Data and Technology (Insurance)

Chartered Insurance Institute

Standards. Professionalism. Trust.

Learning resources
v1.4
October 2023

Contents

About Data and Technology

Understands and utilises the benefits of existing and emerging technologies and makes effective use of data and insights to support decisions.

This section outlines the Data and Technology competency standards for each of the four professional bands, together with links to relevant CPD learning, qualification units and other learning to help you prioritise and access your skills development.

The bands

The Professional Map is structured into 4 bands of experience, each describing the different level of impact professionals have in the work they do.

	Band 1	Band 2	Band 3	Band 4
Typical job roles	Front line staff, administrative and entry level roles	First line managers, team leaders, regulated and specialist roles	Middle managers, and senior technical roles	Senior leaders and business owners
Nature of work	Tactical, focusing on the day to day	Operational, with some complexity	Complex, with challenging requirements	Strategic, with a significant level of complexity and challenge
Sphere of influence	Line manager, immediate colleagues and customers/clients	Managers, colleagues, customers/ clients and external professionals	Wider range of stakeholders, both internal and external	Senior stakeholders from across the profession, customers, suppliers and regulators
Focus of activity	Deliver immediate and short-term outcomes	Directly create short-term value, contribute to longer-term value	Create medium to long-term value	Create long-term value
Focus of thinking	Gather and use information	Contribute to the thinking and analysis of information	Critically question information and evaluate it to make informed judgements and decisions	Develop evidence-based thinking, using qualitative and quantitive data to shape the future activity
Focus of knowledge	Knowledge of the principles of insurance	Broad understanding of insurance practice	Deeper understanding of the concepts of insurance, with specialism in a functional area	Deep technical knowledge in an area, or an excellent understanding of the broader environment
Where time is spent	Customer/client services, providing information, handling data, following procedures	Issue identification, analysis and evaluation, proposal and delivery of solutions to agreed standards, and within agreed limits	Understanding the wider business context and risk, bringing strands of activity together, innovating	Developing strategies and plans, making complex judgements, considering the organisation and sector position
Breadth of focus	Team	Department	Area or responsibility/Organisation	Organisation/Profession/Wider society

Learning by bands

Band 1

Competency standards

- I understand and can use the technology tools required for my role
- I am open to changing the way I work in the light of new technologies
- I use appropriate digital and non digital data in my work
- I use technology to effectively communicate with others
- I understand how to use social media at work and the risks associated with it

Band 1 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
How vehicle data is evolving and what it means for the insurance providers of tomorrow Using social media professionally and safely - guidance doc		EDII – Digital Minds For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	General insurance business (IF2)

*Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

Band 2

Competency standards

- I understand and utilise the technology that is available in my organisation
- I keep up to date with new and emerging technologies and apply them in my work whilst being aware of their risks
- I make suggestions as to how technology can be used to improve processes
- I analyse and evaluate data and insights using appropriate technologies
- I apply technologies to present information

Band 2 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
Artificial Intelligence and Digital Innovations in the Insurance Industry		EDII – Digital Minds	Insurance business and finance (M92)
Dark web for brokers		For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	
How vehicle data is evolving and what it means for the insurance providers of tomorrow			
Living in a IoT world: What this means for the future of home insurance			
Making telematics more customer friendly			
Talking Data: Plain and Simple			
The power of data in predicting cancellations			
The use of AI in Commercial Insurance			
Understanding insurtech: A view from investors			

*Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

Band 3

Competency standards

- I use technology to support the delivery of best practice and deliver optimal customer outcomes
- I use developments in technology and the use of data and insights to add value to my functional area
- I embrace developments in working practices and technology and adopt them in my day to day activities
- I use data and technology to improve the efficiency and effectiveness of processes and drive operational change
- I make evidence based and data driven decisions

Band 3 learning resources

Member CPD	Assess corporate e-learning[*]	Training and courses	Qualification units
Addressing Gender Bias in Artificial Intelligence		Dive In Festival	Insurance business and finance (M92)
A clearer view of claims to help fight fraud		EDII – Digital Minds	
Blockchain and insurance - theory and practice		For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	
Cyber and technology			
Cyber crime and the evolution of phishing			
Does the underutilisation of technology in the underwriting process pose a threat to the competitive position of Lloyd's of London in the global insurance marketplace?			
Embracing emerging technologies in insurance for serving micro SMEs			
Ethics and AI in insurance			
Ethics in the modern world; Launching the code of digital ethics			
Ethics in the digital world			
Gaining a total picture of the vehicle			
How vehicle data is evolving and what it means for the insurance providers of tomorrow			
Insurance, technology and data: Trust through a regulatory lens			
Introduction to blockchain			
Linkedin social media marketing			

*Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

Member CPD	Assess corporate e-learning	Training and courses	Qualification units
Responsible AI: Fair and explainable pricing			
Taking to the skies, the use of drones in insurance			
Telematics- the connected car and world peace			
The biggest threats to cyber security and how to catch them			
The Connected Car: UBI and ADAS Data is Here			
The power of data in predicting cancellations			
Understanding the risks of cyber attacks			
Unlocking the value of vehicle data			
Why is everyone is talking about ChatGPT – what should you be doing with AI right now?			

Band 4

Competency standards

- I ensure that processes exist within the organisation to ensure the timeliness, accuracy and validity of data and insights
- I ensure that everyone in the organisation is using data, insights and technology effectively to add value
- I drive digital and technological transformation in the organisation
- I investigate and implement emerging technologies to drive business improvement
- I collaborate with others in the profession to find new ways to use technology in my organisation

Band 4 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
Automation, Robotics and AI		Dive In Festival	Insurance corporate management (990)
Gaining a total picture of the vehicle		For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	
Understanding and mitigating the risks of lead generation			

*Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

Member CPD

Here you will find links to Member CPD available related to this competency.

Good practice guide: Using social media professionally and safely - guidance doc

Webinar: Understanding insurtech: A view from investors

Webinar: The power of data in predicting cancellations

Good practice guide: Dark web for brokers

Webinar: The use of AI in Commercial Insurance

Webinar: Artificial Intelligence and Digital Innovations in the Insurance Industry

Webinar: Making telematics more customer friendly

Webinar: Living in a IoT world: What this means for the future of home insurance

Webinar: Talking Data: Plain and Simple

Webinar: Ethics and AI in insurance

Webinar: A clearer view of claims to help fight fraud

Webinar: Ethics in the modern world; Launching the code of digital ethics

Webinar: Ethics in the digital world

Report: Insurance, technology and data: Trust through a regulatory lens

Webinar: Why is everyone is talking about ChatGPT – what should you be doing with AI right now?

Webinar: Linkedin social media marketing

Webinar: Embracing emerging technologies in insurance for serving micro SMEs

Webinar: Blockchain and insurance - theory and practice

Video: Taking to the skies, the use of drones in insurance

Video: Telematics- the connected car and world peace

Webinar: The Connected Car: UBI and ADAS Data is Here

Report: Does the underutilisation of technology in the underwriting process pose a threat to the competitive position of Lloyd's of London in the global insurance marketplace?

Webinar: Unlocking the value of vehicle data

Webinar: Understanding the risks of cyber attacks

Video: Introduction to blockchain

Video: Cyber crime and the evolution of phishing

Lecture: The biggest threats to cyber security and how to catch them

Lecture: Cyber and technology

Report: Addressing Gender Bias in Artificial Intelligence

Webinar: Understanding and mitigating the risks of lead generation

Webinar: Automation, Robotics and AI

Webinar: How vehicle data is evolving and what it means for the insurance providers of tomorrow

Webinar: Responsible AI: Fair and explainable pricing

Webinar: Gaining a total picture of the vehicle

Training and courses

The diversity of our course programme and breadth of corporate services makes us a one stop-shop training provider. We work in partnership with employers to develop relevant and cost-effective training solutions that are driven by business needs and deliver lasting results.

CII Training

For more details on CII Training, please visit our website:
www.cii.co.uk/learning/training/

CII Accredited third party training

Dive In Festival

EDII – Digital Minds

Qualification units

Here you will find all Qualification units listed under the Learning by bands section in one place.

If you are a current member you can also view non-printable PDFs of each study text here:

www.cii.co.uk/learning/support/cii-study-texts (PIN required to login).

Advanced Diploma in Insurance

Insurance corporate management (990): https://shop.ciigroup.org/insurance-corporate-management-990-990.html

Diploma in Insurance

Insurance business and finance (M92): https://shop.ciigroup.org/insurance-business-and-finance-m92-m92.html

Certificate in Insurance

General insurance business (IF2): https://shop.ciigroup.org/general-insurance-business-if2-if2.html