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Insurance
Institute



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Learning powered by professional expertise.

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Take your organisation's training and development to the next level

MGAAssess is a powerful LMS, built by insurance experts to support learning, compliance and continuous professional development. Using video, interactive scenarios and case-based learning, the platform tracks progress and inspires users to stay motivated and engaged.

MGAAssess learning content and associated assessments cover all aspects of insurance, from underwriting, broking and claims to customer service, business support roles and MGAs.

Get in touch to register for a 14-day free trial, attend an online demo or request a Content Guide at www.cii.co.uk/assess



Courses

With over 1,000 courses and 10,000 assessment questions, MGAAssess provides training for new employees and experienced MGAs including brokers, claims specialists and all staff across your business – all available online 24/7.

Content

MGAAssess covers all levels of training – from the basic principles of insurance and regulation up to the more technical details of general insurance. Content is divided into a range of intuitive catalogues, each of which focuses on a key aspect of the profession. With the added bonus of having an MGA specific catalogue purely developed with MGAs in mind.

Analytics

Insightful analysis reports are delivered direct to your desktop, mobile or tablet to support training and competency requirements.

Regulation and Compliance

Get the right training your organisation needs to keep up with regulations and compliance, including specific FCA Core CPD content.

Diagnostics and Testing

Includes diagnostics, gap analysis, assessments, and recruitment tests – with thousands of questions, to help meet all your industry and compliance requirements. Our CPD tool will help you plan and record your activity.

Learning Management System (LMS)

MGAAssess gives you complete control over training and development, with features to help you manage training, schedule activities and monitor staff development.

Courses

MGAAssess equips your staff with stacks of training, including over 800 technical courses. From the basic principles of insurance and regulation to the more technical details of general insurance, our courses cover all levels of experience, right up to the board.

Broking

There are 75 broking product-focused courses, plus an extensive broking operations section on the fundamentals of broking.

Claims

Claims Handling, Fraud, Litigation and Loss Adjusting courses build knowledge and understanding for claims specialists and support staff.

Underwriting

Underwriting is a fundamental part of the MGA profession. For staff to gain insight in this area, MGAAssess has an in-depth introduction covering the foundations of underwriting and courses on policy construction, pricing, precedents and warranties.

Making it Personal

Create and build your own e-learning courses, or top and tail MGAAssess courses so they're personalised for your business. You can use the inbuilt authoring tool, or upload SCORM, video and PDF content.

Business Skills

Help your staff build business skills and knowledge with a wide range of short courses from Project Management to Personal Development, HR, Health and Safety, Mental Health and Wellbeing, Leadership and Management.

Courses

Use pre-built learning courses or create bespoke learning courses to build knowledge and understanding across individuals and teams.

Continuing Professional Development (CPD)

The inbuilt CPD tool automatically records completed activities on the system and allows users to record their non-MGAAssess CPD activities – so all records are in one place.

Insurance Specialisms

Choose from over 90 courses on a broad range of specialist insurance products, including Aviation and Space, Marine, Political Risks, Energy Risks and Bloodstock.



Governance, Risk and Compliance

Staying fresh with regulation has never been more critical. From FCA Core CPD to the Senior Managers & Certification Regime, MGAAssess builds and checks knowledge across your organisation to stay ahead of regulatory demands.

Wide-ranging diagnostic capabilities help evaluate knowledge and competency across your business.

With over 25 regulatory specific courses to choose from, you can be assured MGAAssess has it covered.

FCA Core CPD (IDD)

The FCA requires organisations that are distributing insurance products, or are involved in their distribution, to complete sufficient CPD to maintain appropriate levels of knowledge and competence. Firms are responsible for ensuring that their employees continue to maintain these levels.

Our FCA Core CPD catalogues in MGAAssess include content appropriate for many employees to support this. The content in these catalogues can be easily supplemented with our other technical content from the hundreds of courses available. All activity completed on MGAAssess is automatically captured as CPD.

Senior Management Regime

As well as An Introduction to the Senior Managers and Certification Regime, we have courses on Senior Managers Arrangements, Systems and Controls, Senior Managers Regime and Certification Regime to ensure you're always up to date on SM&CR.

