



Searchlight

Training the insurance industry

2024 Q3

Technical, Business & Management Skills Workshops



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Suitable For:

Suitable for those with at least 12 months' commercial property insurance experience.

This workshop explores commercial property insurance in greater depth, and explores at typical commercial property cover, terms, conditions and exclusions.

Course Details

Webinar delivery



Date: 1st July 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Explain in detail the main features of a risk that would influence an underwriter in their assessment
- ◆ Describe the effect physical features of a risk can have on rating that risk
- ◆ Outline the main causes of fire losses in the UK
- ◆ Detail the typical policy cover provided by commercial property policies
- ◆ Explain risk management features of a risk and explain to a customer what steps they can take to reduce or eliminate the possibility of loss

Workshop Content

- ◆ Reasons why Commercial Property insurance is purchased
- ◆ The factors involved in the assessment of risk
- ◆ The principles and application of underwriting
- ◆ The different cover levels available
- ◆ The main conditions, exclusions, restrictions and extensions
- ◆ The factors involved in the risk management
- ◆ The principles of claims notification, processing and settlement

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Engaging & Motivating the Team

All Levels | 3 x CPD Hours

Suitable For:

Suitable for managers and team leaders.

The aim of this virtual live training is to raise awareness and understanding of the key characteristics of an effective team by focusing on how to set the environment for individual and team engagement with a focus on positive psychology.

Course Details

Webinar delivery



Date: 2nd July 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Know your role and responsibility in terms of motivating and engaging the team
- ◆ Know the key drivers for employee engagement
- ◆ Understand the importance of positive psychology on influencing motivation and engagement.

Workshop Content

- ◆ The role of management in the context of motivation and engagement
- ◆ Your team challenges
- ◆ What is motivation?
- ◆ Tried and tested models
- ◆ What drives employee engagement?
- ◆ 3 core beliefs of engaged workers
- ◆ Positive psychology for improved motivation, performance and engagement
- ◆ Simple questions to test motivation and engagement
- ◆ Action plan and review

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Suitable For:

This interactive one-day High Net Worth training workshop looks at how this class of insurance builds on the insurance covers available as standard, in particular household insurance policies.

This session also looks at the special features of High Net Worth and how these influence the acceptance and pricing of risks.

Course Details

Webinar delivery



Date: 4th July 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- ◆ Understand the potential market for high net worth business and its importance in relation to other classes of business – recognise a typical High Net Worth customer profile
- ◆ Define the additional covers that are offered under a High Net Worth policy compared to standard policy cover
- ◆ Compare High Net Worth policy covers, conditions and exclusions
- ◆ Understand the standard underwriting features for High Net Worth risks, e.g. proposer, location, sums insured etc.
- ◆ Understand the underwriting and pricing of risks unique to High Net Worth customers, e.g. valuables, wines, collections etc.
- ◆ Outline additional covers available to High Net Worth customers, e.g. travel
- ◆ Outline the concept of risk management and its application, with regard to underwriting and surveys for High Net Worth risks, e.g. security
- ◆ Recognise the importance of satisfactory claims settlement for High Net Worth customers

Workshop Content

- ◆ Defining a High Net Worth customer
- ◆ Standard underwriting risk factors, e.g. Proposer, Location of Buildings, Contents etc.
- ◆ High Net Worth policy covers, conditions and exclusions
- ◆ Specific High Net Worth risks
- ◆ The concept of risk management and its application to High Net Worth risks
- ◆ The principles and procedures for handling High Net Worth insurance claims

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Business Interruption Insurance

Intermediate Level | 3 x CPD Hours

Suitable For:

This workshop is ideal for those with more than two years' experience of handling business interruption insurance as a separate class of business, as it provides a more detailed study of some of the more complex features of business interruption insurance.

The workshop examines all the main aspects that need to be mastered by those involved in placing or underwriting this class of business.

