

Technical Insurance Programme

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PART OF THE DWF GROUP



Summary

The Technical Insurance Programme is designed to take you through various technical aspects of insurance products that are available in the marketplace, after setting the core foundation on how the insurance industry works.

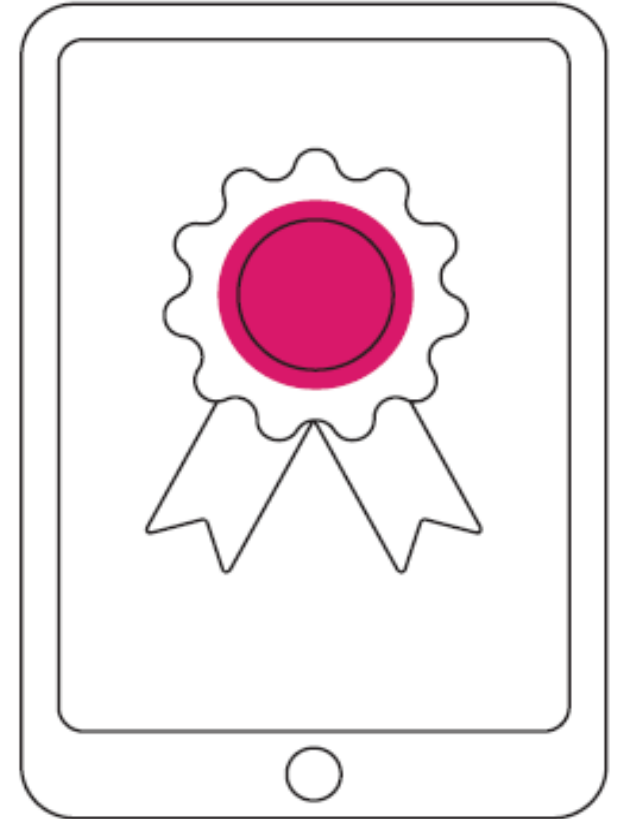
Following the three mandatory modules, the programme can be made up from any of the courses on offer.

The aim of the programme is to provide you with a core foundation knowledge of the insurance industry.

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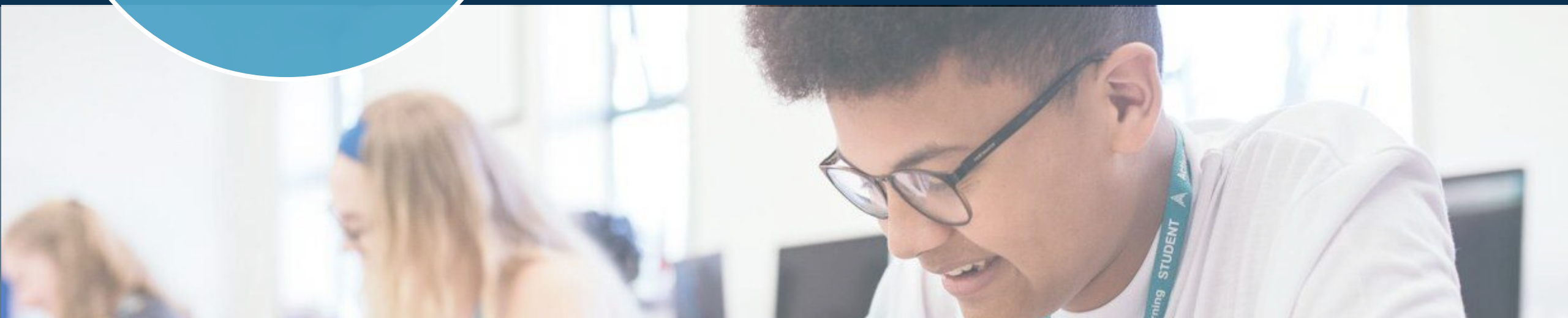
Zing365 is a market-leading training provider to the insurance and financial services sectors.

