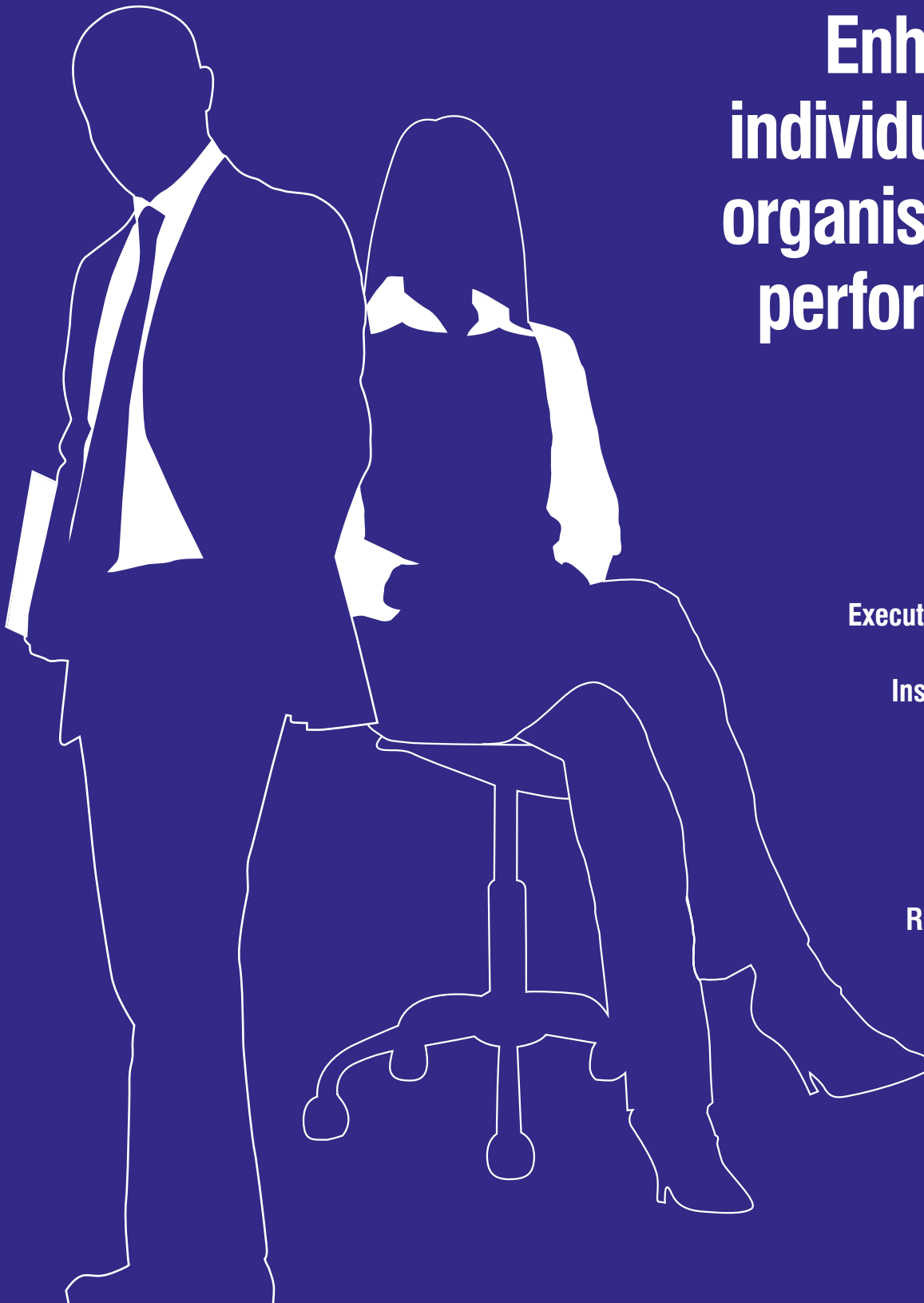


# Face-to-Face Training

2015 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 2015 Face-to-Face Training Directory

**In today's insurance and financial services markets, professionalism is the key attribute.**

**Consumer expectations have never been higher. The regulatory context is extensive and increasingly demanding. Competition is intense, with a multiplicity of distribution channels vying for the customer's attention.**

**The building blocks of professionalism for the insurance and financial services sectors are knowledge, competence and capability, underpinned by unswerving commitment to the highest standards of ethical practice.**

Over the following pages you will find details of over 120 different insurance and financial services training courses available from the CII.

This tried and tested course programme has been created to accelerate and enhance personal development by delivering a flexible and engaging learning experience.

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

- As the experts in insurance and financial services learning we 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 group savings
- Our extensive exam revision course programme is proven to increase the chances of passing by up to 59%.

**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 course 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 115,000 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

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## 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

tel: +44 (0)20 7283 3117

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)**



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- 24  Advanced Diploma in Insurance




### Financial services qualifications

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- 27 Certificate in Financial Planning
- 28 Certificate in Discretionary Investment Management
- 29 Certificate in Mortgage Advice
- 29 Certificate in Advanced Mortgage Advice
- 30 Certificate in Paraplanning
- 32 Certificate in Securities Advice and Dealing
- 34 Diploma in Financial Planning
- 35  Diploma in Regulated Financial Planning
- 37  Advanced Diploma in Financial Planning

## 38 Study techniques courses

- 40 Unlock your learning potential
- 40 Coursework assignment techniques
- 41 Exam techniques (short-answer and essay-style questions)


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- 44  Introduction to insurance
- 45 Introduction to insurance practice
- 45 Introduction to personal insurance
- 46  Introduction to commercial insurance
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- 47 Introduction to underwriting
- 47 Introduction to insurance company accounts
- 48 Introduction to claims management
- 48 Introduction to motor claims
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- 52 Principles of Takaful
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- 54 Making sense of statistics (Parts 1&2)

### Financial services



- 55 Introduction to life assurance
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## 56 Aviation, marine and energy courses

- 58 Marine claims (intermediate)
- 58 Underwriting project cargo insurance
- 59  Introduction to marine insurance



- 59 Introduction to marine law
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- 62 Introduction to energy insurance
- 63 Introduction to aviation insurance
- 63 Yacht insurance (intermediate)
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- 67 Introduction to protection & indemnity insurance

## 68 Reinsurance courses





- 70 Introduction to the fundamentals of reinsurance
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## 72 Law and liability courses

- 74 Introduction to liability insurance
- 74 Liability insurance (advanced)

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## 80 General insurance, underwriting and risk management courses

- 82 **NEW** Water damage restoration; mitigation and structural drying
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- 83 Risk management for insurers
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- 85 Motor insurance (intermediate)
- 86 Fire and business interruption (intermediate)
- 86 Business interruption (advanced)
- 87 Property insurance (intermediate)
- 88  Finance for insurance professionals
- 89  Statistics for underwriters and managers

- 89 Buildings and foundations, design and construction
- 90 Earthquake risk and protection (intermediate)
- 90 Windstorm risk and protection (intermediate)
- 91 Tsunami risk and protection (intermediate)


## 92 Compliance and regulatory courses

- 94 **NEW** Responsibilities of Non Executive Directors and approved persons
- 94 **NEW** Conduct risk learning programme
- 95 **NEW** Staff competency frameworks
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- 96 Compliance quality control – staff competence
- 96 FCA regulation of insurance brokers
- 97  Responsibilities of approved persons in significant influence functions
- 97  Financial promotions
- 98 Handling client assets and money (financial services)
- 98  Handling client assets and money (insurance)
- 99 Managing the risk of errors and omissions
- 99 Treating Customers Fairly
- 100 Managing conflicts of interest
- 100  Solvency II
- 101 Introduction to financial crime
- 102 Insurance conduct of business and regulation (selling, advising and administration)
- 102 Insurance, financial and operational risk management
- 103 Roles within compliance

## 104 International courses

- 106  International insurance and reinsurance
- 108 **NEW** International insurance for risk managers and insurance buyers
- 108 International insurance management
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## 110 Executive development courses

- 112  One day MBA
- 113 **NEW** What can an Actuary do for me?
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## 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!

**The CII is committed to helping you or your staff develop and maintain the knowledge and skills needed for a successful and professional career.**

**As the leading professional body in insurance and financial services, our commitment to professional development 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.

This insight – gained through established customer relationships, comprehensive market engagement and direct client feedback – is used to develop topical, practical and affordable training courses.

### 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 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. Turn to page 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 meet changing requirements.

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 groups of staff, we can also adapt existing courses or create completely new courses.

### Member and group 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 up to 15% on all CII training courses, you can also make considerable savings when making block-bookings on scheduled courses (see page 117 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 in which we can improve the service we provide.

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.

**We're rated**



**Average 2014 delegate rating**





We offer more than 120 insurance and financial services face-to-face courses designed to support current CPD needs. Our comprehensive programme of courses includes technical, business and soft skills.

Courses help delegates develop the latest practical skills and thinking and cover all levels of learning; catering for 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, including the London Market, as well as financial services.

### Technical knowledge and know-how

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

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

The current programme comprises in-demand subjects for a wide variety of 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 2014, people attending CII revision courses improved their chance of passing exams by as much as 59%, which explains why these courses are consistently popular with enrollees 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 2015...

We constantly evolve our course programme in line with the latest needs of insurance and financial services professionals. These are some of the new course options running in 2015:

- Compliance and regulatory courses, including: 'Staff competency frameworks', 'Conduct risk training programme' and 'Responsibilities of Non Executive Directors and approved persons'.
- Programmes covering topical claims areas, including: 'Noise induced hearing loss claims' and 'Water damage restoration; mitigation and structural drying'.
- One day course exploring international insurance for risk managers and insurance buyers.
- Two day 'What can an Actuary do for me?' course giving an insight into the role of an actuary in an insurance company and how to best utilise their skill set.

CPD icons in the course listings show the number of CPD hours courses attract.



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



**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', or we can tailor course content to meet your specific needs. Delivery can take place at your own premises or other preferred locations, 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 adapting an existing course or creating a completely new course. Our systematic approach covers scoping, creation and delivery, right through to evaluation.

### Course licensing and train your trainer

CII courses can be licensed to run on your own premises, or other required location, delivered by your own staff. Where required, we can also provide 'train the trainer' services and provide 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 or legislation that are impacting your business and bring staff up to speed with new market issues; examples include Treating Customers Fairly (TCF) and Solvency II and more recently the Conduct Risk.

### Additional course options

In addition to the courses listed in this directory, the CII offers a portfolio of other courses including project management, sales and marketing, personal impact and communication, to name but a few.

We have also introduced a number of innovative new financial services programmes only available on a corporate booking basis. This includes subjects like 'Supervisor development', 'The trusted adviser' and 'Discretionary investment management'.

### 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.

### Accreditation of your own learning

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

#### 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)

“ Hiscox's commitment to the professional development of our people has earned us an excellent reputation. This was recognised at the 2014 British Insurance Awards where we won an 'Investing in the Profession Award'. We put a big part of our success down to the importance we place on training and development. For example, all of our underwriting staff must achieve their ACII within four years, a target which we support through the provision of CII revision courses, held in-house at our own premises. ”

**Des Bishop Chartered Aifs, Chartered MCIPD**  
Group Head of People Development  
Hiscox



“ Business and market knowledge, technical capability and behaviours are building blocks of our success, and CII qualifications, from the Certificate through to Fellowship, are a key element of our skills development programme for both technical and non-technical roles. Crucially, our comprehensive learning and revision support includes one and two day CII face-to-face revision courses, giving valuable hands-on support as the exam approaches and maximising the chances of passing. ”

**Jo Smith**  
Head of UK Learning & Development  
Zurich Insurance plc



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

The Broker Academy’s UK training programme delivers a mix of targeted technical, business and soft skills courses at 15 locations across the UK.

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

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

The UK wide training programme delivers high-quality training at affordable prices, with a full-day’s training from only £120 for CII members.