Course Details

Webinar delivery



Date: 9th July 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Understand how to effectively overcome the main problems in handling this class of business
- ◆ Understand how a gross profit figure is derived from a set of accounts
- ◆ Explain in detail the workings of the standard gross profit, revenue and fees policy covers and definitions and demonstrate how these are used to select the most appropriate cover
- ◆ Thoroughly understand the difference between the declaration linked and traditional methods of forecasting the amount to be insured and recognise the pros and cons of both
- ◆ Explain in detail the business features that affect how to set an appropriate maximum indemnity period and understand the implications of selecting an inappropriate period
- ◆ Explain how a simple claim is settled
- ◆ Explain the cover available under some of the main extensions, including damage occurring away from the customer's premises

Workshop Content

- ◆ A detailed look at the main barriers to handling this class of business
- ◆ Covers available – gross profit, revenue, fees, increased cost of working and additional increased cost of working
- ◆ The main elements of the policy wording – extent of cover, important conditions, exclusions and clauses
- ◆ How to select the correct figures from a set of accounts and then project them forward using the declaration linked and traditional (sum insured) methods
- ◆ The features of a risk that have a bearing on the setting of the maximum indemnity period and how these affect the underwriter's assessment of EML
- ◆ How risk assessment and rating is influenced by the information obtained
- ◆ The principles of claims handling and the role of the loss adjusted
- ◆ Extensions commonly requested

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Cyber Risks Insurance

Intermediate Level | 3 x CPD Hours

Suitable For:

This workshop looks at the cover provided by both conventional insurance covers and those specifically designed to protect against cyber risks.

A basic knowledge of cyber risks insurance knowledge is required, and a good level of general property and liability insurance knowledge is recommended.

Course Details

Webinar delivery



Date: 18th July 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Understand the main cyber risks and which types of customer could benefit from insurance against cyber risks
- ◆ Understand the extent of cover provided by conventional insurance policies against cyber risks
- ◆ Understand the policy cover, conditions and exclusions of specialist cyber risks insurance policies in the UK
- ◆ Consider the major risk, underwriting and rating considerations of cyber risks insurance
- ◆ Understand how cyber risk insurance claims arise and the issues of dealing with these claims

Workshop Content

- ◆ What are cyber risks?
- ◆ The impact of cloud computing on cyber risks
- ◆ The cover provided by conventional insurance policies against cyber risks
- ◆ The cover, conditions and exclusions of specialist cyber risks insurance policies in the UK:
 - ◇ Liability
 - ◇ System damage
 - ◇ Business interruption
- ◆ How cyber risks policies relate to other covers such as professional indemnity and crime
- ◆ The cyber policy market, insurers' information requirements and underwriting considerations
- ◆ Examples of cyber risks insurance claims and the issues of dealing with such claims

[Click here to book your place](#)

Suitable For:

The workshop will include an introduction to the legal and technical aspects of professional indemnity insurance.

This professional indemnity insurance training workshop looks at how professionals incur liability, the cover normally provided, the risks facing various professions and a brief overview of how claims are dealt with.

Course Details

Webinar delivery



Date: 23rd July 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of the session delegates will:

- ◆ Explain how tortious and contractual liabilities co-exist and how they may differ in their application
- ◆ Evaluate the major exposures of different professionals and explain the major differences in coverage offered to them
- ◆ Explain recent legal developments impacting on the liability of professionals
- ◆ Detail the cover provided by a typical design and build policy
- ◆ Detail the underwriting process and explain the principle underwriting considerations
- ◆ Examine what processes professionals could use to manage their risk.

Workshop Content

- ◆ Duty of care owed by professionals to their clients and third parties
- ◆ Examples of professional negligence claims
- ◆ Differing professional exposures, including accountants, solicitors, surveyors and IT & telecommunications
- ◆ Professional indemnity policy – key elements of cover:
 - ◆ operative clause
 - ◆ claims made considerations
 - ◆ main exclusions/extensions
- ◆ Factors to be considered when setting the limit of indemnity
- ◆ The underwriting process
- ◆ Claims process, including incident reporting and what is a claims circumstance

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Policy Wording Interpretations

Suitable for All Levels | 3 x CPD Hours

Suitable For:

This participative webinar will suit anyone who needs a good basic understanding of how general insurance policy wordings operate and how key terms can affect the cover provided. The session will include a number of practical exercises designed to reinforce and embed learning.