We specialise in providing practical, business-focused training to professional services clients, offering the complete training solution.



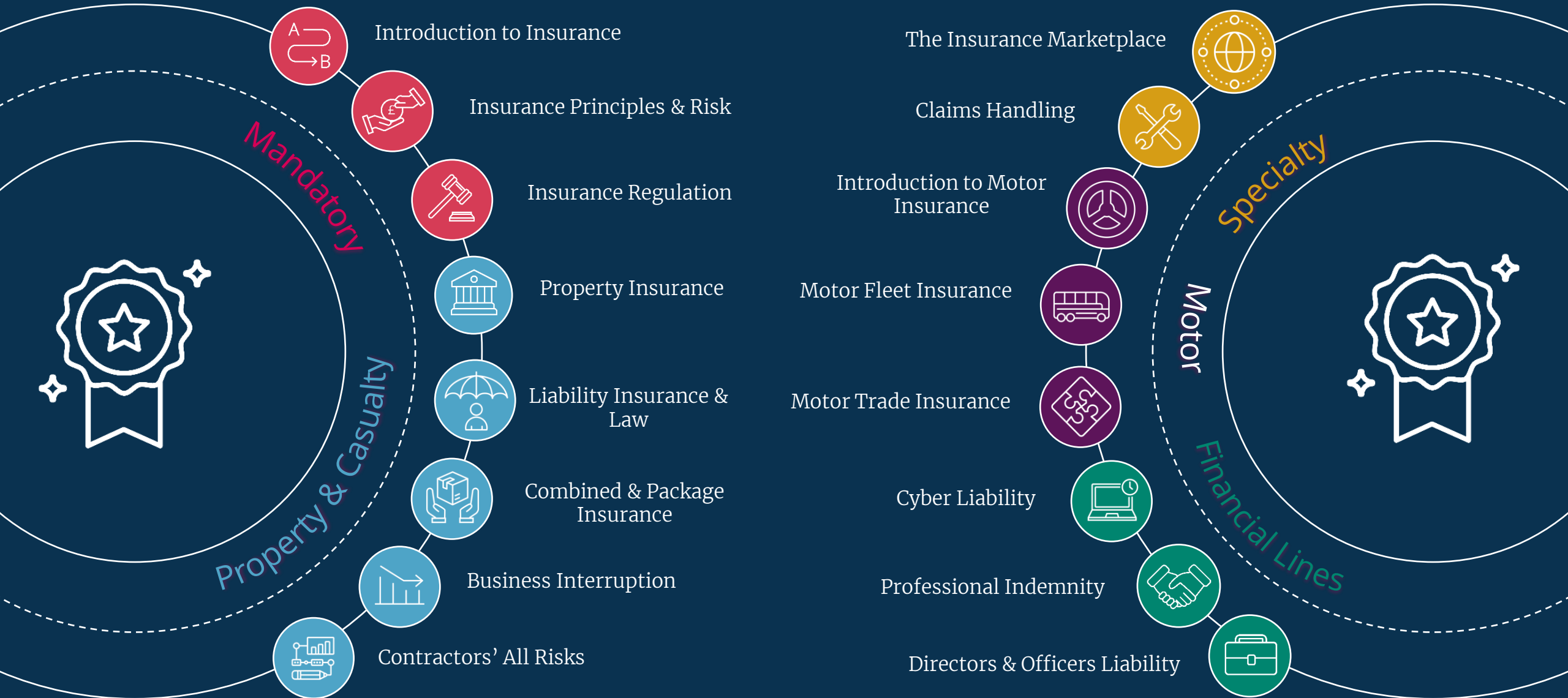
What we will do

- ✓ Build the programme according to your needs
- ✓ Deliver each module through face to face training interaction
- ✓ Provide one dedicated trainer for the duration of the programme
- ✓ Deliver the programme to your timescales; over a number of consecutive days or over the course of a number of weeks
- ✓ Conduct end-of-module assessments to support evidence of competency



Available Courses

Click on the course icon to discover the course outline



Mandatory Modules

Course Summary

Working in the insurance industry can be tricky especially if you haven't worked in the industry before. So many different principles, laws, markets, contracts, it can be a minefield.

