

Course Catalogue

Aug 2022

Knowledge is Power

insurance
TRAINING CENTER™

All Access

All Access provides subscribers with full access to the entire ITC course catalogue for the duration of their subscription via the ITC cloud-based subscription platform.



- What's included:
 - All courses in the current course listing
 - All new courses launched during the subscription period
 - Ongoing updates to courses
- Pricing
 - Pre-paid annual membership
 - \$350.00 US

Courses

1 Commercial Crime Insurance Fundamentals

1.5 Hour Course. CE Credits for BC, AB, SK, MB and ON (technical)
Understand the fundamentals of commercial crime insurance: what's covered and what's not, how policies are structured, and what's required and what to expect when there is a claim. The course also includes information and tools to support good buying decisions and guidance on risk mitigation.

2 Cyber Insurance 101

1.5 Hour Course. CE Credits for BC, AB, SK, MB and ON (technical)
Learn the basics of cyber insurance and, importantly, how to decipher different policies, including cyber-terminology. Learn coverage triggers and the main differences in coverage among competitors.

3 Directors & Officers Liability Insurance 101

2 Hour Course. CE Credits for BC, AB, SK MB and ON (technical)
Learn about indemnification, policy structure, coverage and exclusions and claims reporting. Understand why companies need D&O insurance and where liability arises. This course also discusses risk mitigation and what to consider when buying insurance.

4 Not-for-profit Directors and Officers Liability Insurance

2 Hour Course. CE Credits for BC, AB (pending), SK, MB and ON (technical)
Learn the fundamentals of not-for-profit directors and officers liability insurance - what's covered and what's not, how policies are structured, what to do and expect when there is a claim, and more.

5 Employment Practice Liability Insurance 101

2 Hour Course. CE Credits for BC, AB, SK MB and ON (technical)
Learn the basics on why companies need an EPLI policy. Understand where liabilities arise, what is covered and what is not covered in an EPLI policy. This course includes an overview on endorsements available and often overlooked and addresses current issues impacting employment liability.

6 Technology Errors & Omissions Insurance 101

2 Hour Course. CE Credits for BC, AB, MB, SK and ON (technical)
Understand the fundamentals of technology errors & omissions insurance, including privacy and network security exposures, the different coverage options for technology product and service providers, and how it fits into a larger insurance program.

Courses cont.

1 **Understanding Financial Statements for Insurance Professionals**

1.5 Hour Course. CE Credits for BC, AB, SK, MB and ON (personal)
In a hard market, underwriters are digging into financials. Learn how to read and interpret financial statements, to anticipate insurer questions, and to better manage customer expectations.

2 **Managing Policy Renewals using MS Excel**

1.5 Hour Course.
Get faster on Excel! Learn to set up MS Excel to work for you using shortcuts, formulas and formatting. Use MS Excel to analyze renewal data, extract useful information, create quotes and track results.

3 **Gaining Business Insights using MS Excel Pivot Tables**

1 Hour Course.
Use MS Excel to gain valuable business insights. Learn to use pivot tables to summarize, organize and analyze data, such as renewal lists, account receivable reports or loss history reports. Learn to create a summary dashboard that can be used over and over again.

Coming soon!

Miscellaneous Professional Liability Insurance 101

Fiduciary Liability Insurance 101

The Insurance Training Center continues to grow its course offering with a selection of new courses added throughout the year.

Contact us directly to learn more about our current new course production roadmap.

Commercial Crime Insurance Fundamentals

Description

Understand what's covered and what's not, how policies are structured, and what to expect when there is a claim.
Learn how to make good insurance buying decisions and mitigate risk.
1.5 Hour Course. CE Credits for BC, AB, SK, MB and ON (technical)

Course Outline

- Course introduction
- What is commercial crime insurance?
 - What is it? | What and who does it insure? | What crimes are covered? | What is not covered?
- Can the claim be covered?
 - Employee crime | Coverage requirements | Claim reporting rules | What to expect when filing a claim
- More on policy coverage
 - Insuring agreements | Extensions
- Combating crime
 - Common types of crime | Managing risk | HR and operations controls
- Buying commercial crime insurance
 - The application process | Options and coverage decisions | Terms and conditions
- Final Assessment & Certificate

2

Cyber Insurance 101

Description

Learn the basics of cyber insurance and, more importantly, how to decipher different policies, including cyber-terminology. Learn coverage triggers and the main differences in coverage among competitors. 1.5 Hour Course. CE Credits for BC, AB, SK MB and ON (technical)

Course outline

- Course introduction
- What is cyber insurance
- What is privacy liability
- Network security liability
- Basic Cyber Policy Overview
- Exposures & Coverage: Privacy Breach
- Exposure & Coverage: Network Vulnerabilities
- Exposure & Coverage: Ransomware
- Exposure & Coverage: Business Interruption
- Exposure & Coverage: Media Liability
- Exposure & Coverage: Social Engineering Fraud
- Case Study
- Final Assessment & Certificate



3

Directors & Officers Liability Insurance 101

Description

Learn about indemnification, policy structure, coverage and exclusions and claims reporting. Understand why companies need D&O insurance and where liability arises. This course also discusses risk mitigation and what to consider when buying insurance.

2 Hour Course. CE Credits for BC, AB, SK MB and ON (technical)

Course Outline

- Course Introduction
- The responsibilities of Directors & Officers
 - The roles of director and officers | Laws | Duties to manage | Fiduciary duty | Duty of care
- Understanding D&O insurance
 - What is it? | Indemnification | Managing an indemnity and insurance program
- Introduction to D&O insurance policies
 - Policy structure | Coverage | Exclusions | Extensions | Public vs. private company
- D&O Insurance Claims
 - What is a claim? | Reporting requirements | Claims process
- Minimizing the Chance of a Claim
 - The risk of claims | Governance | Reducing risk | Guidelines
- Buying D&O liability insurance
 - What to buy | Retention, deductible, premium | Terms | Buying process
- Course wrap up and final assessment



4

NFP D&O Liability Insurance

Description

Learn the fundamentals of not-for-profit Directors and Officers Liability Insurance. Understand how D&O insurance addresses the unique issues faced by not-for-profits, policy details, what to do if there's a claim plus guidance for risk mitigation.