Financial Crime

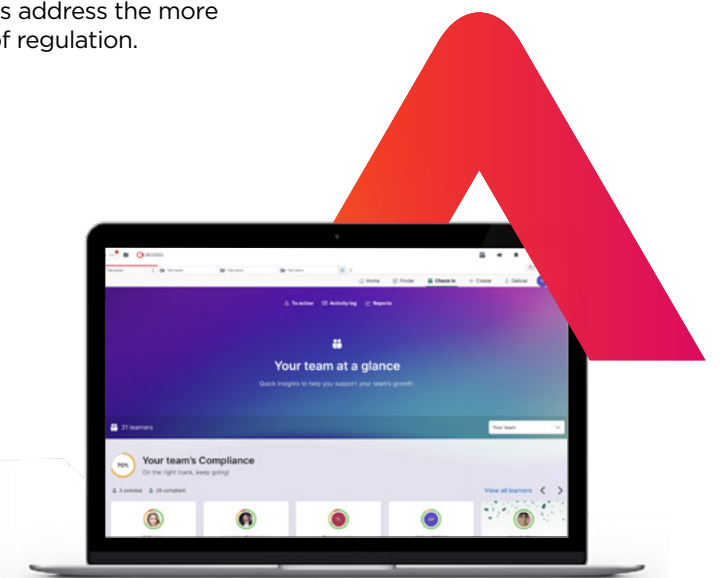
Our Anti-Money Laundering and Countering Terrorist Financing for Financial Service, Bribery and Corruption for Financial Service, Fighting Fraud for Financial Service and Customer Due Diligence courses address the more common areas of regulation.

Managing the Customer

MGAAssess courses on Client Money, Complaint Handling, Conduct Risk and Treating Customers Fairly – together with courses on vulnerable customers and customer service, build the skills and competencies to help maintain professional standards across your business.

Non-Financial Misconduct (NFM)

MGAAssess has many courses that cover all aspects of NFM.



Diagnostics and Testing

Offering wide-ranging diagnostic capabilities, MGAAssess helps meet all your insurance and compliance requirements. With access to gap analysis and technical assessments, MGAAssess evaluates knowledge and competency across your business.

Managing Risk

The diagnostic tool enables you to measure knowledge levels across your whole business, from offices, departments, teams and individuals. This enables you to allocate training resource where it's needed most. Importantly, you can demonstrate to the regulator that you have a thought through process to manage knowledge and competency.

Gap Analysis

The diagnostic tool measures a user's knowledge against required competencies for their role. Training programmes are then automatically created for each user to help you manage and maintain knowledge across a wide area – while supporting staff with the training they need.

Micro Assessments

To help staff maintain regulatory and technical training each year, the diagnostic functionality supports micro assessments so you can explore a large number of competency areas in one sitting.

Standard Assessments

For standard assessments, simply choose the course, the number of questions and the pass mark, for an assessment to be randomly created from an up-to-date question bank.

Analytics

Good quality reporting drives performance and success. Training activities are automatically recorded on MGAAssess to build data reports, so you can easily evidence training and competencies across your business. Easy-to-use dashboards and reporting tools reveal important insights to help your business deliver the best quality service to your customers.

Flexible Reporting

You can build your own reports or select from a host of pre-built reports and easily view assessment attempts, course completions, test scores and results, or activities yet to be completed.

Dashboards

Detailed dashboards bring your training data to life, providing you with a clear view of user activities, completions and scores across teams and departments.

Robo Reporting

Set up the automatic delivery of reports so they arrive when you need them.

