



ZING365
INSURANCE CPD

Course Catalogue

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Governance, Risk & Compliance (General Insurance)

Governance, Risk & Compliance (General Insurance)

An Overview of Conflicts of Interest		60	Just in Time' - Gifts & Hospitality		5	
A Quick Guide to SM&CR Individual Conduct Rules		30	Just in Time' - Introduction to the FCA		5	
Appointed Representatives (ARs) Regulatory Responsibilities		45	Just in Time' - Introduction to the FCA		5	
Assessing Customer Needs			60	Just in Time' - Whistleblowing		5
Code of Conduct		60	Intro To Premium Finance & Consumer Credit		60	
Complaint Handling in a Regulated Environment		60	Introduction to Regulation of General Insurance Distribution			60
Complaint Handling in a Regulated Landscape		60	Money Laundering		45	
Consumer Duty & Vulnerable Clients		60	Navigating Money Laundering		60	
Demystifying UK GDPR Compliance		60	Navigating Regulatory Supervision in your Firm		60	
Embracing AI with Compliance in Mind			60	Policy Terms and Conditions - Navigating Small Print		60
FCA Consumer Duty		45	Principles and Their Appointed Representatives (ARs)		30	
FCA - Client Money		60	Product Governance for Distributors - Introduction		30	
FCA - Conduct Risk		90	Product Governance for Product Manufacturers		30	
FCA - Conflicts of Interest		45	Regulatory Considerations for Remote & Hybrid Working		60	
Financial Competency - An Overview		90	Responsible AI: Embracing AI with Compliance in Mind		30	
FCA - Consumer Duty (An Overview for ARs)			SM&CR - Conduct Rules for Senior Managers		30	
FCA - Contract Certainty		30	The Financial Promotion Rules		45	
FCA - The Roles & Responsibilities of Approved Persons		30	The Insurance Conduct of Business Sourcebook (ICOBS)		45	
FCA - Whistleblowing		30	The Senior Managers and Certification Regime		30	
Financial Crime Awareness		60	Training and Competence		20	
Just in Time' - Anti Money Laundering		5	Treating Customers Fairly		45	
Just in Time' - Conflicts of Interest		5	UK Financial Sanctions Regime		45	



To be released



E-Learning Course



Live Learning Webinar



Duration

Governance, Risk & Compliance (General Insurance)

Vulnerable Customers



45

Vulnerable Clients: Ethical Practices in Insurance



60

Governance, Risk and Compliance (Essentials)



To be released



E-Learning Course



Live Learning Webinar



Duration

Governance, Risk & Compliance (Essentials)

[Anti-Bribery and Corruption](#)


60

[Bribery Act 2010](#)


45

[Consumer Duty & Vulnerable Clients](#)


60

[Data Protection Act](#)


60

[Data Protection Act 2018 \(Micro\)](#)


20

[Data Security](#)


45

[Directors Duties and Responsibilities \(UK\)](#)


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[Display Screen Equipment](#)


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[Doing the Right Thing: A Guide to Good Business Ethics](#)


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[Embracing AI with Compliance in Mind](#)


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[FCA - Introduction to Regulation of General Insurance Distribution](#)


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[Future of Regulation](#)


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[How to Avoid a Conflict of Interest - A Case Study for Practical Understanding](#)


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[Introduction to Data Protection](#)


COMING SOON

[Online Security Fundamentals](#)


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[Payment Card Data Security](#)


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[Phishing 101](#)


20

[Sexual Harassment Prevention Training](#)


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[SM&CR - Staff Conduct Rules](#)


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[The Insurance Distribution Directive](#)


45

[The Modern Slavery Act 2015](#)


45

[UK General Data Protection Regulation](#)


60














































[UK General Data Protection Regulation - Data Processing](#)


