



2025 Q3

Technical, Business & Management Skills Workshops



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High Net Worth Insurance

Suitable for All Levels | 3 x CPD Hours

Summary

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:** 1st July 2025**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

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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Introduction to Insurance

Introduction Level | 3 x CPD

Summary

This workshop provides the ideal introduction to the principles and practices of general insurance. required by those who provide basic technical or administrative services.

Course Details

Webinar delivery

**Date:** 2nd July 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ 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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Business Interruption Insurance

Intermediate Level | 3 x CPD Hours

Summary

This workshop is for those with over two years of experience in business interruption insurance. It covers essential aspects for placing or underwriting this insurance and explores its complex features in detail.

Course Details

Webinar delivery

**Date:** 3rd July 2025**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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Commercial Property Insurance

Intermediate Level | 3 x CPD Hours

Summary

This workshop explores commercial property insurance in greater depth than our introductory level course, looking at typical commercial property cover, terms, conditions and exclusions.

Course Details

Webinar delivery

**Date:** 8th July 2025**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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Introduction to Microsoft Excel

Suitable for All Levels | 3 x CPD Hours

Summary

New or inexperienced users, who would like to gain confidence with Microsoft Excel and enhance their knowledge through practical exercises.

Course Details

Webinar delivery

**Date:** 10th July 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

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

- ♦ Gain confidence in navigating and creating spreadsheets
- ♦ Use of basic formula
- ♦ Applying standard formatting

Workshop Content

- ♦ Screen Layout
- ♦ Data Entry
- ♦ Understanding Error Messages
- ♦ File Management
- ♦ Cell Manipulation
- ♦ The Autofill Function
- ♦ SUM, MIN, MAX, AVERAGE & COUNT Functions
- ♦ Multiple Worksheets
- ♦ Cell Formatting
- ♦ Calculations
- ♦ Basic use of Absolute Referencing
- ♦ Page Setup and Printing
- ♦ Questions, Answers and Requests

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Cyber Risks Insurance

Intermediate Level | 3 x CPD Hours

Summary

This highly participative 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:** 15th July 2025**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.

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Policy Wording Interpretations

Suitable for All Levels | 3 x CPD Hours

Summary

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:** 17th July 2025**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 Level | 3 x CPD Hours

Summary

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: 22nd July 2025

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
- ♦ Understand the content of the insurance clauses within the JCT contract and an understanding of the difference between contractual obligations and insurance requirements
- ♦ Explain the standard structure, and content of Contract Works and Contractors Liability Insurance policies and the optional extras usually available
- ♦ Demonstrate an awareness of the underwriting process and the information insurers require to assess and price risks

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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Commercial Insurance

Introduction Level | 3 x CPD Hours

Summary

This interactive workshop offers a clear introduction to commercial combined insurance, ideal for those new to the field or with up to two years' experience. It covers key policy features, including main covers, common exclusions, typical conditions, and underwriting considerations.

Course Details

Webinar delivery

**Date:** 23rd July 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

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

- ◆ Identify the risks encountered by commercial organisations
- ◆ Understand the implications of legislation with respect to insurance
- ◆ Outline the main covers available:
 - ◆ Property Damage
 - ◆ Business Interruption
 - ◆ Employers Liability
 - ◆ Public and Products Liability
 - ◆ Computers
 - ◆ Money
 - ◆ Goods in Transit
- ◆ Explain the typical policy structure, conditions and exclusions
- ◆ Describe the information required to obtain a quotation
- ◆ Outline of the underwriting process

Workshop Content

- ◆ Risk assessment
- ◆ Legislation relating to compulsory insurance and Health & Safety issues
- ◆ The main covers:
 - ◆ Property Damage
 - ◆ Business Interruption
 - ◆ Employers Liability
 - ◆ Public and Products Liability
 - ◆ Computers
 - ◆ Money
 - ◆ Goods in Transit
- ◆ The structure and content of typical policies
- ◆ Aspects to consider to obtain a quotation
- ◆ The practical implications of underwriting.

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Professional Indemnity Insurance

Intermediate level | 3 x CPD Hours

Summary

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:** 24th July 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

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

- ◆ 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

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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Director's and Officer's Liability Insurance

Intermediate level | 3 x CPD Hours

Summary

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.

Course Details

Webinar delivery

**Date:** 31st July 2025**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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Contractor's Liability Insurance

Intermediate Level | 3 x CPD Hours

Summary

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: 5th August 2025

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
- ♦ Understand the content of the insurance clauses within the JCT contract and an understanding of the difference between contractual obligations and insurance requirements
- ♦ Explain the standard structure, and content of Contract Works and Contractors Liability Insurance policies and the optional extras usually available
- ♦ Demonstrate an awareness of the underwriting process and the information insurers require to assess and price risks

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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Professional Indemnity Insurance

Introduction level | 3 x CPD Hours

Summary

This interactive workshop is ideal for those new to professional indemnity insurance, offering a comprehensive introduction to its legal and technical foundations.

It covers how professionals incur liability, typical policy coverage, key risks across professions, and a brief overview of the claims process.