CPD Reports

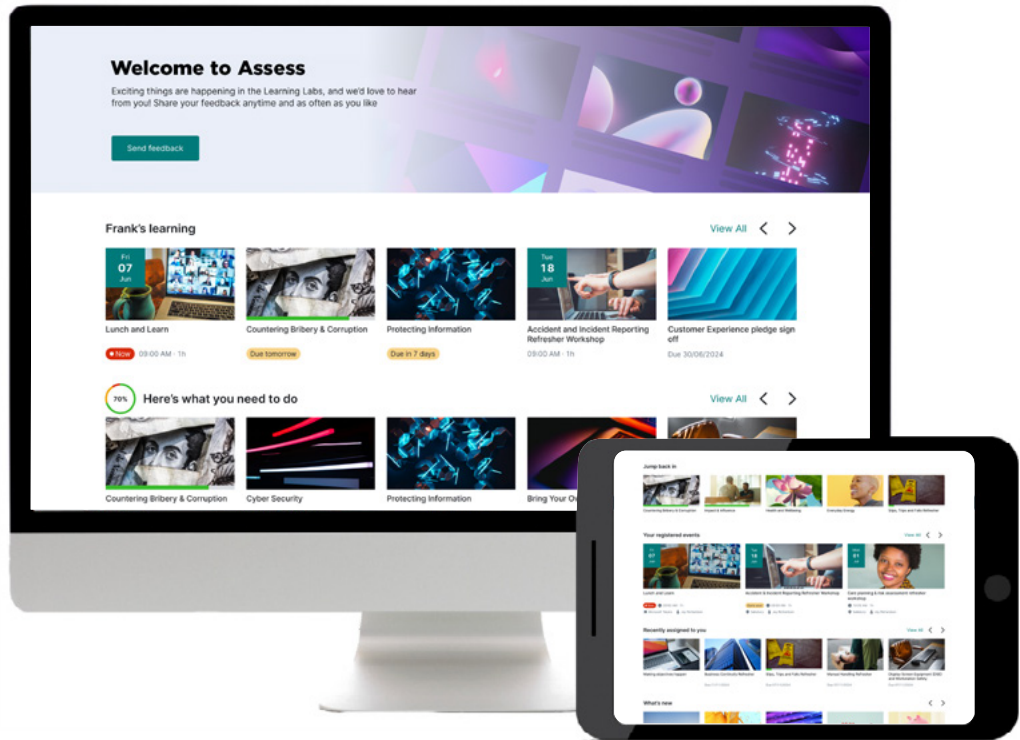
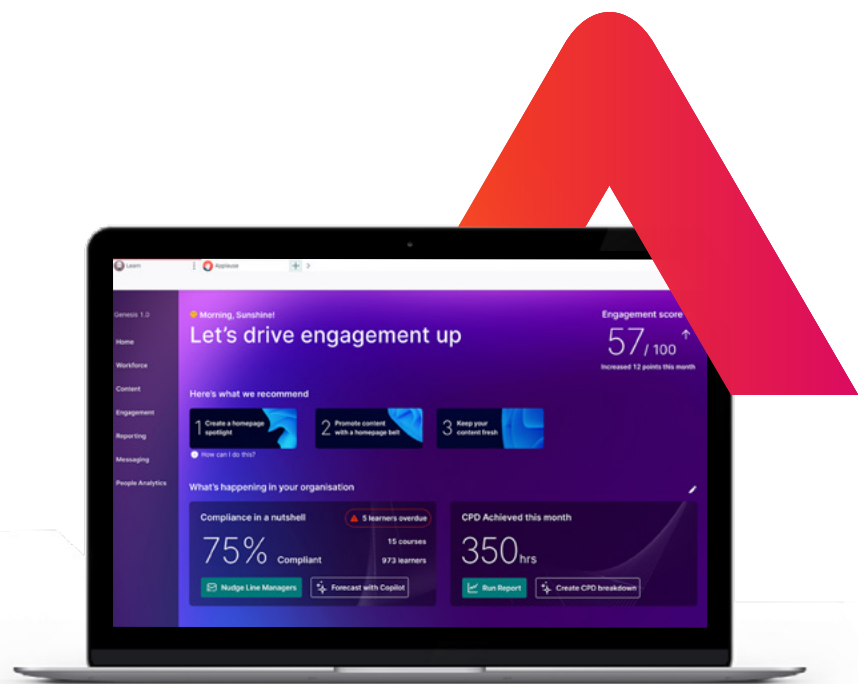
Users can complete development needs and reflective statements online. MGAAssess automatically records each activity to help maintain CPD records and run reports. Users can also add offline CPD events to MGAAssess and CII members can link their MGAAssess record to their CII CPD record and maintain their activity in one place.

The Company View

Dashboards provide an overview of the company's knowledge and competencies to identify potential training risks to the business.

The Manager's View

Managers can access the most up-to-date information at all times with training activity reports across their direct reporting lines.



Content

MGAAssess helps raise professional capability with intuitive learning catalogues focused on the key disciplines of the profession. Discover the specialist areas covered.

MGAs

The Introduction to Managing General Agents provides staff with a solid foundation and understanding of MGAs.