COMING SOON














General Insurance



Insurance - Personal Lines

Caravan Insurance			Non Standard Home Insurance - Physical Rating Factors			
Group Personal Accident - Policy Cover			Payment Protection Insurance			
High Net Worth				Personal Accident Insurance - Introduction		
Household Insurance - Introduction			Pet Horse and Pony Insurance			
Household Insurance - Non Standard Risks			Private Medical Insurance Introduction			
Household Legal Expenses			Private Motor Insurance - Introduction			
Household Liability Insurance			Private Motor Insurance - Non Standard Risks			
Motor Insurance Legislation			Private Motor Underwriting - Introduction			
Motor Legal Expenses			Travel Insurance			
Motorcycle Insurance - Introduction			Wedding Insurance			
Non Standard Home Insurance - Moral Rating Factors			Yacht and Small Craft Insurance			

Insurance - Claims

Claims Handling - Introduction			Handling Injury Claims - Introduction			
Claims Litigation			Introduction to Claims Handling			
Fraud & Fraudulent Claims				Motor Claims		

Insurance - Law

Agency Law - Introduction			Navigating the complexities of Insurance Distribution		
Consumer Insurance Act 2012			The Enterprise Act 2016		
Contract Law - Introduction			The Insurance Act 2015		
English Legal System			The Law of Tort		
Liabilities to the Public and Customers					

Insurance - Commercial

A Guide to Real Estate Insurance



60

[Aviation](#)



45

[Blocks of Flats Insurance](#)



45

[Business Interruption - Underwriting](#)



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[Business Interruption Insurance - Introduction](#)



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Business Travel Insurance



COMING SOON

[Care Home Insurance](#)



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[Church Insurance](#)



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[Commercial Insurance - Manufacturing Industry](#)



45

[Commercial Insurance - Retail Risk](#)



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[Commercial Insurance - Transport & Distribution](#)



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[Commercial Legal Expenses](#)



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[Commercial Packages](#)



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Commercial Packages Claims



COMING SOON

[Commercial Vehicle - Underwriting](#)



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[Commercial Vehicle Insurance - Introduction](#)



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Constructing Commercial Combined Insurance



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[Contract Works - Contract Conditions](#)



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[Contract Works - Introduction](#)



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Cyber Insurance: The Challenges of Cyber
(Intermediate)



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[Cyber Liability Insurance](#)



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Decoding Company Accounts



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[Directors and Officers Liability Insurance](#)



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Employers' Liability



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[Employers' Liability - Introduction](#)



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[Employers' Liability Legislation - Intermediate](#)



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[Employment Practices Liability Insurance](#)



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[Engineering Insurance](#)



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[Environmental Risk Management](#)



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Essentials of Motor Trade Insurance



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[Farm Insurance](#)



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Farm Insurance Essentials



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[Fidelity Guarantee](#)



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[Freight Liability Insurance - Introduction](#)



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[GAP Insurance](#)



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[Goods in Transit Insurance](#)



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Handling Price Objections



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[Hotel Insurance](#)



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Insuring against unrest



60

Intermediate BI



60

Intermediate Directors & Officers Insurance



60

Intermediate Property Insurance



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Intro to Business Interruption













































































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Intro to Engineering Insurance



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Insurance - Commercial

Intro to Professional Indemnity			Professional Indemnity Insurance Intro - Part 2		
Introducing Liability			Property and Landlords Insurance		
Introduction to Business Liability			Property Claims - Introduction		
Introduction to Contractors All Risks			Property Owners		
Introduction to Directors & Officers			Public and Private Hire		
Introduction to Engineering Insurance			Public Liability - Policy Cover		
Introduction to Liability			Public Liability - Underwriting		
Introduction to Parametric Insurance			Reinsurance		
Marine Cargo			Reinsurance - Introduction		
Marine Hull & Liabilities			Risk Management & Contingency Planning		
Motor Fleet Insurance - Introduction			Risk Management & Insurance - Introduction		
Motor Fleet Insurance - Underwriting and Pricing			Risk Management Fundamentals		
Motor Trade Introduction			Setting Sail in Marine Cargo: Navigating the Basics		
Multi-Occupancy Buildings Insurance			Sprinkler Leakage Insurance		
Product Liability - Introduction			The Fundamentals of Parametric Insurance		
Product Liability - Policy Cover			Unboxing Packaged Products		
Products Liability Insurance			Understanding Motor Fleet Insurance		
Professional Indemnity - How Legal Liability Arises			Understanding the PI Market		
Professional Indemnity Insurance Intro - Part 1					