This course is designed to build the foundation for those working in the insurance industry, with little to no experience.

You will understand what insurance is, it's evolution and how the industry works today. You will also understand what role you will play within the complex world of insurance.

Course Agenda



Insurance & It's Benefits
Insurance Evolution



Insurance Contracts
Classes of Insurance



Buying & Selling
Agency Law

Introduction To Insurance

**Duration: 1
Day**

Course Objectives

- ✓ Understand the importance of insurance
- ✓ Identify market approach and strategies
- ✓ Recognise how contracts are formed
- ✓ Determine the part intermediaries play



Mandatory Modules

Course Summary

Despite insurance seeming quite complex, it is all based around 6 core principles, and understanding these principles will help you understand how an insurance contract is formed, and what happens when a claim is submitted.

This course will also explore how the insurance industry interprets the word 'risk' and how insurers and underwriters alike analyse the risks to determine the formation of the insurance contract.

Finally, we the course will explore the necessary administration required when the insurance contract is in place.

Course Agenda



Six Core Principles of Insurance Risks

Hazards & Perils



Underwriting

Premiums & Taxes



Policy Administration

**Insurance
Principles &
Risk**

**Duration: 1
Day**

Course Objectives

- ✓ Apply the six core principles to everyday insurance contracts
- ✓ Recognise what can/needs to be insured
- ✓ Identify how an underwriter calculates a premium
- ✓ Recognise the lifecycle and policy documentation involved with the administration of an insurance policy



Mandatory Modules

Course Summary

As insurance falls within the wider financial services sector, there are certain rules and regulations that those working in the industry, must adhere to.

This course will explore the regulators, their goals and objectives, and the appropriate and necessary regulations outlined by the regulators.

Finally, the course will enable you to trade compliantly within the rules, guidelines and principles set within the industry.

Course Agenda



Compulsory Insurance & Statues
Regulatory Bodies



Fair Treatment of Customers
Intermediary Regulations



Insurance Distribution Directive
Handling Complaints

**Insurance
Regulation**

**Duration: 1
Day**

Course Objectives

- ✓ Identify what insurances legally need to be in place
- ✓ Understand the purpose and supervision of the FCA
- ✓ Recognise key disclosure points to adhere to regulatory framework
- ✓ Handle complaints in a way that satisfies the regulator



Technical Modules (P&C)

Course Summary

This course will explore the different types of property that can be insured together with the legal and moral obligations of landlords and tenants with the legislation relating to being an owner or landlord of property.

Policy wordings will be explored to determine what will be covered, alongside the typical extension, exclusion, endorsements and warranties that may be applied.

Finally, the course will review the underwriters' role and how they may approach a property risks.

Course Agenda



Insurance & It's Benefits

Insurance Evolution



Insurance Contracts

Classes of Insurance



Buying & Selling

Agency Law

**Property
Insurance**

**Duration: 1
Day**

Course Objectives

- ✓ Understand the importance of insurance
- ✓ Identify market approach and strategies
- ✓ Recognise how contracts are formed
- ✓ Determine the part intermediaries play



Technical Modules (P&C)

Course Summary

Liability is a fascinating subject which has developed over centuries by case precedence and statute. In recent years as we have become a more aware and litigious society, case law and legislation have developed and as a result this part of the civil justice system is complex and wide reaching.

We will consider the exposures that the liability class of insurance may face together with supporting legislation. We will also look at how the law has changed in recent years and the effect that has had on the insurance industry. We will also examine the challenges that both the insured and the underwriter face and the management of risk in this area.