Further information

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

Broker management development programme

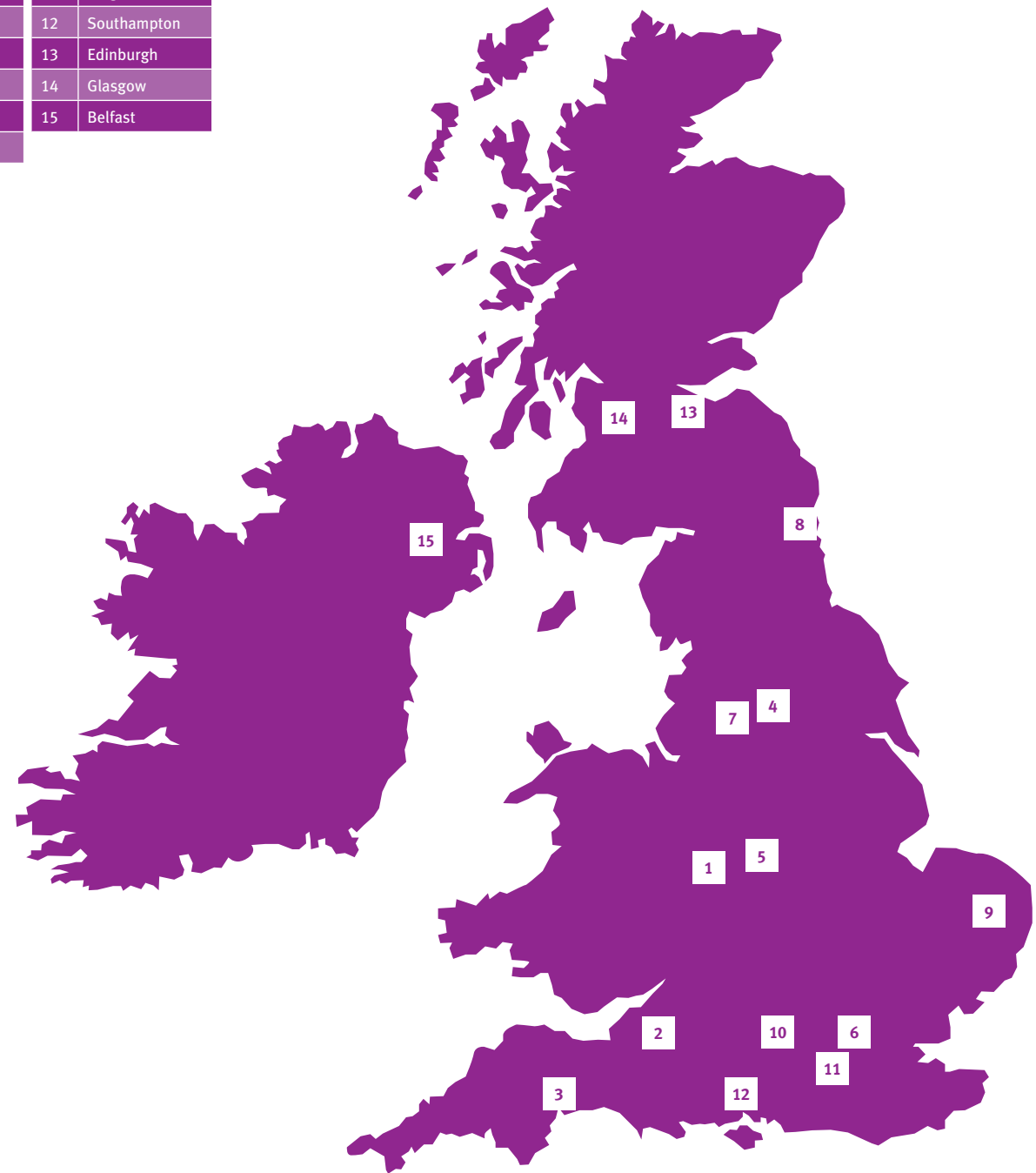
This is a five day management development programme for owners, directors and senior managers of broking firms.

Delivered one day a month, or as a one week intensive course, 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 114 for full details.

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		



What some of our delegates thought of Broker Academy courses in 2014:

“ Thoroughly enjoyable course, excellent and knowledgeable trainer. ”

Intermediate Professional Indemnity Insurance delegate

“ The time spent on the course was very productive and it was money well spent. ”

Sales Skills for Account Executives delegate

“ Made what was a frightening subject interesting and easy to understand. ”

Advanced Business Interruption Insurance delegate



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



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 EC23M 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
Sutton Coldfield Campus, 34 Lichfield Road, Sutton Coldfield B74 2NW
Situated approximately 5 minutes walk from Sutton Coldfield Station and 20 minutes drive from the centre of Birmingham.

Bristol



Revision programme
NFU Mutual, 3rd & 4th Floor, 10 Temple Back, Bristol BS1 6FL
5-10 minutes walk from Bristol Temple Meads station and easily accessible by road with ample parking.

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.



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.



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.



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.



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.



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.

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

### Three ways to book



#### Online:

By visiting [www.cii.co.uk/f2f](http://www.cii.co.uk/f2f)



#### Phone:

By calling Customer Service on  
**+44 (0)20 8989 8464**



#### Post/fax:

By completing the booking form which starts on  
**page 119.**

### Three ways to pay

#### Credit/debit card:

If booking online or by phone or fax, payment must be made by credit/debit card.

#### Cheque:

Your cheque, made payable to 'The Chartered Insurance Institute', should be posted together with your booking form.

#### Company invoice:

For information on company invoicing arrangements please contact Customer Service.

Existing corporate accounts can submit their bookings via email to [application@cii.co.uk](mailto: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.

**Note: Payment in full is required to secure a course place and must be received before the course commences.**

### Acknowledgement of booking

An acknowledgement will be posted within seven working days of receipt of your application. If course places are not available, or we need to clarify any of the information on your form, you will be contacted within five working days. Wherever appropriate, information will be sent to you on alternative courses if your first choice of course is full.

**Note: It is advisable not to book any travel and/or accommodation until your place on the course has been confirmed.**

### Confirmation of booking

Approximately three weeks before the course is due to start you will be sent a set of joining instructions. It is important that you read these before the course as they include additional terms and conditions, they also provide a map and directions on how to get to the training centre.

For further information and terms and conditions of booking see **page 116.**

**Remember:** For in-house training or bespoke course development 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 CII gives you access to an ever expanding range of learning and competence tools, and the biggest network of insurance and financial services 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 as a member.

Members enjoy access to the following exclusive benefits and career support:

- Current market information through a comprehensive online library
- Regular market news and updates from our award-winning membership magazine, *The Journal*
- Discounts on training courses, qualifications and learning material
- An archive of exam guides for written exams and recommended reference materials
- Professional designations upon completion of relevant qualifications to demonstrate your knowledge and technical capability
- CPD scheme to help qualified members keep their knowledge current and compliant
- Ongoing career support through local CPD events, training and networking opportunities (UK, Channel Islands and Isle of Man only)
- A range of high street and online discounts with our affinity benefits scheme.

For further information on the benefits of membership, visit [www.cii.co.uk/benefits](http://www.cii.co.uk/benefits)

### Qualifications

Our market-leading insurance and financial services study programmes are driven by what's happening in the industry and enjoy a high level of acclaim among professionals and organisations worldwide.

Whether you work in insurance or financial services, our range of qualifications cater for all levels of knowledge and experience, with options available at Certificate, Diploma and Advanced Diploma-level.

CII qualifications cover the following areas:

- General insurance
- Financial advice
- Mortgage advice
- Operational support in financial services
- Retail banking
- International financial services and insurance.

To find out more about CII qualifications visit [www.cii.co.uk/qualifications](http://www.cii.co.uk/qualifications)

### 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 £110 on the Liability insurance claims course by becoming a member. With a year's CII membership starting from as little as £73 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.thesmp.org](http://www.thesmp.org)

### 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.**

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.

# revision courses

## Two day course

Revision workshops

## London

One day course

## Evening classes

Doncaster

Six week evening class

## Glasgow

Revision workshops

18 Your guide to making the right choice

20 Foundation Insurance Test (FIT)

20 Award in London Market Insurance

21 Certificate in Insurance

22 Diploma in Insurance

24 Advanced Diploma in Insurance

26 Award in Financial Administration

27 Certificate in Financial Planning

28 Certificate in Discretionary Investment Management

29 Certificate in Mortgage Advice

29 Certificate in Advanced Mortgage Advice

30 Certificate in Paraplanning

32 Certificate in Securities Advice and Dealing

34 Diploma in Financial Planning

35 Diploma in Regulated Financial Planning

37 Advanced Diploma in Financial Planning

# 18 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 2014, candidates sitting CII exams after attending a CII revision course achieved a success rate of up to 59% higher than those who did not attend a 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

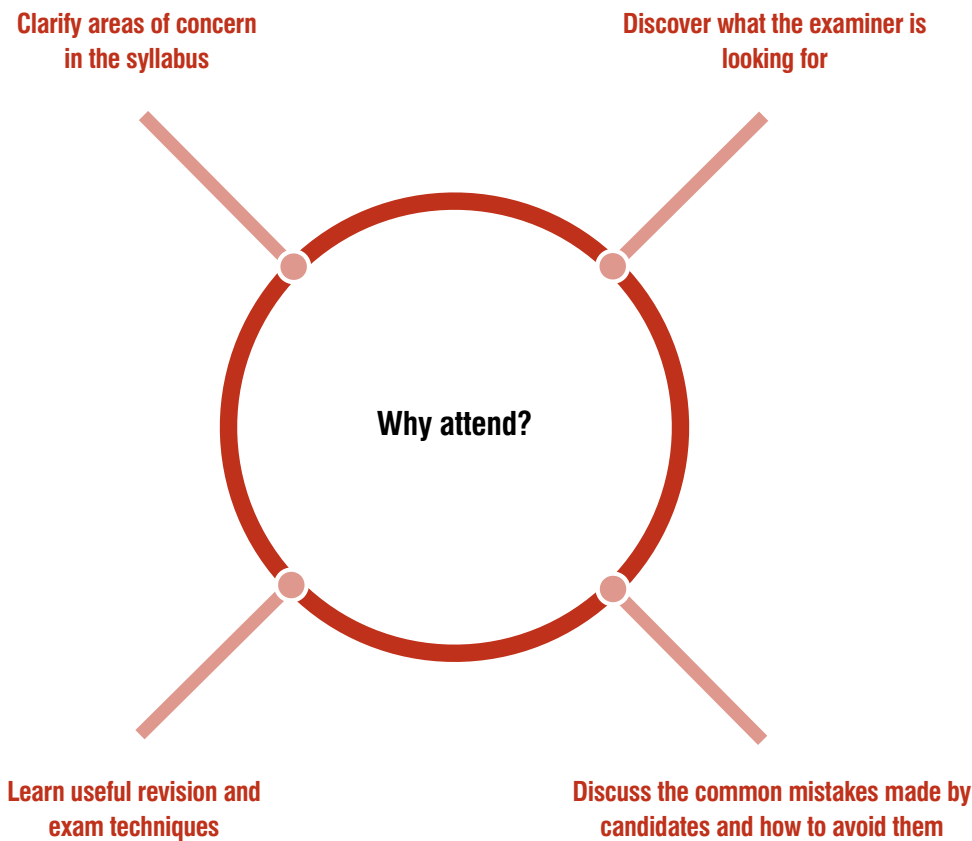
Two day revision workshops and six week evening classes are particularly useful to delegates who would benefit from more concentrated coverage of particular syllabus areas.

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  
Kept my attention throughout the day  
Really assisted my studies

Best and most productive course I've attended  
Made the complicated elements very simple

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\* Source: CII statistics 2014



### Foundation Insurance Test (FIT)

#### One day course



Unit	Venue	Dates
FIT	London	06 Feb/09 Apr/05 Jun/14 Aug/09 Oct/04 Dec
	Doncaster	01 Apr/31 Jul/06 Oct/26 Nov

Cost: £220 members/£260 non-members

### Award in London Market Insurance

#### One day course



Unit	Venue	Dates
(LM1) London market insurance essentials 	London	23 Jan/25 Feb/26 Mar/21 Apr/29 May/29 Jun/29 Oct/20 Nov

Cost: £220 members/£260 non-members

#### Two day course



Unit	Venue	Dates
(LM2) London market insurance principles and practices	London	29–30 Jan/25–26 Mar/28–29 May/09–10 Jul/29–30 Oct/19–20 Nov

Cost: £385 members/£450 non-members

#### Six week evening class



Unit	Venue	Dates
(LM1 & LM2)	London	17.30–19.30
		Tuesdays: 14 Apr/21 Apr/28 Apr/05 May/12 May/19 May
		Wednesdays: 14 Oct/21 Oct/28 Oct/04 Nov/11 Nov/18 Nov

Cost: £395 members/£470 non-members for six classes

### Certificate in Insurance

#### One day course



Unit	Venue	Dates
(IF1) Insurance, legal and regulatory 	London	10 Feb/10 Apr/09 Jun/17 Aug/12 Oct/08 Dec
	Birmingham	02 Apr/01 Sep
	Bristol	22 Apr/02 Sep
	Doncaster	02 Mar/03 Sep
(IF2) General insurance business 	London	11 Feb/16 Apr/10 Jun/19 Aug/15 Oct/09 Dec
	Doncaster	14 Apr/13 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/04 Sep/30 Oct/03 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	03 Mar/03 Sep
	Doncaster	04 Mar/10 Sep

