

CII Broker Academy Training

2016 UK programme



in partnership with



www.cii.co.uk

Insurance Broking Faculty | CII

2 Face-to-face broker training

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

Conceived and developed following consultation with insurance brokers, these are suitable for both brokers and the wider insurance community. Courses deliver a stimulating and rewarding learning environment to sharpen skills and enhance career potential.

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

The UK-wide training programme delivers high-quality training at affordable prices, with a full-day's training from only £125 for CII members and £145 for non-members. Course titles, type, date and pricing are listed by location over the following pages with full details available online.

Additional employer options

In addition to our open access public course options Broker Academy Training also offers:

In-house delivery

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

Bespoke course development

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

To book or find out more

Web: www.cii.co.uk/brokeracademytraining

Call: +44 (0)20 8989 8464

Email: brokeracademytraining@cii.co.uk

What our customers think 3

“

Excellent course, excellent trainer. Very beneficial to my everyday work. ”

Commercial property insurance
March 2015

“

The course was very informative and I thought the trainer was superb in every area. ”

Cyber risks insurance
March 2015

“

Really enjoyed the course. Trainer was very knowledgeable and easy to talk to. ”

Liability insurance
March 2015

“

RFIB places a strong focus on training and development, to ensure our people have the technical skills and knowledge to deliver the best experience for our clients. The CII Broker Academy courses are an important part of our training and development programme as they offer broking-specific learning across a wide range of topics relevant to the sector. We use them both as part of our employee induction programme and to meet identified development needs for our staff. ”

Wesley Clarke MCIPD
Senior HR Business Partner
RFIB

RFIB

4 Courses by location

Belfast

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to business interruption insurance	Introduction	Technical	30 Sep	125	145
Intermediate directors' and officers' liability insurance	Intermediate	Technical	03 Jun	140	155
Introduction to household and high net worth insurance	Introduction	Technical	28 Jan	125	145
Introduction to insurance	Introduction	Technical	01 Apr	125	145
Introduction to recruitment and selection	Introduction	Business and soft skills	30 Aug	125	145
Intermediate reinsurance and alternative risk transfer	Intermediate	Technical	01 Dec	140	155

Birmingham

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Intermediate binding authority management	Intermediate	Technical	08 Mar	140	155
Intermediate bloodstock insurance	Intermediate	Technical	19 May	140	155
Introduction to business communication skills	Introduction	Business and soft skills	18 Mar	125	145
Intermediate business interruption insurance	Intermediate	Technical	13 Jun	140	155
Advanced business interruption insurance – issues and updates	Advanced	Technical	03 May/21 Jul	160	180
Introduction to business development through relationships	Introduction	Business and soft skills	25 May	125	145
Introduction to business writing skills	Introduction	Business and soft skills	25 Oct	125	145
Introduction to claims handling for brokers	Introduction	Technical	21 Jan	125	145
Intermediate claims handling for brokers	Intermediate	Technical	29 Mar	140	155
Introduction to commercial insurance	Introduction	Technical	26 Sep	125	145
Intermediate contract vetting	Intermediate	Technical	11 Apr	140	155
Introduction to cyber risks insurance	Introduction	Technical	29 Jul	125	145
Intermediate cyber risks insurance	Intermediate	Technical	10 Oct	140	155

Intermediate directors' and officers' liability insurance	Intermediate	Technical	26 Jan	140	155
Intermediate environmental liability insurance	Intermediate	Technical	14 Nov	140	155
Intermediate Excel for brokers	Intermediate	Business and soft skills	28 Jun	140	155
Introduction to farming insurance	Introduction	Technical	24 Aug	125	145
Intermediate liability insurance	Intermediate	Technical	06 Sep	140	155
Introduction to managing high performance	Introduction	Business and soft skills	12 Jul	125	145
Introduction to marine cargo and goods in transit insurance	Introduction	Technical	04 Nov	125	145
Introduction to motor fleet insurance	Introduction	Technical	15 Sep	125	145
Introduction to motor insurance	Introduction	Technical	08 Feb	125	145
Introduction to motor insurance claims	Introduction	Technical	27 Apr	125	145
Introduction to negotiating skills for brokers	Introduction	Business and soft skills	24 Nov	125	145
Intermediate risk management – theory and practice	Intermediate	Technical	16 Jun	140	155
Introduction to sales – bringing in more business from clients	Introduction	Business and soft skills	09 Aug	125	145