Course Details

Webinar delivery



Date: 24th July 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ To provide knowledge and understanding of basic policy wordings for general insurance business
- ◆ Know how to apply knowledge of principles concerning the operation of policy conditions affecting claims for general insurance business

Workshop Content

- ◆ Describe the structure, functions and contents of an insurance contract, including the schedule
- ◆ Explain the meaning and use of common policy conditions and exclusions
- ◆ Explain the distinction between warranties, conditions, representations and exclusions
- ◆ Practical exercises

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Contractor's Liability Insurance

Intermediate Levels | 3 x CPD Hours

Suitable For:

This participative workshop covers the liability aspects of JCT contract conditions as well as general liability, with a focus on the contracting trades.

Whilst no previous construction insurance experience is required, a good grounding in the basics of commercial property and liability insurance is essential.

Course Details

Webinar delivery



Date: 1st August 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- Explain the difference between contractual obligations and insurance requirements
- Describe the content of the insurance clauses within the JCT contract relating to liability risks.
- Explain why non-negligence cover may be required and how insurers meet this need
- Describe the standard structure and content of contractor's liability insurance policies, including standard extensions and exclusions

Workshop Content

- ◆ The legal environment for contractors – common law/ tort, statutory, contract
- ◆ Health & Safety legislation including the Construction Design and Management Regulations 2015
- ◆ Insurance content (works and liability) of common contract forms – JCT Standard, Intermediate, Minor Works and Sub-Contract forms
- ◆ Non-negligence cover – what is required and why – insurance solutions
- ◆ Usual liability policy wordings for contractors – EL, PL, basic cover, exclusions, common extensions
- ◆ Related covers, e.g. financial loss, professional indemnity, directors and officers, environmental impairment

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Director's & Officer's Liability Insurance

Intermediate Level | 3 x CPD Hours

Suitable For:

This interactive D&O insurance training workshop is suitable for those with several years' experience of working with directors and officers liability insurance who are looking to understand more.

Our D&O insurance training workshop will include a series of exercises to reinforce the learning.

Course Details

Webinar delivery



Date: 6th August 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Identify the underwriting considerations for Directors and Officers Liability Insurance
- ◆ Explain current developments and trends in the Directors and Officers Liability insurance market
- ◆ Outline the coverage under charities, clubs and resident association policies for Directors and Officers Liability insurance and how it differs from a standard Directors and Officers Liability insurance policy
- ◆ Outline the benefits of a Pension Trustees Liability policy
- ◆ Outline how to handle a Directors and Officers Liability insurance claim
- ◆ Identify customers with the greatest need for Directors and Officers Liability insurance
- ◆ Outline a strategy for improving customers' awareness of the risks faced by their directors and officers
- ◆ Prepare a customer presentation outlining how Directors and Officers Liability insurance would protect them in the context of their overall insurance portfolio.

Workshop Content

- ◆ Sources and types of claim against Directors and Officers
- ◆ Directors' responsibilities
- ◆ Relevant law, including Corporate Manslaughter and UK Company Law reform
- ◆ Directors and Officers Liability insurance policy – Detailed review of key benefits
- ◆ Directors and Officers Liability insurance – Detailed proposal and underwriting process
- ◆ Factors to consider when assessing the right limit
- ◆ Claims process
- ◆ Current Directors and Officers liability insurance market – key players
- ◆ Recent market changes

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Delegating with Confidence and Structure

All Levels | 3 x CPD Hours

Suitable For:

Suitable for managers and team leaders.

This course is designed to equip managers and team members with the essential skills and knowledge to master the art of delegation.

Course Details

Webinar delivery



Date: 8th August 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Delegate tasks more effectively,
- ◆ Offer constructive feedback, and
- ◆ Foster a productive and growth-oriented work environment

Workshop Content

- ◆ What delegation is and is not
- ◆ Your comfort and stretch zone of delegation
- ◆ What gets in the way of delegation for manager and team member
- ◆ Mindsets for delegation
- ◆ ABCD of delegation – a structured approach to expressing expectations
- ◆ Feedback – Constructive vs Destructive language
- ◆ Giving feedback in a coaching style
- ◆ Feedback practice
- ◆ Action plan and review

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The Importance of Effective Presentations

All levels | 3 x CPD Hours

Suitable For:

This workshop is suitable for individuals who need to give presentations as part of their role, the skills they need. It can help people who are reticent about presenting, as well as those with some experience who want to develop their skills.