Cost: £220 members/£260 non-members

**“Fantastic, really enjoyed the course. The trainer had a captivating teaching style and approach.”**

May 14 delegate

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

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### Diploma in Insurance

#### One day course



Unit	Venue	Dates
(P05) Insurance law 	London	11 Mar/17 Mar/19 Mar/24 Mar/25 Mar/27 Mar/01 Apr/ 10 Sep/18 Sep/23 Sep/25 Sep/02 Oct
	Birmingham	24 Mar/21 Sep
	Bristol	23 Mar/29 Sep
	Doncaster	25 Mar/23 Sep
(P21) Commercial insurance contract wording	London	18 Mar/23 Sep
	Doncaster	17 Mar/17 Sep
(P80) Underwriting practice 	London	10 Mar/17 Mar/10 Sep
	Doncaster	18 Mar/03 Sep
(P81) Insurance broking practice 	London	12 Mar/11 Sep
	Doncaster	19 Mar/17 Sep
(P85) Claims practice	London	10 Mar/11 Sep
	Doncaster	20 Mar/18 Sep
(P86) Personal insurances	London	17 Mar/15 Sep
	Doncaster	23 Mar/18 Sep
(P90) Cargo and goods in transit insurances	London	17 Mar/16 Sep
	Doncaster	23 Mar/14 Sep
(P91) Aviation and space insurance	London	19 Mar/17 Sep
	Doncaster	25 Mar/22 Sep
(P92) Insurance business and finance 	London	12 Mar/24 Mar/27 Mar/10 Sep/02 Oct
	Birmingham	20 Mar/22 Sep
	Bristol	18 Mar/15 Sep
	Doncaster	25 Mar/23 Sep
(P93) Commercial property and business interruption	London	20 Mar/21 Sep
	Doncaster	27 Mar/23 Sep
(P94) Motor insurance	London	23 Mar/22 Sep
	Doncaster	30 Mar/24 Sep
(P96) Liability insurances	London	25 Mar/23 Sep
	Doncaster	07 Apr/25 Sep
(P97) Reinsurance	London	17 Mar/26 Mar/23 Sep
	Doncaster	13 Mar/25 Sep
(P98) Marine hull and associated liabilities	London	27 Mar/25 Sep
	Doncaster	13 Mar/28 Sep

Cost: £255 members/£295 non-members

### Diploma in Insurance

#### Two day course



Unit	Venue	Dates
(P05) Insurance law	London	23–24 Mar/21–22 Sep
	Doncaster	25–26 Mar/23–24 Sep
(P92) Insurance business and finance	London	19–20 Mar/17–18 Sep
	Doncaster	25–26 Mar/23–24 Sep
(P97) Reinsurance	London	16–17 Mar/14–15 Sep
	Doncaster	12–13 Mar/24–25 Sep

Cost: £420 members/£500 non-members

#### Six week evening classes



Unit	Venue	Dates
(P05) Insurance law	London	Tuesdays 17.30–19.30
		<b>April examination:</b> 03 Mar/10 Mar/17 Mar/24 Mar/ 31 Mar/07 Apr
		<b>October examination:</b> 01 Sep/08 Sep/15 Sep/22 Sep/ 29 Sep/06 Oct
(P92) Insurance business and finance	London	Wednesdays 17.30–19.30
		<b>April examination:</b> 04 Mar/11 Mar/18 Mar/25 Mar/ 01 Apr/08 Apr
		<b>October examination:</b> 02 Sep/09 Sep/16 Sep/23 Sep/ 30 Sep/07 Oct
(P97) Reinsurance	London	Wednesdays 17.30–19.30
		<b>April examination:</b> 04 Mar/11 Mar/18 Mar/25 Mar/ 01 Apr/08 Apr
		<b>October examination:</b> 02 Sep/09 Sep/16 Sep/23 Sep/ 30 Sep/07 Oct

Cost: £395 members/£470 non-members for six classes

**“I found this training session really useful for breaking down the learning into bitesize pieces.”**

Aug 14 delegate

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## 24 Revision courses

### Insurance qualifications

#### Advanced Diploma in Insurance

##### One day course



Unit	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	25 Mar/24 Sep
(655) Risk management	London	09 Mar
(820) Advanced claims	London	24 Mar/23 Sep
	Doncaster	18 Mar/16 Sep
(930) Advanced insurance broking	London	18 Mar/18 Sep
	Doncaster	20 Mar/18 Sep
(945) Marketing insurance products and services 	London	06 Mar/25 Mar/24 Sep
	Doncaster	20 Mar/22 Sep
(960) Advanced underwriting 	London	23 Mar/27 Mar/24 Sep
(990) Insurance corporate management	London	27 Mar/29 Sep

**Cost:** £285 members/£330 non-members

#### Advanced Diploma in Insurance

##### Two day course



Unit	Venue	Dates
(590) Principles of Takaful	London	24–25 Mar/01–02 Sep
(820) Advanced claims	London	24–25 Mar/23–24 Sep
	Doncaster	18–19 Mar/16–17 Sep
(930) Advanced insurance broking	London	17–18 Mar/17–18 Sep
	Doncaster	19–20 Mar/17–18 Sep
(960) Advanced underwriting	London	24–25 Mar/24–25 Sep
	Doncaster	26–27 Mar/29–30 Sep
(990) Insurance corporate management	London	18–19 Mar/16–17 Sep
	Doncaster	09–10 Mar/15–16 Sep

**Cost:** £440 members/£520 non-members

**“Extremely useful – I now feel much more prepared for the exam.”**

Aug 14 delegate

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### Award in Financial Administration

#### One day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics 	London	16 Feb/06 May/06 Aug/06 Nov
	Birmingham	08 Apr/08 Oct
	Bristol	07 Apr/07 Oct
	Doncaster	04 Feb/24 Apr/05 Jun/13 Oct
	Glasgow	14 Apr/14 Oct
(CF1) UK financial services, regulation and ethics	London	02 Feb/07 May/05 Aug/05 Nov
	Birmingham	10 Mar/22 Jul/03 Nov
	Bristol	17 Feb/28 Jul/08 Oct
	Doncaster	06 Feb/07 May/05 Aug/04 Nov

Cost: £255 members/£295 non-members

Cost: £220 members/£260 non-members

#### Two day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics	London	05–06 Mar/07–08 May/02–03 Sep/04–05 Nov
	Birmingham	19–20 Feb
	Bristol	09–10 Mar
	Doncaster	04–05 Feb/22–23 Apr/03–04 Jun/13–14 Oct

Cost: £410 members/£485 non-members

### Certificate in Financial Planning

#### One day course



Unit	Venue	Dates
(CF1) UK financial services, regulation and ethics	London	02 Feb/07 May/05 Aug/05 Nov
	Birmingham	10 Mar/22 Jul/03 Nov
	Bristol	17 Feb/28 Jul/08 Oct
	Doncaster	06 Feb/07 May/05 Aug/04 Nov
(CF2) Investment and risk	London	17 Feb/20 May/04 Aug
	Birmingham	12 May/03 Aug
	Bristol	28 Apr/31 Jul
	Doncaster	19 Feb/21 May/06 Aug
(CF5) Integrated financial planning	London	08 Apr/16 Jun
	Birmingham	03 Mar/03 Jun
	Bristol	24 Feb/23 Jun
(CF6) Mortgage advice	London	17 Feb/07 May/16 Jul/03 Nov
	Birmingham	04 Feb/05 Nov
	Bristol	02 Mar/30 Jun
	Doncaster	18 Feb/25 Jun/28 Oct

Cost: £220 members/£260 non-members

#### Two day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics	London	05–06 Mar/07–08 May/02–03 Sep/04–05 Nov
	Birmingham	19–20 Feb
	Bristol	09–10 Mar
	Doncaster	04–05 Feb/22–23 Apr/03–04 Jun/13–14 Oct
(CF5) Integrated financial planning	London	10–11 Mar/15–16 Sep
	Birmingham	05–06 Mar/07–08 Sep
	Bristol	11–12 Mar/08–09 Sep

Cost: £410 members/£485 non-members

Cost: £385 members/£450 non-members

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### Certificate in Discretionary Investment Management

#### One day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics 	London	16 Feb/06 May/06 Aug/06 Nov
	Birmingham	08 Apr/08 Oct
	Bristol	07 Apr/07 Oct
	Doncaster	04 Feb/24 Apr/05 Jun/13 Oct
	Glasgow	14 Apr/14 Oct
(J10) Discretionary investment management	London	13 Feb/22 May/20 Oct
	Birmingham	17 Feb/20 Oct
	Bristol	23 Feb/01 Sep
	Doncaster	20 Feb/18 Jun/10 Nov

Cost: £255 members/£295 non-members

#### Two day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics	London	05–06 Mar/07–08 May/02–03 Sep/04–05 Nov
	Birmingham	19–20 Feb
	Bristol	09–10 Mar
	Doncaster	04–05 Feb/22–23 Apr/03–04 Jun/13–14 Oct

Cost: £410 members/£485 non-members

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Courses can attract CPD hours, up to the values shown, if you consider them relevant to your professional development.

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### Certificate in Mortgage Advice

#### One day course



Unit	Venue	Dates
(CF1) UK financial services, regulation and ethics	London	02 Feb/07 May/05 Aug/05 Nov
	Birmingham	10 Mar/22 Jul/03 Nov
	Bristol	17 Feb/28 Jul/08 Oct
	Doncaster	06 Feb/07 May/05 Aug/04 Nov
(CF6) Mortgage advice	London	17 Feb/07 May/16 Jul/03 Nov
	Birmingham	04 Feb/05 Nov
	Bristol	02 Mar/30 Jun
	Doncaster	18 Feb/25 Jun/28 Oct

Cost: £220 members/£260 non-members

#### Two day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics	London	05–06 Mar/07–08 May/02–03 Sep/04–05 Nov
	Birmingham	19–20 Feb
	Bristol	11–12 Mar
	Doncaster	04–05 Feb/22–23 Apr/03–04 Jun/13–14 Oct

Cost: £410 members/£485 non-members

### Certificate in Advanced Mortgage Advice

#### One day course



Unit	Venue	Dates
(R07) Advance Mortgage advice	London	04 Feb/06 May/01 Sep/03 Nov
	Birmingham	18 Feb/17 Jun/04 Nov
	Bristol	25 Feb/10 Jun/10 Nov
	Doncaster	19 Feb/03 Jun/05 Nov

Cost: £255 members/£295 non-members

For R01 and CF6 course details please refer to the other tables on these two pages.

### Certificate in Paraplanning

#### One day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics 	London	16 Feb/06 May/06 Aug/06 Nov
	Birmingham	08 Apr/08 Oct
	Bristol	07 Apr/07 Oct
	Doncaster	04 Feb/24 Apr/05 Jun/13 Oct
	Glasgow	14 Apr/14 Oct
(R02) Investment principles and risk 	London	09 Mar/11 Jun/02 Sep
	Birmingham	31 Mar/25 Jun/19 Oct
	Bristol	24 Mar/24 Jun/07 Sep
	Doncaster	09 Feb/15 Apr/03 Jul/03 Dec
	Glasgow	25 Mar/06 Oct
(R03) Personal taxation	London	04 Feb/12 May/06 Aug/10 Nov
	Birmingham	11 Mar/16 Oct
	Bristol	14 Apr/06 Oct
	Doncaster	28 Jan/28 May/02 Sep/02 Dec
	Glasgow	20 Apr/04 Sep

Cost: £255 members/£295 non-members

#### Two day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics	London	05–06 Mar/07–08 May/02–03 Sep/04–05 Nov
	Birmingham	19–20 Feb
	Bristol	09–10 Mar
	Doncaster	04–05 Feb/22–23 Apr/03–04 Jun/13–14 Oct
(R02) Investment principles and risk	London	09–10 Feb/04–05 Jun/03–04 Sep/12–13 Nov
	Birmingham	26–27 Jan/04–05 Aug
	Bristol	03–04 Mar/03–04 Sep
	Doncaster	09–10 Feb/15–16 Apr/02–03 Jul/01–02 Oct
(R03) Personal taxation	London	11–12 Feb/14–15 May/13–14 Aug/12–13 Nov
	Birmingham	23–24 Apr/17–18 Nov
	Bristol	26–27 Feb/10–11 Nov
	Doncaster	28–29 Jan/28–29 May/02–03 Sep/02–03 Dec

Cost: £410 members/£485 non-members

**“The course gave a good overview of the syllabus and group discussions gave clarity to areas of concern.”**  
May 14 delegate

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## Certificate in Securities Advice and Dealing

## One day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics 	London	16 Feb/06 May/06 Aug/06 Nov
	Birmingham	08 Apr/08 Oct
	Bristol	07 Apr/07 Oct
	Doncaster	04 Feb/24 Apr/05 Jun/13 Oct
	Glasgow	14 Apr/14 Oct
(R02) Investment principles and risk 	London	09 Mar/11 Jun/02 Sep
	Birmingham	31 Mar/25 Jun/19 Oct
	Bristol	24 Mar/24 Jun/07 Sep
	Doncaster	09 Feb/15 Apr/03 Jul/03 Dec
	Glasgow	25 Mar/06 Oct
(R03) Personal taxation	London	04 Feb/12 May/06 Aug/10 Nov
	Birmingham	11 Mar/16 Oct
	Bristol	14 Apr/06 Oct
	Doncaster	28 Jan/28 May/02 Sep/02 Dec
	Glasgow	20 Apr/04 Sep
(J12) Securities advice and dealing	London	26 Feb/14 Jul/01 Dec
	Birmingham	28 Oct
	Bristol	06 May
	Doncaster	05 May/10 Nov