Bristol

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to business development through relationships	Introduction	Business and soft skills	08 Feb	125	145
Introduction to change management planning	Introduction	Business and soft skills	22 Feb	125	145
Introduction to coaching and developing people	Introduction	Business and soft skills	20 Jun	125	145
Introduction to commercial insurance	Introduction	Technical	26 Jan	125	145
Introduction to commercial property insurance	Introduction	Technical	12 Sep	125	145
Intermediate construction insurance	Intermediate	Technical	19 May	140	155
Introduction to engineering insurance and inspection	Introduction	Technical	02 Jun	125	145
Intermediate financial institutions insurance	Intermediate	Technical	13 Oct	140	155
Introduction to insurance	Introduction	Technical	14 Mar	125	145

6 Courses by location continued

Bristol continued

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Intermediate liability insurance	Intermediate	Technical	12 Apr	140	155
Advanced liability insurance – update and emerging risk issues	Advanced	Technical	06 Dec	160	180
Introduction to marine cargo and goods in transit insurance	Introduction	Technical	10 Jun	125	145
Intermediate marine cargo and goods in transit insurance	Intermediate	Technical	08 Nov	140	155
Introduction to motivation and goal achievement	Introduction	Business and soft skills	05 Sep	125	145
Introduction to negotiating skills for brokers	Introduction	Business and soft skills	04 May	125	145
Introduction to personal assertiveness and effectiveness	Introduction	Business and soft skills	18 Oct	125	145
Introduction to personal injury claims	Introduction	Technical	26 Aug	125	145

Cardiff

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Intermediate commercial property insurance	Intermediate	Technical	15 Mar	140	155
Introduction to customer care	Introduction	Business and soft skills	11 Jul	125	145
Advanced liability insurance – update and emerging risk issues	Advanced	Technical	18 Nov	160	180
Introduction to motor insurance claims	Introduction	Technical	11 Jan	125	145
Intermediate risk management – theory and practice	Intermediate	Technical	07 Sep	140	155

Doncaster

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Intermediate commercial property insurance	Intermediate	Technical	06 Jan/11 Aug	140	155
Introduction to construction insurance	Introduction	Technical	22 Jan	125	145

Intermediate construction insurance	Intermediate	Technical	30 Mar/11 Oct	140	155
Intermediate contingency insurance	Intermediate	Technical	27 May	140	155
Intermediate delegation skills	Intermediate	Business and soft skills	09 Feb	140	155
Intermediate Excel for brokers	Intermediate	Business and soft skills	09 Nov	140	155
Introduction to leading effective teams	Introduction	Business and soft skills	07 Apr	125	145
Introduction to liability insurance	Introduction	Technical	14 Jun	125	145
Introduction to motor fleet insurance	Introduction	Technical	15 Mar	125	145
Introduction to personal injury claims	Introduction	Technical	03 Mar	125	145
Introduction to professional indemnity insurance	Introduction	Technical	20 May	125	145
Intermediate professional indemnity insurance	Intermediate	Technical	29 Jul	140	155
Advanced professional indemnity insurance – update and emerging issues	Advanced	Technical	27 Sep/30 Nov	160	180
Introduction to property owners' insurance	Introduction	Technical	05 May	125	145
Introduction to reinsurance	Introduction	Technical	21 Jun	125	145
Intermediate reinsurance and alternative risk transfer	Intermediate	Technical	23 Aug/27 Oct	140	155
Introduction to the role of the broker	Introduction	Technical	25 Feb	125	145
Introduction to sales – presentations, proposals and tenders	Introduction	Business and soft skills	06 Sep	125	145
Introduction to travel insurance	Introduction	Technical	18 Jul	125	145
Introduction to underwriting risk assessment	Introduction	Technical	16 Nov	125	145

Edinburgh

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Intermediate binding authority management	Intermediate	Technical	22 Apr	140	155
Introduction to coaching and developing people	Introduction	Business and soft skills	16 Feb	125	145
Introduction to household and high net worth insurance	Introduction	Technical	12 Dec	125	145

8 Courses by location continued

Edinburgh continued

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to leading effective teams	Introduction	Business and soft skills	09 Jun	125	145
Introduction to managing difficult customers	Introduction	Business and soft skills	04 Oct	125	145

Glasgow

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Intermediate bloodstock insurance	Intermediate	Technical	18 Jan	140	155
Introduction to construction insurance	Introduction	Technical	22 Sep	125	145
Introduction to cyber risks insurance	Introduction	Technical	29 Nov	125	145
Introduction to insurance	Introduction	Technical	10 May	125	145
Introduction to liability insurance	Introduction	Technical	21 Jul	125	145
Introduction to managing difficult customers	Introduction	Business and soft skills	22 Mar	125	145

