



2026 Q3

Technical, Business & Management Skills Workshops



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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: 7 July 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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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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: 8 July 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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 triggers
- The difficulties of moving from one to another
- Review of the cover provided by the general liability insurance policies
- What 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 policies
- What is excluded?
- Which types of organisation typically need what covers

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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: 13 July 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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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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: 15 July 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Assess liability exposures and recommend appropriate employers' liability insurance coverage and limits for various customers.
- Explain typical coverage under employers' liability insurance.
- Differentiate between employers' liability and workers' compensation covers.
- Outline key requirements of recent health and safety legislation.
- Discuss main factors affecting the underwriting and pricing of employers' liability insurance risks.
- Highlight current issues impacting the employers' liability insurance market concerning claim costs.

Workshop Content

- The legal environment for contractors – common law/tort, statutory, contract
- Health & Safety legislation including the Construction Design & 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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Summary

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: 23 July 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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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Summary

This workshop will consider directors duties as laid down in recent legislation. It will consider the type of actions that can be taken against directors and officers and look at the cover normally provided by a directors and officers liability policy.

Course Details

Webinar delivery



Date: 27 July 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Outline who directors and officers are, and what their principal duties are
- Describe how directors and officers may become liable for their actions
- Explain why companies may refuse or be prevented from indemnifying directors for claims against them
- Outline the major benefits of a directors and officers liability insurance policy
- Identify the principal extensions and exclusions under a directors and officers liability insurance policy
- Explain how directors and officers liability insurance dovetails with other liability insurances

Workshop Content

- Who are directors and officers?
- Directors' responsibilities, including the Companies Act 2006
- Sources and types of claim against directors and officers
- Key policy benefits
- Policy cover:
 - Operative clause
 - Personal reimbursement
 - Company reimbursement
 - Principal exclusions
 - Principal extensions
- The Corporate Manslaughter and Corporate Homicide Act 2007, gross negligent manslaughter and other relevant legislation
- Proposal and underwriting process

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Summary

This interactive workshop provides a good basic understanding of the principles and practices of household insurance.

Course Details

Webinar delivery



Date: 28 July 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Outline the reasons why customers buy household insurance
- Compare and contrast the methods of buying household insurance
- Explain to customers the layout of the policy, its format and structure including the extent of policy cover including common policy extensions
- Recognise the principles of underwriting and how they apply to new and existing customers
- Describe the implication of losses on policy cover, conditions and exclusions
- Consider the principles and procedures for handling claims
- Describe the methods by which claims are resolved satisfactorily

Workshop Content

- What are the motives for customers to buy household insurance
- The policy format and structure
- How policy cover operates, conditions and exceptions – buildings and contents
- Extensions in policy cover:
 - Personal possessions
 - Legal expenses
 - Pets
 - The principles of underwriting household insurance
- The concepts of risk assessment and typical requirements for household customer
- The principles and procedures for handling household insurance claims

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Summary

This workshop introduces the principles and practices of business interruption insurance, focusing on key aspects for those in technical or administrative roles. It is appropriate for individuals with less than 12 months of experience in this field, as long as they have a basic understanding of commercial insurance.

Course Details

Webinar delivery



Date: 29 July 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Recognise some of the problems in handling this class of business and understand how the cover works alongside the material damage cover
- Explain the difference between a standing charge and an uninsured working expense and identify which figures from a set of accounts need to be included in the cover
- Outline the factors that will affect the setting of a correctly forecasted estimate or sum insured for gross profit, revenue and fees cover
- Describe the features of a business that will affect the setting of an appropriate Maximum Indemnity Period and know how the indemnity period is established in a claim
- Identify the main features of a risk that will influence an underwriter in their assessment of acceptability and rating and outline how these might vary for different types of businesses
- Explain how a simple claim is settled

Workshop Content

- A brief look at the main barriers to handling this class of business
- The material damage proviso
- An overview of accounts – what costs should typically be included
- An overview of the more common covers available including gross profit, revenue and fees
- The main elements of the policy specification showing the extent of cover, important conditions, exclusions and clauses within the wording
- An overview of declaration linked cover
- An overview of indemnity period
- The basic elements of underwriting and rating consideration
- An overview of the claims process and the role of the loss adjuster in business interruption claims

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Summary

This webinar is designed to introduce delegates to world of claims handling. It is suitable for people in non-insurance roles wanting an understanding of the claims process and those new to claims handling roles.

Standard Objectives

- The claims process
- Contract law and insurance documentation
- Property claims

Workshop Content

- The claims process and managing expectations
- Claims reserving
- Contract law and Insurance documentation
- The importance of proximate cause and utmost good faith
- Handling Property claims
- Scenarios

Course Details

Webinar delivery



Date: 5 August 2026

Time: 9:30am -12:45pm

Price: £50 + VAT

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Summary

This one-day workshop on commercial property insurance offers a comprehensive introduction to the principles and practices in this field. It covers various aspects of commercial property insurance, including coverage details, terms, conditions, and exclusions, as well as the underwriting process.