Cost: £255 members/£295 non-members

## Two day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics	London	05–06 Mar/07–08 May/02–03 Sep/04–05 Nov
	Birmingham	19–20 Feb
	Bristol	09–10 Mar
	Doncaster	04–05 Feb/22–23 Apr/03–04 Jun/13–14 Oct
(R02) Investment principles and risk	London	09–10 Feb/04–05 Jun/03–04 Sep/12–13 Nov
	Birmingham	26–27 Jan/04–05 Aug
	Bristol	03–04 Mar/03–04 Sep
	Doncaster	09–10 Feb/15–16 Apr/02–03 Jul/01–02 Oct
(R03) Personal taxation	London	11–12 Feb/14–15 May/13–14 Aug/12–13 Nov
	Birmingham	23–24 Apr/17–18 Nov
	Bristol	26–27 Feb/10–11 Nov
	Doncaster	28–29 Jan/28–29 May/02–03 Sep/02–03 Dec

Cost: £410 members/£485 non-members

**“The best revision course I have attended.  
Everything was relevant and useful.”**

Jun 14 delegate

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### Diploma in Financial Planning

#### One day course



Unit	Venue	Dates
(J02) Trusts	London	26 Mar/24 Sep
	Birmingham	19 Mar
	Bristol	23 Sep
	Doncaster	23 Mar/28 Sep
(J03) The tax and legal aspects of business	London	30 Mar/18 Sep
	Doncaster	18 Mar/22 Sep
(J05) Pension income options	London	26 Mar/25 Sep
	Birmingham	07 Oct
	Bristol	31 Mar
	Doncaster	06 Mar/02 Oct
(J07) Supervision in a regulated environment	London	11 Mar/30 Mar/16 Sep/01 Oct
	Birmingham	23 Mar/28 Sep
	Bristol	27 Mar/25 Sep
	Doncaster	07 Apr/05 Oct
(J11) Wrap and platform services	London	27 Mar/30 Sep
	Birmingham	09 Mar
	Bristol	14 Sep
	Doncaster	23 Mar/05 Oct

Cost: £255 members/£295 non-members

#### Two day course



Unit	Venue	Dates
(J02) Trusts	London	09–10 Apr/30 Sep–01 Oct
	Doncaster	05–06 Mar/22–23 Sep
(J03) The tax & legal aspects of business	London	23–24 Mar/24–25 Sep
(J05) Pension income options	London	12–13 Mar/10–11 Sep
	Birmingham	25–26 Mar/24–25 Sep
	Bristol	18–19 Mar/16–17 Sep
	Doncaster	05–06 Mar/07–08 Oct
(J07) Supervision in a regulated environment	London	30–31 Mar/24–25 Sep
	Birmingham	12–13 Mar
	Bristol	10–11 Sep
	Doncaster	07–08 Apr/07–08 Oct

Cost: £410 members/£485 non-members

### Diploma in Regulated Financial Planning

#### One day course



Unit	Venue	Dates
(R01) Financial services, regulation and ethics 	London	16 Feb/06 May/06 Aug/06 Nov
	Birmingham	08 Apr/08 Oct
	Bristol	07 Apr/07 Oct
	Doncaster	04 Feb/24 Apr/05 Jun/13 Oct
	Glasgow	14 Apr/14 Oct
(R02) Investment principles and risk 	London	09 Mar/11 Jun/02 Sep
	Birmingham	31 Mar/25 Jun/19 Oct
	Bristol	24 Mar/24 Jun/07 Sep
	Doncaster	09 Feb/15 Apr/03 Jul/03 Dec
	Glasgow	25 Mar/06 Oct
(R03) Personal taxation	London	04 Feb/12 May/06 Aug/10 Nov
	Birmingham	11 Mar/16 Oct
	Bristol	14 Apr/06 Oct
	Doncaster	28 Jan/28 May/02 Sep/02 Dec
	Glasgow	20 Apr/04 Sep
(R04) Pensions and retirement planning	London	06 Feb/17 Apr/29 Jun/01 Sep
	Birmingham	12 Feb/13 May/06 Aug/06 Nov
	Bristol	10 Feb/05 Nov
	Doncaster	10 Feb/13 May/07 Aug/04 Nov
	Glasgow	14 May/05 Nov
(R05) Financial protection	London	11 Feb/01 Apr/09 Jun/18 Nov
	Birmingham	24 Feb/21 May/24 Nov
	Bristol	02 Apr/13 Oct
	Doncaster	26 Feb/23 Apr/04 Sep/05 Nov
(R06) Financial planning practice Pre-case study revision day 	London	18 Mar/22 Jun/10 Sep
	Birmingham	18 Mar/18 Jun/16 Sep
	Bristol	01 Apr/02 Oct
	Doncaster	16 Mar/19 Jun/16 Sep
(R06) Financial planning practice Case study revision day	London	31 Mar/01 Oct
	Birmingham	30 Mar/31 Jul
	Bristol	01 Apr/02 Oct
	Doncaster	02 Apr/02 Oct

Cost: £255 members/£295 non-members

### Diploma in Regulated Financial Planning

#### Two day course






Unit	Venue	Dates
(R01) Financial services regulation & ethics	London	05–06 Mar/07–08 May/02–03 Sep/04–05 Nov
	Birmingham	19–20 Feb
	Bristol	09–10 Mar
	Doncaster	04–05 Feb/22–23 Apr/03–04 Jun/13–14 Oct
(R02) Investment, principles & risk	London	09–10 Feb/04–05 Jun/03–04 Sep/12–13 Nov
	Birmingham	26–27 Jan/04–05 Aug
	Bristol	03–04 Mar/03–04 Sep
	Doncaster	09–10 Feb/15–16 Apr/02–03 Jul/01–02 Oct
(R03) Personal taxation	London	11–12 Feb/14–15 May/13–14 Aug/12–13 Nov
	Birmingham	23–24 Apr/17–18 Nov
	Bristol	26–27 Feb/10–11 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/26–27 Nov
	Birmingham	03–04 Mar/03–04 Sep
	Bristol	04–05 Jun/26–27 Nov
	Doncaster	10–11 Feb/13–14 May/06–07 Aug/04–05 Nov

Cost: £410 members/£485 non-members

### Advanced Diploma in Financial Planning

#### Two day course



Unit	Venue	Dates
(AF1) Personal tax and trust planning	London	12–13 Mar/19–20 Mar/01–02 Apr/17–18 Sep/ 23–24 Sep/29–30 Sep
	Birmingham	24–25 Mar
	Bristol	24–25 Sep
	Doncaster	01–02 Apr/23–24 Sep
(AF2) Business financial planning	London	07–08 Apr/01–02 Oct
(AF3) Pension planning 	London	19–20 Mar/26–27 Mar/07–08 Apr/15–16 Sep/28–29 Sep
	Birmingham	25–26 Mar
	Bristol	17–18 Sep
	Doncaster	23–24 Mar/14–15 Sep
(AF4) Investment planning	London	10–11 Mar/23–24 Mar/24–25 Sep/01–02 Oct
	Birmingham	16–17 Mar/17–18 Sep
	Bristol	25–26 Mar/21–22 Sep
	Doncaster	19–20 Mar/22–23 Sep
(AF5) Financial planning process Pre-fact find two day workshop 	London	19–20 Mar/10–11 Sep
	Birmingham	10–11 Sep
	Bristol	19–20 Mar
	Doncaster	09–10 Mar/17–18 Sep
(AF5) Financial planning process Fact find two day workshop 	London	26–27 Mar/29–30 Sep
	Doncaster	30–31 Mar/28–29 Sep
(AF6) Senior management and supervision	London	12–13 Mar/29–30 Sep
	Doncaster	26–27 Mar/01–02 Oct

Cost: £440 members/£520 non-members

“Great for exam technique and understanding common pitfalls.”

Jun 14 delegate

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

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Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.

# study techniques

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.

## Unlock your learning potential

**CPD** 3  
CII Scheme Hours

### Overview

This high-level course explores ways in which we can become more effective learners, helping delegates to develop appropriate learning strategies and techniques.

### 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.

### Learning outcomes

- 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.

### Post-course coaching

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

### Half day course (morning)

#### Dates

14 Jan/25 Feb/15 Apr/  
27 May/08 Jul/19 Aug/  
30 Sep/04 Nov

#### Venue

London

#### Cost

£145 members  
£165 non-members

## Coursework assignment techniques

**CPD** 3  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

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

### 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.

### Half day course (morning)

#### Dates

13 Jan/08 May/24 Jul/  
06 Nov

#### Venue

London

#### Cost

£170 members  
£190 non-members

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

**CPD** 3  
CII Scheme Hours

### Overview

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.

### Programme

- 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.

### Learning outcomes

- 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.

### 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.

### Half day course (morning)

#### Dates

06 Mar/10 Sep

#### Venue

London

#### Cost

£170 members  
£190 non-members

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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.

# foundation courses

## Underwriting

Life assurance

Personal lines

Commercial lines

Pensions

London Market

Claims

Reinsurance

Takaful

### Insurance

44 Introduction to the London market

44 Introduction to insurance

45 Introduction to insurance practice

45 Introduction to personal insurance

46 Introduction to commercial insurance

46 Introduction to reinsurance

47 Introduction to underwriting

47 Introduction to insurance company accounts

48 Introduction to claims management

48 Introduction to motor claims

49 Introduction to motor insurance policies

49 Introduction to property risk assessment

50 Introduction to property insurance

50 Introduction to fine arts insurance

51 Introduction to construction insurance

52 Principles of Takaful

52 Essential writing skills

53 Clarity and impact

54 Making sense of statistics (Parts 1&2)

### Financial services

55 Introduction to life assurance

55 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 80.

### Introduction to the London market

**CPD 3**  
CII Scheme Hours

#### Overview

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.

#### 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.

#### Learning outcomes

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', see opposite.

#### 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.

#### Follow-on course

Introduction to insurance, see opposite.

"Delegates with an existing basic knowledge of commercial insurance would find this particularly useful."  
Jul 14 delegate

#### Half day course (morning)

##### Dates

04 Feb/29 Apr/01 Jul/  
02 Sep/04 Nov

##### Venue

London

##### Cost

£145 members  
£165 non-members

### Introduction to insurance

**CPD 3**  
CII Scheme Hours

#### Overview

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

#### Programme

- The basic principles of insurance
  - Terminology
  - Policy structure
  - The key forms of insurance
- Reinsurance and its purpose.

#### Learning outcomes

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', see opposite.

#### Who should attend?

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

"Good introduction to the insurance industry, with particular reference to the working of Lloyd's."  
Jun 14 delegate

#### Half day course (afternoon)

##### Dates

04 Feb/29 Apr/01 Jul/  
02 Sep/04 Nov

##### Venue

London

##### Cost

£145 members  
£165 non-members

### Introduction to insurance practice

**CPD 6**  
CII Scheme Hours

#### Overview

This course provides an overview of the insurance market, giving relevant historical context and an insight into the key issues facing the market today and into the future.

#### Programme

The programme is presented in an informal style with delegate participation and group discussion encouraged. The following topics will be covered:

- 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.

#### Learning outcomes

At the end of this 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.

#### Who should attend?

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

#### Follow-on courses

- Introduction to personal insurance, see opposite
- Introduction to commercial insurance, see page 46
- Introduction to reinsurance, see page 46.

#### One day course

##### Venues/dates

London: 11 Feb/06 May/  
08 Jul/11 Nov

Doncaster: 04 Mar/  
05 Mar/01 Jul/04 Nov

##### Cost

£220 members  
£260 non-members

### Introduction to personal insurance

**CPD 6**  
CII Scheme Hours

#### Overview

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.

#### 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.

#### Learning outcomes

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.

#### 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.

#### One day course

##### Venues/dates

London: 12 Feb/07 May/  
09 Jul/12 Nov

Doncaster: 05 Mar/  
02 Jul/05 Nov

##### Cost

£220 members  
£260 non-members

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### Introduction to commercial insurance



**CPD 6**  
CII Scheme Hours

#### Overview

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

#### 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.

#### Learning outcomes

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.

#### 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.

**“The level of detail was just right. Very informative and well presented.”**

Jul 14 delegate

#### One day course

##### Venues/dates

London: 13 Feb/08 May/  
10 Jul/13 Nov

Doncaster: 06 Mar/  
03 Jul/06 Nov

##### Cost

£220 members  
£260 non-members

### Introduction to reinsurance



**CPD 6**  
CII Scheme Hours

#### Overview

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

#### Programme

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

#### Learning outcomes

At the end of the course you will have:

- Obtained knowledge on reinsurance
- Gained an understanding of how the current market practice has developed.

#### 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.

#### One day course

##### Venues/dates

London: 26 Feb/11 Jun/  
03 Sep/05 Nov

Doncaster: 05 Mar/  
11 Jun/28 Aug/10 Nov

##### Cost

£220 members  
£260 non-members

### Introduction to underwriting



**CPD 6**  
CII Scheme Hours

#### Overview

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 comprises a presentation with discussion and relevant case studies.