Insurance - Markets

[General Insurance Market](#)



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[The Impact of the Insurance Market Cycle](#)



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[History of Lloyd's and the London Market](#)



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[The Insurance Marketplace](#)



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[Insurance Principles](#)



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[The role of an Underwriter](#)



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[Lloyd's and the London Market](#)



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[UK General Insurance Market Bodies](#)



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[The Insurance Cycle: Managing the Hard](#)



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[Market](#)

Insurance - Principles and Practice

[Principles of Insurance](#)



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[Principles of Insurance - Intermediate](#)



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Insurance - Protection

[Critical Illness](#)



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[Income Protection](#)



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[Health Cash Plans](#)



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[Life Insurance - An Overview](#)



COMING SOON

Insurance - Other

[Delegated Authority](#)



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[Risk Management - Introduction](#)



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[Listed Buildings](#)



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[Terrorism](#)



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[Loss Adjusting](#)



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[The Role of a Broker](#)



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[Multi-Occupancy Buildings Insurance](#)



COMING SOON

[The Insurance Broker](#)



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[Property Surveying - Introduction](#)



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[Warehousing](#)



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ESG & Sustainability



ES



ESG & Sustainability

[3 Desk Stretches to Instantly Improve Your Day](#)


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[5 ways to build a trans-inclusive workplace](#)


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[Are you an Ally Try Taking on These 5 Roles](#)


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[Identifying & stopping ablist language](#)


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[Climate Change - Why we need to act now!](#)


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[Climate Change and Navigating Net-Zero](#)


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[Combatting Stigma and Misconceptions about Mental Health](#)


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[Creating an Inclusive Remote Environment](#)


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[Cultivating Diversity, Inclusion and Belonging at Work](#)


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[Diversity Basics: Foundations](#)


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[Diversity Basics: Taking Action](#)


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[Employee Guide to Recycling](#)


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[Employee Health and Wellness](#)


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[Environmental Risk Management](#)


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[Equality Act 2010](#)


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[ESG - Emerging Risks](#)


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[ESG & Insurance - The Challenges & Opportunities](#)


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[ESG and the FCA](#)


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[ESG Frameworks & Strategies](#)


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[ESG Reporting: The Basics](#)


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[Gossip Proof Your Workplace](#)


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[How to be an Ally for Diversity & Inclusion](#)


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[How to Overcome Your Unconscious Biases](#)


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[How to Support Your Teams Mental Health](#)


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[Human Rights in Business](#)


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[Introduction to ESG \(Comprehensive\)](#)


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[Introduction to ESG \(Short\)](#)


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[Mental Wellness - Understanding Mental Health](#)


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[Navigating Net-Zero](#)


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[Recovering from Burnout](#)


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[Sexual Harassment Prevention Training](#)


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[Supply Chain Due Diligence](#)


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[Sustainable Travel](#)


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[Protect Our Species \(World Earth Day\)](#)


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[The Basics of Managing Stress](#)


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[Top 10 Tips for Cultivating Inclusion and Belonging In The Workplace](#)


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[Unconscious bias in the workplace](#)


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[Understanding ESG: A Guide for Employees](#)


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[Water & Waste \(World Environment Day\)](#)


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[What are Insurers doing about the climate crisis?](#)


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[What are the impacts of climate change?](#)


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[What is Climate Change?](#)


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[What is ESG Investing?](#)


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[What Makes a Sustainable Business](#)


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Business Skills & Professional Development



Communication Skills

[Assertiveness](#)



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[Communication and Assertiveness](#)



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[Communication Preferences](#)



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[Customer Call Handling](#)



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[Customer Communication Essentials](#)



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[Giving Effective Feedback](#)



