



Chartered
Insurance
Institute

Standards. Professionalism. Trust.

Supporting Functions (Insurance)

Learning
resources
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About Supporting Functions

These are foundation level competencies, covering the sector specific knowledge and skills required by professionals working in supporting functions. As such, these are relevant to those working in customer service, marketing, HR or finance, for example. While these individuals will be associated with their own Professional Bodies – following their own competency standards – the subject-matter competencies outlined in the Professional Map will empower them to speak with credibility in the workplace and make better informed decisions.

This section outlines the Supporting Functions 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.

Supporting functions

Competency standards

- I understand the principles on which insurance is founded
- I know the value of insurance products and their purpose and role in society and I understand the circumstances in which they might be needed
- I understand the structure and interrelationships of the local and global insurance market
- I know the common terminology used in insurance
- I have a general understanding of the broking, underwriting and claims processes
- I know the main classes of insurance and the cover provided by different types of insurance
- I know the products and services that my organisation offers
- I know what is meant by professionalism and understand the consequences of ethical and unethical conduct
- I know the content of the CII Code of Ethics and how to apply this in my role
- I know and work within the legal, regulatory and ethical frameworks that govern the insurance profession
- I am aware of my organisation's policies on data protection, complaint handling and conflicts of interest and work within them
- I am aware of my organisation's speak up/whistleblowing policy and procedures and raise concerns when appropriate
- I am aware of and fulfil my supervisory requirements where relevant as outlined by regulation and legislation

Supporting functions learning resources

Member CPD	Assess corporate e-learning	Training and courses	Qualification units
The Importance of Purpose	Application of Insurance Principles	For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	Foundation Insurance Test (FIT)
Meeting unmet needs - Ensuring the future relevance of our profession	Principles of Insurance		Insurance, legal and regulatory (IF1)
Meeting unmet needs - Ensuring the future relevance of our profession	Insurable Interest and Good Faith		General insurance business (IF2)
Meeting unmet needs - Ensuring the future relevance of our profession	Average and Proximate Cause		Insurance underwriting process (IF3)
Meeting unmet needs - Ensuring the future relevance of our profession	Indemnity		Insurance claims handling process (IF4)
Meeting unmet needs - Ensuring the future relevance of our profession	Contribution and Subrogation		Motor insurance products (IF5)
Meeting unmet needs - Ensuring the future relevance of our profession	Risk and Insurance		Household insurance products (IF6)
Meeting unmet needs - Ensuring the future relevance of our profession	Risks, Perils and Hazards		Healthcare insurance products (IF7)
Meeting unmet needs - Ensuring the future relevance of our profession	Structure and Associations		Packaged commercial insurances (IF8)
Meeting unmet needs - Ensuring the future relevance of our profession	The UK Insurance Market and its Position in the World		Insurance broking fundamentals (I10)
Surviving a shipping cyber incident	The Insurance Market		London Market underwriting principles (LM3)
Future cyber risks and threats	Financial competence		Personal insurances (M86)
Insurance and ESG: What's Happening? – Now and Next	Claims		Liability insurances (M96)
Insurance and ESG: What Do Stakeholders Think?	Claims Handling		Advanced underwriting (960)
ESG Metrics: Who's Measuring What?	Underwriting Risks and Determining Premiums		
Shaping the Future of Insurance Conference	Introduction to Underwriting		
Non-disclosure, avoidance and the house on the hill! Webinar	Key Broking Processes		
Combating application fraud through data	Classes of General Insurance – Commercial Products		
	Classes of General Insurance – Personal Products		
	Classes of Business		

Member CPD	Assess corporate e-learning	Training and courses	Qualification units
Hidden in Plain Sight – What is the Overall Risk of a Policy?	Ethics, Corporate Governance and Internal Controls		
Building a full view of a policy risk: Combatting the named driver threat	Insurance Regulation and Legislation		
Does my BI policy cover Covid-19	Legal Requirements in the London Market		
The FOS When to complain and how – When does a gripe or grumble become a complaint?	Regulatory Overview		
	Agency Law		
	Contract Law		
	Contract and Agency		
	The Insurance Act 2015		
	Regulation for managers		
	ICOBS		
	Conduct Risk and Treating Customers Fairly		
	Demands and needs		
	Complaint Handling		
	General Data Protection		
	Managing Conflicts of Interest		
	Whistleblowing with Confidence		
	Regulatory supervision for brokers		
	Regulatory supervision for insurers		

Member CPD

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

Webinar: [The Importance of Purpose](#)

Webinar: [Meeting unmet needs - Ensuring the future relevance of our profession](#)