#### 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 underwriter's role in this practice.

#### Learning outcomes

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.

#### 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.

#### One day course

##### Venues/dates

London: 09 Jun/10 Nov

Doncaster: 04 Jun/10 Nov

##### Cost

£220 members  
£260 non-members

### Introduction to insurance company accounts



**CPD 6**  
CII Scheme Hours

#### Overview

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.

#### 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.

#### Learning outcomes

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.

#### Who should attend?

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

#### One day course

##### Venues/dates

London: 19 May/27 Oct

Doncaster: 20 May/28 Oct

##### Cost

£220 members  
£260 non-members

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## Introduction to claims management

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

At the end of the course you will have:

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

### 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.

### One day course

#### Venues/dates

London: 04 Mar/23 Jul  
Doncaster: 26 Mar/16 Jul

#### Cost

£220 members  
£260 non-members

## Introduction to motor claims

**CPD 6**  
CII Scheme Hours

### Overview

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.

### Programme

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

### Learning outcomes

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.

### 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.

**"The trainer was very knowledgeable and kept the session interesting and fun!"**

Jul 14 delegate

### One day course

#### Venues/dates

London: 05 Feb/  
22 Apr/05 Nov  
Doncaster: 05 Mar/  
29 Apr/03 Nov

#### Cost

£220 members  
£260 non-members

## Introduction to motor insurance policies

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

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.

### 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.

### One day course

#### Venues/dates

London: 10 Feb/28 Apr/  
10 Nov  
Doncaster: 11 Mar/  
30 Apr/12 Nov

#### Cost

£220 members  
£260 non-members

## Introduction to property risk assessment

**CPD 18**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

An intensive theoretical and practical insight into the property surveyor's job and risk assessment in this area.

### Who should attend?

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

### Follow-on courses

- Introduction to property insurance, see **page 50**
- Risk management for insurers, see **page 83**.

### Three day course

#### Dates

11–13 Nov

#### Venue

London

#### Cost

£560 members  
£660 non-members

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## 50 Foundation courses

### Insurance

#### Introduction to property insurance

**CPD 18**  
CII Scheme Hours

##### Overview

This course provides a 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.

##### Programme

###### Module one – Fire insurance (one 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 two – Business interruption insurance (one 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 three – Other property classes (one day)

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

##### Learning outcomes

Gain foundation knowledge of all the main property insurance classes.

##### Who should attend?

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

##### Follow-on course

Fire and business interruption (intermediate), see **page 86**.

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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.

#### Introduction to fine arts insurance

**CPD 6**  
CII Scheme Hours

##### Overview

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.

##### Programme

- Understand the scope of cover provided by a Lloyd's 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.

##### Learning outcomes

- Gain foundation knowledge on the provision of coverage for fine art
- Understand the extent and benefits of the two main areas of cover.

##### 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.

##### One day course

###### Date

06 Oct

###### Venue

London

###### Cost

£220 members  
£260 non-members

#### Introduction to construction insurance

**CPD 6**  
CII Scheme Hours

##### Overview

This course provides a comprehensive introduction into construction insurance, including contract conditions, policy cover and the placing and rating of risks.

##### 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.

##### Learning outcomes

- 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.

##### One day course

###### Dates

17 Feb/08 Oct

###### Venue

London

###### Cost

£220 members  
£260 non-members



## 52 Foundation courses

### Insurance

#### Principles of Takaful

**CPD 6**  
CII Scheme Hours

##### Overview

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.

##### 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.

##### Learning outcomes

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.

##### Who should attend?

The course is intended for those who need to have an overview of Islamic insurance; what it is and how it works. It is, however, suitable for anyone working in any area of insurance.

##### One day course

###### Venues/dates

London: 12 Feb/14 May/  
22 Oct

Doncaster: 07 May/  
15 Oct

###### Cost

£220 members  
£260 non-members

#### Essential writing skills

**CPD 3**  
CII Scheme Hours

##### Overview

Using a series of best-practice techniques and expert tips, develop your written communication skills and learn how to apply these to professional and effective communications.

##### Programme

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

##### Learning outcomes

- 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.

##### Half day course (morning)

###### Dates

29 Jan/10 Jun/14 Oct

###### Venue

London

###### Cost

£170 members  
£190 non-members

#### Clarity and impact

**CPD 6**  
CII Scheme Hours

##### Overview

Imagine creating 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.

##### Learning outcomes

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.

##### One day course

###### Dates

23 Apr/05 Nov

###### Venue

London

###### Cost

£250 members  
£300 non-members

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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Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.

## Making sense of statistics (Part 1)

**CPD 6**  
CII Scheme Hours

### Overview

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.

### Learning outcomes

- 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?

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

### Follow-on course

Making sense of statistics (Part 2), see **opposite**.

### One day course

#### Dates

19 Feb/18 Jun/03 Sep/  
05 Nov

#### Venue

London

#### Cost

£220 members  
£260 non-members

## Making sense of statistics (Part 2)

**CPD 6**  
CII Scheme Hours

### Overview

Building on from 'Making sense of statistics (Part 1)', this course is intended to further 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.

### Learning outcomes

- 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.

### One day course

#### Dates

20 Feb/19 Jun/04 Sep/  
06 Nov

#### Venue

London

#### Cost

£220 members  
£260 non-members

## Introduction to life assurance

**CPD 6**  
CII Scheme Hours

### Overview

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.

### Learning outcomes

At the end of the course you will have:

- Obtained knowledge of life 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.

### One day course

#### Venues/dates

London: 22 Apr/22 Oct  
Doncaster: 16 Apr/15 Oct

#### Cost

£220 members  
£260 non-members

## Introduction to pensions

**CPD 6**  
CII Scheme Hours

### Overview

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.

### Learning outcomes

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.

### One day course

#### Venues/dates

London: 23 Apr/23 Oct  
Doncaster: 17 Apr/16 Oct

#### Cost

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Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.

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.

# 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

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58 Underwriting project cargo insurance  
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63 Introduction to aviation insurance  
63 Yacht insurance (intermediate)  
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65 Intensive introduction to marine insurance  
66 Oil workshop (intermediate)  
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67 Goods in transit and haulage contractors' insurance  
67 Introduction to protection & indemnity insurance

## Marine claims (intermediate)

**CPD 12**  
CII Scheme Hours

### Overview

This course explores the types of cover provided under standard hull, loss of hire and cargo claims, helping delegates practically manage the claims process, including their adjustment.

### Programme

#### Day one – 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 two – 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.

### Learning outcomes

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.

### Two day course

#### Dates

01–02 Jul/18–19 Nov

#### Venue

London

#### Cost

£430 members  
£505 non-members

## Underwriting project cargo insurance

**CPD 6**  
CII Scheme Hours

### Overview

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.

### Programme

- Know the business environment of project cargo risks
- Understand the legal environment of project cargo risks transported by road, rail, sea or 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.

### Learning outcomes

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.

### One day course

#### Dates

12 Feb/04 Jun/22 Oct/  
05 Nov

#### Venue

London

#### Cost

£250 members  
£300 non-members

## Introduction to marine insurance

**CPD 3**  
CII Scheme Hours

### Overview

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.

### 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 ten years.

### Learning outcomes

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.

### Who should attend?

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

### Follow-on course

Marine hull (intermediate), see page 65.

### Half day course (morning)

#### Dates

17 Feb/20 Oct

#### Venue

London

#### Cost

£145 members  
£165 non-members

## Introduction to marine law

**CPD 3**  
CII Scheme Hours

### Overview

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

### 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.

### Learning outcomes

At the end of this programme 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.

### 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.

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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Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.

## Introduction to hull and yacht insurance

**CPD 3**  
CII Scheme Hours

### Overview

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

### 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.

### Learning outcomes

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.

### Who should attend?

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

### Half day course (morning)

#### Dates

18 Feb/21 Oct

#### Venue

London

#### Cost

£145 members  
£165 non-members

## Introduction to marine liability

**CPD 3**  
CII Scheme Hours

### Overview

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

### 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.

### Learning outcomes

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.

### Who should attend?

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

### Half day course (afternoon)

#### Dates

18 Feb/21 Oct

#### Venue

London

#### Cost

£145 members  
£165 non-members

## Introduction to cargo insurance

**CPD 3**  
CII Scheme Hours

### Overview

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

### 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.

### Learning outcomes

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.

### Who should attend?

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

### Half day course (morning)

#### Dates

19 Feb/22 Oct

#### Venue

London

#### Cost

£145 members  
£165 non-members

## Introduction to specie insurance

**CPD 3**  
CII Scheme Hours

### Overview

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

### 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.

### Learning outcomes

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.

### Who should attend?

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

### Half day course (afternoon)

#### Dates

19 Feb/22 Oct

#### Venue

London

#### Cost

£145 members  
£165 non-members

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## Introduction to marine reinsurance

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

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

- Explain the need for marine reinsurance
- Understanding the types of reinsurance and how they can be used
- Understand the rating of marine reinsurances.

### 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.

### One day course

#### Dates

04 Mar/15 Oct

#### Venue

London

#### Cost

£220 members  
£260 non-members

## Introduction to energy insurance

**CPD 3**  
CII Scheme Hours

### Overview

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

### 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.

### Learning outcomes

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.

### Who should attend?

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

### Half day course (morning)

#### Dates

20 Feb/23 Oct

#### Venue

London

#### Cost

£145 members  
£165 non-members

## Introduction to aviation insurance

**CPD 6**  
CII Scheme Hours

### Overview

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.

### Programme

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

### Learning outcomes

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.

### Who should attend?

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

### One day course

#### Dates

04 Jun/29 Oct

#### Venue

London

#### Cost

£220 members  
£260 non-members

## Yacht insurance (intermediate)

**CPD 6**  
CII Scheme Hours

### Overview

This course is designed to develop delegates' existing 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.

### Learning outcomes

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.

### 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.

### One day course

#### Dates

17 Jun/12 Nov

#### Venue

London

#### Cost

£250 members  
£300 non-members

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**Marine liability (intermediate)****Overview**

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.

**Programme****Day one – 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.

**Learning outcomes**

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.

**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.

**Two day course****Dates**

11–12 Jun/12–13 Nov

**Venue**

London

**Cost**

£430 members  
£505 non-members

**Marine cargo (intermediate)****Overview**

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.

**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.

**Learning outcomes**

At the end of this course you will:

- Have extensive knowledge of cargo shipment
- Understand practical market considerations.

**Who should attend?**

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

**Follow-on course**

- Marine hull (intermediate), see **page 65**.

*"A great insight into marine cargo, taught in a dynamic and easy-going environment."*

Jun 14 delegate

**Two day course****Dates**

15–16 Jun/16–17 Nov

**Venue**

London

**Cost**

£430 members  
£505 non-members

**Marine hull (intermediate)****Overview**

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.

**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.

**Learning outcomes**

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 the acceptance of insurers' analysis risk, and what risks are covered under the standard hull wordings used in London and overseas
- Undertaken a review of claims and casualty management.

**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, see **page 59**.

**Two day course****Dates**

17–18 Jun/18–19 Nov

**Venue**

London

**Cost**

£430 members  
£505 non-members

**Intensive introduction to marine insurance****Overview**

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

**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.

**Learning outcomes**

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.

**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.

**Follow-on courses**

- Marine cargo (intermediate), see **page 64**
- Marine hull (intermediate), see **opposite**.

**Four day course****Venues/dates**

London: 22–25 Jun

Doncaster: 09–12 Jun

**Cost**

£865 members  
£1,020 non-members

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## Oil workshop (intermediate)

**CPD 18**  
CII Scheme Hours

### Overview

Delegates will 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.

### 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.

### Learning outcomes

- 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.

### Who should attend?

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

### Follow-on course

- Oil workshop (advanced), see **opposite**.

"The trainer was informative, incredibly knowledgeable and delivered an engaging and worthwhile course."

Jun 14 delegate

### Three day course

#### Dates

06–08 Jul

#### Venue

London

#### Cost

£610 members  
£720 non-members

## Oil workshop (advanced)

**CPD 12**  
CII Scheme Hours

### Overview

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.

### Programme

- Overview of the current trends and developments in risk management/transfer options which include:
- 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.

### Learning outcomes

At the end of the course you will have:

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

### 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.

### Two day course

#### Dates

10–11 Nov

#### Venue

London

#### Cost

£450 members  
£550 non-members

## Goods in transit and haulage contractors' insurance

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

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

- 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.

### 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.

### One day course

#### Venues/dates

London: 06 Mar/16 Oct

Doncaster: 05 Mar/08 Oct

#### Cost

£250 members  
£300 non-members

## Introduction to protection & indemnity insurance

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

At the end of the course you will:

- Have a thorough understanding of how the protection & indemnity insurance market operates, including the market roles of the buyers, sellers and intermediaries
- Be able to provide an explanation of the International Group Clubs and how they operate, including the International Group agreements and pooling and reinsurance arrangements
- Understand the coverage provided by both the mutuals and the fixed price clubs
- Know how risks are placed and underwritten
- Gain an understanding of legal conventions that affect the Protection & Indemnity Insurance Market.

