

# Live Learning Schedule 2026

## Webinars

Each webinar session is 1 hour long.

| Date     | Time    | Subject                                                                          |
|----------|---------|----------------------------------------------------------------------------------|
| 05th Jan | 12:30pm | FCA Insight - Looking into 2026 <b>NEW</b>                                       |
| 06th Jan | 09:30am | Cert CII (IF1)- Session 1 (Understanding CII Studies) <b>CII</b>                 |
| 09th Jan | 12:30pm | Smart Growth: Setting Personal Goals                                             |
| 12th Jan | 09:30am | Environmental Risk Management <b>ESG</b>                                         |
| 13th Jan | 12:30pm | Responsible AI <b>NEW</b>                                                        |
| 15th Jan | 09:30am | HOT TOPIC - Subject coming soon <b>HOT TOPIC</b>                                 |
| 16th Jan | 09:30am | The Insurance Marketplace <b>INSURANCE ESSENTIALS</b> <b>IDD/CORE COMPETENCY</b> |
| 19th Jan | 12:30pm | Introduction to ESG <b>ESG</b>                                                   |
| 20th Jan | 12:30pm | Mental Wellness - Understanding Mental Health                                    |
| 26th Jan | 09:30am | Introduction to Directors & Officers Insurance                                   |
| 28th Jan | 12:30pm | Personal Effectiveness and Time Management                                       |
| 29th Jan | 12:30pm | Property and Landlords Insurance                                                 |
| 30th Jan | 12:30pm | Consumer Duty & Vulnerable Clients <b>IDD/CORE COMPETENCY</b>                    |
| 02nd Feb | 12:30pm | Business Interruption - Intermediate (90 mins) <b>INTERMEDIATE</b>               |
| 04th Feb | 09:30am | Maximising Your Opportunities for Promotion <b>NEW</b>                           |
| 06th Feb | 09:30am | Cert CII (IF1) - Session 2 (Risk & Risk Management) <b>CII</b>                   |
| 11th Feb | 12:30pm | Cultivating Diversity & Inclusion In The Workplace <b>ESG</b>                    |
| 16th Feb | 12:30pm | An Overview of Conflicts of Interest <b>IDD/CORE COMPETENCY</b>                  |
| 18th Feb | 09:30am | Fraud & Fraudulent Claims <b>IDD/CORE COMPETENCY</b>                             |
| 20th Feb | 09:30am | Principles of Insurance <b>INSURANCE ESSENTIALS</b>                              |
| 23rd Feb | 09:30am | Introduction to Contractors All Risks                                            |
| 24th Feb | 12:30pm | What are Insurers Doing About the Climate Crisis? <b>ESG</b>                     |
| 26th Feb | 12:30pm | Presenting with Confidence                                                       |
| 27th Feb | 09:30am | Lloyd's and the London Market <b>IDD/CORE COMPETENCY</b>                         |

