



Searchlight

Insurance training

Honesty | Integrity | Professionalism

An introduction to Searchlight

Supporting CII Continuous Professional Development

- General insurance training specialists
- Over 20 years' experience
- Nationwide coverage
- Over 200 courses available
- Webinar, e-learning and workshop options

Welcome to Searchlight

Searchlight is a leading provider of training services to the insurance and financial services professions.

Whether you're looking for technical, regulatory compliance, leadership, sales and marketing, professional or IT skills training, we can help. Delivered via e-learning, webinar or face-to-face training, we offer market-leading, flexible solutions. We can also write bespoke material to support your in-house training and learning management systems.

We have been operating for over twenty years, and our nationwide team of trainers has hundreds of years' combined insurance experience between them. All our trainers have an array of technical and other general insurance specific knowledge and, most importantly, the ability to bring the subject matter to life with energy and enthusiasm.

The importance of continuous learning

Of course, some training is mandatory. Ongoing competence assessment and employee development are part of FCA regulation. If you are a regulated business, you are required to 'employ personnel with the skills, knowledge and expertise necessary for the discharge of the responsibilities allocated to them.' You must also demonstrate that you have done this. We specialise in these subject areas and provide CPD certificates where appropriate.

But the benefits of continuous professional development extend far beyond that. For employees, it builds confidence, keeps skills up-to-date, aids career progression and makes them feel valued. For your business, the benefits include high and consistent standards across the company, greater workforce engagement and commitment, sharing of industry best practice, and maximisation of staff potential.



What types of organisation can we help?

- General Insurance brokers, providers and networks
- Claims management companies and credit brokers
- Retail, wholesale and secondary intermediaries
- High street insurance brokers, call centres, the Lloyds and London market

What roles can we help?

Our training resources are designed with a wide range of trainees in mind, including:

1. **New Starters** – for people who are new to the world of insurance
2. **Role changers** – for people who may be taking on wider responsibilities
3. **Supervisors** – the tools they need to manage their teams and improve the company's knowledge
4. **Business Owners** – providing evidence of training and competence in the workplace
5. **Training Departments** – for training needs analysis, and the writing and delivery of content.

Our core services

We offer a flexible and accessible range of specialist general insurance expertise which can be tailored to suit the precise requirements of your organisation and employees.

Training

We offer a comprehensive range of technical insurance, regulatory, management, and business skills training, including:

- Technical insurance knowledge and skills
- Exam learning and revision
- Regulation and compliance
- Management skills
- Business skills
- Financial skills
- Sales and marketing skills

Our workshops are available via webinar or face-to-face, or as a combination, depending on your preference. We also offer online learning packages.

Please [click](#) here for details of the workshops currently available. Whatever training you want, however you want it delivered, we have what you're looking for.

Consultancy

We believe our job is to give our clients the compliance support which best meets their business needs – whether that's regular ongoing assistance or ad hoc help and advice.

We offer a complete and configurable range of compliance consultancy tailored to your specific needs, including:

- Compliance health check
- Application for regulatory permissions
- Review of marketing materials, call centre scripts, 1-2-1 meeting process
- Support for specific regulatory projects
- Highlighting areas of improvement, regulatory change and Complaints analysis
- Review and monitoring of Appointed Representative/Introducer relationships
- FCA reporting/visit preparation.

Please [contact us](#) to discuss how we can meet your general insurance compliance needs.

E-learning

We offer a wide range of insurance and compliance online e-learning tutorials and learning resources – all of which can be tailored to your staff's specific training needs.

This is a very efficient way of delivering training, and the resources are available from anywhere and at any time. E-learning also promotes active and independent personal development. Please click on the links below to find out more about some of our most popular e-learning resources:

- [Insurance Basics Online](#)
- [Compliance Basics Online](#)
- [Data Protection \(including GDPR\)](#)
- [Liability Essentials Programme](#)
- [Commercial Property and BI Package](#)
- [The Insurance Act 2015](#)
- [The Insurance Distribution Directive](#)

LMS Authoring

A learning management system (LMS) is a software application for the administration, documentation, tracking, reporting, automation and delivery of educational courses, training programs, or learning and development programs.

Many firms purchase or develop their own e-learning systems. These often come loaded with a range of generic learning and assessment materials. But the value of any e-learning system will be greatly improved if it offers your staff learning materials that are specifically relevant to your own firm and the role they play within it.

Searchlight has vast experience of authoring courses and creating assessments for many different types and sizes of organisations

Our team of authors work closely with our clients to ensure they produce learning materials of the highest quality and precisely tailored to the client's requirements.

Tailored solutions for your business

We can advise on a programme of training resources tailored around your needs, to help ensure your staff demonstrate their effectiveness and competence for their role, as required by the FCA. We can address some of the key technical and business issues your firm faces, help develop an individual's career and enable your staff to qualify for CII CPD hours, where applicable.

Here is just a selection of the courses we offer. You can find our full range listed [on our website](#).

Technical

- Business interruption
- General insurance
- Household
- Liability
- Motor – commercial
- Motor – private
- Property – commercial
- Specialist functions

Regulatory

- Introduction to the law of agency
- Anti-bribery and corruption
- Data Protection Act
- Money laundering

FCA regulations

- Overview and introduction
- Claims
- Complaints
- Contract certainty
- Treating customers fairly

We regularly update our training resources and develop new material as regulation and our clients' requirements change, and our current top 10 courses are:

1. Anti-money laundering
2. Data Protection Act
3. Anti-bribery and corruption
4. FCA regulations – complaints
5. FCA regulations – overview and introduction
6. FCA regulations – TCF
7. FCA regulations – contract certainty
8. Principles of insurance
9. Treating customers fairly
10. Insurance Conduct of Business Sourcebook (ICOBS)

Contact

Searchlight is the UK's leading insurance training services provider. Whatever your training needs, please contact us and we would be delighted to help.

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Our usual office opening hours are 9.00 am to 5.00 pm Monday to Friday.



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October 2020

Part of

The
UKGI
Group