Course Agenda



Liability & Civil Law
Negligence & Liability



Nuisance & Trespass
Public Liability & Product Liability



Employer's Liability
Underwriting Considerations

**Liability
Insurance &
Law**

**Duration: 1
Day**

Course Objectives

- ✓ Determine the difference between criminal and civil law
- ✓ Recognise how liability arises through the law of tort
- ✓ Identify underwriter factors of liability insurances
- ✓ Explain how a policy will respond when a claim is submitted



Technical Modules (P&C)

Course Summary

It can be confusing as to when a packaged policy or a combined policy is suitable, especially when a client has a lot of insurance requirements to fulfil.

This course will help you understand the differences between a packaged product and a commercial combined, and when it is appropriate to offer each one. We will explore the different types of traditional packaged products that are available in the market, alongside the continuous development in the market today, underwriting factors and the selection of available covers.

Course Agenda



The Needs Of An SME Business
Development Of Package & Combined Insurances



Types Of Packages
Core, Standard And Optional Covers



Underwriting Factors
Policy Wordings

**Combined &
Packaged
Products**

**Duration: 1
Day**

Course Objectives

- ✓ Recognise the size and opportunity that SME businesses bring to the insurance industry
- ✓ Identify the packages available and their suitability to the insured
- ✓ Understand the insured's needs to customize packaged products
- ✓ Ask relevant information to identify the risk



Technical Modules (P&C)

Course Summary

For many business, when loss occurs, it's not just the devastation of the loss of property facilities that they trade from, but the wider impact of having to temporarily close to allow the insurers to reinstate the property; it's the loss of business and income.

In this course, you will explore what business interruption is and the connection with property insurance. We will discover how business interruption can be set up, how cover is set and the typical policy extensions and exclusion that you can expect to find within a policy wording. Finally, we will explore how a policy will respond to such losses.

Course Agenda



What Is Business Interruption Insurance?
The Material Damage Proviso



Available Covers
Setting The Covers



Policy Extensions & Exclusions
Claim Triggers



**Business
Interruption**

**Duration: 1
Day**

Course Objectives

- ✓ Explain the benefits of business interruption
- ✓ Identify how cover is provided to match the insured's business activities
- ✓ Understand important factors on setting the sums insured and indemnity period
- ✓ Identify how and why claims are made



Technical Modules (P&C)

Course Summary

The construction industry is a rather risk-heavy industry. There are so many aspects that the contractor needs to be aware of, from common law, statute and contract law.

In this course, you will discover the key risks that a contractor faces, and understand how a contractor's all risk policy can be set in place to help protect the contractor against those risks. The course will place you right in the shoes of the contractor on a construction site, where you will understand what the industry entails, conduct risk management before reviewing the insurance considerations/requirements.

Course Agenda



Legislation Within The Construction Industry
Health & Safety Concerns



Available Covers
Underwriting Considerations



Contracts Within The Construction Industry
Non-negligent Cover

**Contractors'
All Risks**

**Duration: 1
Day**

Course Objectives

- ✓ Identify the risks within the construction industry
- ✓ Recognise the factors that need to be considered
- ✓ Understand how to approach a construction risks
- ✓ Explain how a contractor's all risk policy is formed from the covers available.



Course Summary

Covering liability is probably a cover that you sell on every policy, particularly Public & Employer's Liability. But, what about those businesses who are liable who provide professional advice?

If Professional indemnity isn't something that you deal with frequently, it can be quite difficult to get your head around the core mechanics of how these policies work. In this course, we will look at the core fundamentals of Professional indemnity, including the mechanics, legal remedies and underwriting factors.

Course Agenda



What is Professional Indemnity?

