

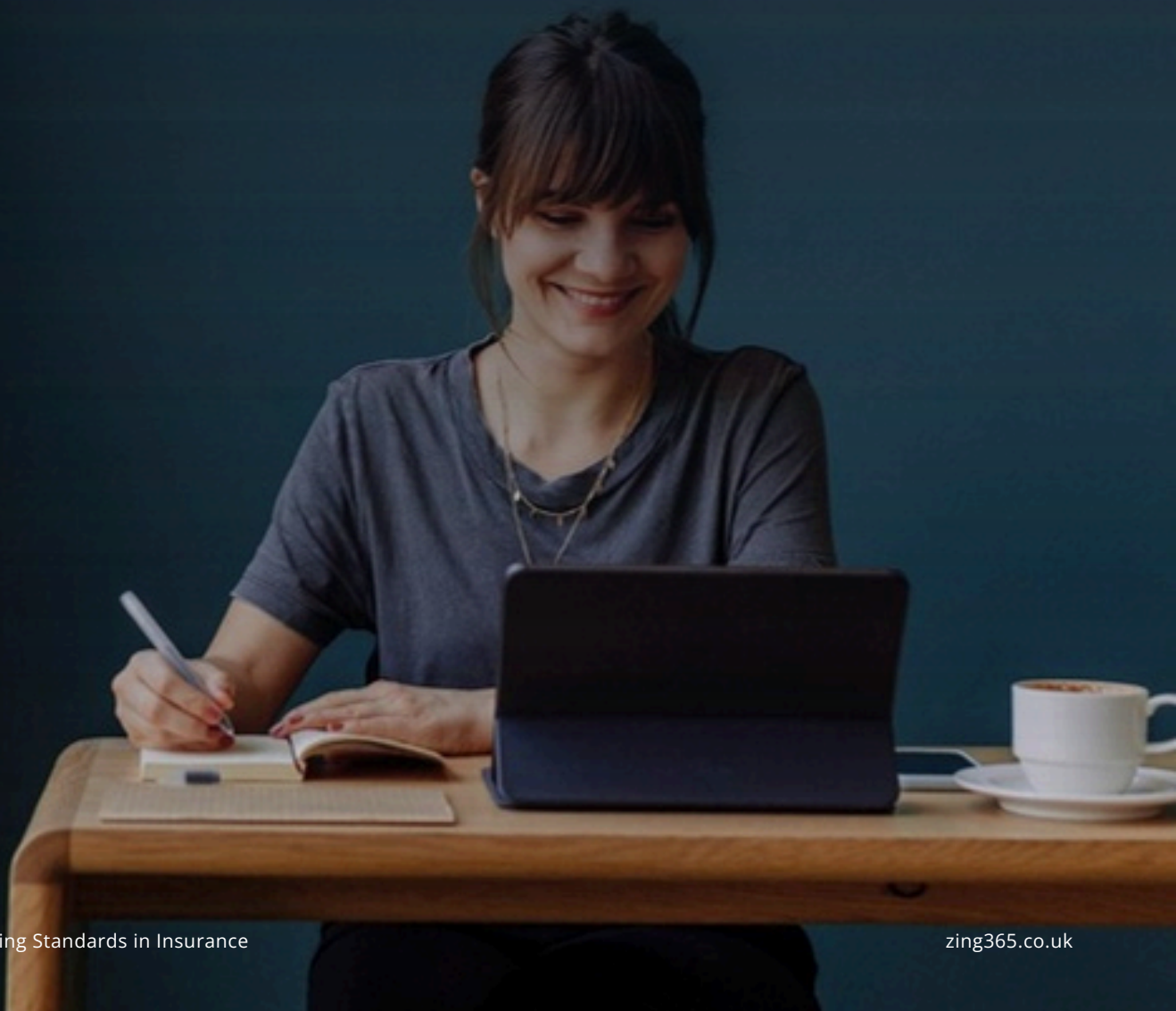


**ZING365**  
INSURANCE CPD

Raising Standards in Insurance

# Delivering quality training solutions for 25 years

[www.zing365.co.uk](http://www.zing365.co.uk)



# Raising standards in insurance

**200+**  
experts

**CII**

aligned competency  
frameworks

**FCA**

competency evidence

## What we believe

CPD shouldn't be a box-ticking exercise. Hours logged don't equal competence. The sector deserves training that develops professional skills, behaviour and judgement and firms need the real time evidence that the FCA expects.

## What we deliver

Live webinars led by Chartered experts. A 200+ course library. SCORM licensing for your own LMS. Bespoke programmes when off-the-shelf won't do.

"Zing gives us confidence — not just in learning, but in our ability to demonstrate competence properly."

**Quality & Compliance Director**

# Why Zing365

**The only CPD platform built to understand your brokers first**

Most CPD platforms count hours. We measure competence.

Zing365 is the UK's only insurance-specialist CPD platform built around assessment, not attendance. We test what each person in your firm actually knows, role by role, then build the learning pathway around the gap. The result is true insight into levels of competency that holds up with the FCA and with your board

Twenty-five years in insurance. Trusted by hundreds of insurance firms across brokers, networks, MGAs and insurers.

One sector. One specialism. One platform.