FCA Core CPD

MGAAssess houses pre-built courses aimed at all staff distributing insurance products, or are involved in their distribution. These help demonstrate minimum levels of knowledge in specific core areas highlighted by the regulator. In addition, there are over 400 role-specific technical training modules to demonstrate product competency.

Introduction to Insurance

Starting from the basics and working upwards, this catalogue introduces the world of insurance – ideal for new starters. Complex terminology and systems are logically explained and placed into context, with the aim of developing a strong working knowledge of all the essential ideas.

Introduction to the London Market

This catalogue covers everything from the origins of the market, its structures and associations, the processes of delegated authority and binding agreements to regulations and legal requirements and everything in between. It offers a comprehensive overview for inductions or as part of CPD learning.

Foundations of General Insurance

These modules provide a comprehensive outline of how the profession operates. There's an in-depth analysis of general insurance from the point of view of broking operations plus a six-part primer on all aspects of third-party claims. Other topics include The Insurance Market, Principles and Underwriting, Claims, Legal, Finance, Reinsurance and Broker Operations.

Governance, Risk and Compliance

Developed with insurance experts, this catalogue is designed to help your business develop a compliant culture and face governance, risk and compliance challenges. Topics include Financial Crime, Conduct, Data Security, SM&CR, FCA Core CPD and General Insurance Regulation.

Health and Protection

This catalogue covers all of the key information on insurance products that will prove useful for all those working in the profession. Topics covered include Critical Illness, Long-Term Care, Private Medical, International Private Medical, Cash Health Plans, Dental Plans and Group Life and Health Insurance, Income Protection, General Insurance Protection Products and Business Protection.

Personal Lines

From Home, Private Motor, Leisure and Events to Pets, Horses and Ponies cover, consumer insurance products are the focus of these modules. In-depth examinations detail the policy cover provided, relevant underwriting and broking considerations, and the claims handling process.

Commercial Lines

How do organisations insure against the range of commercial risks? Commercial Lines modules address this question by looking at insurance products relating to Property, Motor, Liability, Contractors' All Risks, Farming and Agriculture, Legal Expenses, Business Travel and Health and Safety.

Specialisms

Specialised industries operate outside of the remit of standard personal and commercial covers, and therefore require specialised insurance cover. Modules examine the challenges of providing insurance in this unique arena.

Risks include Cyber, Marine, Aviation and Space, Pollution and Environmental, Energy, Bloodstock, Global Programmes, Political and Jewellers' Block, Fine Art and Specie.

Workplace Skills by Learning Heroes

This new e-learning experience guides users through fun animated videos on Personal Development, Project Management, Human Resources, Sales Mastery and Health, Safety and Wellbeing. These courses equip users with a range of skills and knowledge they can apply in the real world.



Learning Management System (LMS)

MGAAssess helps you take your organisation's training and development to the next level. The powerful LMS is packed with features to help you manage training, record and maintain CPD, schedule activities and monitor staff development.

Users can develop within their roles using a wide range of learning modules and assessments to suit their training needs.

From the basic principles of insurance and regulation to the technical details of general insurance, MGAAssess provides all the right training ingredients for your business. From new starters to experienced professionals, there is a broad range of content and information that is relevant for everyone.

Easy Online Access

MGAAssess is an online training and competency solution which means it is easy to access 24/7. Everyone with a licence can log into the system via a PC, tablet or mobile phone. There is no installation required, just login to start training – it's so easy.

Set Up

If you have a sizeable company with different departments, locations or teams, it is easy to replicate that structure on MGAAssess.

You can create and allocate specific learning courses to different groups to suit their learning and development needs. You can report on an individual's progress or look at specific departments or teams to see if there are any learning areas that need to be addressed.

Manager Controls

Managers can easily monitor training activity across their teams and view staff progression on the 'manager view dashboard'. With managers involved in the training management process you can maximise all of the benefits of MGAAssess for your business.

Easy Admin

MGAAssess is automated to simplify administration. Our customer service team can help you create rules so your training and reporting can be repeated on a regular basis.



Developed by leading professionals, MGAAssess is a powerful LMS delivering expert-led learning content to encourage compliance and continuous professional development throughout your organisation.

For more information on how Assess can benefit your business, contact business.enquiries@cii.co.uk

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