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[Guide to Negotiation and Persuasion](#)



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[How to Have a Difficult Conversation](#)



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[Influencing & Stakeholder Management](#)



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[Negotiating Skills](#)



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[Telephone Etiquette](#)



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[Workplace Communication Basics](#)



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Diversity & Inclusion

[5 ways to build a trans-inclusive workplace](#)



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[A Guide to Workplace Integrity](#)



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[Are you an Ally?](#)



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[Creating an Inclusive Remote Environment](#)



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[Cultivating Diversity, Inclusion, and Belonging at Work](#)



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[Diversity Basics: Taking Action](#)



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[Gossip Proof Your Workplace](#)



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[How to Avoid Bias in Talent Recruiting and Retention](#)



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[How to be an Ally for Diversity and Inclusion](#)



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[How to Overcome Your Unconscious Biases](#)



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[How to recognise and manage unconscious bias](#)



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[Human Rights and Business](#)



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[Identifying and Stopping Ableist language](#)



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[Managing Ethics](#)



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[Managing Menopause in the Workplace](#)



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[Mental Health in Insurance](#)



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[Mental Wellness - Understanding Mental Health](#)



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[Neurodiversity in the workplace](#)



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[Sexual Harassment Prevention Training](#)



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[Working Across Cultures](#)



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Project Management

[Project Management 101](#)



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Wellbeing

[Dealing with Stress, Pressure, and Burnout](#)



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[Recovering From Burnout](#)



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[Employee Health and Wellness](#)



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[The Basics of Managing Stress](#)



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[Health and Safety](#)



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Coaching and Mentoring

Enhancing your Coaching and Mentoring



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Skills

Sales and Business Development

Consultative Selling: Elevating Broker



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Strategies

[Dealing with Challenging Customers](#)



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[Creating and Delivering Business Presentations](#)



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Personal Brand



60

[Customer Care](#)



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Sales Fundamentals



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Personal Effectiveness

[A Guide to Effective Meetings](#)



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Personal effectiveness and time management



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[A Step-by-Step Guide to Problem Solving](#)



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[Presentation Skills](#)



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Building Resilience



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Presenting with Confidence



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Customer Service and Delivering for your Customers



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Problem Solving and Decision Making



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[Desk Stretches to improve your day](#)



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[Resolving Conflict](#)



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[Doing the Right Thing: A Guide to Good](#)



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Smart Growth: Setting Personal Goals



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[Business Ethics](#)

[Leading Through Change](#)



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[Time Management](#)



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Managing Stress in Sales



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[Time Management Essentials](#)



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Navigating Emotions for Success



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Why Choose CII Exams: Unlocking Your Path to Professional Excellence



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Systems Training

Copilot - Introduction



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Powerpoint 365 - Intermediate



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Copilot - Intermediate



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Powerpoint 365 - Advanced



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Excel 365 - Beginner



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Remote Working



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Excel 365 - Intermediate



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Sharepoint 365



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Excel 365 - Advanced



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Teams - Introduction



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Microsoft 365 - Introduction