**30,000+**

registered  
learners



**200+**

hours of high-  
quality e- learning  
content



**300+**

Trusted by top  
insurance  
sector companies

# Benefits of working with Zing365

- ✓ **Most comprehensive** General Insurance specialist training service in the UK
- ✓ Courses and content accessed through our **World Class** LMS or integrate them into your existing systems with ease.
- ✓ **Inclusive and adaptive**, our training solutions cater for all learning styles and **neurodiverse** needs
- ✓ Access essential technical, compliance, business and soft skills learning **24/7**
- ✓ All content developed, delivered & reviewed by **industry-specific trainers and subject matter experts**
- ✓ **Stay ahead of regulatory changes** with our up-to-date training courses and live webinars
- ✓ Tailored webinars and workshops, available both online and in-person via **Zing Live Bespoke**
- ✓ **Fully managed service available to reduce your administration burden**

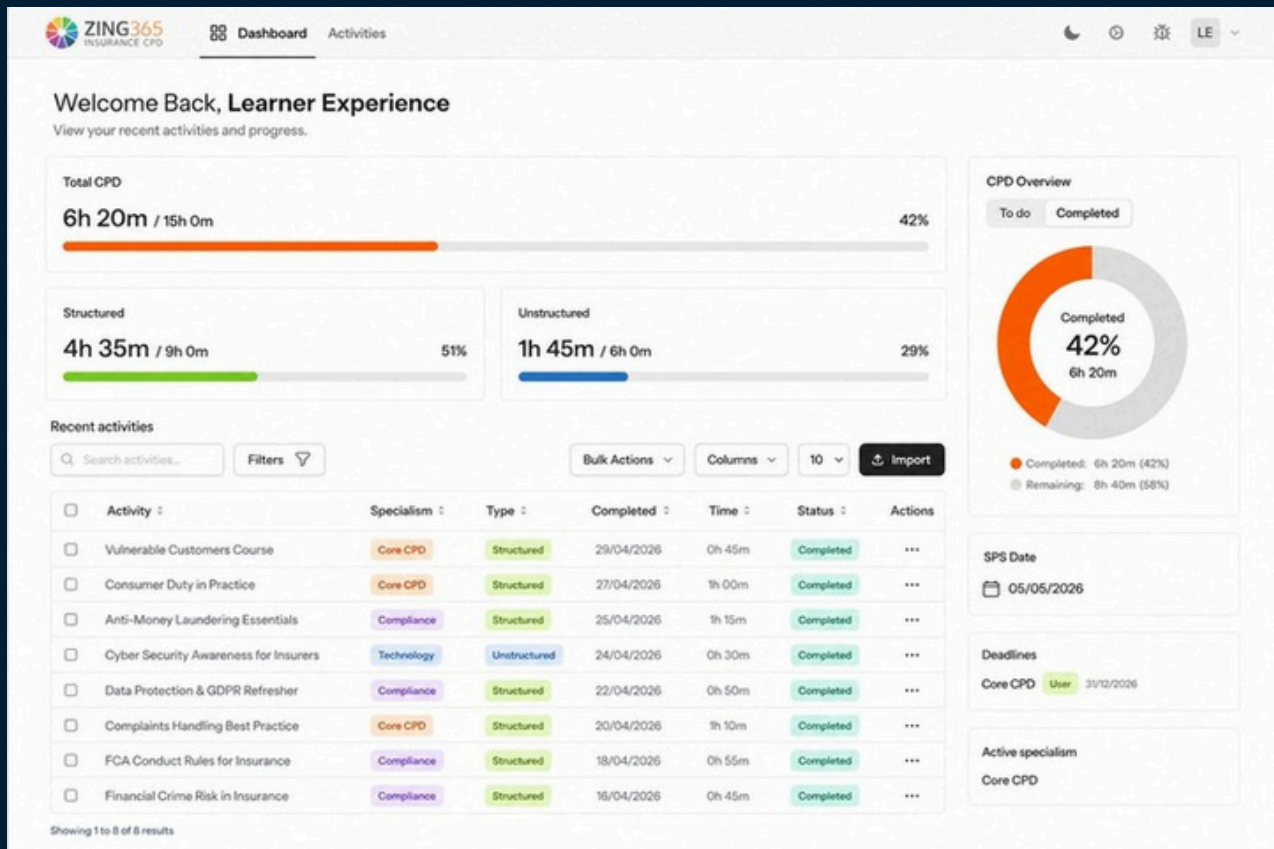
# Zing Total CPD

Most Learning Management Systems log hours. Zing Total CPD is an intelligent training and assessment platform, that helps prove competency, not just record activity.

Built specifically for insurance, Zing Total CPD uses role-based assessments to build unique learning pathways to ensure each person has the skills and knowledge to perform their role successfully.

Trusted by hundreds of insurance firms across brokers, networks, MGAs and insurers.

- **TNA & role-based assessments** to measure what each person in your firm actually knows. Role by role. Competency by competency.
- **Scenario-based testing** Measures judgement and understanding, not just recall. Free-text responses against defined competencies.
- **FCA-ready evidence** Role-by-role competency mapped firm-wide providing real-time insight across the organisation and an audit trail ready for the regulator and your board.



# Zing Live

Expert-Led Learning in Real Time.

For professionals who value live interaction and up-to-date insights, Zing Live delivers over 150 interactive webinars each year, led by seasoned industry experts.

Covering topics from insurance and compliance to essential business skills, our sessions offer relevant, engaging, and impactful learning experiences.