Course Details

Webinar delivery

**Date:** 14th August 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

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

- ♦ Describe how professional liability might arise under common law, contract and statute
- ♦ Identify what types of professionals and service providers may have a professional indemnity exposure
- ♦ Outline the types of claims made against various professionals
- ♦ Describe the principal reasons why professionals should purchase professional indemnity insurance
- ♦ Outline the coverage provided by a professional indemnity insurance policy
- ♦ Outline the principal extensions and exclusions in a professional indemnity insurance policy

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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Introduction to Insurance

Introduction Level | 3 x CPD

Summary

This workshop provides the ideal introduction to the principles and practices of general insurance. required by those who provide basic technical or administrative services.

Course Details

Webinar delivery

**Date:** 19th August 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ♦ 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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Liabilities - Understanding the relationship between PI, D&O and General Liabilities

Intermediate Level | 3 x CPD Hours

Summary

This highly participative liability insurance cover training workshop concentrates on the cover provided by the various liability insurances and how they dovetail with each other.

Although no specific liability insurance knowledge is required to attend this liability insurance cover training workshop, a good level of general employers' and public liability knowledge is recommended

Course Details

Webinar delivery

**Date:** 20th August 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

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

- ♦ Outline the key elements of the law in the United Kingdom and how this may vary in other countries
- ♦ List the various types of liability policies available in the United Kingdom
- ♦ Describe the extent of cover provided by general liability insurance policies
- ♦ Describe the extent of cover provided by Professional Indemnity and Directors' and Officers' liability insurance policies
- ♦ Outline the significant exclusions of the various liability insurances and how the covers relate to each other
- ♦ Outline the typical liability insurances that should be considered by different types of organisation

Workshop Content

- ♦ The key elements of the law in the United Kingdom
- ♦ How the law may vary in other jurisdictions and how this can affect the underwriting of liability insurance
- ♦ Identify the various liability policies available in the United Kingdom
- ♦ Who and what does it cover?How is it sold?
- ♦ Claims triggersThe difficulties of moving from one to another
- ♦ Review of the cover provided by the general liability insurance policiesWhat is excluded? What cover can be bought back as extensions or separate policies?
- ♦ Describe the extent of cover provided by Professional Indemnity and by Directors' and Officers' liability insurance policiesWhat is excluded?
- ♦ Which types of organisation typically need what covers

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Property Owner's Insurance

Intermediate level | 3 x CPD Hours

Summary

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.

Course Details

Webinar delivery

**Date:** 2nd September 2025**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 of standard construction
 - ♦ Composite panels
 - ♦ Multi-tenure
 - ♦ Unoccupied risks
- ♦ Fire risk assessment
- ♦ The policy cover
 - ♦ Material damage
 - ♦ Business interruption
 - ♦ Liabilities
- ♦ Risk management overview

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Introduction to Business Communication Skills

Suitable for All Levels | 3 x CPD Hours

Summary

Clear, effective communication is essential—but not always easy. This interactive workshop offers practical guidance on improving written and verbal communication with customers.

It focuses on staying objective-driven, writing clearly (especially in electronic formats), and making phone interactions more productive—skills that help drive business success.

Course Details

Webinar delivery

**Date:** 3rd September 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

- ◆ 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

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Summary

This practical workshop introduces the principles of risk management with a focus on commercial insurance applications.

Ideal for those advising clients or delivering related services, it assumes no prior risk management expertise but requires a solid understanding of commercial property and liability insurance.

Course Details

Webinar delivery



Date: 16th September 2025

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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Policy Wording Interpretations

Suitable for All Levels | 3 x CPD Hours

Summary

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:** 18th September 2025**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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Professional Indemnity Insurance

Intermediate level | 3 x CPD Hours

Summary

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 2025

Time : 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

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

- ♦ 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

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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Contractor's All Risks Insurance

Intermediate | 3 x CPD Hours

Summary

This interactive workshop is ideal for those with some experience in handling or placing contract works insurance and looking to build on their knowledge.

It offers a structured overview suitable as both a learning opportunity for less experienced delegates and a refresher for more seasoned professionals. A solid understanding of commercial property and liability insurance is recommended.

Course Details

Webinar delivery

**Date:** 23rd September 2025**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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Marine Cargo and Goods in Transit Insurance

Intermediate | 3 x CPD Hours

Summary

This marine cargo insurance training workshop will explore, in more depth, marine cargo and goods in transit insurance. The typical marine cargo and goods in transit cover, terms, conditions and exclusions will be considered in more detail.

Suitable for those who have some knowledge and experience with this class of insurance.

Course Details

Webinar delivery

**Date:** 25th September 2025**Time :** 9:30am -12:45pm**Price:** £50 +VAT

Standard Objectives

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

- ◆ Demonstrate an understanding of marine and overland transit risks
- ◆ Appreciate the effect of legislation and statute, particularly the Marine Insurance Act
- ◆ Assess the differences and implications of the Institute Cargo and other clauses
- ◆ Demonstrate an understanding of the International Commercial Terms of Trade (INCO)
- ◆ Appreciate the implications of general average
- ◆ Decide on the suitability and availability of the additional covers available
- ◆ Be aware of the correct claims procedures

Workshop Content

- ◆ Reasons why marine/goods in transit 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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A photograph of two young women sitting at a wooden desk, smiling and looking at a spiral notebook. The woman on the left is wearing a yellow cardigan over a colorful patterned top. The woman on the right is wearing a denim jacket over a red top and glasses. On the desk are various items: an open textbook, a ruler, a smartphone, a small potted cactus, a blue folder, and a cardboard box. The background shows a window with a hexagonal pattern.

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