Utilising 'learning by doing', delegates will, actively develop their new skills by presenting to fellow attendees during the session.

Course Details

Webinar delivery



Date: 9th August 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Identify the tools and techniques that are integral to delivering a confident presentation
- ◆ Understand how to structure and plan a presentation based on clearly identified objectives
- ◆ Identify how to command audience trust and attention throughout the presentation
- ◆ Manage nerves in order to project a calm and confident image
- ◆ Deliver a presentation in a lucid and compelling manner
- ◆ Handle questions confidently and competently

Workshop Content

- ◆ Panic-Free Presentations
 - ◆ The ground rules
 - ◆ Organisation of material
 - ◆ Maintaining audience interest
 - ◆ Managing yourself
 - ◆ Skills Practice
 - ◆ Overcoming fears and worries
 - ◆ Positive inner dialogue
 - ◆ Managing nerves
 - ◆ Structure and delivery
 - ◆ Projecting a positive image
- ◆ Presentation Skills
 - ◆ Using your voice more effectively
 - ◆ Focusing your thoughts
 - ◆ Using notes and visual aids
 - ◆ Managing the audience
- ◆ Skills Practice
 - ◆ Building audience rapport
 - ◆ Persuasion and influence
 - ◆ Communicating the positive
- ◆ Rehearsals and practice
- ◆ Personal action plan

[Click here to book your place](#)

Suitable For:

Suitable for those new to this class of insurance. Our introduction to liability insurance training workshop focuses on general commercial liability (employers' liability, public liability, products liability insurance) but the principles covered are those which apply to all liability insurance

Course Details

Webinar delivery



Date: 20th August 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Identify the main types of liability insurance and why businesses require them
- ◆ Describe how liabilities arise under common law, contract and statute
- ◆ Explain the policy cover provided by Employers' Liability, Public Liability and Products Liability policies
- ◆ Apply the terms and conditions of a combined Liability Insurance policy to various claims
- ◆ Outline the basic elements of liability underwriting
- ◆ Explain the difference between legal liability and policy liability
- ◆ List some recent legal and social trends which have impacted on Liability Insurance

Workshop Content

- The Need for Liability Insurance
- The Main Sources of Liability
- The Main Provisions of Cover and the Main Hazards Encountered
- Overview of the UK Legal System
- How Civil Liability can Attach through Common Law/Tort, Contract or Statute, including a Detailed Overview of the Key Torts (Negligence, Nuisance, Trespass, Defamation and Strict Liability)
- Typical Policy Structure, Covers, Conditions and Restrictions
- The Basic Elements of Underwriting Considerations
- Overview of the Claims process Explaining the Fundamental Difference between Legal Liability and Policy Liability
- ◆ Overview of Recent Legal and Social Trends that have Impacted on Liability Insurance

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Suitable For:

Communicating effectively with customers can be challenging. That's where our business communication skills workshop comes in.

This interactive business communication skills workshop provides practical help and guidance on developing the effective business communications skills that drive successful businesses.

Course Details

Webinar delivery



Date: 2nd September 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Organise and structure letters and e-mails logically to make them readable and easy to understand
- ◆ Write English which is concise, accurate and readable
- ◆ Use vocabulary, punctuation, tense and sentence construction to achieve the required style and tone of the document
- ◆ Write in a style appropriate to the readership of the document
- ◆ Checking your communications
- ◆ Recognise the impact that telephone style has on the customer's experience
- ◆ Use effective questioning and listening skills as appropriate to the call
- ◆ Handling difficult callers
- ◆ Ensure that both human and business needs are met

Workshop Content

- ◆ Introduction and objectives
- ◆ Effective communication and Plain English
- ◆ Planning and preparation
- ◆ Structure and sequence
- ◆ Writing to express not to impress
- ◆ Proof reading
- ◆ Using positive language
- ◆ Directing a conversation, using the conversation cycle
- ◆ Dealing with difficult calls
- ◆ Taking responsibility – not taking it personally
- ◆ Building rapport – skills and techniques to build rapport with every customer
- ◆ Personal barriers and effective self management

[Click here to book your place](#)

Suitable For:

This practical risk management training workshop provides a brief introduction to the theory of risk management, focusing on its application to commercial insurance risks.