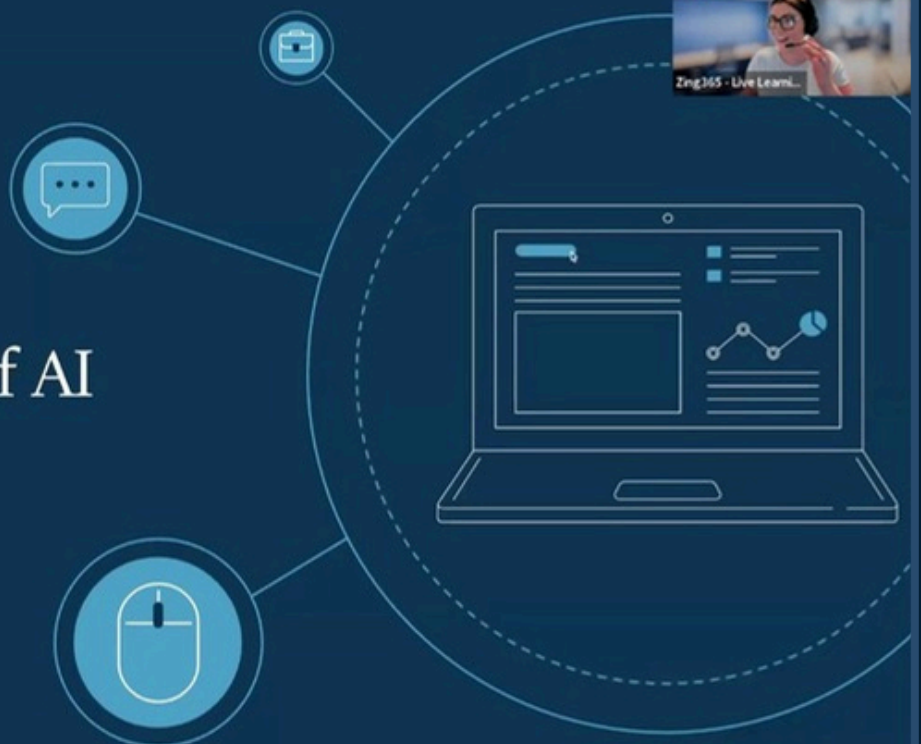
Providing more visual and auditory learners the option to complete over 35 hours CPD via webinars.

- Are delivered by inspiring contributors and industry leaders.
- Cover a wide range of topics including technical, compliance, business skills, professional development, wellbeing and industry news.
- Are packed full of engaging content, have clear learning outcomes and provide opportunity to ask questions throughout.
- Provide more visual and auditory learners the option to complete over 35 hours CPD via webinars.



## Responsible use of AI

Written & Presented by Kerris Earle





# Zing Content

## Seamless e-learning integration for your LMS.

If you're looking to license high-quality e-learning content for your own LMS, Zing Content offers a flexible, ready-to-go solution. With over 350 expertly developed courses and resources, you can easily integrate best-in-class training into your existing HR or learning platforms.

Our extensive Learning Libraries also include access to 150+ live webinars and workshops each year, delivered by leading subject matter experts across insurance, compliance, and professional development topics.

All content is regularly reviewed and updated to reflect the latest legislation and industry best practices. With automatic updates and new course additions, you can ensure your team stays informed, engaged, and fully compliant—without the administrative burden.

## Our Learning Libraries

Our Learning Library portfolio contain a wide range of e-learning courses, live Instructor led webinars, videos, microlearning and other learning resources.

We are constantly adding new content to our six Learning Libraries :



**Governance, Risk & Compliance (Insurance)**



**Governance, Risk & Compliance (Essentials)**



**General Insurance**



**ESG & Sustainability**



**Business Skills & Personal Development**



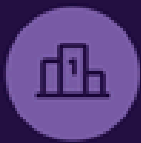
**Leadership & Management**

# Zing Live Bespoke

## Tailored Instructor Led Training for Insurance Teams.

At Zing365, we understand that one size doesn't fit all. Zing Live Bespoke offers fully customised, instructor-led webinars and workshops, delivered online or in-person, designed around the specific needs of your team.

Whether the focus is technical training, sales, leadership & management, or compliance, our bespoke sessions align with your business goals, regulatory obligations, and professional development priorities, ensuring relevant, high-impact learning every time.



**Aspiring Managers  
Programme**



**Business Development  
Underwriter Programme**



**Business Growth**



**Claims Academy  
Programme Level 1 -  
Introduction**



**Claims Academy  
Programme Level 2 -  
Intermediate**



**ESG Programme**



**Leadership Academy**



**Professional  
Development**



**Sales Academy Broker  
Programme**



**Technical Insurance  
Programme**





**I'd seen a lot of platforms over the years. With Zing, the difference was how confident I felt straight away — in the accuracy of the content and in the integrity of the reporting."**



# Governance, Risk & Compliance (General Insurance)



To be released



E-Learning Course



Live Learning Webinar



Duration

# Governance, Risk & Compliance (General Insurance)

AI in Practice for Managers



60

AI in Practice - Responsible Use and AI Literacy



60

[An Overview of Conflicts of Interest](#)

60

[A Quick Guide to SM&CR Individual Conduct Rules](#)

30

[Appointed Representatives \(ARs\) Regulatory Responsibilities](#)

45

[Assessing Customer Needs](#)

60

[Complaint Handling in a Regulated Environment](#)

60

[Complaint Handling in a Regulated Landscape](#)

60

[Consumer Duty and Vulnerable Clients](#)

60

Consumer Duty in Practice



60

[Customer Due Diligence \(CDD\) and Know Your Customer \(KYC\)](#)

COMING SOON

[Effectively Communicating Policy terms and conditions](#)

60

[Embracing AI with Compliance in Mind](#)

60

[FCA - Consumer Duty](#)

45

[FCA - Client Money](#)

60

[FCA - Conduct Risk](#)

90

[FCA - Conflicts of Interest](#)

45

Financial Competency - An Overview



90

FCA - Consumer Duty (An Overview for ARs)



45

[FCA - Contract Certainty](#)

30

[FCA - The Roles & Responsibilities of Approved Persons](#)

30

[FCA - Whistleblowing](#)

30

[Financial Crime Awareness](#)

60

[Finance for non-financial Managers](#)

45

[FCA Insight - Looking into 2026](#)

