by your bank locally, and by our bank in London.**

All remittances must be in Sterling.

- An invoicing service is available for corporate clients for selected courses. To discuss this service contact Customer Service.

### Discounts

- Discounts for company block bookings are available on all our courses as shown below. To be eligible for discounts, the bookings must be submitted together (only applicable to bookings for the same course, date and venue). Block bookings are not available in conjunction with any other discount.

Number of delegates	Discount available
3-5	£10 off per day of tuition per delegate
6-10	£20 off per day of tuition per delegate
11+	Contact us to discuss discounts or the option to run the course in-house

### Cancellation or transfer of booking

- Should you wish to cancel your booking, or transfer your booking to another course, you will need to contact Customer Service, before the start of the course. The refunding of any fees paid for the course may be subject to the charges laid out in the table below. Please note this does not affect your statutory rights.

Notice given (no. working days)	Charge (% course fees)
1-10	100%
11-21	40%
22+	£12.95 administration charge per delegate place

### Visas and currency

- It is the delegate's responsibility to ensure that they have the correct student visa valid for the duration of the course. Full payment is required for invitation letters to be issued. It is wise to make an early application for exchange of currency in countries where this may be a problem.

### Booking conditions

- The CII will use all reasonable endeavours to deliver courses in accordance with the information set out in this training directory. However, the CII reserves the right to cancel courses in appropriate circumstances. Cancellations normally occur only when there are insufficient delegates to make the course viable. However, there may be other instances, beyond the CII's reasonable control, which make it necessary for a course to be cancelled at any time. In all these cases, the CII will use its reasonable endeavours to provide a suitable alternative course and to minimise inconvenience to delegates.

The CII also reserves the right to make variations to the contents or method of delivery of the course or to merge or combine courses, if it considers, reasonably, such action is necessary.

If a course is cancelled by the CII, any fees paid to the CII will be refunded in full unless a suitable alternative course has been provided.

The CII does not accept responsibility, and will not be liable, for loss or damage to delegates' property (other than through negligence of the CII, its staff or agents) or for the consequences of any modification or cancellation of courses or time-tabling constraints as set out above.

### General

- When the CII has processed your application form, you will be sent confirmation of your course booking. This will give your CII permanent identity number (PIN) which you should use at all times when you contact the CII. You are advised to retain a copy of the completed application form in case there are any queries.

### Copyright

- All CII study materials are copyrighted. By completing this form you undertake to use the materials for your own purposes only and not to sell, lend or give them to anyone else. Any form of copying of materials is prohibited. The recording (audio or visual) of any CII Face-to-Face Training courses is prohibited. Any person who attempts to record any presentation will be considered in breach of copyright.

### Your right to cancel

- In accordance with The Consumer Protection (Distance Selling) Regulations 2000 you have a right of cancellation in respect of the Services listed in this directory, which right shall (subject to the Regulations) expire seven working days from the day after the date on which your order for services is accepted by the CII. Should you wish to cancel, notice should be sent to Customer Service. Reimbursement for any monies paid by you which relate to the cancellation will be sent to you within 30 days of receiving the notice of cancellation.

### Additional terms and conditions

- Please note there are additional terms and conditions which apply to all purchases of goods or services from the CII which you agree to be bound by upon completion of your order. Full details can be found at [www.cii.co.uk/tandc](http://www.cii.co.uk/tandc)

### Equal Opportunities

- The CII is committed to creating and maintaining conditions which give access to its education and training provision regardless of age, disability, gender reassignment, pregnancy, maternity, marriage/civil partnership, race, religion and belief, sex or sexual orientation.

### Access arrangements

- The CII carries its equal opportunities policy through to cover all the training courses we offer. If you have a disability or a condition which you believe should be taken into consideration when you attend a course, please ensure you advise the Face-to-Face Training centre in advance so provisions can be made to meet your requirements.

Once you have read the notes on completing your application, you can either:

- complete and submit your booking online at [www.cii.co.uk](http://www.cii.co.uk)
- phone through your order to Customer Service on +44 (0)20 8989 8464 ensuring that you have your credit/debit card details ready
- complete the form below and post or fax +44 (0)20 8530 3052 to Customer Service.

# Face-to-Face Training booking form

FTF002 (11/13)

Please complete in BLOCK CAPITALS (one form per delegate; please photocopy this form for additional bookings)

**Important note:** To ensure that your application is processed correctly can you please enter your name at the top of each page in the space provided.