It would be valuable for staff who need to offer advice or who are already involved in the delivery of such services to customers.

Whilst no risk management expertise is required to attend this risk management training workshop, delegates should have a reasonable knowledge of the principles and practice of commercial property and liability insurance.

Course Details

Webinar delivery



Date: 5th September 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Demonstrate an awareness of what risk means and its key characteristics
- ◆ Demonstrate an understanding of the stages involved in the risk management process
- ◆ Adapt risk management theory to practical problems encountered in successfully insuring commercial property, liability and motor fleet risks
- ◆ Show an awareness of the purpose of disaster recovery planning and how it can be carried out in practice.

Workshop Content

- ◆ Risk and its key characteristics
- ◆ Definition of risk management – what it is and how it is done
- ◆ Steps in the risk management process, with examples of the main techniques a risk manager will use in identification, analysis, decision making and control
- ◆ Companies and risk management – a review of the various corporate governance investigations and their impact on company responsibilities for risk management
- ◆ Examples of risk management in practice, with consideration of application to specific commercial insurance classes:
 - ◆ Property
 - ◆ Liability
 - ◆ Motor fleet
- ◆ Disaster recovery planning – a brief overview of its purpose and process

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Marine Cargo & Goods in Transit Insurance

Introduction level | 3 x CPD Hours

Suitable For:

This introduction to marine cargo insurance training workshop designed is highly interactive and designed for those who do not deal with marine cargo and/or goods in transit insurance on a regular basis, but who may be required to advise or place the cover.

This session presents an overview of both marine cargo and goods in transit insurance risk. Reviewing the main covers available together with typical exclusions, conditions and underwriting features to be considered.

Course Details

Webinar delivery

**Date:** 6th September 2024**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Identify the marine cargo and goods in transit (overland Europe) risks encountered by commercial organisations
- ◆ Consider underwriting features of marine cargo and goods in transit (overland Europe) risks
- ◆ To have an understanding of the Institute Cargo Clauses
- ◆ To review the main policy cover, terms, conditions and exceptions of goods in transit insurance
- ◆ To know the information required to obtain a quotation
- ◆ To appreciate the implications concerning marine cargo and goods in transit (overland Europe) claims.

Workshop Content

- ◆ Risk assessment
- ◆ The practical implications of underwriting
- ◆ The main covers, particularly relating to the Institute Cargo Clauses and goods in transit (overland Europe) insurance
- ◆ The structure and content of typical policies
- ◆ Aspects to consider to obtain a quotation
- ◆ Claims issues and matters requiring particular attention

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Suitable For:

Suitable for the more experienced delegate involved in either underwriting, claims or broking.

This session aims to enhance participants knowledge of principles and practice of liability insurance with particular focus on employers' liability. There is a strong emphasis on recent health and safety legislation and how it has impacted on employers' liability risks.

Course Details

Webinar delivery



Date: 9th September 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Assess liability exposures and make recommendations for relevant employers' liability insurance coverage and policy limits for different types of customer
- ◆ Explain the cover usually provided under employers' liability insurance policies
- ◆ Explain the difference between employers' liability and workers' compensation covers
- ◆ Outline the key requirements of recent health and safety legislation
- ◆ Explain the main considerations which impact on the underwriting and pricing of employers' liability insurance risks
- ◆ Outline the key issues currently affecting the employers' liability insurance market with regard to the cost of claims

