



Chartered
Insurance
Institute

Standards. Professionalism. Trust.

Data and Technology (Insurance)

Learning
resources
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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 quantitative 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

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		EDII – Digital Minds For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	General insurance business (IF2)

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 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 use of AI in Commercial Insurance		EDII – Digital Minds For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	Insurance business and finance (M92)

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
<p>Addressing Gender Bias in Artificial Intelligence</p> <p>A clearer view of claims to help fight fraud</p> <p>Cyber and technology</p> <p>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?</p> <p>Embracing emerging technologies in insurance for serving micro SMEs</p> <p>Ethics in the modern world: Launching the code of digital ethics</p> <p>Ethics in the digital world</p> <p>Gaining a total picture of the vehicle</p> <p>How vehicle data is evolving and what it means for the insurance providers of tomorrow</p> <p>Insurance, technology and data: Trust through a regulatory lens</p> <p>Responsible AI: Fair and explainable pricing</p> <p>The biggest threats to cyber security and how to catch them</p> <p>The Connected Car: UBI and ADAS Data is Here</p> <p>Unlocking the value of vehicle data</p>		<p>Dive In Festival</p> <p>EDII – Digital Minds</p> <p>For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/</p>	<p>Insurance business and finance (M92)</p>

Member CPD	Assess corporate e-learning	Training and courses	Qualification units
<p><u>Why is everyone is talking about ChatGPT – what should you be doing with AI right now?</u></p>			

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
Gaining a total picture of the vehicle		Dive In Festival	Insurance corporate management (990)
Trends in climate change litigation		For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	
Understanding and mitigating the risks of lead generation			

Member CPD

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

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: [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: [Embracing emerging technologies in insurance for serving micro SMEs](#)

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](#)

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: [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](#)

Webinar: [Trends in climate change litigation](#)

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](#)

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://www.cii.co.uk/learning/qualifications/unit-990/>

Diploma in Insurance

Insurance business and finance (M92): <https://www.cii.co.uk/learning/qualifications/unit-m92/>

Certificate in Insurance

General insurance business (IF2): <https://www.cii.co.uk/learning/qualifications/unit-if2/>