



Chartered  
Insurance  
Institute

Standards. Professionalism. Trust.

# Insight (Insurance)

Learning  
resources  
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# About Insight

Builds the information from a variety of sources, cuts through complexity, considers options, solves problems and makes decisions.

This section outlines the Insight competency standards for each of the four professional bands, together with links to relevant CPD learning, qualification units and other learning to help you prioritise and access your skills development.

## The bands

The Professional Map is structured into 4 bands of experience, each describing the different level of impact professionals have in the work they do.

	Band 1	Band 2	Band 3	Band 4
<b>Typical job roles</b>	Front line staff, administrative and entry level roles	First line managers, team leaders, regulated and specialist roles	Middle managers, and senior technical roles	Senior leaders and business owners
<b>Nature of work</b>	Tactical, focusing on the day to day	Operational, with some complexity	Complex, with challenging requirements	Strategic, with a significant level of complexity and challenge
<b>Sphere of influence</b>	Line manager, immediate colleagues and customers/clients	Managers, colleagues, customers/clients and external professionals	Wider range of stakeholders, both internal and external	Senior stakeholders from across the profession, customers, suppliers and regulators
<b>Focus of activity</b>	Deliver immediate and short-term outcomes	Directly create short-term value, contribute to longer-term value	Create medium to long-term value	Create long-term value
<b>Focus of thinking</b>	Gather and use information	Contribute to the thinking and analysis of information	Critically question information and evaluate it to make informed judgements and decisions	Develop evidence-based thinking, using qualitative and quantitative data to shape the future activity
<b>Focus of knowledge</b>	Knowledge of the principles of insurance	Broad understanding of insurance practice	Deeper understanding of the concepts of insurance, with specialism in a functional area	Deep technical knowledge in an area, or an excellent understanding of the broader environment
<b>Where time is spent</b>	Customer/client services, providing information, handling data, following procedures	Issue identification, analysis and evaluation, proposal and delivery of solutions to agreed standards, and within agreed limits	Understanding the wider business context and risk, bringing strands of activity together, innovating	Developing strategies and plans, making complex judgements, considering the organisation and sector position
<b>Breadth of focus</b>	Team	Department	Area or responsibility/Organisation	Organisation/Profession/Wider society

# Band 1

## Competency standards

- I recognise when there are issues to be resolved
- I collect all the information required and ensure that details and facts are correct and complete
- I probe and question in order to understand issues
- I solve routine problems in the context of my role
- I take straightforward decisions within the limits of my authority

## Band 1 learning resources

Assess corporate e-learning*	Training and courses	Qualification units
<a href="#">Workplace skills</a>	For more details on CII Training, please visit our website: <a href="http://www.cii.co.uk/learning/training/">www.cii.co.uk/learning/training/</a>	<a href="#">Customer service in insurance IF9</a> <a href="#">Insurance law M05</a>

\*Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

## Band 2

### Competency standards

- I assimilate and manage large quantities of information and identify patterns and trends
- I critically analyse relevant information and draw inferences from it
- I grasp a problem quickly and can identify its root cause
- I identify and evaluate options before coming up with solutions
- I recommend clear solutions to challenging problems

### Band 2 learning resources

Assess corporate e-learning*	Training and courses	Qualification units
	For more details on CII Training, please visit our website: <a href="http://www.cii.co.uk/learning/training/">www.cii.co.uk/learning/training/</a>	<a href="#">London Market insurance principles and practices LM2</a> <a href="#">Introduction to risk management I11</a> <a href="#">Insurance law M05</a> <a href="#">Fundamentals of risk management M67</a>

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## Band 3

### Competency standards

- I consider the wider context of situations and deal with any ambiguities
- I bring insight to and query issues that seem strange or unexpected
- I explore the causes of problems, using analysis of patterns and trends, and consider future possibilities, before taking action
- I incorporate elements of different ideas into one in order to provide effective solutions
- I combine others' skills and insights with my own judgement, in order to ensure the best decisions are made

### Band 3 learning resources

Assess corporate e-learning*	Training and courses	Qualification units
<a href="#">Workplace skills</a>	For more details on CII Training, please visit our website: <a href="http://www.cii.co.uk/learning/training/">www.cii.co.uk/learning/training/</a>	<a href="#">Introduction to risk management I11</a> <a href="#">Fundamentals of risk management M67</a>

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## Band 4

### Competency standards

- I simplify highly complex business situations to identify key issues and priorities
- I engage others and bring teams together to co-operate and solve problems
- I recognise the possible implications that existing problems may have on the future and I anticipate possible future scenarios
- I provide solutions based on new processes and knowledge recognising the wider business impact
- I provide professional insights to contribute to the wider sector debate

### Band 4 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
		For more details on CII Training, please visit our website: <a href="http://www.cii.co.uk/learning/training/">www.cii.co.uk/learning/training/</a>	

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Assess is the Corporate Learning Management System from CII, including hundreds of digital learning units on technical insurance, regulatory and compliance content, together with a wide range of wider business skills.

If you already have an Assess licence through your employer, you should be able to access the following modules relevant to this competency.

If your organisation does not have an Assess licence and would be interested in acquiring one, you can sign up for a free trial here: [ciigroup.wufoo.com/forms/k17wqe99089pcpi/](https://ciigroup.wufoo.com/forms/k17wqe99089pcpi/)

Here you will find Assess corporate e-learning listed under the Learning by bands section in one place.

## Workplace Skills

[Workplace skills](#)

# Training and courses

The diversity of our course programme and breadth of corporate services makes us a one stop-shop training provider. We work in partnership with employers to develop relevant and cost-effective training solutions that are driven by business needs and deliver lasting results.

## **CII Training**

For more details on CII Training, please visit our website:

[www.cii.co.uk/learning/training/](http://www.cii.co.uk/learning/training/)

Here you will find all Qualification units listed under the Learning by bands section in one place.

If you are a current member you can also view non-printable PDFs of each study text here:

[www.cii.co.uk/learning/support/cii-study-texts](http://www.cii.co.uk/learning/support/cii-study-texts) (PIN required to login).

## Diploma in Insurance

Insurance law (M05): <https://shop.ciigroup.org/insurance-law-m05-m05.html>

Fundamentals of risk management (M67): <https://shop.ciigroup.org/fundamentals-of-risk-management-m67--m67.html>

## Certificate in Insurance

Customer service in insurance (IF9): <https://shop.ciigroup.org/customer-service-in-insurance-if9--if9.html>

Introduction to risk management (I11): <https://shop.ciigroup.org/introduction-to-risk-management-i11-i11.html>

London Market insurance principles and practices (LM2): <https://shop.ciigroup.org/london-market-insurance-principles-and-practices-lm2--lm2.html>