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Teams - Advanced



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Outlook 365 - Beginner



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Teams - Extras



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Outlook 365 - Intermediate



20

Word 365 - Beginner



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Outlook 365 - Advanced



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Word 365 - Intermediate



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Powerpoint 365 - Beginner



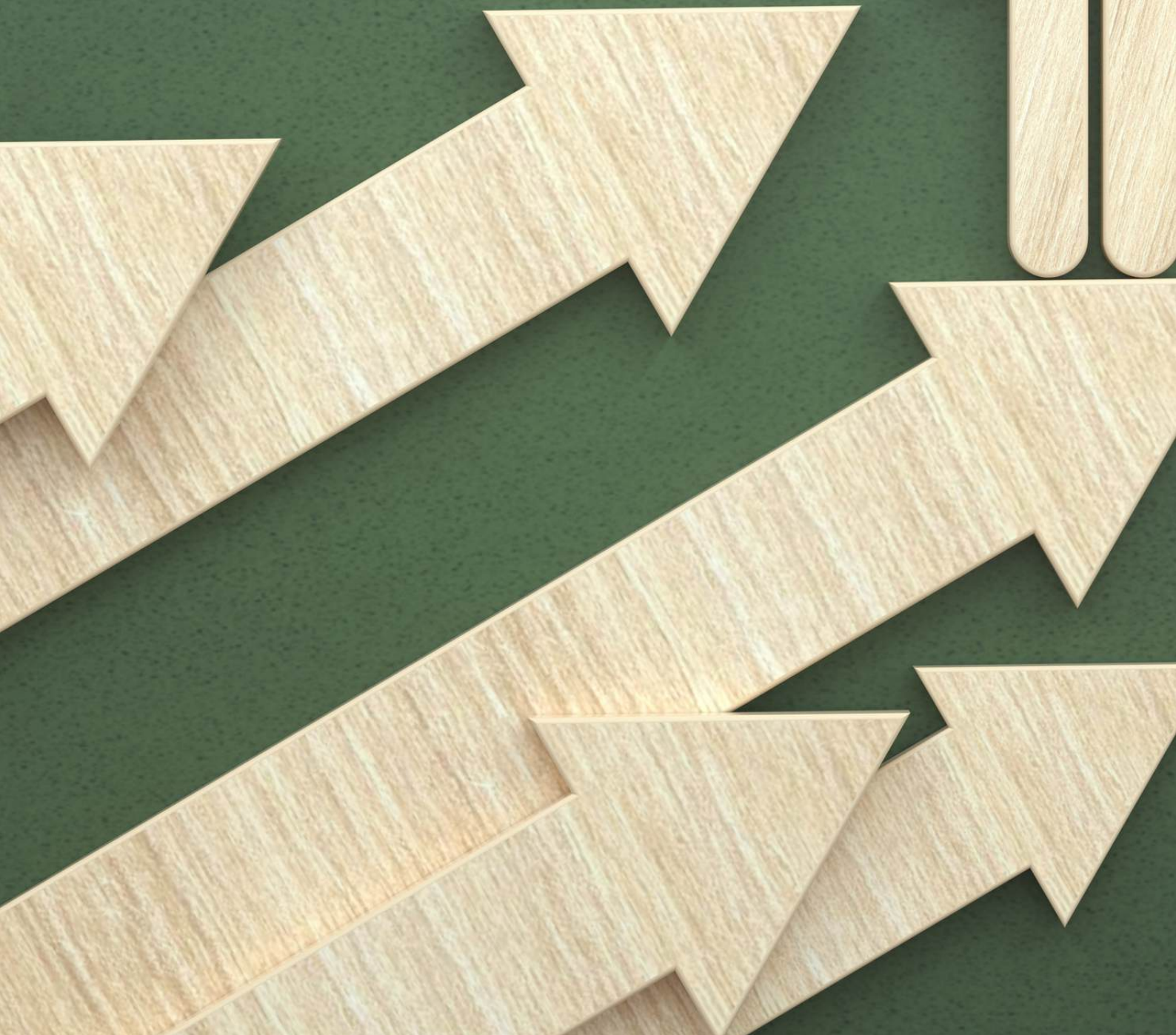
20

Word 365 - Advanced



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Leadership & Management





To be released



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Live Learning Webinar



Duration

Leadership & Management

[5 Styles to influence a team](#)



[A Blueprint for Effective Workplace](#)



[Leadership](#)

[A Guide to Mentoring Others](#)



[Attracting and Hiring Diverse Talent](#)



[Performance Management](#)



[Cultivating Diversity & Inclusion in the Workplace](#)



[Develop a Thriving Team](#)



[Giving Effective Feedback](#)



[How to Conduct an Effective Job Interview](#)



[How to Support Your Teams Mental Health](#)



[Leading with Emotional Intelligence](#)



[Motivating your Team](#)



[Performance Management](#)



[Resolving Conflict](#)



[World Human Rights Day - Human Rights
in Business](#)

