



# ASSOCIATESHIP SPECIALIST

## **Knowledge ratings**

*Each sub-topic has been designated a numerical rating as follows:*

- 1 General background awareness necessary.*
- 2 Requires a knowledge of the major elements of procedures or concepts and their uses.*
- 3 Requires the ability to evaluate concepts, issues, policies and procedures, together with an understanding of associated aspects of these items and their application to various situations.*

## **Study materials**

The following list provides details of various publications which may assist with your studies. The primary text for this syllabus is shown in bold type. Periodicals and publications listed as additional reading will be of value in ensuring candidates keep up to date with developments and in providing a wider coverage of syllabus topics. The reference materials cited are authoritative, detailed works which should be used selectively as and when required.

### **Primary text**

**Coursebook 820: Claims management.** The Chartered Insurance Institute.

### **Additional reading**

*Controls over procedures for establishing general insurance business technical provisions: Guidance note for insurance companies.*  
London: Association of British Insurers, 1996.