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| 02nd Mar | 09:30am | Zero Discrimination Day - Unconscious Bias in the Workplace                                                                        |
| 04th Mar | 09:30am | Navigating Money Laundering in 2026             |
| 09th Mar | 09:30am | International Women's Day                                                                                                           |
| 11th Mar | 09:30am | Cert CII (IF1) - Session 3 (The Insurance Marketplace)                                                                             |
| 13th Mar | 09:30am | Risk and Insurance                                                                                                                  |
| 16th Mar | 12:30pm | Excel-erate Your Skills                                                                                                              |
| 17th Mar | 12:30pm | Introduction to Professional Indemnity                                                                                                                                                                                |
| 24th Mar | 12:30pm | Marine Hull & Liabilities                                                                                                                                                                                             |
| 26th Mar | 12:30pm | Data Security                                                                                                                      |
| 27th Mar | 09:30am | Introduction to General Insurance Regulation                                                                                     |
| 30th Mar | 12:30pm | Building a Pipeline                                                                                                                                                                                                   |
| 31st Mar | 09:30am | Personal Brand                                                                                                                                                                                                        |
|          |         |                                                                                                                                                                                                                       |
| 02nd Apr | 09:30am | Complaint Handling in a Regulated Landscape                                                                                      |
| 02nd Apr | 12:30pm | Autism Awareness Day - Neurodiversity in the Workplace                                                                           |
| 07th Apr | 09:30am | Cert CII (IF1) - Session 4 (Exam Q&A - LO 1-4)                                                                                   |
| 07th Apr | 12:30pm | Property Insurance (Intermediate 90 mins)   |
| 09th Apr | 09:30am | Introduction to Group Travel                                                                                                                                                                                          |
| 14th Apr | 12:30pm | HOT TOPIC - Subject coming soon             |
| 15th Apr | 09:30am | Introduction to Parametric Insurance                                                                                                                                                                                  |
| 15th Apr | 01:00pm | Introduction to Commercial Property Insurance                                                                                    |
| 17th Apr | 12:30pm | Introduction to Claims Handling                                                                                                   |
| 20th Apr | 12:30pm | Mental Wellness - Understanding Mental Health                                                                                                                                                                         |
| 21st Apr | 12:30pm | Identifying and Assessing Financial Competency                                                                                   |
| 22nd Apr | 09:30am | World Earth Day - HOT TOPIC                  |
| 23rd Apr | 09:30am | Understanding Your Learning Style                                                                                                |
| 24th Apr | 09:30am | Proactive Referrals and Recommendations                                                                                          |
| 28th Apr | 09:30am | Introduction to Personal Lines Insurance                                                                                                                                                                              |
| 30th Apr | 12:30pm | Understanding Data Protection                                                                                                     |

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|----------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 05th May | 09:30am | Cert CII (IF1) - Session 5 ( Law of Contract and Agency)                                                                   |
| 05th May | 12:30pm | Introduction to Business Interruption                                                                                      |
| 08th May | 09:30am | Assessing Customer Needs                                                                                                    |
| 11th May | 12:30pm | Introduction to Engineering Insurance                                                                                                                                                                         |
| 12th May | 09:30am | Essentials of Motor Trade Insurance                                                                                                                                                                           |
| 14th May | 12:30pm | Enhancing your Coaching and Mentoring Skills                                                                                                                                                                  |
| 15th May | 12:30pm | ESG and the FCA                                                                                                              |
| 18th May | 09:30am | Professional Indemnity (Intermediate - 90 mins)                                                                          |
| 19th May | 09:30am | Risk Management and Insurance: An Introduction                                                                                                                                                                |
| 26th May | 09:30am | Navigating Regulatory Supervision in Your Firm                                                                           |
| 27th May | 09:30am | Handling Price Objections                                                                                                                                                                                     |
| 28th May | 12:30pm | Decoding Company Accounts: Insurance                                                                                     |
| 29th May | 12:30pm | Introduction to Products Liability                                                                                        |
| 01st Jun | 09:30am | FCA Insight - Mid Year Update                                                                                             |
| 04th Jun | 09:30am | Cert CII (IF1) - Session 6 (Insurable Interest and Good Faith)                                                           |
| 05th Jun | 12:30pm | World Environment Day - HOT TOPIC   |
| 08th Jun | 12:30pm | Advance Your Proficiency in Word                                                                                         |
| 11th Jun | 09:30am | Supporting Vulnerable Clients: Ethical Practices                                                                         |
| 16th Jun | 12:30pm | AI & Automation – Transforming Risk, Claims, and Broker Value                                                                                                                                                 |
| 19th Jun | 12:30pm | Managing Stress in Sales                                                                                                                                                                                      |
| 23rd Jun | 12:30pm | Introduction to Employers' Liability                                                                                     |
| 24th Jun | 09:30am | Reinsurance                                                                                                                |
| 25th Jun | 09:30am | Leading Through Change                                                                                                                                                                                        |
| 26th Jun | 09:30am | Trailblazers Who Define Our Industry Today                                                                               |
| 26th Jun | 12:30pm | Influencing & Stakeholder Management                                                                                                                                                                          |
| 29th Jun | 12:30pm | The Impact of the Insurance Market Cycle                                                                                 |