Leeds

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to assessing the impact of training	Introduction	Business and soft skills	03 Aug	125	145
Intermediate business interruption insurance	Intermediate	Technical	03 Nov	140	155
Introduction to claims handling for brokers	Introduction	Technical	09 Feb	125	145
Intermediate claims handling for brokers	Intermediate	Technical	17 May	140	155
Introduction to commercial property insurance	Introduction	Technical	17 Feb	125	145
Intermediate construction insurance	Intermediate	Technical	27 Jun	140	155
Introduction to cyber risks insurance	Introduction	Technical	16 Sep	125	145
Intermediate cyber risks insurance	Intermediate	Technical	13 Apr	140	155
Introduction to directors' and officers' liability insurance	Introduction	Technical	16 Nov	125	145

Introduction to engineering insurance and inspection	Introduction	Technical	11 Aug	125	145
Intermediate Excel for brokers	Intermediate	Business and soft skills	10 Oct	140	155
Introduction to liability insurance	Introduction	Technical	01 Mar	125	145
Introduction to managing high performance	Introduction	Business and soft skills	22 Jan	125	145
Introduction to marine cargo and goods in transit insurance	Introduction	Technical	04 May/17 Oct	125	145
Introduction to motivation and goal achievement	Introduction	Business and soft skills	28 Apr	125	145
Introduction to motor insurance	Introduction	Technical	27 Oct	125	145
Introduction to motor trade insurance	Introduction	Technical	15 Jun	125	145
Introduction to negotiating skills for brokers	Introduction	Business and soft skills	23 Aug	125	145
Introduction to networking skills for brokers	Introduction	Business and soft skills	03 Jun	125	145
Introduction to problem solving and decision making	Introduction	Business and soft skills	09 Dec	125	145
Introduction to professional indemnity insurance	Introduction	Technical	31 May	125	145
Intermediate professional indemnity insurance	Intermediate	Technical	23 Sep	140	155
Introduction to property owners' insurance	Introduction	Technical	16 Mar	125	145
Introduction to the role of the broker	Introduction	Technical	12 Jul	125	145

Leicester

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to business communication skills	Introduction	Business and soft skills	24 Oct	125	145
Intermediate commercial property insurance	Intermediate	Technical	22 Apr	140	155
Introduction to directors' and officers' liability insurance	Introduction	Technical	21 Mar	125	145
Intermediate directors' and officers' liability insurance	Intermediate	Technical	16 Sep	140	155
Introduction to farming insurance	Introduction	Technical	24 Feb	125	145
Intermediate financial institutions insurance	Intermediate	Technical	20 Jun	140	155
Intermediate household and high net worth insurance	Intermediate	Technical	06 May/21 Nov	140	155

10 Courses by location continued

Leicester continued

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to insurance	Introduction	Technical	04 Jul	125	145
Introduction to networking skills for brokers	Introduction	Business and soft skills	19 Jan	125	145
Introduction to personal assertiveness and effectiveness	Introduction	Business and soft skills	26 Jul	125	145
Introduction to presentation skills	Introduction	Business and soft skills	15 Jun	125	145
Introduction to problem solving and decision making	Introduction	Business and soft skills	11 Aug	125	145

London

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to assessing the impact of training	Introduction	Business and soft skills	25 Jan/13 Jun	140	165
Intermediate binding authority management	Intermediate	Technical	23 Mar/21 Nov	160	180
Intermediate bloodstock insurance	Intermediate	Technical	14 Apr/07 Dec	160	180
Introduction to business communication skills	Introduction	Business and soft skills	22 Jul	140	165
Introduction to business development through relationships	Introduction	Business and soft skills	10 Aug	140	165
Introduction to business interruption insurance	Introduction	Technical	12 Jan	140	165
Intermediate business interruption insurance	Intermediate	Technical	29 Jan	160	180
Advanced business interruption insurance – issues and updates	Advanced	Technical	27 Jan/13 Oct	180	200
Introduction to business writing skills	Introduction	Business and soft skills	21 Sep	140	165
Introduction to change management planning	Introduction	Business and soft skills	06 Oct	140	165
Introduction to claims handling for brokers	Introduction	Technical	05 Jul	140	165
Intermediate claims handling for brokers	Intermediate	Technical	27 Jun	160	180
Introduction to coaching and developing people	Introduction	Business and soft skills	25 Oct	140	165
Introduction to commercial insurance	Introduction	Technical	04 Mar/12 Jul	140	165