60

[FCA Insight - Mid Year Update](#)

60

Fraud and Fraudulent Claims



45

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

60

[Intro To Premium Finance & Consumer Credit](#)

60

[Insurance Distribution: Understanding the Legal Landscape](#)

5

[Just in Time - Anti Money Laundering](#)

5

[Just in Time' - Conflicts of Interest](#)

5

[Just in Time' - Gifts and Hospitality](#)

5

[Just in Time' - Introduction to the FCA](#)

5

[Just in Time' - Whistleblowing](#)

5

Just in Time' - Anti Bribery &amp; Corruption



5

Just in Time' - Preventing Sexual Health Harassment For Managers



15

Just in Time' - Preventing Sexual Health Harassment For Learners



15

Just in Time' - UK Financial Sanctions Regime



15

Just in Time' - Non Financial Misconduct (Learners)



10

Just in Time' - Non Financial Misconduct (Managers)



10

Just in Time' - Complaint Handling in a Regulated Environment



15

Just in Time' - Bribery Act



15



To be released



E-Learning Course



Live Learning Webinar



Duration

# Governance, Risk & Compliance (Insurance)

|                                                                           |  |    |
|---------------------------------------------------------------------------|--|----|
| Money Laundering                                                          |  | 45 |
| Navigating Money Laundering in 2026                                       |  | 60 |
| Navigating Regulatory Supervision in your Firm                            |  | 60 |
| Non Financial Misconduct                                                  |  | 60 |
| <a href="#">Principles and Their Appointed Representatives (ARs)</a>      |  | 30 |
| <a href="#">Product Governance for Distributors - Introduction</a>        |  | 30 |
| <a href="#">Product Governance for Product Manufacturers</a>              |  | 30 |
| <a href="#">Regulatory Considerations for Remote &amp; Hybrid Working</a> |  | 60 |
| <a href="#">Responsible AI: Embracing AI with Compliance in Mind</a>      |  | 30 |
| <a href="#">Responsible AI</a>                                            |  | 60 |
| <a href="#">SM&amp;CR - Conduct Rules for Senior Managers</a>             |  | 30 |
| <a href="#">Supporting Vulnerable Clients</a>                             |  | 60 |
| <a href="#">Identifying and Assessing Financial Competency</a>            |  | 60 |
| Insurance distribution: Understanding the legal landscape (NEW)           |  | 60 |
| Navigating Regulatory Supervision in Your Firm                            |  | 60 |
| Regulatory considerations for remote and hybrid working                   |  | 60 |
| <a href="#">The Financial Promotion Rules</a>                             |  | 45 |
| <a href="#">The Insurance Conduct of Business Sourcebook (ICOBs)</a>      |  | 45 |
| <a href="#">The Senior Managers and Certification Regime</a>              |  | 30 |
| <a href="#">Training and Competence</a>                                   |  | 20 |
| <a href="#">Treating Customers Fairly</a>                                 |  | 45 |
| <a href="#">Understanding the SM&amp;CR Regime</a>                        |  | 60 |
| Understanding Premium Finance and Consumer Credit                         |  | 60 |



To be released



E-Learning Course



Live Learning Webinar



Duration

# Governance, Risk & Compliance (Essentials)

|                                                                                                |  |    |                                                                         |  |    |
|------------------------------------------------------------------------------------------------|--|----|-------------------------------------------------------------------------|--|----|
| <a href="#">UK Financial Sanctions Regime</a>                                                  |  | 30 | <a href="#">UK Competition Law</a>                                      |  | 45 |
| <a href="#">Anti-Bribery and Corruption</a>                                                    |  | 60 | <a href="#">UK General Data Protection Regulation</a>                   |  | 60 |
| <a href="#">Bribery Act 2010</a>                                                               |  | 45 | <a href="#">UK General Data Protection Regulation - Data Processing</a> |  | 60 |
| <a href="#">Consumer Duty &amp; Vulnerable Clients</a>                                         |  | 60 | <a href="#">Understanding Data Protection</a>                           |  | 60 |
| <a href="#">Data Protection Act</a>                                                            |  | 60 |                                                                         |  |    |
| <a href="#">Data Protection Act 2018 (Micro)</a>                                               |  | 20 |                                                                         |  |    |
| <a href="#">Data Security</a>                                                                  |  | 45 |                                                                         |  |    |
| <a href="#">Directors Duties and Responsibilities (UK)</a>                                     |  | 45 |                                                                         |  |    |
| <a href="#">Display Screen Equipment</a>                                                       |  | 20 |                                                                         |  |    |
| <a href="#">Doing the Right Thing: A Guide to Good Business Ethics</a>                         |  | 30 |                                                                         |  |    |
| <a href="#">FCA - Introduction to Regulation of General Insurance Distribution</a>             |  | 45 |                                                                         |  |    |
| <a href="#">Fraud and Fraudulent Claims</a>                                                    |  | 45 |                                                                         |  |    |
| <a href="#">Future of Regulation</a>                                                           |  | 30 |                                                                         |  |    |
| <a href="#">How to Avoid a Conflict of Interest - A Case Study for Practical Understanding</a> |  | 30 |                                                                         |  |    |
| <a href="#">Introduction to Data Protection</a>                                                |  | 30 |                                                                         |  |    |
| <a href="#">Online Security Fundamentals</a>                                                   |  | 20 |                                                                         |  |    |
| <a href="#">Payment Card Data Security</a>                                                     |  | 20 |                                                                         |  |    |
| <a href="#">Phishing 101</a>                                                                   |  | 20 |                                                                         |  |    |
| <a href="#">Sexual Harassment Prevention Training</a>                                          |  | 60 |                                                                         |  |    |
| <a href="#">SM&amp;CR - Staff Conduct Rules</a>                                                |  | 30 |                                                                         |  |    |
| <a href="#">The Insurance Distribution Directive</a>                                           |  | 45 |                                                                         |  |    |
| <a href="#">The Modern Slavery Act 2015</a>                                                    |  | 45 |                                                                         |  |    |

A low-angle, upward-looking photograph of several modern skyscrapers. The buildings feature glass facades and steel structural elements. The sky is a clear, bright blue. The text 'General Insurance' is overlaid in white on the upper right portion of the image.