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| 01st Jul | 12:30pm | Construction (Intermediate - 90 mins) <b>INTERMEDIATE</b>                 |
| 03rd Jul | 12:30pm | Introduction to Public Liability <b>INSURANCE ESSENTIALS</b>              |
| 08th Jul | 09:30am | Cert CII (IF1) - Session 7 (Proximate Cause, Indemnity and Subrogation)   |
| 10th Jul | 09:30am | Anti Bribery & Corruption <b>IDD/CORE COMPETENCY</b>                      |
| 13th Jul | 09:30am | Introduction to Professional Indemnity                                    |
| 14th Jul | 12:30pm | Communicating Policy Terms and Conditions <b>IDD/CORE COMPETENCY</b>      |
| 15th Jul | 09:30am | Negotiating Skills                                                        |
| 16th Jul | 09:30am | Introduction to Fine Art & Specie Insurance                               |
| 20th Jul | 12:30pm | Farm Insurance Essentials                                                 |
| 21st Jul | 09:30am | HOT TOPIC - Subject coming soon <b>HOT TOPIC</b>                          |
| 28th Jul | 09:30am | Setting Sail in Marine Cargo: Navigating the Basics                       |
| 30th Jul | 12:30pm | Introduction to Motor Insurance <b>INSURANCE ESSENTIALS</b>               |
| 03rd Aug | 12:30pm | Liability through Tort (Intermediate - 90 minutes) <b>INTERMEDIATE</b>    |
| 05th Aug | 09:30am | Cert CII (IF1) - Session 8 (Exam Q&A - LO 5-10) <b>CII</b>                |
| 05th Aug | 12:30pm | The Insurance Marketplace                                                 |
| 07th Aug | 09:30am | Communication & Assertiveness                                             |
| 11th Aug | 09:30am | Complaint Handling in a Regulated Landscape <b>IDD/CORE COMPETENCY</b>    |
| 17th Aug | 12:30pm | Problem Solving and Decision Making <b>NEW</b>                            |
| 19th Aug | 12:30pm | Generational Diversity in Today's Workforce <b>ESG</b> <b>NEW</b>         |
| 21st Aug | 09:30am | Introduction to Contractors All Risks                                     |
| 25th Aug | 12:30pm | Introduction to Commercial Combined Insurance <b>INSURANCE ESSENTIALS</b> |
| 26th Aug | 09:30am | Premium Finance and Consumer Credit <b>IDD/CORE COMPETENCY</b>            |
| 28th Aug | 09:30am | HOT TOPIC - Subject coming soon <b>HOT TOPIC</b>                          |
| 28th Aug | 12:30pm | Introduction to Directors & Officers Insurance                            |