Workshop Content

- ◆ How liability arises both under common law and statute
- ◆ Review of legislation for employers' liability and health and safety at work – compulsory insurance legislation, Health & Safety at Work Act, specific risk regulations including COSHH, noise, RSI, stress, asbestos
- ◆ Policy cover and exclusions
- ◆ Main underwriting features impacting on employers' liability insurance risk assessment and pricing
- ◆ How to set liability limits
- ◆ Introduction to risk management and its relevance to employers' liability insurance
- ◆ Claims – handling processes, reserving and recent legal and social trends (Woolf reforms, RIDDOR, rehabilitation, industrial disease funding)

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Who We Are Is How We Manage

All Levels | 3 x CPD Hours

Suitable For:

The aim of this session is to learn the importance of knowing yourself and knowing your team by understanding underlying personality traits and how these traits impact on self and influence others.

Course Details

Webinar delivery



Date: 10th September 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Learn the theory behind Social Styles and its relating to other personality profiling tools
- ◆ Know the components and personalities of Social Styles
- ◆ Know your own preferred style of working and how it impacts and influences others
- ◆ Learn how to adapt your management and communication style

Workshop Content

- ◆ What personality is and how it can define who we are
- ◆ What Social Styles is and how it relates to personality profiling
- ◆ Preferred styles of working and communicating
- ◆ Understanding self and teams and how to flex your communication and management style
- ◆ How to meet the needs of different personality types

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Suitable For:

This participative property owners insurance training workshop is ideal those with some practical experience of handling or placing commercial property owners insurance who are looking to add to this knowledge.

Our property owners insurance training workshop provides a structured overview of the subject and works well either as a learning opportunity for the less experienced or as a refresher for the more experienced.

Course Details

Webinar delivery



Date: 16th September 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Outline risk and underwriting considerations
- ◆ Understand policy cover, conditions and exclusions of Property Owners Insurance and the implications to their client
- ◆ Outline the main causes of fire in the UK
- ◆ Explain risk management features of a risk and explain to a customer what steps can be taken to reduce or eliminate the possibility of risk.

Workshop Content

- ◆ The major risks faced by property owners – the material damage and business interruption perils
- ◆ Underwriting considerations standard construction
 - ◆ Composite panels
 - ◆ Multi-tenure
 - ◆ Unoccupied risks
- ◆ Fire risk assessment
- ◆ The policy cover
 - ◆ Material damage
 - ◆ Business interruption
 - ◆ Liabilities
- ◆ Risk management overview

[Click here to book your place](#)

Contractor's All Risks Insurance

Intermediate level | 3 x CPD Hours

Suitable For:

This participative workshop is for those with some practical experience of handling or placing contract works insurance, and are looking to add to this knowledge.

Whilst no previous contract works experience is required a good grounding in the basics of commercial property and liability insurance is a prerequisite.

Course Details

Webinar delivery



Date: 18th September 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

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

Workshop Content

- ◆ The need for separate insurance, Risks/property insured, Ways cover can be arranged, Parties and terminology
- ◆ Contract Conditions:
 - ◆ Parties involved in insurance requirements for Works & Plant under JCT 2011 standard form of contract
 - ◆ Other Contracts,
 - ◆ JCT Minor Works
 - ◆ JCT Intermediate
 - ◆ Policy Cover – Contract Works:
 - ◆ Usual cover
 - ◆ Exclusions & extensions
 - ◆ Common alternatives
 - ◆ Maintenance cover
 - ◆ Defects exclusions
- ◆ Placing and Rating Risks:
 - ◆ Key insurer information needs
 - ◆ Good risks and bad risks
 - ◆ Contract works pricing
 - ◆ Selling cases to underwriters

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Binding Authority Management

Introduction level | 3 x CPD Hours

Suitable For:

Suitable for staff from underwriting, broking and claims disciplines who are involved with the operation and management of binding authorities.

This binding authority management training workshop provides an analysis of the procedures and practices of delegated underwriting and claims authorities in relation to binding authority management. It considers some of the problems that can arise and their solutions. The workshop is generic in nature and applies to all classes of binding authority business.