### 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.

### One day course

#### Dates

05 Mar/16 Oct

#### Venue

London

#### Cost

£220 members  
£260 non-members

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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.

# reinsurance

## Clauses

Non-marine reinsurance

Modelling vs pricing

Treaty

Property and liability

Buying

Non-proportional

Facultative

Programming

70 Introduction to the fundamentals of reinsurance

70 Reinsurance (intermediate)

71 Reinsurance (advanced)

71 Captives and other methods of alternative risk transfer

For the one day introduction to reinsurance courses please refer to page 46.

## Introduction to the fundamentals of reinsurance

**CPD 12**  
CII Scheme Hours

### 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.

### Two day course

#### Venues/dates

London: 06–07 May/  
09–10 Jul

Doncaster: 14–15 May/  
06–07 Jul

#### Cost

£400 members  
£455 non-members

### 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.

### Learning outcomes

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.

### 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.

### Follow-on course

Reinsurance (intermediate), see **opposite**.

“Very informative and can usefully be applied to the workplace.”

May 14 delegate

## Reinsurance (intermediate)

**CPD 12**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

At the end of the course you will:

- Have knowledge of current reinsurance methods and practices
- An understanding and technical knowledge – through detailed study with a leading market practitioner – of the major types of reinsurance.

### Who should attend?

Anyone who wishes to widen their technical knowledge of reinsurance.

### Follow-on course

Reinsurance (advanced), see **page 71**.

### Two day course

#### Dates

20–21 Aug

#### Venue

London

#### Cost

£430 members  
£505 non-members

## Reinsurance (advanced)

**CPD 18**  
CII Scheme Hours

### Overview

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.

### 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?

### Learning outcomes

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

### 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.

### Three day course

#### Dates

20–22 Oct

#### Venue

London

#### Cost

£685 members  
£790 non-members

## Captives and other methods of alternative risk transfer

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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).

### Learning outcomes

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.

### 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.

### One day course

#### Date

23 Oct

#### Venue

London

#### Cost

£250 members  
£300 non-members

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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.

# law and liability

## Underwriting

Public and product

## Libel insurance

## Litigation

Professional indemnity

## Case law

Directors' & officers'

Environment

## Underwriting

---

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74 Liability insurance (advanced)  
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75 Professional indemnity (intermediate)  
76 Directors' & officers' liability  
(intermediate)

76 Introduction to professional indemnity  
and directors' & officers' liability  
77 Commercial insurance contract wording  
77 Introduction to law for insurance staff  
78 Introduction to insurance contract law  
78 Insurance contract law (intermediate)



## Introduction to liability insurance

**CPD 12**  
CII Scheme Hours

### Overview

A comprehensive 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.

### 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.

### Learning outcomes

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.

### 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.

### Follow-on course

Reinsurance (intermediate), see [page 70](#).

### Two day course

#### Venues/dates

London: 11–12 May/  
22–23 Oct

Doncaster: 29–30 Apr/  
15–16 Oct

#### Cost

£400 members  
£455 non-members

## Liability insurance (advanced)

**CPD 12**  
CII Scheme Hours

### Overview

An intensive and highly interactive course designed to provide 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.

### 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.

### Learning outcomes

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.

### 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.

### Two day course

#### Dates

19–20 Nov

#### Venue

London

#### Cost

£450 members  
£550 non-members

## Liability insurance claims

**CPD 18**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

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.

### 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.

### Follow-on courses

- Liability insurance (advanced), see [page 74](#)
- Claims management, see [page 84](#).

“Excellent! The trainer knew the subject inside out and made the course really interesting.”

Jul 14 delegate

### Three day course

#### Dates

04–06 Nov

#### Venue

London

#### Cost

£610 members  
£720 non-members

## Professional indemnity (intermediate)

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

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.

### Who should attend?

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

### One day course

#### Dates

23 Apr/05 Nov

#### Venue

London

#### Cost

£250 members  
£300 non-members

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## Directors' & officers' liability (intermediate)

**CPD 6**  
CII Scheme Hours

### Overview

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.

### Programme

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

### Learning outcomes

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.

### Who should attend?

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

"Brilliant course. The trainer was more than happy to help with our individual questions."

Apr 14 delegate

### One day course

#### Dates

24 Apr/06 Nov

#### Venue

London

#### Cost

£250 members  
£300 non-members

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

**CPD 6**  
CII Scheme Hours

### Overview

This course helps delegates understand the key principles of professional indemnity insurance and gives an insight into the duties and liabilities of directors and officers. It also examines typical claims and the benefits of this type of cover.

### 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.

### Learning outcomes

On completion of the course delegates will be able to:

- 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.

### One day course

#### Venues/dates

London: 10 Feb/06 Oct

Doncaster: 20 Oct

#### Cost

£220 members  
£260 non-members

## Commercial insurance contract wording



**CPD 6**  
CII Scheme Hours

### Overview

This course provides an understanding of the importance of establishing legally sound insurance contract wordings. It also covers 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 and applies to all classes of commercial insurance business.

### 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.

### Learning outcomes

At the end of the course you will:

- Have 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.

### Who should attend?

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

### One day course

#### Dates

20 Feb/16 Oct

#### Venue

London

#### Cost

£250 members  
£300 non-members

## Introduction to law for insurance staff

**CPD 6**  
CII Scheme Hours

### Overview

Law affects the business of insurance in many ways; from contract law through to legal principles which underpin policy cover. This introductory one day course gives delegates a practical grounding in key areas of, and its impact on, the world of insurance.

### 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.

### Learning outcomes

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
- Provide a background for further study of the special principles of insurance contract law.

### Who should attend?

All insurance staff, from brokers or other intermediaries, through to those involved in underwriting, claims, insurance programme design or placement, sales or administration.

### Follow on course

Insurance contract law (intermediate), see **page 78**.

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## Introduction to insurance contract law

**CPD 6**  
CII Scheme Hours

### Overview

This introductory/intermediate-level course is designed to develop delegates' knowledge and understanding of the principles and practices of insurance contract law. It offers an ideal follow on course for those who have attended the 'Introduction to law for insurance staff'.

### 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.

### Learning outcomes

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?

All insurance staff, from brokers or other intermediaries, through to those involved in underwriting, claims, insurance programme design or placement, risk managers, sales or administration. Also lawyers and other professionals whose work brings them into contact with the business of insurance.

### One day course

#### Dates

19 Feb/22 Oct

#### Venue

London

#### Cost

£220 members  
£260 non-members

## Insurance contract law (intermediate)

**CPD 12**  
CII Scheme Hours

### Overview

This intermediate-level course gives a comprehensive and in depth look into the principles and practices of insurance contract law. It also brings delegates up-to-speed with current proposals for the reform of English insurance law as well as exploring the differences between English insurance law and the law in other jurisdictions.

### 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.

### Two day course

#### Venues/dates

London: 26–27 Feb/  
05–06 Nov

Doncaster: 15–16 Apr/  
29–30 Oct

#### Cost

£430 members  
£505 non-members

### Learning outcomes

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?

All insurance staff who have a good understanding of insurance principles and practice, from brokers or other intermediaries, through to those involved in underwriting, claims, insurance programme design or placement, risk managers, sales or administration.

Also lawyers and other professionals whose work brings them into contact with the business of insurance.

*"The trainer was very clear and used real-world examples to cement what was being taught."*

Jul 14 delegate

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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.

# general insurance, underwriting and risk management

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Hazards

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**NEW** **Water damage restoration; mitigation and structural drying** **CPD 6**  
CII Scheme Hours

### Overview

This course teaches the basic and fundamental principles of water damage restoration, what a policyholder has to deal with, key terms, and what to expect from a professional contractor.

It explores the scientific and common sense approach to water damage mitigation, remediation and restorative drying.

### One day course

#### Venues/dates

London: 12 May/03 Nov  
Doncaster: 20 May/10 Nov

#### Cost

£250 members  
£300 non-members

### Programme

- **Incident management**
  - The basic and guiding principles of damage management
  - Principles of water damage mitigation and structural drying
  - Professional standards for damage management practitioners
  - Health & safety and environmental management (overview)
  - FNOL – first notification of loss (essential information)
  - Loss assessments and reports
  - Case study – learn about a typical EOW from start to finish
  - Drying and completion reports
- **Water damage**
  - Classification of water damage incidents
  - The effects of water (and contaminants) on a variety of materials
  - Condensation, fungal & mould growth, salts damage, concrete floors & pre-existing conditions
- **Water science and drying physics**
  - Water science (basic overview of water)
  - Psychrometrics (mixture of water vapour and air)
  - Basic principles of restorative drying (managing drying conditions)
- **Moisture surveys and restorative drying**
  - The different types of moisture meters, their applications and the importance of undertaking a proper and thorough moisture survey
  - The different types of drying equipment, their applications and the importance of managing a proper drying regime
  - Different drying regimes and managing costs.

### Learning outcomes

- Understand the scientific principles of water damage restoration
- Learn key terms associated with water damage restoration
- Understand what steps policyholders need to go through
- Understand what to expect from a water damage restoration contractor.

### Who should attend?

This interactive training course is designed for office and field-based claims handlers, junior technicians and those wanting to understand the principles of water damage restoration.

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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**NEW** **Noise induced hearing loss (NIHL) claims** **CPD 6**  
CII Scheme Hours

### Overview

Often referred to as the ‘new whiplash’, the insurance industry has seen a considerable rise in the number of noise-induced hearing loss (NIHL) claims. This course explains why this is happening, how the regulations work and what can be done to mitigate the risk of hearing loss and subsequent claims.

### Programme

- The background to NIHL in the UK
- Current practice in health surveillance in the UK
- The key requirements of the Control of Noise at Work Regulations 2005
- Key measures and interpretation of hearing loss
- Industrial diagnostics
- Statute of limitations protection
- How to compile evidence to demonstrate all reasonable care has been taken.

### Learning outcomes

At the end of the course you will have a clear and detailed knowledge of:

- The disparity between the 2005 Control of Noise at Work Regulations and the way that health surveillance for noise is conducted across the UK
- Why claims are increasing
- Insurers vulnerability to claims
- How a robust surveillance process can work
- Different types of hearing loss
- ISO 1999.

### Who should attend?

This course, delivered by an NHS trained audiologist, is suitable for claims managers, risk managers, brokers and underwriters working in the liability claims area.

### One day course

#### Dates

26 Feb/03 Jun/20 Oct

#### Venue

London

#### Cost

£250 members  
£300 non-members

**Risk management for insurers**

**CPD 12**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

- 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.

### 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.

### Two day course

#### Dates

12–13 Mar/16–17 Jun/  
04–05 Nov

#### Venue

London

#### Cost

£430 members  
£505 non-members

**Running effective risk workshops**

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

- 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.

### 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.

“Thoroughly enjoyed the course. The trainer created an informative and interactive learning environment.”

Jul 14 delegate

## Introduction to risk management



### Overview

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.

### Two day course

#### Venues/dates

London: 21–22 May/  
04–05 Nov

Doncaster: 14–15 May

#### Cost

£400 members  
£455 non-members

### 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.

### Learning outcomes

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.

### Who should attend?

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

## Claims management



### Overview

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

### Two day course

#### Venues/dates

London: 19–20 Feb/  
29–30 Oct

Doncaster: 07–08 May/  
19–20 Nov

#### Cost

£430 members  
£505 non-members

### 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.

### Learning outcomes

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

### 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.

## Managing an underwriting portfolio



### Overview

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

### Two day course

#### Dates

03–04 Jun/11–12 Nov

#### Venue

London

#### Cost

£1,190 members  
£1,390 non-members

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.

### Programme

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

### Learning outcomes

- 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.

### Who should attend?

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

## Motor insurance (intermediate)



### Overview

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.

### One day course

#### Venues/dates

London: 13 Feb/30 Apr/  
13 Nov

Doncaster: 13 Mar/  
05 Jun/06 Nov

#### Cost

£250 members  
£300 non-members

### 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 crossroads, T-junctions, negligently parked vehicles, overtaking and queue jumping.

### Learning outcomes

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.

### 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.

“Very informative course, great to benefit from the vast experience of the trainer.”  
April 14 delegate

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## Fire and business interruption (intermediate)

**CPD 24**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

- 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.

### Who should attend?

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

### Follow-on course

Business interruption (advanced), see **opposite**.

### Four day course

#### Dates

03–06 Nov

#### Venue

London

#### Cost

£865 members  
£1,020 non-members  
(all four days)

£430 members  
£505 non-members  
(per module)

## Business interruption (advanced)

**CPD 12**  
CII Scheme Hours

### Overview

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

### 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.

### Learning outcomes

- 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.

### Who should attend?

Delegates who have a working knowledge of business interruption underwriting.