# General Insurance



## Insurance - Personal Lines

|                                                                    |                                                                                                                                                                        |                                                                       |                                                                                        |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| <a href="#">Group Personal Accident - Policy Cover</a>             |  30                                                                                   | <a href="#">Non Standard Home Insurance - Physical Rating Factors</a> |  30 |
| <a href="#">High Net Worth</a>                                     |   60 | <a href="#">Payment Protection Insurance</a>                          |  30 |
| <a href="#">Household Insurance - Introduction</a>                 |  45                                                                                   | <a href="#">Personal Accident Insurance - Introduction</a>            |  30 |
| <a href="#">Household Insurance - Non Standard Risks</a>           |  45                                                                                   | <a href="#">Private Medical Insurance Introduction</a>                |  30 |
| <a href="#">Household Legal Expenses</a>                           |  30                                                                                   | <a href="#">Private Motor Insurance - Introduction</a>                |  30 |
| <a href="#">Household Liability Insurance</a>                      |  30                                                                                   | <a href="#">Private Motor Insurance - Non Standard Risks</a>          |  30 |
| <a href="#">Introduction to Personal Lines Insurance</a>           |  60                                                                                   | <a href="#">Private Motor Underwriting - Introduction</a>             |  30 |
| <a href="#">Motor Insurance Legislation</a>                        |  45                                                                                   | <a href="#">Travel Insurance</a>                                      |  30 |
| <a href="#">Motor Legal Expenses</a>                               |  30                                                                                   | <a href="#">Wedding Insurance</a>                                     |  30 |
| <a href="#">Motorcycle Insurance - Introduction</a>                |  45                                                                                 |                                                                       |                                                                                        |
| <a href="#">Non Standard Home Insurance - Moral Rating Factors</a> |  45                                                                                 |                                                                       |                                                                                        |

## Insurance - Claims

|                                                |                                                                                                                                                                            |                                                       |                                                                                          |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------------------------------------|
| <a href="#">Claims Handling - Introduction</a> |  60                                                                                     | <a href="#">Handling Injury Claims - Introduction</a> |  45 |
| <a href="#">Claims Litigation</a>              |  60                                                                                     | <a href="#">Introduction to Claims Handling</a>       |  60 |
| <a href="#">Fraud &amp; Fraudulent Claims</a>  |   60 | <a href="#">Motor Claims</a>                          |  45 |

## Insurance - Law

|                                                         |                                                                                        |                                         |                                                                                          |
|---------------------------------------------------------|----------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------|
| <a href="#">Agency Law - Introduction</a>               |  30 | <a href="#">The Enterprise Act 2016</a> |  30 |
| <a href="#">Consumer Insurance Act 2012</a>             |  45 | <a href="#">The Insurance Act 2015</a>  |  45 |
| <a href="#">Contract Law - Introduction</a>             |  30 |                                         |                                                                                          |
| <a href="#">English Legal System</a>                    |  30 |                                         |                                                                                          |
| <a href="#">Liabilities to the Public and Customers</a> |  30 |                                         |                                                                                          |