How does liability arise



Cover mechanics

Providing suitable cover

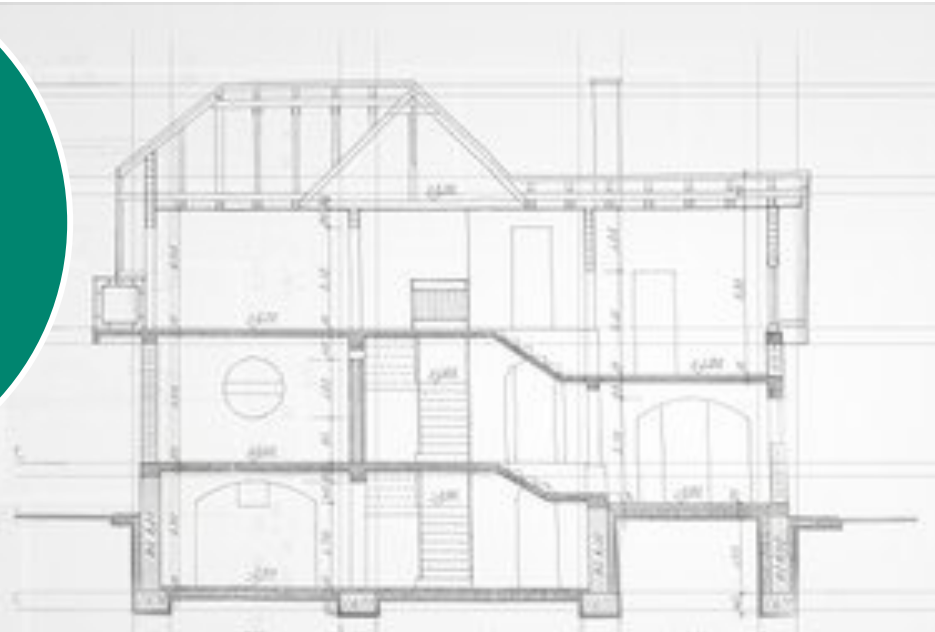


Typical policy conditions

Settling Claims

Professional Indemnity

Duration: 1 Day



Course Objectives

- ✓ Identify when PI is required and the benefits it brings to your clients
- ✓ Recognise the risks and exposures with professional trades
- ✓ Understand policy coverage
- ✓ Explain how claims are made, handled and settled



Course Summary

With the UK becoming a more litigious society and the increase of claims against company officers/directors, this insurance is increasingly important to protect your client.

In this course we examine just what this insurance does and doesn't cover. We look at the extensive legislation surrounding business leaders' responsibilities and the consequences of being liable.

Course Agenda



The Need for Cover
How Does Liability Arise?



Legislation
Providing Cover



Common extension & Exclusions
Responding to Claims From Emerging Issues

**Director's &
Officer's
Liability**

**Duration: ½
Day**

Course Objectives

- ✓ Understand the responsibilities of a Director
- ✓ Demonstrate how to approach a risk
- ✓ Explain how a D&O policy can benefit many companies and its importance
- ✓ Feel confident in offering effective solutions



Course Summary

Cyber Insurance is fast becoming an essential insurance for those who run business. This course aims to de-mystify some of the language used and look at the kind of events that can happen.

We will take a look at the elements of cover that fall within this subject as well as some of the underwriting concerns. We will use real life examples of what can go wrong and how a cyber insurance policy can offer both protection & peace of mind

This is an introduction course which will be suitable for anyone who wants to understand more about the subject in order to feel confident in discussing with their clients.

Course Agenda



The Need for Cyber Insurance
The Cover Provided



Cyber Liability Events & Losses
What is Not Covered



Demystifying Cyber Language
Policy Extensions



**Cyber
Liability**

**Duration: ½
Day**

Course Objectives

- ✓ Understand the language used and their definitions
- ✓ Feel confident in discussing the elements of cover
- ✓ Recognise the potential risk factors a client faces
- ✓ Identify the policy conditions that a typical cyber policy would apply



Technical Modules (Specialty)

Course Summary

This course is designed to give an insight into claims handling and the various parties involved during the claims journey.

During the session, we will look at the different ways in which indemnity can be applied, and how Insurers can recover their outlay, along with common reasons for declinatures.

We will also look at the regulatory and legislative environment that impacts claims handling.