### Two day course

#### Dates

26–27 Nov

#### Venue

London

#### Cost

£450 members  
£550 non-members

## Property insurance (intermediate)

**CPD 6**  
CII Scheme Hours

### Overview

This course looks at how property insurance works and then explores in more detail how risks are calculated, monitored and priced. It also examines risk assessment methods and effective 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 SMEs
- Why the need to measure risk?
- A speedy method of risk assessment for individual SME risks
- Theft
- Subject matter risk
- Physical protections
- Electrical protection.

### Learning outcomes

Delegates will develop an understanding of:

- How property insurance works
- How risks are calculated, monitored and priced
- Risk assessment methods and claims management.

### Who should attend?

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.

### One day course

#### Dates

13 Feb/08 Oct

#### Venue

London

#### Cost

£250 members  
£300 non-members

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## Finance for insurance professionals



**CPD 12**  
CII Scheme Hours

### Overview

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.

### Two day course

#### Venues/dates

London: 17–18 Jun/  
04–05 Nov

Doncaster: 11–12 Jun/  
29–30 Oct

#### Cost

£1,190 members  
£1,390 non-members

### Learning outcomes

- Gain an understanding of the financial dynamics of insurance
- Recognise the different perspectives of accountants, actuaries and underwriters
- Understand the links between loss ratio, ROE 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.

### 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.

## Statistics for underwriters and managers



**CPD 12**  
CII Scheme Hours

### Overview

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.

### Two day course

#### Dates

06–07 May/14–15 Oct

#### Venue

London

#### Cost

£1,190 members  
£1,390 non-members

### Programme

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

### Learning outcomes

- 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.

### Who should attend?

Anyone wishing to extend their knowledge of statistics.

## Buildings and foundations, design and construction

**CPD 3**  
CII Scheme Hours

### Overview

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.

### Half day course (morning)

#### Dates

12 Jan/22 Apr/14 Oct

#### Venue

London

#### Cost

£145 members  
£165 non-members

### 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.

### Learning outcomes

- 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.

### Who should attend?

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

### Follow-on courses

- Earthquake risk and protection (intermediate), see **page 90**
- Windstorm risk and protection (intermediate), see **page 90**
- Tsunami risk and protection (intermediate), see **page 91**.

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## Earthquake risk and protection (intermediate)

**CPD 12**  
CII Scheme Hours

### Overview

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.

### Two day course

#### Venues/dates

London: 13–14 Jan/  
21–22 May/22–23 Jul/  
08–09 Oct

Doncaster: 12–13 May/  
20–21 Oct

#### Cost

£430 members  
£505 non-members

### 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.

### Learning outcomes

- 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.

### 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.

## Windstorm risk and protection (intermediate)

**CPD 3**  
CII Scheme Hours

### Overview

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.

### Half day course (morning)

#### Dates

16 Jun/02 Sep/26 Nov

#### Venue

London

#### Cost

£170 members  
£190 non-members

### 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.

### Learning outcomes

- 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.

### 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.

*“The trainer was well prepared and encouraged floor discussions to aid learning. Would strongly recommend.”*

May 14 delegate

## Tsunami risk and protection (intermediate)

**CPD 6**  
CII Scheme Hours

### Overview

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.

### One day course

#### Venues/dates

London: 15 Jan/04 Jun/  
03 Dec

Doncaster: 14 May/  
13 Nov

#### Cost

£250 members  
£300 non-members

### 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.

### Learning outcomes

- 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.

### 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.

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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.

# compliance and regulatory

Data protection  
Approved persons  
Solvency II  
Conflicts of interest  
TCF  
Freedom of information  
Data protection  
Approved persons

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NEW

## Responsibilities of Non Executive Directors and approved persons

**CPD 6**  
CII Scheme Hours

### Overview

This one day course explores the general duties of a Non Executive Director (NED) and provides a wide ranging view of the risks and governance issues facing them and their firms. The course also clarifies what it means to be a NED in the eyes of the Financial Conduct Authority (FCA).

### Programme

- A wide ranging view of the risks faced by firms from a NED's perspective
- A critical analysis of the board process and what can go wrong
- How to mitigate risks
- How to ensure the needs of the customer is discussed at the highest level
- A review of practical issues for the NED
- Review the points to learn from previous failures in the UK insurance industry
- What does it mean to be a NED in the eyes of the FCA.

### Learning outcomes

- General duties of a NED
- What challenges you should make and to whom
- How to push and enhance the work of Executive Directors
- How to add value to your organisation
- What the FCA is looking for from a NED.

### Who should attend?

This course is suitable for NEDs wanting to understand their responsibilities and seeking how best to utilise their skills in the NED role, particularly within the insurance and financial services professions. It is also suitable for those looking to recruit or appoint NEDs in the future.

### One day course

#### Dates

27 Jan/06 May/10 Nov

#### Venue

London

#### Cost

£250 members  
£300 non-members

NEW

## Conduct risk learning programme

**CPD 6**  
CII Scheme Hours

### Overview

This is a practical learning programme to help delegates gain a sound understanding of the drivers of conduct risk and the changes needed to meet new regulatory standards in business risk awareness, training and control. Delegates produce a highly relevant gap analysis which compares their organisation's current state to that of the new standards required, followed by a clear action plan for implementation upon return to their business.

### Programme

- The nine conduct risk drivers and how these relate to putting customers at the heart of a business
- Business risk and the controls needed
- Business responsibilities and accountabilities
- Producing a gap analysis of the current state vs expected conduct risk standards
- Create an action plan of what needs to be done, by who, by when to meet risk standards
- Business models, culture and the foundation of fair treatment for customers
- Actions that can be taken towards meeting regulatory standards.

### Learning outcomes

- In-depth awareness of what the FCA means by conduct risk
- Clear identification of the implications on your role and organisation
- Business leaders explicitly understand their responsibilities and accountabilities
- Managers and trainers become more effective in coaching and supporting their teams
- Customer-facing staff become more confident and competent in serving customers
- Non-customer facing staff understand how to operate and comply with conduct risk principles
- Higher levels of business risk awareness and control
- Improved levels of customer service
- Less exposure to operational risk or possible regulatory censure
- Robust approach to demonstrate and evidence that all conduct risk standards are being applied within your organisation.

### Who should attend?

Business leaders and those with managerial responsibility for sales, compliance, business development, operations, training and competence.

### Follow up activity

Using the model in the Conduct Risk Learning Programme experts can work with you to help develop a unique strategy across your organisation to demonstrate that your company is addressing all nine risk drivers as identified by the FCA.

The Conduct Risk programme can be delivered specifically for your executive team to allow for delivery of key corporate messages and address business issues relevant to your organisation.

### One day course

#### Venues/dates

London: 24 Feb/  
12 May/04 Nov

Birmingham: 25 Feb/  
13 May/05 Nov

Doncaster: 26 Feb/  
14 May/06 Nov

#### Cost

£250 members  
£300 non-members

NEW

## Staff competency frameworks

**CPD 3**  
CII Scheme Hours

### Overview

Systems and controls that underpin effective management and fulfil the principles of Treating Customers Fairly (TCF) are key priorities for any regulated business.

A key challenge is staff competence measures, which includes appropriate training pathways and interim supervision. This is set against an increasing regulatory focus on practical capability and not just appropriate technical knowledge demonstrated through exam passes.

This half day course introduces delegates to the principles of an effective competency framework to help address these challenges and deliver on the regulator's expectations.

### Programme

- A review of the regulatory requirements and expectations of competency
- Delegates will discuss a general insurance competency framework example used to assess competence within sales and other processes
- Link together a competency framework with other business processes, e.g. job description, HR requirements, on the job training as well as the skills and technical knowledge required, and personal development and growth
- Discuss what standards are expected and what 'good' looks like
- Review difficulties within certain areas of business
- Examine different styles of management – positive and negative
- Understand and explore the competency framework requirements within delegates' own business areas and determine good and bad practice
- Investigate simple processes to enable competency frameworks to be established and managed.

### Learning outcomes

- An understanding of key areas of improvement within delegates' own businesses
- How to begin formulating an appropriate competency framework
- An understanding of the standards that may be appropriate within delegates' own businesses.

### Who should attend?

Senior managers, training and competence officers, compliance officers and those working in HR.

### Half day course

#### Dates

24 Jun/10 Dec

#### Venue

London

#### Cost

£170 members  
£190 non-members

## How to carry out a compliance audit

**CPD 3**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

- 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.

### Who should attend?

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

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 quality control – staff competence

**CPD 3**  
CII Scheme Hours

### Overview

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 organisation's commitment to quality and openness.

### Half day course

#### Dates

24 Jun/10 Dec

#### Venue

London

#### Cost

£170 members  
£190 non-members

### 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.

### Learning outcomes

- 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.

### Who should attend?

Senior managers and compliance officers.

**“Extremely worthwhile – I feel I've learnt a lot from this course.”**

Jul 14 delegate

## FCA regulation of insurance brokers

**CPD 3**  
CII Scheme Hours

### Overview

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 (TCF) 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.

### 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
- Disclosure and Representations Act
- Looking forward... IMD2.

### Learning outcomes

- 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.

### Who should attend?

Staff working in compliance, operations and significant influence functions.

### Half day course

#### Dates

18 Feb/10 Jun/09 Dec

#### Venue

London

#### Cost

£170 members  
£190 non-members

## Responsibilities of approved persons in significant influence functions



**CPD 3**  
CII Scheme Hours

### Overview

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.

### Learning outcomes

- 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.

### Who should attend?

Approved persons in significant influence functions:

- Executive and non-executive directors
- Chief executives
- Finance directors and managers
- Compliance oversight
- Risk managers.

### Half day course

#### Dates

22 Apr/16 Jul/05 Nov

#### Venue

London

#### Cost

£170 members  
£190 non-members

## Financial promotions



**CPD 3**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

- 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.

### Who should attend?

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.

**“Very informative with an engaging and professional tutor.”**

May 14 delegate

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## Handling client assets and money (financial services)

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

- 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.

### 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.

### One day course

#### Dates

18 Mar/29 Oct

#### Venue

London

#### Cost

£250 members  
£300 non-members

## Handling client assets and money (insurance)

**CPD 6**  
CII Scheme Hours

### Overview

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. The course 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.

### 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.

### Learning outcomes

- 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.

### Who should attend?

This half 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.

### One day course

#### Dates

04 Mar/03 Jul/12 Nov

#### Venue

London

#### Cost

£250 members  
£300 non-members

## Managing the risk of errors and omissions

**CPD 3**  
CII Scheme Hours

### Overview

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.

### 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?

### Learning outcomes

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

### Who should attend?

Senior managers and compliance officers.

### Follow-on courses

- Treating Customers Fairly, see **opposite**
- Managing conflicts of interest, see **page 100**.

### Half day course

#### Dates

08 May/20 Nov

#### Venue

London

#### Cost

£170 members  
£190 non-members

## Treating Customers Fairly

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

- 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.

### Who should attend?

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

### Follow-on courses

- Managing conflicts of interest, see **page 100**
- Managing the risk of errors and omissions, see **opposite**.

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## Managing conflicts of interest

**CPD 3**  
CII Scheme Hours

### Overview

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.

### Half day course

#### Dates

08 Jul/04 Dec

#### Venue

London

#### Cost

£170 members  
£190 non-members

### 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.

### Learning outcomes

- 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.

### Who should attend?

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

### Follow-on courses

- Treating Customers Fairly, see [page 99](#)
- Managing the risk of errors and omissions, see [page 99](#).

## Solvency II

 **CPD 6**  
CII Scheme Hours

### Overview

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.

### Programme

- The background to Solvency II and its purpose
- A general understanding of each of the three Solvency II 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.

### Learning outcomes

- 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.

### Who should attend?

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

### One day course

#### Dates

07 May/25 Nov

#### Venue

London

#### Cost

£250 members  
£300 non-members

## Introduction to financial crime

**CPD 6**  
CII Scheme Hours

### Overview

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 laundering money 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.

### 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 (PEPs)
- Following risk based procedures – deterrence, prevention and detection.

### Learning outcomes

- 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 antifinancial crime controls that a firm should have in place.

### Who should attend?

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

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

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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, treating customers fairly (TCF) and conflicts of interest
- Adopting ICOBS processes as best practice within the sales process
- ICOBS breaches and professional indemnity – to include errors and omissions.

### Learning outcomes

- 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, TCF and conflicts of interest
- Identify how regulatory failure can amplify the consequences of errors and omissions.

### Who should attend?

Compliance officers, operational managers and marketing professionals.

### One day course

#### Dates

01 Jul/03 Dec

#### Venue

London

#### Cost

£250 members  
£300 non-members

## Insurance, financial and operational risk management

**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

- 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.

### Who should attend?

Non-risk managers and professionals.

### One day course

#### Dates

07 May/23 Oct

#### Venue

London

#### Cost

£220 members  
£260 non-members

## Roles within compliance

**CPD 3**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

- 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.

### Who should attend?

Compliance officers, managers and team leaders.

### Half day course

#### Dates

06 Mar/08 Oct

#### Venue

London

#### Cost

£170 members  
£190 non-members

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.

