



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

\*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
	<a href="#"><u>Ethics, Corporate Governance and Internal Controls</u></a>		
	<a href="#"><u>Insurance Regulation and Legislation</u></a>		
	<a href="#"><u>Legal Requirements in the London Market</u></a>		
	<a href="#"><u>Regulatory Overview</u></a>		
	<a href="#"><u>Agency Law</u></a>		
	<a href="#"><u>Contract Law</u></a>		
	<a href="#"><u>Contract and Agency</u></a>		
	<a href="#"><u>The Insurance Act 2015</u></a>		
	<a href="#"><u>Regulation for managers</u></a>		
	<a href="#"><u>ICOBS</u></a>		
	<a href="#"><u>Conduct Risk and Treating Customers Fairly</u></a>		
	<a href="#"><u>Demands and needs</u></a>		
	<a href="#"><u>Complaint Handling</u></a>		
	<a href="#"><u>General Data Protection</u></a>		
	<a href="#"><u>Managing Conflicts of Interest</u></a>		
	<a href="#"><u>Whistleblowing with Confidence</u></a>		
	<a href="#"><u>Regulatory supervision for brokers</u></a>		
	<a href="#"><u>Regulatory supervision for insurers</u></a>		

# 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](#)

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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: Delivering resilience within the insurance community](#)

Webinar: [Shaping the future of insurance: Trends, tech and tempting talent](#)

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

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/](https://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/](http://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](https://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) provides you with knowledge and understanding of insurance products and practice, including underwriting and policy wordings, claims, customer service and information and communication technology.

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/>