# Insurance - Commercial

|                                                                                         |                                                                                     |                                                                                     |                                                                         |                                                                                       |                                                                                       |                                                                                       |
|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <a href="#">A Guide to Real Estate Insurance</a>                                        |    |    | <a href="#">Commercial Packages</a>                                     |    |    |                                                                                       |
| <a href="#">AI &amp; Automation – Transforming Risk, Claims, and Broker Value</a>       |    |    | <a href="#">Commercial Vehicle - Underwriting</a>                       |    |    |                                                                                       |
| <a href="#">Blocks of Flats Insurance</a>                                               |    |    | <a href="#">Commercial Vehicle Insurance - Introduction</a>             |    |    |                                                                                       |
| <a href="#">Business Interruption - Underwriting</a>                                    |    |    | <a href="#">Constructing Commercial Combined Insurance</a>              |    |    |                                                                                       |
| <a href="#">Business Interruption Insurance - Introduction</a>                          |    |    | <a href="#">Contract Works - Contract Conditions</a>                    |    |    |                                                                                       |
| <a href="#">Business Interruption - Intermediate 90 mins</a>                            |    |    | <a href="#">Contract Works - Introduction</a>                           |    |    |                                                                                       |
| <a href="#">Business Travel Insurance</a>                                               |    |    | <a href="#">Cyber Insurance: The Challenges of Cyber (Intermediate)</a> |    |    |                                                                                       |
| <a href="#">Care Home Insurance</a>                                                     |    |    | <a href="#">Cyber Liability Insurance</a>                               |    |    |    |
| <a href="#">Cert CII (IF1)- Session 1 (Understanding CII Studies)</a>                   |    |    | <a href="#">Cyber Liability - Intermediate - 90 Mins</a>                |    |    |    |
| <a href="#">Cert CII (IF1) - Session 2 (Risk &amp; Risk Management)</a>                 |    |    | <a href="#">Decoding Company Accounts</a>                               |    |    |                                                                                       |
| <a href="#">Cert CII (IF1) - Session 3 (The insurance marketplace)</a>                  |   |   | <a href="#">Directors and Officers Liability Insurance</a>              |  |  |                                                                                       |
| <a href="#">Cert CII (IF1) - Session 4 (Exam Q&amp;A - LO 1-4)</a>                      |  |  | <a href="#">Directors and Officers (Intermediate-90 Mins)</a>           |  |  |                                                                                       |
| <a href="#">Cert CII (IF1) - Session 5 ( Law of Contract and Agency)</a>                |  |  | <a href="#">Employers' Liability</a>                                    |  |  |                                                                                       |
| <a href="#">Cert CII (IF1) - Session 6 (Insurable Interest and Good Faith)</a>          |  |  | <a href="#">Employers' Liability - Introduction</a>                     |  |  |                                                                                       |
| <a href="#">Cert CII (IF1) - Session 7 (Proximate Cause, Indemnity and Subrogation)</a> |  |  | <a href="#">Employers' Liability Legislation - Intermediate</a>         |  |  |                                                                                       |
| <a href="#">Cert CII (IF1) - Session 8 (Exam Q&amp;A - LO 5-10)</a>                     |  |  | <a href="#">Engineering Insurance</a>                                   |  |  |  |
| <a href="#">Cert CII (IF1)- Session 9 (Regulation)</a>                                  |  |  | <a href="#">Environmental Risk Management</a>                           |  |  |  |
| <a href="#">Cert CII (IF1) - Session 10 (Complaint Handling)</a>                        |  |  | <a href="#">Essentials of Motor Trade Insurance</a>                     |  |  |                                                                                       |
| <a href="#">Cert CII (IF1) - Session 11 (Exam Q&amp;A - LO 11-14)</a>                   |  |  | <a href="#">Farm Insurance</a>                                          |  |  |                                                                                       |
| <a href="#">Cert CII (IF1) - Session 12 (Exam Q&amp;A Full Syllabus)</a>                |  |  | <a href="#">Farm Insurance Essentials</a>                               |  |  |                                                                                       |
| <a href="#">Church Insurance</a>                                                        |  |  | <a href="#">Fidelity Guarantee</a>                                      |  |  |                                                                                       |
| <a href="#">Commercial Insurance - Manufacturing Industry</a>                           |  |  | <a href="#">Goods in Transit Insurance</a>                              |  |  |  |
| <a href="#">Commercial Insurance - Retail Risk</a>                                      |  |  | <a href="#">Handling Price Objections</a>                               |  |  |                                                                                       |
| <a href="#">Commercial Insurance - Transport &amp; Distribution</a>                     |  |  | <a href="#">Hotel Insurance</a>                                         |  |  |                                                                                       |
| <a href="#">Commercial Legal Expenses</a>                                               |  |  |                                                                         |                                                                                       |                                                                                       |                                                                                       |

# Insurance - Commercial

[Hot Topic - Introduction to Medical Malpractice](#)



[Insuring against unrest](#)



[\(Insurance Awareness Day\) - Trailblazers who defined our industry today \(NEW\)](#)



[Intermediate BI](#)



[Intermediate Directors & Officers Insurance](#)



[Intermediate Property Insurance](#)



[Introduction to Business Interruption](#)



[Introduction to Contractors All Risks](#)



[Introduction to Commercial Combined](#)



[Introduction to Directors & Officers](#)



[Introduction to Engineering Insurance](#)



[Introduction to Fine Art & Specie Insurance](#)



[Introduction to Group Travel](#)



[Intro to Professional Indemnity](#)



[Introduction to Liability Insurance](#)



[Introduction to Parametric Insurance](#)



[Insurance Essentials: The Insurance Marketplace](#)



[Insurance Essentials: Principles of Insurance](#)



[Insurance Essentials: Risk and Insurance](#)



[Introduction to Real Estate](#)



[Insurance Essentials: Introduction to General Insurance](#)



[Regulation](#)



[Insurance Essentials: Introduction to Commercial](#)



[Property Insurance](#)



[Insurance Essentials: Introduction to Business](#)



[Interruption](#)



[Insurance Essentials: Introduction to Products Liability](#)



[Insurance Essentials: Introduction to Employers'](#)



[Liability](#)

[Insurance Essentials: Introduction to Commercial](#)



[Combined](#)

[Insurance Essentials: Introduction to Motor Insurance](#)



[Insurance Essentials: Introduction to Public Liability](#)



[Insurance Essentials: Introduction to Package Policies](#)



[Insurance Essentials: Role of a Broker](#)



[Insurance Essentials: Role of an Underwriter](#)



[Insurance Essentials: Introduction to Claims](#)



[Just in Time - \(BI\) Non Damage Extensions](#)



[Just in Time - BI Indemnity Periods](#)



[Just in Time - Directors & Officers Insurance](#)



[Liability through Tort \(Intermediate - 90 minutes\)](#)



[Marine Cargo](#)



[Marine Hull & Liabilities](#)



[Motor Fleet Insurance](#)



[Motor Fleet Insurance - Underwriting and Pricing](#)



[Motor Trade Introduction](#)



[Multi-Occupancy Buildings Insurance](#)



[Product Liability - Introduction](#)



[Product Liability - Policy Cover](#)



[Products Liability Insurance](#)



[Professional Indemnity - How Legal Liability](#)



[Arises](#)

[Professional Indemnity Insurance Intro - Part 1](#)



[Professional Indemnity Insurance Intro - Part 2](#)



# Insurance - Commercial

[Professional Indemnity \(Intermediate - 90 mins\)](#)



[Property and Landlords Insurance](#)



[Property Claims - Introduction](#)



[Property Owners](#)



[Public Liability - Policy Cover](#)



[Public Liability - Underwriting](#)



[Reinsurance](#)



