



**JWZ provides in-house short courses, in addition to our Face-to-Face training operations of the CII. While many of the CII courses lead to a qualification, JWZ's short courses do not. They can, however, be made specific to your company products.**

### List of courses

Name of Course	Page No
Property Insurance (Asset protection)	2
Business Interruption (Revenue protection)	2
Liability protection	2
Specialist risks	3
Commercial vehicle insurance	3
Management Course	4
HR course for non-HR managers	6
Risk management	7

### Property Insurance (Asset protection) – 2 days

---

1 | JWZ Insurance Solutions W.L.L is responsible for delivering services within Saudi Arabia, Yemen and Iran on behalf of the CII on an exclusive basis.

By the end of the course, candidates should be able to:

- *identify* what asset protection is;
- *discuss* the following aspects of asset protection:
  - included and excluded perils;
  - policy provisions and conditions;
  - particular policy applications;
  - risk assessment, management and loss prevention;
  - methods of arranging the cover;
  - sums insured, first loss covers and values;
- for the following types of assets:
  - buildings;
  - engineering plant;
  - stock;
  - money;
  - glass;
  - machinery;
  - goods in transit;
  - contractors' plant;
  - contents.

### **Business Interruption (Revenue protection)- 2 days**

By the end of the course, candidates should be able to:

- *identify* what revenue protection is;
- *discuss* the following aspects of revenue protection:
  - included and excluded perils;
  - policy provisions and conditions;
  - policy applications;
  - risk assessment, risk management and loss prevention;
  - methods of arranging cover;
  - the sum insured and maximum indemnity period;
  - extensions of cover;
- for the following types of cover:
  - legal expenses and business interruption, including engineering and contractors.

### **Liability protection – 2 days**

By the end of the course, candidates should be able to:

- *identify* what liability protection is;
- *discuss* the following aspects of liability protection:
  - policy provisions and conditions;
  - policy applications;
  - risk assessment, risk management and loss prevention;
  - methods of arranging cover;
  - limits of liability;
  - additional costs to be insured;

– for the following types of liability:

- Directors' and Officers' liability;
- plant liability;
- employers' liability;
- public liability;
- products liability;
- contractors' liability;
- engineering liability;
- professional liability.

### **Specialist risks – 1 day**

By the end of the course, candidates should be able to:

- *identify* what specialist risks are;
- *discuss* the policy cover and methods of arranging cover normally provided for the following specialist types of risk:
  - fine art and specie;
  - bloodstock;
  - bonds;
  - intellectual property;
  - legal expenses;
  - bankers blanket bond;
  - latent defects;
  - credit insurance;
  - keyman insurance;
  - libel and slander insurance;
  - personal accident;
  - travel insurance;
  - fidelity guarantee;
  - computer fraud.

### **Commercial vehicle insurance – 2 days**

By the end of the course, candidates should be able to:

- *explain* the statutory regulations relating to motor insurance.
- *identify* types and classification of motor vehicles.
- *discuss* the factors important to underwriters of commercial vehicle insurance.
- *discuss* the cover, exclusions and conditions of commercial vehicle policies.
- *outline* the extensions and possible additional benefits available on commercial vehicle policies.
- *explain* and *apply* the rating methods for:
  - individual risks;
  - fleet risks.
- *discuss* the main features of commercial vehicle policies in respect of:
  - containers;
  - public and private hire, self-drive hire;
  - contingent liabilities, buses and coaches, special types of vehicles;

- trailers;
- agricultural vehicles;
- motor trade.

### **Management Course – 3 days**

To develop in the candidate:

- a sound knowledge and appreciation of the principles and practice of operational management;
- a sound knowledge and understanding of the core skills of management;
- the ability to evaluate the strengths and weaknesses of management techniques and tools;
- his or her own management skills;
- the ability to apply knowledge and skills to simple situations.

### **Context of management and core skills**

#### **Skills required by the manager**

By the end of the course, candidates should be able to:

- *identify* the skills required by the manager;
- *explain* why and how those skills need to change to suit different situations;
- *explain* the impact of these skills on the organisation and staff.

#### **Leadership role-theory, team building and team working, motivation and stress management**

By the end of the course, candidates should be able to:

- *describe* and *evaluate* the main theories of leadership and leadership styles;
- *describe* and *evaluate* the key motivational theories;
- *explain* the key features of team working;
- *analyse* the importance of team building in the motivation of people;
- *analyse* what constitutes stress in the workplace and the importance of managing the stress issue.

#### **Communication, interviewing and influencing**

By the end of the course, candidates should be able to:

- *describe* the main methods, channels and patterns of communication;
- *identify* and *evaluate* the uses of communication skills in the context of management;
- *explain* the principles of running effective meetings, including one to ones.