## Section A – Personal details (Please complete all fields. Your name should be entered as you wish it to appear on all CII official documents.)

Have you ever had previous contact with the CII?  Yes  No (Please tick)

Please give your CII/PFS permanent identity number (PIN) if known

PIN

Mr/Mrs/Miss/ Ms/Other  Surname

Forenames

Gender  Male  Female (Please tick) Date of birth

Employer's name

Tel  Ext  Mobile

email\*

Work address

Postcode  Country

Home address

Postcode  Country

\* Please take care when providing your email address as most correspondence will be sent electronically.

Tick address to be used for postal correspondence  Home  Work

Please tick one box per category

### Type of organisation

#### (Insurance)

- Bank/Building Society  Broker/Intermediary  Consultancy  Insurance company  Legal  
 Lloyd's  Loss adjuster/Loss assessor  Reinsurance company/broker  Other

#### (Financial services)

- Accountant  Appointed representative – Network  Appointed representative – Other  Bank/Building Society  Directly authorised advice firm  
 Mortgage broker  Product provider/Fund manager/ Service provider  Other

### Area of work

#### (Insurance)

- Administration/Processing  Broking  Claims/Loss adjusting  Compliance  Finance  
 HR/Training  Risk management/Surveying  Sales/Marketing  Underwriting  Other

#### (Financial services)

- Actuarial  Administration/Processing  Advising clients  Business Development  Compliance/Regulation  
 Finance  HR/Training  Marketing  Paraplanning  Technical  
 Other

### Job category

- Trainee  Technician/Co-ordinator  Supervisory/Controller  Middle management (Branch, Office, Dept)  Senior management (General, Head of)  
 Board member (CEO, Director)  Business owner  Other

Please turn over

## Face-to-Face Training booking form – FTF002 (11/13)

Enter your name

### Section A – (Continued)

If you are booking for someone please give a contact name:

Contact name

Job title

email

Tel  Ext

### Section B – Associated or affiliated institute membership

Current members of an associated or affiliated institute can book CII training courses at the same prices as those charged to members of the CII. If you wish to benefit from this discount, please provide details of your institute membership here. Please note: this discount is only available to current associated or affiliated institute members. False applications may result in being barred from future CII exams.

Name of institute

Current membership no

### Section C – CII membership

(Please **ONLY** complete this section if you are applying for membership. Go to Section D if you are already a member.)

**Important note: Applying for membership now entitles you to the reduced member rates where appropriate. See [www.cii.co.uk/join](http://www.cii.co.uk/join) for full information on the benefits of membership.**

I wish to apply for membership of the CII  Yes  No

I wish to join the following local institute – UK only (See pg 134)

By becoming a member of the CII, I agree to be bound by the CII's Charter, Bye-laws, Code of Ethics, rules, regulations and requirements of membership. I also agree to be bound by the constitution and Bye-laws of any local institute of which I become a member. Full details of these obligations of membership can be found online at [www.cii.co.uk/memberobligations](http://www.cii.co.uk/memberobligations)

Please tick the relevant box to confirm whether you have:

– Been made bankrupt or been subject to an individual voluntary arrangement (or similar procedure) or any judgement debt.  Yes  No

– Been convicted for (or have you been charged but not yet tried with) any offence other than a monetary fixed penalty for a motoring offence. Please note, if the conviction is considered spent under the Rehabilitation of Offenders Act you should select 'no'.  Yes  No

– Been subject to any disciplinary sanctions (or are currently the subject of any investigation) by the CII/PFS or any other professional and/or membership body or regulatory authority.  Yes  No

If you have answered 'yes' to any of these questions, please also provide any relevant details on a separate sheet of paper.

Please note that, as a member of the CII, you are required to let us know if and when, at any point in the future, your circumstances are such that you would have to answer 'yes' to any of the above.

#### Faculties

Please choose below which faculty you would like to join. These provide access to market-relevant CPD and career support. You should select the faculty that will best support your personal career development needs. More information can be found at [www.cii.co.uk/faculties](http://www.cii.co.uk/faculties)

You can **join one faculty for free**. If you wish to join additional faculties please contact CII Customer Service on +44 (0)20 8989 8464.

(select one)

Insurance Broking  Claims  London Market  Underwriting  Life & Pensions   
(For insurance company employees)

#### Membership fees

1. An admission fee of £37 is payable by **ALL** applicants.

2(a). Please then select the appropriate member fee.