[Reinsurance - Introduction](#)



[Risk Management & Contingency Planning](#)



[Risk Management & Insurance - Introduction](#)



[Risk Management In Insurance \(Intermediate -90 Mins\)](#)



[Risk Management Fundamentals](#)



[Setting Sail in Marine Cargo: Navigating the Basics](#)



[The Fundamentals of Parametric Insurance](#)



[Technical Challenges of BI & underinsurance \(NEW\)](#)



# Insurance - Markets

[General Insurance Market](#)



45

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



60

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



30

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



60

[Insurance Principles](#)



60

[The Insurance Marketplace](#)



60

[Just In Time - Takaful](#)



20

[The Role of an Underwriter](#)



60

[UK General Insurance Market Bodies](#)



45

# Insurance - Principles and Practice

[Principles of Insurance](#)



45

[Principles of Insurance - Intermediate](#)



45

# Insurance - Protection

[Critical Illness](#)



30

[Income Protection](#)



45

[Health Cash Plans](#)



20

[Life Insurance - An Overview](#)



COMING SOON

# Insurance - Other

[Delegated Authority](#)



30

[Risk Management - Introduction](#)



30

[Listed Buildings](#)



30

[Terrorism](#)



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[Lithium Batteries & Electric Vehicles](#)



60

[The Role of a Broker](#)



60

[Loss Adjusting](#)



30

[The Insurance Broker](#)



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[Multi-Occupancy Buildings Insurance](#)



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[Warehousing](#)



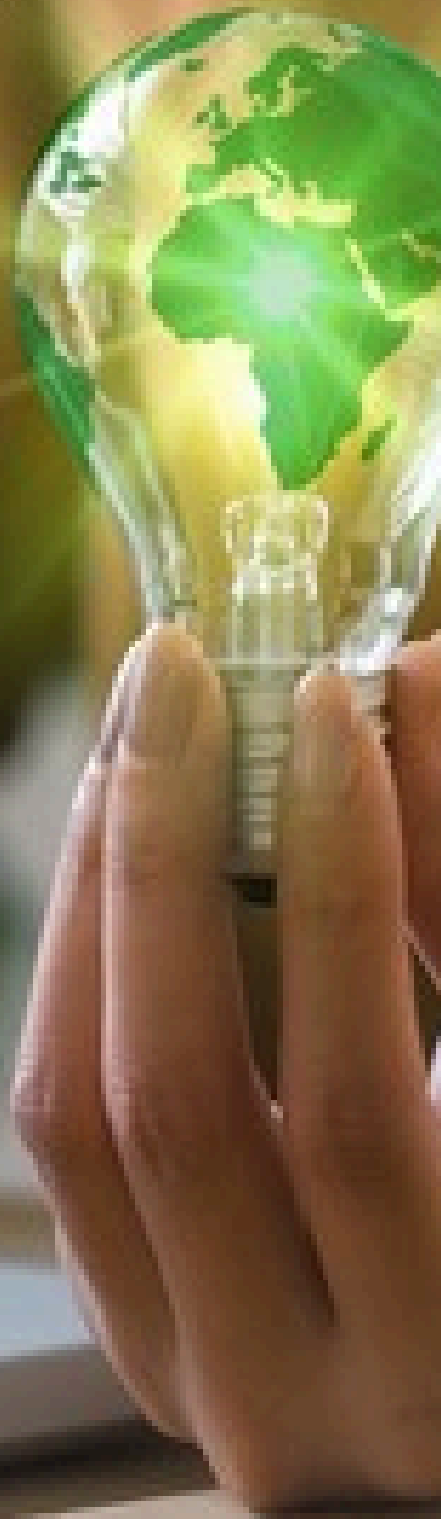
45

[Property Surveying - Introduction](#)



30

**ESG**



# ESG & Sustainability



To be released



E-Learning Course



Live Learning Webinar



Duration



Management Module

# ESG & Sustainability

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


20

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


20

[Autism Awareness Day - Neurodiversity in the workplace](#)


60

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


60

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


20

[Creating an Inclusive Remote Environment](#)


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


30

[\(Day of People with Disabilities\) - Equality Act](#)


60

[Diversity Basics: Foundations](#)


30

[Diversity Basics: Taking Action](#)


30

[Employee Guide to Recycling](#)


20

[Employee Health and Wellness](#)


20

[Environmental Risk Management](#)


30

[Equality Act 2010](#)


45

[ESG - Challenges & Opportunities](#)


60

[ESG and the FCA](#)


60

[Generational Diversity in todays workforce](#)


60

[How to Overcome Your Unconscious Biases](#)


20

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


20

[Human Rights in Business](#)


60

[Identifying & stopping ablist language](#)


60

[Introduction to ESG](#)


60

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


45

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


20

[Just In Time - Health and Safety Essentials](#)


15

[Mental Wellness - Understanding Mental Health](#)


60

[Mind the Gap - Generational diversity in todays workforce \(NEW\)](#)


60

[Navigating Net-Zero](#)


60

[Recovering from Burnout](#)


20

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


60

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


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[What is Climate Change?](#)


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[World Earth Day - HOT TOPIC](#)


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[World Environment Day - HOT TOPIC](#)


60

[\(World Human Rights Day\) - HOT TOPIC](#)


60

[Zero Discrimination Day - Unconscious bias in the workplace](#)


60

The background is a dark blue field filled with abstract, glowing elements. A large, stylized globe is visible on the left side, composed of various shades of blue and yellow. Overlaid on the globe and the background are numerous white icons and lines, including human figures, speech bubbles, a line graph, a cloud, and envelope symbols. A network of thin, white lines connects various points across the image, suggesting a global or digital network. The overall aesthetic is modern and technological.