Course Details

Webinar delivery



Date: 11 August 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- The risks associated with commercial organisations
- The different cover levels available
- The main conditions, exclusions and restrictions
- The differing methods of calculating the sum insured
- The principles of underwriting and assessment of risk
- The principles of claims handling
- Testing (optional)

Workshop Content

- Identify the property risks encountered by commercial organisations
- Outline the specific insurance cover available to meet commercial property risks
- Appreciate the implication of the terms, conditions, limitations, exclusions and warranties of a typical commercial property insurance policy
- Understand the importance of adequate sums insured
- Be able to outline the underwriting criteria for commercial property risks
- Appreciate the procedures, requirements and processing of commercial property claims

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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: 12 August 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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 triggers
- The difficulties of moving from one to another
- Review of the cover provided by the general liability insurance policies
- What 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 policies
- What is excluded?
- Which types of organisation typically need what covers

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Summary

This course has been designed for delegates with who are new equine insurance.

This interactive session will develop delegates' knowledge of the general equine insurance requirements. It will look at covers available within the market place along with their exclusions and limitations.

Course Details

Webinar delivery



Date: 18 August 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Explain the background and development of the equine industry
- Describe the basic anatomy of the equine species
- Understand common ailments and their impact on insurance
- Understand how the class of use impacts on the premium for horse and pony policies
- Describe the cover offered under a general equine policy and the extensions of cover offered
- Recognise the key differences in the cover offered for veteran horses and ponies
- Explain the claims process

Workshop Content

- Background to the equine species
- Types of breeds, colours and their uses
- Basic anatomy
- Diseases and conditions of the horse
- Underwriting considerations for horses and ponies
- Equine insurance cover, exclusions, extensions and limitations
- Veteran Cover
- The claims process

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Summary

Designed for those providing technical or administrative services, this training session lays a solid foundation for career development in liability insurance.

The workshop focuses on key areas such as Employers' Liability, Public Liability, and Products insurance, with principles applicable across all types of liability coverage.

Course Details

Webinar delivery



Date: 19 August 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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 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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Summary

This half day interactive course will develop delegates' knowledge of the bloodstock market (racing and breeding). It will look at covers available within the market place along with their exclusions and limitations.

Course Details

Webinar delivery



Date: 25 August 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Explain the background and development of the bloodstock industry
- Describe the basic anatomy of the equine species
- Understand common ailments and their impact on insurance
- List the underwriting considerations for bloodstock risks
- Explain the features and benefits of a bloodstock insurance policy and the extensions of cover available

Workshop Content

- Background to the equine species
- Age classification for bloodstock
- Basic anatomy
- Diseases and conditions of the horse
- Bloodstock territories
- Thoroughbred breeding and values
- Underwriting considerations for bloodstock
- Bloodstock cover, extensions and exclusions
- Underwriting considerations for horses and ponies

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Summary

This workshop is intended for individuals who are new to motor trade insurance. It provides them with the skills necessary for effective daily interactions with both insurers and clients.

Additionally, the workshop encourages participants to explore the wider insurance needs of motor traders.

Course Details

Webinar delivery



Date: 26 August 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- List the reasons why a motor trader needs special treatment for motor insurance risks
- Explain a motor trader's obligations under the MID
- List trades which require motor trade insurance and the reasons why
- Describe the various rating methods, including named driver, points basis and fleet rating
- Describe the types of underwriting information required to assess a motor trade risk
- Summarise the respective covers under road risks and non-motor policies issued to motor traders
- Give examples of how risk management methods can be applied to the risk assessment process.

Workshop Content

- An examination of the reasons why a motor trader needs a special type of motor insurance policy
- A review of the law relating to motor insurance with particular reference to the MID
- How the different types of road risks policies are rated and an examination of the relevant underwriting factors
- An in-depth analysis of road risks cover and extensions including a comparison of market policy wordings
- A summary of non-motor covers and how these are adapted to suit the motor traders' needs.

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Summary

This course provides an introduction to liability insurance, covering the main types of cover, how liabilities arise under common law, contract, and statute, and the protection offered by employers' liability, public liability, and products liability insurance. It also examines policy application to claims, the distinction between legal and policy liability, and recent trends affecting liability insurance.

Course Details

Webinar delivery



Date: 1 September 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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 insurance policies
- Apply the terms and conditions of a combined liability insurance policy to various claims
- Explain the difference between legal liability and policy liability
- Recent legal and social trends

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 restriction and how this applies to claims
- The claims process:
 - explaining the fundamental difference
 - between legal and policy liability
 - Notification & investigation
 - Quantum
- Overview of recent legal and social trends that have impacted on liability insurance

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Summary

This course is designed to help build confidence and skills when upselling or cross selling, by recognising that the aim is to best serve our customers to ensure that are adequately protected.