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

## Reinsurance

Risk management

Non-life insurance

Perils

Aviation insurance

Risk-transfers

Theories

Contractors 'all risks'

Policies

---

106 International insurance and reinsurance

108 International insurance for risk managers and insurance buyers

108 International insurance management

109 International liability insurance



## International insurance and reinsurance



**CPD 108**  
CII Scheme Hours

### Overview

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.

### 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.

### Four week course

#### Dates

03–28 Aug

#### Venue

London

#### Cost

£5,300 members  
£6,200 non-members

#### 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.

### Learning outcomes

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.

### 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.

### Follow-on courses

Role specific courses as listed in this directory.

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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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.

**NEW** International insurance for risk managers and insurance buyers **CPD 6**  
CII Scheme Hours

### Overview

This one day course provides delegates with the domestic and international insurance knowledge, tools and support needed to enhance an insurance buyers capability to build and purchase their firm's domestic and international programme.

### One day course

#### Dates

11 Feb/15 Jul/02 Nov

#### Venue

London

#### Cost

£250 members  
£300 non-members

### Programme

- The parties involved in the placement of an international insurance programme, understanding each of their relationships to each other and how control is maintained
- Client-broker-carrier relationship management – understanding why and how each relationship is critical to a well-placed international insurance programme
- Understanding the processes and procedures that the controlling and local broker use to run and manage an international insurance programme on the client's behalf
- Understanding the ways international insurance programmes can be run effectively
- The nuances of communicating internationally
- The expectations of all of the parties involved in the international programme
- Fee/commission structures for controlling and local brokers.

### Learning outcomes

- The parties involved and how relationships work
- Why a client needs both a domestic and local broker
- What a client can expect
- How international communication works
- How claims work
- How brokers get paid
- Tax, compliance and regulatory issues and responsibilities.

### Who should attend?

This course is suitable for risk managers and buyers of international insurance programmes. It will also be of interest to brokers operating in the international arena.

## International insurance management

**CPD 6**  
CII Scheme Hours

### Overview

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

### One day course

#### Dates

14 May/19 Nov

#### Venue

London

#### Cost

£250 members  
£300 non-members

### 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 (AMS)
- File sharing software.

### Learning outcomes

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 and omissions claims.

### Who should attend?

Brokers and service people with a minimum of three 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.

## International liability insurance

**CPD 18**  
CII Scheme Hours

### Overview

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.

### Three day course

#### Dates

27–29 May/25–27 Nov

#### Venue

London

#### Cost

£685 members  
£790 non-members

### 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.

### Learning outcomes

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.

### Who should attend?

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

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Visit [www.cii.co.uk/cpd](http://www.cii.co.uk/cpd) for further information.

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

## Differentiation

Business development

Branding

Leadership

Change management

Influence

Business modelling

Succession planning

Motivate and inspire

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development programme

## One day MBA



**CPD 6**  
CII Scheme Hours

### Overview

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.

### 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.

### Learning outcomes

The course will help you to:

- Strengthen your general management skills, while acquiring critical knowledge in specific business areas
- Discover 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.

### Who should attend?

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

*in association with*

**WINMARK**

### One day course

#### Dates

06 Feb/05 Jun/07 Sep/  
05 Nov

#### Venue

London

#### Cost

£580 members  
£640 non-members

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

#### Start 9.00

#### Strategy:

Introduction to strategy; Generic tools; The strategic planning process; Business models; Strategy and implementation

#### Break

#### Financial Management:

Cash management; Cost reduction; Financial reporting; Financial analysis

#### Marketing:

Segmentation and mix; Marketing; Sales

#### Lunch

#### Differentiation and Branding:

Brand options; Measuring brand value; McKinsey's branding rules; Internal branding; Core competencies; Differentiation

#### Change Management:

Strategy; Leadership questions; Resistance to change; The change process; Case studies

#### Break

#### Leadership and Persuasion:

The role of the leader; Focus and energy; Level 5 leadership; Habits and 'One minute manager'; Influence and persuasion

#### Finish 17.30

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.

**NEW**

## What can an Actuary do for me?

**CPD 12**  
CII Scheme Hours

### Overview

This two day course seeks to improve delegates' understanding of the role of an actuary in a modern insurance company and to enable professionals from other functions to best utilise the unique skill sets that actuaries possess. The course focuses on two main areas; firstly to understand what actuaries do and secondly the ways in which underwriting, claims, finance and reinsurance professionals can both aid and benefit from these actuarial processes.

### Programme

- The nature of insurance and why actuaries are needed
- The actuary's role in capital modelling and business planning
- The actuary's role in pricing support and claims reserving
- The actuary in the context of the business.

### Learning outcomes

- A more comprehensive understanding of the skill-set of an actuary
- Identification of the insurance issues where actuaries can help
- Improved communication with actuaries
- Understanding of key actuarial techniques
- A fundamental knowledge of risk-based capital and Solvency II
- A better understanding of the financial dynamics of insurance.

### Who should attend?

Anyone with a non-actuarial role will benefit from this programme. It is particularly suited to underwriters at all levels, claims adjusters, finance professionals and technical managers.

### Two day course

#### Dates

11–12 May/27–28 Oct

#### Venue

London

#### Cost

£1,190 members  
£1,390 non-members

### See what our delegates say...

“ Very useful material to enhance your career and working life. ”

“ Strongly recommend to anyone in management. ”

“ We covered a huge amount in one day. Learned useful techniques which I will make best use of. ”

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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## Broker management development programme

**CPD 30**  
CII Scheme Hours

### 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.

### 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.

### Learning outcomes

- 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.

### Who should attend?

The programme specifically caters for mid-senior managers, directors and owners who have, or aspire to have, strategic management responsibility within their firm.

**Five day course (1 day per month) or Five day intensive (Mon–Fri)**

#### Dates

Scheduled throughout the year by demand

#### Venues

London, Newcastle and others TBA

#### Cost

£1,545 full programme or £335 per day



Here's what some of our recent delegates thought of the programme...

“ 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.

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.



**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
- **Society of Mortgage Professionals**  
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 bank 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, 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, South Sudan, 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; 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; North Downs; 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, 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:

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF), The Insurance Institute of the Bahamas, The Insurance Institute of Barbados, The Bermuda Insurance Institute, The Insurance Institute of Canada, Taiwan Insurance Institute (The Insurance Institute of the Republic of China), The Insurance Institute of Cyprus, The Insurance Institute of Egypt, Emirates Insurance Association, The Insurance Institute of Ghana, The Insurance Institute of Guyana, The Insurance Institute of Harare, The Insurance Institute of Hong Kong, Institute of Insurance and Risk Management (IIRM), The Insurance Institute of India, The Indonesian Insurance Institute (AAMA), The Insurance Institute of Jamaica, The Insurance Institute of Kenya, The Insurance Institute of Lilongwe, The Insurance Institute of Malawi, The Malaysian Insurance Institute, The Insurance Institute of Mauritius, The Insurance Institute of Namibia, The Netherlands Institute for Banking, Insurance and Investment (NIBE-SVV), The Chartered Insurance Institute of Nigeria, The Pakistan Insurance Institute, The Insurance Institute of Papua New Guinea, The Philippines Insurance Institute, Inc, University of Insurance and Banking, Poland, The Insurance Institute of Riyadh, St Lucia Insurance Institute, Singapore Insurance Institute, The Insurance Institute of South Africa, The Sri Lanka Insurance Institute, The Insurance Institute of Tanzania, Trinidad & Tobago Insurance Institute, The Insurance Institute of Uganda, West African Insurance Institute (WAI), The Insurance Institute of Zambia, The Insurance Institute of Zimbabwe.

## 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 to the right on ‘International payments’.

An acknowledgement will be sent when your application form has been processed.

## International payments

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 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 Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you have a right of cancellation in respect of the Products and Services sold by the CII, which right shall (subject to the Regulations) expire 14 calendar days from the day on which either the Products are received by you, or a person nominated to receive the Products on your behalf, or your order for Services is accepted by the CII.

**Note:** No right of cancellation or refund is available in respect of ebooks or any other electronic download of the Products and Services once the download has started. You acknowledge that, by commencing the download of the Products or Services, your right to cancel under 29(1) of the Regulations will be lost. Should you wish to cancel, notice should be sent to Customer Service. Where Products have been supplied to you prior to such cancellation they must be returned to us, in the condition in which they were supplied to you, at your expense. Reimbursement for any monies paid by you which relate to the cancellation will be sent to you within 14 days of receiving the notice of cancellation or if Products are to be returned to us, within 14 days of their receipt or proof of sending.

Any request for entry to an exam received less than 14 days before the exam date shall be treated as express consent for the CII to provide a service. This express consent will also be treated as formal acknowledgement by you that your rights to cancellation under Regulation 29(1) of the Regulations will be lost upon receipt of your application form by the CII. In the event of less than 14 days notice of cancellation being given in respect of an entry for an exam sat online, and if, where applicable, the CII is unable to recover costs suffered as a result of such short notice cancellation, then the CII can recover these costs from you.

## 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 important entry information on pages 116–117, 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 (11/14)

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/ Family name

Forenames/ Given name(s)

Gender  Male  Female (Please tick)

Date of birth

Employer's name

Tel  Ext  Mobile

email

Work address

Postcode  Country

Home address

Postcode  Country

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 (11/14)

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 116)

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	£76	£73	£53
Monthly Subscription	£6.37	£6.12	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 116 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 £

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 (11/14)**

Enter your name

**Section E – Declarations**

I declare that all information provided by me on this form is true and correct to the best of my knowledge.

**Data protection and privacy**

The CII/PFS will ensure that your personal data is processed in line with Data Protection legislation and the CII Data Protection and Privacy Statement (available on the CII's website). To process this application, I am deemed to have consented to the CII/PFS processing my data.

**Sharing information with your employer**

The CII will, upon request, provide your employer with details of your assessment record and accreditation, including all attempts and future entries, along with your CII Permanent Identity Number, unless you tick the following box.

**Sharing your data with third parties**

The CII/PFS will never sell your data to third parties for commercial gain. We may, however, share your data with third parties who provide products and services that complement those offered by the CII. The CII will assume that you consent to us using your data in this way, unless you tick the following box.

**Privacy and electronic communications regulations**

The CII/PFS and, where relevant, your Local Institute (LI) may from time to time wish to draw your attention to other CII/PFS or LI products and services electronically which are likely to be of interest to you. The CII/PFS and your LI will assume you consent to us using your data in this way unless you tick the following box.

**Terms, conditions and cancellation**

I have read and agree to the terms and conditions contained in this brochure, including my right of cancellation.

Signed  Date

Training is provided by the Education and Training Trust of the Chartered Insurance Institute (a company limited by guarantee)  
Registered office: 20 Aldermanbury, London EC2V 7HY. Registered Charity no. 1021017

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.**

Please call CII Customer Service on +44 (0)20 8989 8464 to set up a monthly Direct Debit over the phone or complete the Direct Debit mandate below, sign the declaration in Section D and return to CII Customer Service.

### Instructions to your Bank or Building Society to pay by Direct Debit (Please complete all fields)



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.

9	9	6	6	4	5
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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.

The Direct Debit Guarantee: The Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society. If the amounts to be paid or the payment dates change The CII will notify you 10 working days in advance of your account being debited or as otherwise agreed. If an error is made by The CII or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid. You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to The CII.



# Supporting your success

CII membership gives you the tools and ongoing support to help achieve your professional goals.

Join today and enjoy the following exclusive benefits and career support:

- **Current market information** through access to a comprehensive online library
- **Exam resources** with access to an archive of exam guides for written exams and recommended reference materials
- **Discounts on qualifications and learning materials**
- **Career support** through local CPD events, training and networking opportunities (UK, Channel Islands and Isle of Man only)
- **Market news and updates** from our award-winning membership magazine, The Journal
- **Professional designation** upon completion of relevant qualifications demonstrating your knowledge and technical capability
- **CPD scheme** to keep your knowledge current and compliant
- **Affinity benefits scheme** providing a range of high street and online discounts.

“

My membership has provided me with access to a wealth of services that have helped improve my professional standing and support my ongoing career development.

”



Ross Davis LLB (Hons) ACII  
Marine Broker, Miller Insurance Services LLP



**Membership from  
£6.12 a month\***

\*UK tax-payers can claim income tax relief on membership fees.

For more information and to join, visit:

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

**Or call +44 (0)20 8989 8464**

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**The Chartered Insurance Institute** 42–48 High Road, South Woodford, London E18 2JP  
tel: +44 (0)20 8989 8464 fax: +44 (0)20 8530 3052 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)



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## Why choose CII Face-to-Face Training?

- Select from over 120 face-to-face courses, covering foundation, intermediate and advanced levels
- As the experts in insurance and financial services learning we understand what it takes to deliver first-class training
- We offer in-house and bespoke training solutions to meet employers' exact requirements
- Great quality and value – we consistently achieve high standards of delegate feedback and offer member and group savings
- Our exam revision courses are proven to increase the chances of passing by up to 59%.

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