



*Training Course:
Introduction to Insurance: Foundations and
Practices*

*3 - 7 November 2025
London (UK)
Landmark Office Space - Oxford Street*

Training Course: Introduction to Insurance: Foundations and Practices

Training Course code: SI236104 From: 3 - 7 November 2025 Venue: London (UK) - Landmark Office Space - Oxford Street
Training Course Fees: 6000 € Euro

Introduction

This foundational training program is designed by Global Horizon Training Center to equip participants—especially Insurance Specialists—with essential knowledge of the insurance industry. Covering key principles, product types, and operational practices, the course provides a structured introduction to the functions and responsibilities within the insurance sector. It helps new or transitioning professionals understand the environment in which they operate, the roles they play, and how to support clients and stakeholders effectively in a regulated and risk-based industry.

Objectives

By the end of this program, participants will be able to:

- Understand the core concepts and terminology used in the insurance industry.
- Identify the major types of insurance life, health, property, liability, etc. and their purposes.
- Gain knowledge of policy structures, underwriting, claims processing, and risk management.
- Comprehend legal, regulatory, and compliance frameworks relevant to insurance.
- Enhance customer interaction skills and ethical decision-making in insurance services.

Target Audience

- Insurance Specialists entry-level to intermediate
- New employees in insurance companies
- Administrative staff supporting insurance operations
- Individuals transitioning into the insurance sector

Course Methodology

- Interactive presentations
- Case studies and real-life examples
- Group discussions and scenario-based exercises
- Role plays to simulate customer interaction and claims situations

- Knowledge checks and recap quizzes

Outlines

Day 1:

Insurance Industry Overview & Key Concepts

- Definition and purpose of insurance
- History and evolution of insurance
- Key players: insurers, reinsurers, brokers, and agents
- Insurance vs. assurance
- Risk and insurance: insurable interest, pooling of risks
- Core principles of insurance: utmost good faith, indemnity, subrogation, proximate cause, contribution

Day 2:

Types of Insurance Products

- Life insurance: term, whole life, endowment, and annuities
- Health and medical insurance
- General insurance:
 - Property insurance
 - Motor insurance
 - Liability insurance
 - Travel insurance
- Reinsurance basics
- Emerging products: cyber, climate-related, and microinsurance

Day 3:

Insurance Operations & Underwriting

- The insurance lifecycle
- Policy creation and structure declarations, insuring agreements, exclusions, conditions

- The role of underwriting and risk assessment
- Premium calculation basics
- Renewal and policy servicing
- Technology in insurance InsurTech and automation trends

Day 4:

Claims Management & Customer Interaction

- Claims process steps and documentation
- Investigation and fraud detection basics
- Role of claims adjusters
- Claims settlement and dispute handling
- Customer service and communication best practices
- Handling objections and inquiries ethically and effectively

Day 5:

Insurance Regulation, Compliance & Ethics

- Local and international regulatory bodies e.g., IAIS, local financial authorities
- Licensing and compliance responsibilities
- Consumer protection and disclosure requirements
- Data privacy and confidentiality
- Ethical dilemmas and case studies
- Final group activity: simulate an insurance advisory session

Registration form on the Training Course: Introduction to Insurance: Foundations and Practices

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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