	London only*	UK and Channel isles	International**
Annual Subscription	£75	£72	£52
Monthly Subscription	£6.25	£6	n/a

**Important notes:** \* This includes a £3 subscription fee for membership of the Insurance Institute of London.

\*\*A discounted membership fee is available for individuals resident in countries categorised as 'low income' or 'lower middle income'. See page 134 for details.

2(b). Choose the method of payment. This can either be:

- by monthly Direct Debit. **If you choose this option do not complete the sub total box, but fill out the Direct Debit form at the back of this application form. The admission fee will be spread across your 12 monthly payments.**
- by cheque or debit/credit card. **If you choose this option please enter the correct amount in the sub total box, including the admission fee.**

(to include the  
£37 admission fee)

Sub total £

Face-to-Face Training booking form – FTF002 (11/13)

Enter your name

**Section D – Course reservation**

I wish to book the following course(s)

Course title

Venue  Date

**Sub total** £

Course title

Venue  Date

**Sub total** £

Course title

Venue  Date

**Sub total** £

Course title

Venue  Date

**Sub total** £

Course title

Venue  Date

**Sub total** £

Course title

Venue  Date

**Sub total** £

Course title

Venue  Date

**Sub total** £

Course title

Venue  Date

**Sub total** £

Course title

Venue  Date

**Sub total** £

Course title

Venue  Date

**Sub total** £





## Face-to-Face Training booking form – FTF002 (11/13)

Enter your name

### Section F – Total payable and method of payment

Insert the total value of all items ordered in Sections C to D.

**Note:** All prices quoted are inclusive of VAT, where appropriate, at the current rates. Prices are subject to change without notice.

Total payable £

I would like a payment receipt to be emailed to me (please be sure to provide your email address on the first page of the form).

Tick method of payment and, if applicable, complete the card details.

Cash/cheque payable to The Chartered Insurance Institute (please write CII PIN number if known on the back of the cheque).

**Note:** All remittances must be in Sterling. Cash should only be sent by recorded delivery. No liability can be accepted by the CII for cash sent via post. Payment from countries outside the UK must be made by banker's draft, payable in Sterling to the CII drawn on a UK bank, or by credit/debit card (Visa, Mastercard, Switch/Maestro, Solo or Delta).

Invoice (Existing corporate accounts holders can submit their bookings via email at application@cii.co.uk giving their account details. For non-account holders if you wish to be invoiced please submit your booking on headed company paper).

Credit/debit card: Please debit my/our account with the total cost of the goods and services ordered on this form.

Type of card (please tick)  VISA  MASTERCARD  DELTA  MAESTRO  SOLO

Valid from\*     Expiry date\*     Issue number\*  (Solo/Maestro only)

Card number\*

\*Please complete according to the information on your credit/debit card.

Cardholder's name and address if different from those at the beginning of this application

<input type="text"/>
<input type="text"/>

Cardholder's Signature

Date

Please fax the completed form if paying by credit/debit card on +44 (0)20 8530 3052 or send with your cheque to CII, Customer Service, 42-48 High Road, South Woodford, London E18 2JP

**If you have a UK bank account you can spread the cost of membership by paying via monthly Direct Debit at no extra charge.**

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1. Name and full postal address of your Bank or Building Society branch

To: The Manager (Bank/Building Society)
Address
Postcode

Please complete this Direct Debit instruction if you have a **UK Bank account**.  
Post only to: CII, Customer Service, 42-48 High Road, South Woodford, London E18 2JP

Originator's identification no.

2. Name(s) of account holder(s)

3. Bank or Building Society account number

4. Branch sort code

5. Reference number (CII PIN)

I wish to pay my subscription by monthly Direct Debit payments

Signature

Date

Banks and Building Societies may decline to accept instructions to pay Direct Debits from some types of accounts.

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- **Discounts on qualifications** and learning materials – saving up to 22%
- **Discounts on face-to-face training courses** of up to 15%
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- **Continuing Professional Development (CPD)** scheme to keep your knowledge current and compliant
- **NEW affinity benefits scheme** providing discounts on a range of goods and services from various suppliers and retailers.

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a month\*

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*Cfranks*

Clarissa Franks ACII  
Senior Vice President,  
Property Placement  
Marsh

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\*UK tax-payers can claim income tax relief on membership fees.



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