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| 01st Sep | 09:30am | ESG - Challenges & Opportunities                                                                                                          |
| 02nd Sep | 12:30pm | Insuring Against Unrest                                                                                                                                                                                                      |
| 07th Sep | 12:30pm | Enhancing your PowerPoint Skills                                                                                                          |
| 14th Sep | 12:30pm | HOT TOPIC - Subject coming soon                                                                                                           |
| 15th Sep | 09:30am | Cert CII (IF1)- Session 9 (Regulation)                 |
| 16th Sep | 09:30am | Customer Call Handling                                                                                                                                                                                                       |
| 17th Sep | 12:30am | Lithium Batteries & Electric Vehicles                                                                                                                                                                                        |
| 22nd Sep | 09:30am | Neurodiversity in Your Team - Inclusive Leadership in Practice                                                                          |
| 23rd Sep | 12:30am | Effective Communication: Enhancing Written and Verbal Skills                                                                            |
| 25th Sep | 12:30am | Introduction to Package Policies                                                                                                        |
| 28th Sep | 09:30am | Introduction to Professional Indemnity                                                                                                                                                                                       |
| 29th Sep | 09:30am | Understanding the SM&CR Regime                     |
| 30th Sep | 12:30am | Motor Fleet Insurance                                                                                                                                                                                                        |
|          |         |                                                                                                                                                                                                                              |
| 01st Oct | 09:30am | Effective Cross-Selling and Debunking Sales Myths                                                                                       |
| 05th Oct | 12:30pm | Cyber Liability (Intermediate - 90 mins)                                                                                                |
| 06th Oct | 09:30am | Cert CII (IF1) - Session 10 (Complaint Handling)   |
| 09th Oct | 09:30am | (Mental Health Day) - Understanding Mental Health                                                                                       |
| 14th Oct | 12:30pm | Role of a Broker                                                                                                                         |
| 19th Oct | 09:30am | Introduction to Business Interruption                                                                                                                                                                                        |
| 19th Oct | 12:30pm | Managing Menopause in the Workplace                                                                                                     |
| 22nd Oct | 12:30pm | Handling Difficult Conversations                                                                                                                                                                                             |
| 26th Oct | 12:30pm | Goods in Transit                                                                                                                                                                                                             |
| 28th Oct | 09:30am | Navigating Money Laundering in 2026                |
| 30th Oct | 09:30am | Why choose CII Exams                                                                                                                                                                                                         |

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| 02nd Nov | 12:30pm | Directors & Officers (Intermediate - 90 mins) <b>INTERMEDIATE</b>                 |
| 03rd Nov | 09:30am | Cert CII (IF1) - Session 11 (Exam Q&A - LO 11-14) <b>CII</b>                      |
| 05th Nov | 09:30am | Navigating Emotions for Success                                                   |
| 06th Nov | 09:30am | Introduction to Liability Insurance                                               |
| 10th Nov | 12:30pm | Role of an Underwriter <b>INSURANCE ESSENTIALS</b> <b>IDD/CORE COMPETENCY</b>     |
| 11th Nov | 09:30am | HOT TOPIC - Subject coming soon <b>HOT TOPIC</b>                                  |
| 12th Nov | 12:30pm | Regulatory Considerations for Remote and Hybrid Working                           |
| 16th Nov | 12:30pm | Technical challenges of BI & Underinsurance <b>NEW</b>                            |
| 23rd Nov | 12:30pm | Introduction to Engineering Insurance                                             |
| 24th Nov | 12:30pm | Building Resilience                                                               |
| 25th Nov | 09:30am | Introduction to Real Estate                                                       |
| 26th Nov | 09:30am | Insurance Distribution: The Legal Landscape <b>IDD/CORE COMPETENCY</b> <b>NEW</b> |
| 27th Nov | 09:30am | Introduction to Commercial Combined Insurance                                     |
| 27th Nov | 12:30pm | Essentials of Motor Trade Insurance                                               |
| 01st Dec | 09:30am | Cert CII (IF1) - Session 12 (Exam Q&A Full Syllabus) <b>CII</b>                   |
| 03rd Dec | 12:30pm | (Day of People with Disabilities) - Equality Act <b>ESG</b>                       |
| 07th Dec | 12:30pm | Risk Management in Insurance (Intermediate - 90 mins) <b>INTERMEDIATE</b>         |
| 09th Dec | 09:30am | (Anti-Corruption Day) - Anti Bribery & Corruption <b>IDD/CORE COMPETENCY</b>      |
| 10th Dec | 12:30pm | HOT TOPIC - Subject coming soon <b>HOT TOPIC</b> <b>ESG</b>                       |
| 11th Dec | 12:30pm | Introduction to Claims <b>INSURANCE ESSENTIALS</b> <b>IDD/CORE COMPETENCY</b>     |
| 16th Dec | 09:30am | High Net Worth Insurance                                                          |
| 18th Dec | 12:30pm | Consultative Selling: Elevating Broker Strategies                                 |