



**ZING365**  
Learning without limits

# New Starter Training Programme

## WHAT WE WILL COVER

- Module 1 - Introduction to the Insurance Industry
- Module 2 – Insurance Principles & Risk
- Module 3 – Insurance Regulation
- Module 4 – Law & Liability
- Module 5 – Property Insurance (Commercial / Consumer)
- Module 6 – Business Interruption
- Module 7 – Combined & Commercial Package Insurance
- Module 8 – Motor Insurance (Personal / Commercial)



PART OF THE DWF GROUP

## SUMMARY

It can be difficult task trying to recruit someone to join your team, especially in today's climate. Instead of recruiting someone with the relevant insurance experience by trying to convince them to move, why not look outside of the insurance market? Or even someone in retail with excellent customer service skills? But there's one problem – you need to train them to a level of competence that will not cause customer detriment.

Here at Zing365, we understand your dilemma. Should you be in a position to change your recruitment strategy, we can provide a new starter training programme that will provide the knowledge, to a level of competence where you can be confident that they will be able to provide good advice, and good customer outcomes.

The course can be made up from any of the modules outlined opposite, allowing you to bespoke the programme based on your business, the products you sell and the complexity in which you would like your new recruits to work on.

Each module will be a 1 day course, and can be delivered through a blended approach if needed.

## OBJECTIVES

**By the end of this programme learners will be able to;**



Understand the insurance industry, markets and regulations



Recognise the mechanics behind a variety of insurance products



Provide advice to insurance clients on a variety of insurance products