# Business Skills & Professional Development





To be released



E-Learning Course



Live Learning Webinar



Duration

## Communication Skills

[Assertiveness](#)

30

[Guide to Negotiation and Persuasion](#)

30

[Building a Pipeline](#)

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[Handling Difficult Conversations](#)

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[Communication and Assertiveness](#)

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[How to Have a Difficult Conversation](#)

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[Customer Call Handling](#)

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[Influencing & Stakeholder Management](#)

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[Customer Communication Essentials](#)

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[Negotiating Skills](#)

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[Effective Communication: Enhancing written and verbal skills](#)

60

[Telephone Etiquette](#)

30

[Giving Effective Feedback](#)

30

[Workplace Communication Basics](#)

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## Diversity & Inclusion

[A Guide to Workplace Integrity](#)

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[Diversity Basics: Taking Action](#)

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[How to Overcome Your Unconscious Biases](#)

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[Human Rights and Business](#)

20

[Identifying and Stopping Ableist language](#)

20

[Imposter Syndrome and How to Overcome it](#)

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[International Women's Day - Confidence Without Apology](#)

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[Managing Ethics](#)

30

[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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[\(World Menopause Day\) - Managing Menopause in the Workplace](#)

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# Wellbeing

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



[Recovering From Burnout](#)



[Employee Health and Wellness](#)



[The Basics of Managing Stress](#)



[Health and Safety](#)



## Coaching and Mentoring

[Enhancing your Coaching and Mentoring Skills](#)



## Sales and Business Development

[Effective Cross selling and debunking sales myths](#)



[Dealing with Challenging Customers](#)



[Creating and Delivering Business Presentations](#)



[Personal Brand](#)



[Customer Care](#)



[Proactive referrals and recommendations](#)



[Consultative Selling: Elevating Broker Strategies](#)



[Sales Fundamentals](#)



## Personal Effectiveness

[A Guide to Effective Meetings](#)



[Personal effectiveness and time management](#)



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



[Presentation Skills](#)



[Building Resilience](#)



[Presenting with Confidence](#)



[Construction \(Intermediate - 90 mins\)](#)



[Problem Solving and Decision Making](#)



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



[Smart Growth: Setting Personal Goals](#)



[Business Ethics](#)



[Time Management](#)



[Leading Through Change](#)



[Time Management Essentials](#)



[Managing Stress in Sales](#)



[Understanding Your Learning Style](#)



[Maximising your opportunities for promotion](#)



[Why Choose CII Exams: Unlocking Your Path to](#)



[Navigating Emotions for Success](#)



[Professional Excellence](#)



# Microsoft 365 Training

[Advance your proficiency in Word \(NEW\)](#)



60

[Remote Working - Beginners](#)



60

[Enhancing your PowerPoint Skills \(NEW\)](#)



60

[Remote Working - Intermediate](#)



60

[Excel-erate your skills \(NEW\)](#)



60

CoPilot - Beginner



60

CoPilot - Intermediate



60

Cyber Security - Beginners



60

Cyber Security - Intermediate



60

Microsoft Excel - Advanced



60

Microsoft Excel - Beginner



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Microsoft Excel - Intermediate



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Microsoft 365 Web Apps - Advanced



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Microsoft 365 Web Apps - Beginner



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Microsoft 365 Web Apps - Intermediate



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Microsoft Teams - Advanced



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Microsoft Teams - Beginner



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Microsoft Teams - Intermediate



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Microsoft Word - Advanced



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Microsoft Word - Beginner



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Microsoft Word - Intermediate



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Microsoft Outlook - Advanced



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Microsoft Outlook - Beginner



60

Microsoft Outlook - Intermediate



60

Microsoft PowerPoint - Advanced



60

Microsoft PowerPoint - Beginner



60

Microsoft PowerPoint - Intermediate



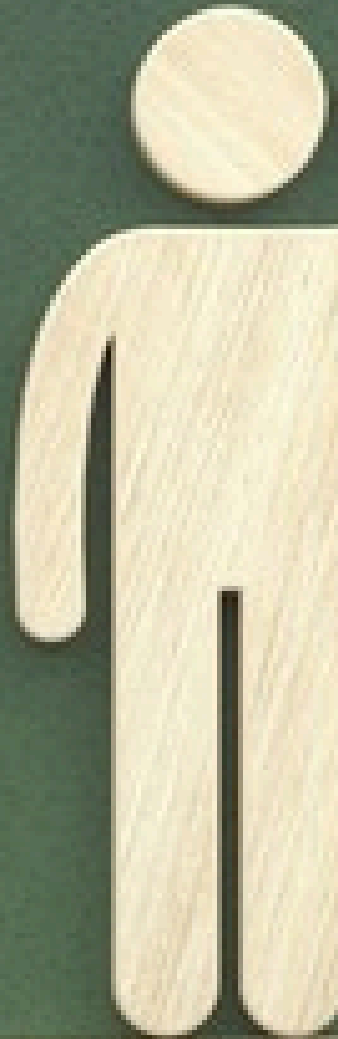
60

SharePoint - Basics



60

# Leadership & Management





To be released



E-Learning Course



Live Learning Webinar



Duration

# Leadership & Management

[5 Styles to influence a team](#)



[Attracting and Hiring Diverse Talent](#)



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



[Develop a Thriving Team](#)



[Giving Effective Feedback](#)



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



[Neurodiversity in your team - Inclusive leadership in practice](#)



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



# Contact Us

## Have a question or need a bit of guidance?

Get in touch and we'll help you find the right next step.

Whether you're exploring learning options or looking to simplify CPD and compliance, we're happy to talk things through and point you in the right direction.



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