Webinar: [Meeting unmet needs - Ensuring the future relevance of our profession](#)

Webinar: [Meeting unmet needs - Ensuring the future relevance of our profession](#)

Webinar: [Meeting unmet needs - Ensuring the future relevance of our profession](#)

Webinar: [Meeting unmet needs - Ensuring the future relevance of our profession](#)

Webinar: [Meeting unmet needs - Ensuring the future relevance of our profession](#)

Lecture: [Surviving a shipping cyber incident](#)

Lecture: [Future cyber risks and threats](#)

Webinar: [Insurance and ESG: What's Happening? – Now and Next](#)

Webinar: [Insurance and ESG: What Do Stakeholders Think?](#)

Webinar: [ESG Metrics: Who's Measuring What?](#)

Webinar: [Shaping the Future of Insurance Conference](#)

Webinar: [Non-disclosure, avoidance and the house on the hill! Webinar](#)

Webinar: [Combating application fraud through data](#)

Webinar: [Hidden in Plain Sight – What is the Overall Risk of a Policy?](#)

Webinar: [Building a full view of a policy risk; Combatting the named driver threat](#)

Webinar: [Does my BI policy cover Covid-19](#)

Webinar: [The FOS When to complain and how – When does a gripe or grumble become a complaint?](#)

Assess is the Corporate Learning Management System from CII, including hundreds of digital learning units on technical insurance, regulatory and compliance content, together with a wide range of wider business skills.

If you already have an Assess licence through your employer, you should be able to access the following modules relevant to this competency.

If your organisation does not have an Assess licence and would be interested in acquiring one, you can sign up for a free trial here: ciigroup.wufoo.com/forms/k17wqe99089pcpi/

Here you will find Assess corporate e-learning listed under the Learning by bands section in one place.

Foundations of General Insurance

The Insurance Market

London Market

The UK Insurance Market and its Position in the World

Principles and Underwriting

Principles of Insurance

Risks, Perils and Hazards

The Insurance Act 2015

Introduction to Underwriting

Legal

Agency Law

Contract Law

Broker Operations

Key Broking Processes

Demands and needs

Claims

Claims Handling

Governance, Risk and Compliance

Governance, Risk and Compliance

Conduct

Conduct Risk and Treating Customers Fairly

Managing Conflicts of Interest

Whistleblowing with Confidence

Fundamentals

General Data Protection

Insurance Regulation

Management

Regulatory supervision for brokers

Regulatory supervision for insurers

Regulation for managers

General Insurance Regulation

ICOBS

Managing the Customer

Financial competence

Complaint Handling

Introduction to Insurance

Risk and Insurance

Classes of General Insurance – Commercial Products

Classes of General Insurance – Personal Products

The Insurance Market

Contract and Agency

Insurable Interest and Good Faith

Average and Proximate Cause

Indemnity

Contribution and Subrogation

Insurance Regulation and Legislation

Ethics, Corporate Governance and Internal Controls

Claims

Introduction to the London Market

Application of Insurance Principles

Structure and Associations

Claims Handling

Underwriting Risks and Determining Premiums

Classes of Business

Legal Requirements in the London Market

Regulatory Overview

Regulation and Ethics

Regulation and ethics

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/

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

Advanced underwriting (960): <https://www.cii.co.uk/learning/qualifications/unit-960/>

Diploma in Insurance

Personal insurances (M86): <https://www.cii.co.uk/learning/qualifications/unit-m86/>

Liability insurances (M96): <https://www.cii.co.uk/learning/qualifications/unit-m96/>

Certificate in Insurance

Insurance, legal and regulatory (IF1): <https://www.cii.co.uk/learning/qualifications/unit-if1/>

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

Insurance underwriting process (IF3): <https://www.cii.co.uk/learning/qualifications/unit-if3/>

Insurance claims handling process (IF4): <https://www.cii.co.uk/learning/qualifications/unit-if4/>

Motor insurance products (IF5): <https://www.cii.co.uk/learning/qualifications/unit-if5/>

Household insurance products (IF6): <https://www.cii.co.uk/learning/qualifications/unit-if6/>

Healthcare insurance products (IF7): <https://www.cii.co.uk/learning/qualifications/unit-if7/>

Packaged commercial insurances (IF8): <https://www.cii.co.uk/learning/qualifications/unit-if8/>

Insurance broking fundamentals (I10): <https://www.cii.co.uk/learning/qualifications/unit-i10/>

London Market underwriting principles (LM3): <https://www.cii.co.uk/learning/qualifications/unit-lm3/>

Award in Insurance

Foundation Insurance Test (FIT): <https://www.cii.co.uk/learning/qualifications/unit-fit/>