



Chartered  
Insurance  
Institute

Standards. Professionalism. Trust.

# Data and Technology (Insurance)

Learning  
resources  
v1.3  
July 2023

# Contents

About Data and Technology .....	3
Learning by bands .....	4
Member CPD .....	11
Training and courses .....	12
Qualification units .....	13

# About Data and Technology

Understands and utilises the benefits of existing and emerging technologies and makes effective use of data and insights to support decisions.

This section outlines the Data and Technology 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 understand and can use the technology tools required for my role
- I am open to changing the way I work in the light of new technologies
- I use appropriate digital and non digital data in my work
- I use technology to effectively communicate with others
- I understand how to use social media at work and the risks associated with it

## Band 1 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
<a href="#">How vehicle data is evolving and what it means for the insurance providers of tomorrow</a>  <a href="#">Using social media professionally and safely - guidance doc</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="#">General insurance business (IF2)</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 understand and utilise the technology that is available in my organisation
- I keep up to date with new and emerging technologies and apply them in my work whilst being aware of their risks
- I make suggestions as to how technology can be used to improve processes
- I analyse and evaluate data and insights using appropriate technologies
- I apply technologies to present information

### Band 2 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
<a href="#">Artificial Intelligence and Digital Innovations in the Insurance Industry</a>  <a href="#">Dark web for brokers</a>  <a href="#">How vehicle data is evolving and what it means for the insurance providers of tomorrow</a>  <a href="#">Living in a IoT world: What this means for the future of home insurance</a>  <a href="#">Making telematics more customer friendly</a>  <a href="#">Talking Data: Plain and Simple</a>  <a href="#">The power of data in predicting cancellations</a>  <a href="#">The use of AI in Commercial Insurance</a>  <a href="#">Understanding insurtech: A view from investors</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="#">Insurance business and finance (M92)</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 3

### Competency standards

- I use technology to support the delivery of best practice and deliver optimal customer outcomes
- I use developments in technology and the use of data and insights to add value to my functional area
- I embrace developments in working practices and technology and adopt them in my day to day activities
- I use data and technology to improve the efficiency and effectiveness of processes and drive operational change
- I make evidence based and data driven decisions

## Band 3 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
<a href="#">Addressing Gender Bias in Artificial Intelligence</a> <a href="#">A clearer view of claims to help fight fraud</a> <a href="#">Blockchain and insurance - theory and practice</a> <a href="#">Cyber and technology</a> <a href="#">Cyber crime and the evolution of phishing</a> <a href="#">Does the underutilisation of technology in the underwriting process pose a threat to the competitive position of Lloyd's of London in the global insurance marketplace?</a> <a href="#">Embracing emerging technologies in insurance for serving micro SMEs</a> <a href="#">Ethics and AI in insurance</a> <a href="#">Ethics in the modern world: Launching the code of digital ethics</a> <a href="#">Ethics in the digital world</a> <a href="#">How vehicle data is evolving and what it means for the insurance providers of tomorrow</a> <a href="#">Insurance, technology and data: Trust through a regulatory lens</a> <a href="#">Introduction to blockchain</a> <a href="#">Linkedin social media marketing</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="#">Insurance business and finance (M92)</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.



Member CPD	Assess corporate e-learning	Training and courses	Qualification units
<a href="#"><u>Responsible AI: Fair and explainable pricing</u></a>			
<a href="#"><u>Taking to the skies, the use of drones in insurance</u></a>			
<a href="#"><u>Telematics- the connected car and world peace</u></a>			
<a href="#"><u>The biggest threats to cyber security and how to catch them</u></a>			
<a href="#"><u>The Connected Car: UBI and ADAS Data is Here</u></a>			
<a href="#"><u>The power of data in predicting cancellations</u></a>			
<a href="#"><u>Understanding the risks of cyber attacks</u></a>			
<a href="#"><u>Unlocking the value of vehicle data</u></a>			
<a href="#"><u>Why is everyone is talking about ChatGPT – what should you be doing with AI right now?</u></a>			

## Band 4

### Competency standards

- I ensure that processes exist within the organisation to ensure the timeliness, accuracy and validity of data and insights
- I ensure that everyone in the organisation is using data, insights and technology effectively to add value
- I drive digital and technological transformation in the organisation
- I investigate and implement emerging technologies to drive business improvement
- I collaborate with others in the profession to find new ways to use technology in my organisation

### Band 4 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
<a href="#">Understanding and mitigating the risks of lead generation</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="#">Insurance corporate management (990)</a>
<a href="#">Automation, Robotics and AI</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.

Here you will find links to Member CPD available related to this competency.

Good practice guide: [Using social media professionally and safely - guidance doc](#)

Webinar: [Understanding insurtech: A view from investors](#)

Webinar: [The power of data in predicting cancellations](#)

Good practice guide: [Dark web for brokers](#)

Webinar: [The use of AI in Commercial Insurance](#)

Webinar: [Artificial Intelligence and Digital Innovations in the Insurance Industry](#)

Webinar: [Making telematics more customer friendly](#)

Webinar: [Living in a IoT world: What this means for the future of home insurance](#)

Webinar: [Talking Data: Plain and Simple](#)

Webinar: [Ethics and AI in insurance](#)

Webinar: [A clearer view of claims to help fight fraud](#)

Webinar: [Ethics in the modern world; Launching the code of digital ethics](#)

Webinar: [Ethics in the digital world](#)

Report: [Insurance, technology and data: Trust through a regulatory lens](#)

Webinar: [Why is everyone is talking about ChatGPT – what should you be doing with AI right now?](#)

Webinar: [Linkedin social media marketing](#)

Webinar: [Embracing emerging technologies in insurance for serving micro SMEs](#)

Webinar: [Blockchain and insurance - theory and practice](#)

Video: [Taking to the skies, the use of drones in insurance](#)

Video: [Telematics- the connected car and world peace](#)

Webinar: [The Connected Car: UBI and ADAS Data is Here](#)

Report: [Does the underutilisation of technology in the underwriting process pose a threat to the competitive position of Lloyd's of London in the global insurance marketplace?](#)

Webinar: [Unlocking the value of vehicle data](#)

Webinar: [Understanding the risks of cyber attacks](#)

Video: [Introduction to blockchain](#)

Video: [Cyber crime and the evolution of phishing](#)

Lecture: [The biggest threats to cyber security and how to catch them](#)

Lecture: [Cyber and technology](#)

Report: [Addressing Gender Bias in Artificial Intelligence](#)

Webinar: [Understanding and mitigating the risks of lead generation](#)

Webinar: [Automation, Robotics and AI](#)

Webinar: [How vehicle data is evolving and what it means for the insurance providers of tomorrow](#)

Webinar: [Responsible AI: Fair and explainable pricing](#)

# 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).

## Advanced Diploma in Insurance

Insurance corporate management (990): <https://shop.ciigroup.org/insurance-corporate-management-990-990.html>

## Diploma in Insurance

Insurance business and finance (M92): <https://shop.ciigroup.org/insurance-business-and-finance-m92-m92.html>

## Certificate in Insurance

General insurance business (IF2): <https://shop.ciigroup.org/general-insurance-business-if2-if2.html>