Course Details

Webinar delivery



Date: 2 September 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Explain what upselling and cross-selling are
- Describe why it is important to discuss customers' needs and the benefits to them
- Spot upsell and cross-sell opportunities
- Demonstrate the ability to seamlessly introduce upsell and cross-sell products into a natural conversation

Workshop Content

- What is upselling and cross-selling?
- Discussion on what it is
- How does it benefit our customers?
- Why should we do it?
- What are the benefits?
- How to spot opportunities
- Listening for opportunities
- The types of conversational opportunities that may arise
- Introducing opportunities into the conversation
- How to be natural and weave into the conversation
- Making it about the customer rather than the sale
- Skills Practice

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Summary

This training workshop offers a concise introduction to the theory of risk management, with a focus on its application to commercial insurance risks. While no prior expertise in risk management is necessary to attend, participants should have a general understanding of the principles and practices of commercial property and liability insurance.

Course Details

Webinar delivery



Date: 3 September 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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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Summary

The webinar is designed to introduce the learners to the 6 principles of insurance and how they are applied in everyday insurance situations.

The webinar will be highly interactive with delegate participation and engagement throughout. This session will be delivered in two 75/90 minute sessions with a short break.

Course Details

Webinar delivery



Date: 4 September 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- To understand the 6 principles of insurance and their relevance to insurance roles
- To be able to demonstrate how the Insurance Act and Consumer Insurance (Disclosure and Representations) Act impact on utmost good faith and insurance

Workshop Content

- Insurable Interest
- Utmost Good Faith
- CIDRA
- The Insurance Act
- Proximate Cause
- Indemnity
- Subrogation
- Contribution

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Summary

This half day interactive webinar is suitable for those who are new to the selling or servicing of Commercial Package covers or those who wish to refresh their knowledge.

Course Details

Webinar delivery



Date: 7 September 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- Demonstrate an understanding of the benefits of a package policy approach and for which types of customers it is suitable
- Outline the usual policy structure and the variations which might be encountered
- Describe the cover usually available under the major covers – Property Damage, Business Interruption, Money, Liability, Computers, Personal Accident and Goods in Transit
- Outline the principal conditions and exclusions and their impact on the customer
- Describe the information underwriters require and why

Workshop Content

- Commercial Packages v Individual Policies
- Commercial Packages Policy Structure
- Underwriting Considerations and Information Requirements
- Commercial Packages – Major Covers Overview:
 - Property Damage
 - Business Interruption
 - Money
 - Employers/Public/Products Liability
 - Personal Accident
- Principal Policy Conditions and Exclusions

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Contract Works (All Risks) Insurance

Intermediate Level | 3 x CPD Hours

Summary

This interactive workshop offers a comprehensive introduction to Contract Works Insurance. It serves as a valuable learning opportunity for those who are less experienced, as well as a helpful refresher for those who are more familiar with the topic. While no prior experience with contract works is necessary, participants should have a solid understanding of the basics of commercial property and liability insurance.

Course Details

Webinar delivery



Date: 9 September 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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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Summary

Our property owners' insurance training workshop offers a comprehensive overview of the topic, making it suitable for both less experienced individuals seeking to learn and more experienced individuals looking for a refresher.

Course Details

Webinar delivery



Date: 10 September 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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

Workshop Content

- 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.

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Summary

This is for people working in support roles that want to understand insurance and typical insurance roles.

Standard Objectives

- Obtain a broad knowledge of Insurance and its jargon
- Appreciate the insurance market & its main sectors
- Who does what
- Understand insurance documentation and common terminology
- Understand the regulation of insurance

Workshop Content

- Jargon board
- What is insurance?
- Roles within the industry
- Insurance documentation
- Industry regulation
- End of session Quiz

Course Details

Webinar delivery



Date: 11 September 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

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Summary

Communicating in writing or calling customers, it's easy to lose focus on the main objectives. Clear and direct communication is essential, especially in today's digital world. Our interactive workshop provides practical guidance to help you develop the essential skills for successful business communications.

Course Details

Webinar delivery



Date: 16 September 2026

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 & 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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Marine Cargo & Goods In Transit Insurance

Intermediate Level | 3 x CPD Hours

Summary

This workshop will provide an in-depth exploration of marine cargo and goods in transit insurance. We will examine the typical coverage, terms, conditions, and exclusions associated with marine cargo insurance.

This session is designed for participants who already possess some knowledge and experience in marine cargo and goods in transit insurance.

Course Details

Webinar delivery



Date: 16 September 2026

Time: 9:30am -12:45pm

Price: £50 +VAT

Standard Objectives

- 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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