#### **Decision making**

By the end of the course, candidates should be able to:

- *identify* when, why and how decisions need to be taken;
- *describe* the main problem solving and decision making techniques;
- *analyse* the implications of decisions on the organisation as a whole.

#### **Delegating**

By the end of the course, candidates should be able to:

- *identify* and *evaluate* the steps involved in the delegation process;
- *identify* and *apply* the benefits of good delegation.

### **Time management**

By the end of the course, candidates should be able to:

- *identify* and *explain* the key techniques for effective time management.

### **Managing change**

By the end of the course, candidates should be able to:

- *describe* the main procedures for managing organisational change;
- *analyse* the potential impact of change on the organisation as a whole.

### **Managing internal conflict**

By the end of the course, candidates should be able to:

- *identify* the principles and purpose of conflict management;
- *evaluate* the impact of planning, change management and conflict management on the organisation.

### **Effective control techniques and tools**

#### **Manager as a controller and/or facilitator**

By the end of the course, candidates should be able to:

- *explain* and *evaluate* the elements and uses of management control;
- *explain* and *evaluate* the key features of facilitative management.

### **Business planning**

By the end of the course, candidates should be able to:

- *identify* the key stages in the planning process and assess the importance of planning for the organisation.

### **Control and direction of an organisation and the setting up of control systems**

By the end of the course, candidates should be able to:

- *describe* and *evaluate* the main features of a good control system.

### **Control models**

By the end of the course, candidates should be able to:

- *describe* the key features and uses of Gantt charts, balanced scorecards, key performance indicators, benchmarking systems and the Business Excellence Model.

### **Processes and initiatives**

By the end of the course, candidates should be able to:

- *explain* the reasons for, features of and importance of

quality processes and initiatives.

**Objectives, target setting, management by objectives, improvement plans**

By the end of the course, candidates should be able to:

- *describe* and *evaluate* the process and requirements of objective setting;
- *describe* the essential features of the management by objectives process;
- *explain* and *evaluate* the formulation and use of improvement plans.

**Project management**

By the end of the course, candidates should be able to:

- *describe* and *evaluate* the processes used to manage and monitor projects;
- *describe* the essential features of project management methodology.

**HR course – 2 days**

**People management**

**Recruitment, job and person specification and competencies, job design, job evaluation, flexible contracts and homeworking**

By the end of the course, candidates should be able to:

- *explain* and *evaluate* the stages of the recruitment process;
- *analyse* the requirements for managing an effective recruitment campaign.

**Performance management and reward**

By the end of the course, candidates should be able to:

- *identify* the main elements of a performance management and reward system;
- *describe* and *evaluate* the approaches to performance management;
- *analyse* the advantages and disadvantages of performance-related awards.

**Training and development for employees and managers, Investors in People, counselling, coaching and continuous professional developments**

By the end of the course, candidates should be able to:

- *describe* the processes involved in establishing an effective staff training programme;
- *describe* the main elements of management development

programmes and evaluate the impact of management development on the organisation;  
– *explain* the steps involved in and the benefits of Investors in People;  
– *explain* the key approaches to counselling, coaching and CPD.

### **Risk management (3-4 days)**

**Objective:** To develop in the candidate:

- an understanding and an appreciation of the role of risk management in producing an effective and efficient strategy for handling risk in any organisation;
- the ability to apply knowledge and skills to practical situations;
- the ability to synthesise different aspects of the syllabus and apply them to given scenarios.

#### **The context of risk management**

##### **Relationship between risk and the organisation**

Candidates should be able to

- *explain* the relationship between risk and the objectives of the organisation;
- *explain* the significance of risk management to corporate strategy and to the organisation's stakeholders.

##### **Definition of risk management**

Candidates should be able to

- *understand* the course definition of risk management.

##### **The need for risk management**

Candidates should be able to

- *explain* the need for and value of risk management and the potential costs involved in neglecting it.

##### **Risk management and corporate governance**

Candidates should be able to

- *discuss* the implications of corporate governance for risk management, including but not limited to, the Cadbury, Greenbury, Hampel, Sarbannes Oxley and Turnbull reports;
- *discuss* the implications to risk management of the Basel II accord.

##### **The risk management process**

Candidates should be able to

- *discuss* the fundamental steps in the risk management process.

##### **The role of the risk manager**

Candidates should be able to

- *describe* the role of the risk manager.

##### **Global risk**

Candidates should be able to

- *describe* the implications of managing global risks.

#### **Identification of risk**

##### **Sources and use of information for the risk management process**

Candidates should be able to

- *explain* the internal and external sources of information needed to carry out the risk management process;