Introduction to commercial insurance packages	Introduction	Technical	12 Apr	140	165
Introduction to commercial property insurance	Introduction	Technical	28 Apr	140	165
Intermediate commercial property insurance	Intermediate	Technical	17 May	160	180
Introduction to construction insurance	Introduction	Technical	07 Jun/13 Oct	140	165
Intermediate construction insurance	Intermediate	Technical	25 Aug	160	180
Intermediate contingency insurance	Intermediate	Technical	27 Sep/05 Dec	160	180
Intermediate contract vetting	Intermediate	Technical	04 Jan/05 Aug/ 31 Oct/14 Dec	160	180
Introduction to crime and fidelity guarantee	Introduction	Technical	07 Jan/18 Oct	140	165
Introduction to customer care	Introduction	Business and soft skills	23 Nov	140	165
Introduction to cyber risks insurance	Introduction	Technical	29 Apr	140	165
Intermediate cyber risks insurance	Intermediate	Technical	24 May	160	180
Intermediate delegation skills	Intermediate	Business and soft skills	09 Dec	160	180
Introduction to directors' and officers' liability insurance	Introduction	Technical	01 Jun	140	165
Intermediate directors' and officers' liability insurance	Intermediate	Technical	01 Dec	160	180
Introduction to engineering insurance and inspection	Introduction	Technical	10 Jun/17 Nov	140	165
Intermediate environmental liability insurance	Intermediate	Technical	15 Feb	160	180
Intermediate Excel for brokers	Intermediate	Business and soft skills	12 Sep	160	180
Introduction to farming insurance	Introduction	Technical	06 Sep	140	165
Intermediate financial institutions insurance	Intermediate	Technical	19 Jul	160	180
Intermediate finance for non-finance managers	Intermediate	Business and soft skills	29 Apr/07 Jul/ 15 Sep	160	180
Introduction to household and high net worth insurance	Introduction	Technical	30 Sep	140	165
Intermediate household and high net worth insurance	Intermediate	Technical	20 Oct	160	180
Introduction to insurance	Introduction	Technical	15 Jun/11 Oct	140	165
Introduction to jewellers, fine arts and species insurance	Introduction	Technical	25 May/08 Aug/ 13 Dec	140	165

12 Courses by location continued

London continued

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Intermediate kidnap, ransom and personal security	Intermediate	Technical	15 Jan/27 May/ 30 Aug/07 Sep	160	180
Introduction to liability insurance	Introduction	Technical	19 Jan/09 May/ 12 Oct	140	165
Intermediate liability insurance	Intermediate	Technical	16 Mar/27 Jun/ 16 Aug	160	180
Advanced liability insurance – update and emerging risk issues	Advanced	Technical	07 Apr/25 Aug	180	200
Introduction to Lloyd's and London Market	Introduction	Technical	18 Mar/11 Apr/ 15 Sep	140	165
Introduction to marine cargo and goods in transit insurance	Introduction	Technical	21 Jan/23 Sep/ 26 Oct	140	165
Intermediate marine cargo and goods in transit insurance	Intermediate	Technical	23 May/09 Nov	160	180
Intermediate marine hull insurance	Intermediate	Technical	14 Jun/01 Sep/ 24 Oct	160	180
Introduction to motor insurance	Introduction	Technical	02 Jun	140	165
Introduction to motor insurance claims	Introduction	Technical	07 Jun	140	165
Introduction to motor fleet insurance	Introduction	Technical	11 Jul	140	165
Introduction to motor trade insurance	Introduction	Technical	27 Jan/11 May/ 19 Aug/10 Nov	140	165
Introduction to personal injury claims	Introduction	Technical	04 May	140	165
Introduction to presentation skills	Introduction	Business and soft skills	07 Nov	140	165
Introduction to problem solving and decision making	Introduction	Business and soft skills	18 Jan	140	165
Introduction to professional indemnity insurance	Introduction	Technical	18 Nov	140	165
Intermediate professional indemnity insurance	Intermediate	Technical	21 Jun	160	180
Advanced professional indemnity insurance – update and emerging issues	Advanced	Technical	08 Jul/28 Oct	180	200
Introduction to project management	Introduction	Business and soft skills	21 Apr	140	165