Course Details

Webinar delivery



Date: 19th September 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Understand how the basic legal principles of insurance contracts apply to binding authorities.
- ◆ Be aware of the roles of the parties involved
- ◆ Understand how the market is regulated in relation to binding authorities
- ◆ Understand how claims are managed
- ◆ Be aware of best practice issues. Third party administration

Workshop Content

- ◆ The advantages of binding authorities and types of binding authority
- ◆ Cover holder selection considerations
- ◆ Modifications to basic principles; utmost good faith and disclosure
- ◆ What they can tell us: premium and claims bordereaux
- ◆ Claims issues and management:
 - ◆ Claim funds
 - ◆ Loss adjusters and lawyers
 - ◆ Use and regulation of third party administrators
- ◆ Role and responsibilities of the cover holder, the broker and the underwriter
- ◆ Best practice procedures:
 - ◆ Business conduct reviews
 - ◆ Audit processes and issues (hot and cold inspection)
- Third party administration.

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Suitable For:

This professional indemnity insurance training workshop is suitable for those with several years' experience of working with Professional Indemnity insurance and looking to learn more.

The workshop is highly interactive and includes a series of exercises and case studies to reinforce the learning.

Course Details

Webinar delivery



Date: 20th September 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Explain how tortuous and contractual liabilities co-exist and how they may differ in their application
- ◆ Evaluate the major exposures of different professionals and explain the major differences in coverage offered to them
- ◆ Explain recent legal developments impacting on the liability of professionals
- ◆ Detail the cover provided by a typical design and build policy
- ◆ Detail the underwriting process and explain the principle underwriting considerations
- ◆ Examine what processes professionals could use to manage their risk.

Workshop Content

- A recap on the duty of care owed by professionals followed by consideration of some of the standards of care applied
- Employees' personal duty of care
- Comparison of tort and contractual liability – how they co-exist, limitation periods etc.
- Risk assessment exercise applicable to accountants, solicitors, surveyors or IT consultants
- Policy wording comparison
- Factors to be considered when underwriting the professional indemnity risk
- Managing the professional indemnity risk.

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Suitable For:

This course caters to individuals who are new to the concept of Delegated Authority (DA).

Whether you are entering the professional arena or transitioning into a role involving delegated authority responsibilities, this course serves as an invaluable introduction

No previous experience is necessary.

Course Details

Webinar delivery



Date: 25th September 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ The primary goal of this course is to familiarise participants with the essentials of Delegated Authority.
- ◆ Attendees will acquire a thorough understanding of the principles, practices, and considerations associated with effective management of delegated authority.

Workshop Content

- ◆ What is delegation? What are the different types?
- ◆ Why is it done and what can be delegated
- ◆ Risks and rewards
- ◆ Strategy and choice of business partner
- ◆ Contracts of delegation
- ◆ Ongoing management and monitoring
- ◆ Regulatory perspective

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Introduction to Insurance

Introduction Level | 3 x CPD Hours

Suitable For:

This one-day introduction to insurance training workshop provides the ideal introduction to the principles and practices of general insurance.

Wherever possible, this workshop uses practical examples and activities to help the delegate get the most benefit from their attendance.

Course Details

Webinar delivery



Date: 27th September 2024

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

By the end of this session, delegates will be able to:

- ◆ Explain the origins of insurance and why people purchase it
- ◆ Describe the factors involved in assessing and pricing a risk
- ◆ Outline the key legal principles of insurance and identify their application in a day to day context
- ◆ Know how insurance business is transacted
- ◆ Explain the structure of the UK insurance market and the different sectors within it
- ◆ Outline usual terminology, typical policy content and construction and the factors involved in risk assessment and pricing
- ◆ Provide a summary of the regulatory context for the UK insurance market

Workshop Content

- ◆ Definitions and context
- ◆ Why people insure
- ◆ The development of insurance and the insurance market and the different types of organisations in our industry
- ◆ How the insurance process works
- ◆ Key Principles – insurable interest, utmost good faith, proximate cause, indemnity, subrogation and contribution
- ◆ Risk – moral and physical, frequency and severity
- ◆ Proposal forms and slips
- ◆ Policy navigation
- ◆ The principles of claims handling
- ◆ How insurance is regulated

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