Course Agenda



The Legal Requirements To Bring A Successful Claim



How Indemnity Can Be Provided

The Limitations Of Indemnity

Why Are Claims Declined?



The Role Of The Claims Team

Handling Complaints



**Claims
Handling**

**Duration: ½
Day**

Course Objectives

- ✓ Understand the legal requirements for an insurance claims to be made
- ✓ Recognise the different parties to a claim
- ✓ Identify the role of the claims team
- ✓ Comply with regulations that relate to claims handling



Technical Modules (Specialty)

Course Summary

This course looks into the UK, London & Global Market. As well as looking at Insurance and Reinsurance companies, we look at the operation of Lloyds, its stakeholders and its place within the Global Insurance Market.

It is a valuable standalone learning experience for those employed in support functions such as HR or finance, or as the first stage of a more in-depth learning pathway for those working within the London Market.

Course Agenda



The Insurance Marketplace
Buyers and sellers of insurance



The History of Insurance & Where it is today
The London Market



Lloyds of London
Players Within The Market



**The
Insurance
Marketplace**

**Duration: ½
Day**

Course Objectives

- ✓ Understand the operation of the UK Insurance market and structure
- ✓ Recognise the difference between Lloyds and the London Market
- ✓ Identify the role of Lloyds of London
- ✓ Explain the different between insurance and reinsurance



Technical Modules (Motor)

Course Summary

This course will review the needs motor insurance and the difference levels of cover available to commercial and personal customers, and provide an insight into the market place for this class of business.

We will then spend time identifying some of the key rating and underwriting factors to consider, along with the construction of a motor policy wording.

The final segment of the session focuses on the key areas of applicable legislation and regulation and how to relate this to motor insurance.

Course Agenda



The Motor Marketplace
Scope Of Cover For Motor Policies



Legislation Relating To Motor Insurance
Policy Construction



Underwriting Factors
Policy Conditions

Introduction to Motor Insurance

**Duration: ½
Day**

Course Objectives

- ✓ Understand the covers of a motor insurance policy
- ✓ Recognise underwriting considerations of private and commercial vehicle policies
- ✓ Identify the risk management provisions available to a motor policy holder
- ✓ Explain common exclusions



Technical Modules (Motor)

Course Summary

This course will look closely at how the underwriter rates this type of risk, what represents a good risk (as well as a poor risk), the UK & EU legislation surrounding motor vehicles & how the Civil Procedure Rules relate to motor claims.

The course will explore how an underwriter would review a risk and determine how the claims history is set when covering multiple policies on the same policy.

We will review the impact of suitable and adequate risk management.

Course Agenda



Legislation relating to motor fleet insurance

Underwriting factors



Available overs

Driving restrictions



Underwriting Considerations & Claims History

Risk Management

Motor Fleet Insurance

Duration: ½ Day

Course Objectives

- ✓ Identify when a motor fleet policy is suitable
- ✓ Recognise the administration of a motor fleet
- ✓ Understand how insurance premiums are calculated
- ✓ Explain how a business is able to manage and reduce their risk



Technical Modules (Motor)

Course Summary

The motor trade industry is a large and complex world, and face many different risks daily. This course will be looking at the risks associated with a motor trader and determine the products and covers available.

We will explore the underwriting factors, along with specific policy covers and extensions that are exclusive for someone working within the motor trade industry.

It is recommended that you have a good understanding of property insurance prior to joining this course.

Course Agenda



Assessing The Risk
Providing Cover - Road Risk



Property Insurance
Engineering Insurance



Motor Trader's Liability
Policy Conditions

**Motor Trade
Insurance**

**Duration: 1
Day**

Course Objectives

- ✓ Recognise who would be responsible for a motor trade insurance policy
- ✓ Understand the term 'use' when referencing the RTA
- ✓ Determine the different covers available
- ✓ Identifying the risk factors that a motor trader may be exposed to







Talk to us

We'd love to discuss your specific training needs.



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