Introduction to property owners' insurance	Introduction	Technical	02 Nov	140	165
Introduction to recruitment and selection	Introduction	Business and soft skills	10 Feb	140	165
Intermediate reinsurance and alternative risk transfer	Intermediate	Technical	23 Feb/08 Mar/ 21 Oct/04 Nov	160	180
Intermediate risk management – theory & practice	Intermediate	Technical	12 Feb/29 Nov	160	180
Introduction to the role of the broker	Introduction	Technical	29 Feb/12 Dec	140	165
Introduction to sales – bringing in more business from clients	Introduction	Business and soft skills	25 Feb	140	165
Introduction to sales – bringing in new clients	Introduction	Business and soft skills	10 Mar/19 Apr/ 02 Sep	140	165
Introduction to sales – presentations, proposals and tenders	Introduction	Business and soft skills	29 Mar/23 May	140	165
Introduction to time management	Introduction	Business and soft skills	03 May	140	165
Introduction to travel insurance	Introduction	Technical	04 Apr	140	165
Introduction to underwriting risk assessment	Introduction	Technical	05 May	140	165
Introduction to yacht insurance	Introduction	Technical	14 Mar/26 May/ 26 Aug	140	165

Manchester

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to business interruption insurance	Introduction	Technical	04 Nov	125	145
Introduction to customer care	Introduction	Business and soft skills	21 Apr	125	145
Intermediate contract vetting	Intermediate	Technical	14 Jan	140	155
Intermediate cyber risks insurance	Intermediate	Technical	24 Jun	140	155
Intermediate finance for non-finance managers	Intermediate	Business and soft skills	05 Jul	140	155
Intermediate household and high net worth insurance	Intermediate	Technical	16 May	140	155
Intermediate liability insurance	Intermediate	Technical	10 Mar/08 Sep	140	155
Introduction to motor insurance claims	Introduction	Technical	21 Oct	125	145
Introduction to professional indemnity insurance	Introduction	Technical	23 Feb	125	145

14 Courses by location continued

Manchester continued

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to travel insurance	Introduction	Technical	22 Aug	125	145

Newcastle

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Intermediate business interruption insurance	Intermediate	Technical	28 Oct	140	155
Introduction to engineering insurance and inspection	Introduction	Technical	11 Feb	125	145
Intermediate environmental liability insurance	Intermediate	Technical	10 Aug	140	155
Intermediate finance for non-finance managers	Intermediate	Business and soft skills	23 Jun	140	155
Introduction to motor fleet insurance	Introduction	Technical	19 Oct	125	145
Introduction to sales – bringing in more business from clients	Introduction	Business and soft skills	19 Apr	125	145

Norwich

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Advanced business interruption insurance – issues and updates	Advanced	Technical	16 Jun/13 Dec	160	180
Introduction to business writing skills	Introduction	Business and soft skills	04 Jan	125	145
Introduction to commercial insurance packages	Introduction	Technical	13 Oct	125	145
Intermediate Excel for brokers	Intermediate	Business and soft skills	10 Feb	140	155
Introduction to leading effective teams	Introduction	Business and soft skills	22 Aug	125	145
Introduction to managing difficult customers	Introduction	Business and soft skills	27 Jul	125	145
Introduction to networking skills for brokers	Introduction	Business and soft skills	13 Sep	125	145
Introduction to personal assertiveness and effectiveness	Introduction	Business and soft skills	25 Apr	125	145
Introduction to presentation skills	Introduction	Business and soft skills	10 May	125	145

Introduction to project management	Introduction	Business and soft skills	02 Nov	125	145
Introduction to property owners' insurance	Introduction	Technical	04 Jul	125	145
Introduction to underwriting risk assessment	Introduction	Technical	22 Mar	125	145

Perth

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to commercial insurance	Introduction	Technical	28 Jun	125	145
Introduction to directors' and officers' liability insurance	Introduction	Technical	29 Jan	125	145
Advanced liability insurance – update and emerging risk issues	Advanced	Technical	11 Mar	160	180
Introduction to managing high performance	Introduction	Business and soft skills	22 Nov	125	145
Introduction to recruitment and selection	Introduction	Business and soft skills	24 May	125	145

Reading

Title	Level	Type	Date	£ CII Member	£ Non-CII Member
Introduction to business interruption insurance	Introduction	Technical	25 Oct	125	145
Introduction to claims handling for brokers	Introduction	Technical	12 Feb	125	145
Introduction to commercial insurance	Introduction	Technical	08 Aug	125	145
Advanced liability insurance – update and emerging risk issues	Advanced	Technical	19 Apr	160	180
Introduction to motivation and goal achievement	Introduction	Business and soft skills	02 Dec	125	145
Introduction to motor insurance	Introduction	Technical	23 Jun	125	145

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