2 Hour Course. CE Credits for BC, AB (pending), SK MB and ON (technical)

Course Outline

- Course Introduction
- Responsibilities of a not-for-profit's directors and officers
 - The director's role | Duties of directors and officers | The rules
- Understanding D&O insurance for not-for-profits
 - What is it? | Indemnification | About not-for-profit organizations
- Introduction to D&O insurance policies
 - Policy structure | Coverage | Exclusions | Policy extensions
- D&O Claims
 - What is a claim? | Reporting requirements | Claims process
- Minimizing the chance of a claim
 - The risk of claims | Governance | Reducing risk | Guidelines
- Buying not-for-profit D&O insurance
 - What to buy | Retention, deductible, premium | Terms | Buying
- Course wrap up and final assessment



5

Employment Practice Liability Insurance 101

Description

Learn why companies need an EPLI policy. Understand where liabilities arise, what is covered and what is not covered in an EPLI policy. This course includes an overview of endorsements available and addresses current issues impacting employment liability. 2 Hour Course. CE Credits for BC, AB, SK MB and ON (technical)

Course outline

- Welcome to EPLI 101
- The Basics of Employment Practices Liability Insurance
 - What is EPLI | Injured party | Evolving nature | Jurisdictional differences
- Understanding EPLI Coverage
 - Who is covered | What is covered | Third party EPLI | Moral Hazard | Exclusions
- In the Event of a Claim
 - Wrongful act | Claim | Loss | Reporting | Handling | Resolving
- A Buyer's Guide to EPLI
 - Before buying | Selecting an insurer | Policy basics | Declarations, Terms & Conditions
- Current Trends and Implications for Employment Practices Liability
 - #MeToo | Gender identity | Cannabis legalization | Covid 19 | Remote work
- Course wrap up and final assessment



6

Technology Errors & Omissions Insurance 101

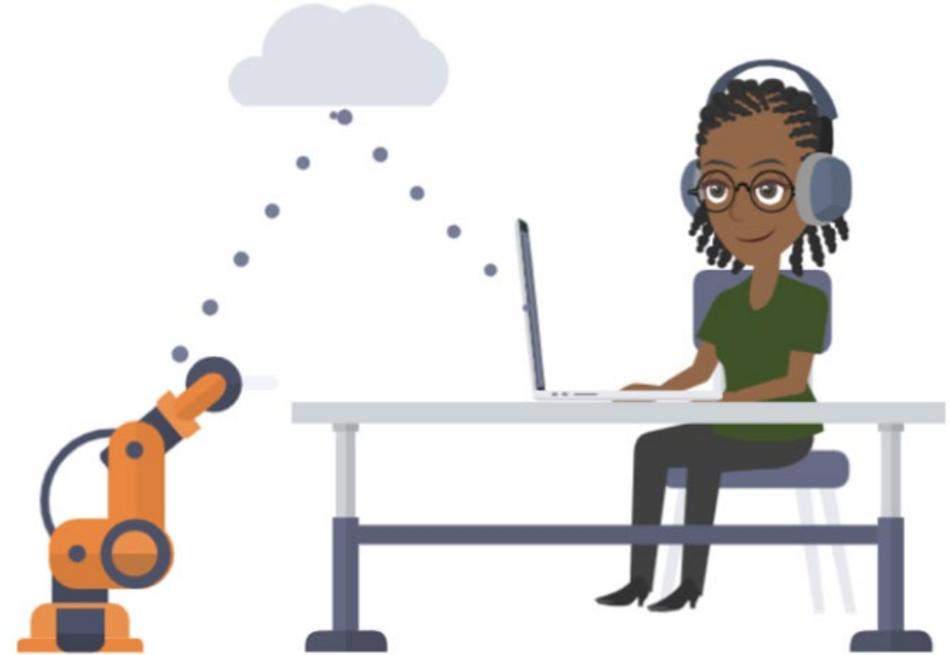
Description

Understand the fundamentals of technology errors & omissions insurance –privacy and network security exposures of technology product and service providers, coverage options, risk mitigation.

2 Hour Course. CE Credits for BC, AB, MB, SK and ON (technical)

Course Outline

- Course Introduction
- What is Technology E&O insurance?
 - Liability insurance | E&O insurance | Where Tech E&O fits
- Who needs Technology E&O insurance?
 - Technology user vs. technology provider | Emerging technologies and insurance implications
- Cyber, Privacy and Network Security
 - Cyber exposures and risk | Privacy and network security breaches
- The Technology E&O Policy
 - First party and third party coverage | Insuring agreements | Wrongful act, claim, loss | Claims examples
- Risk Mitigation & Important Policy Considerations
 - Contracts | Evaluating risk | Claim reporting | Exclusions | Limits
- Course Wrap Up & Final Assessment



7

Understanding Financial Statements for Insurance Professionals

Description

In a hard market, underwriters are digging into financials. Learn how to read and interpret financial statements, to anticipate insurer questions, and to better manage customer expectations.

1.5 Hour Course. CE Credits for BC, SK, MB, AB and ON (personal).

Course Outline

- Understanding Financial Statements Introduction
- Accounting Fundamentals
 - Business structures | Assets | Liabilities | Owners' Equity | Transaction Analysis
- The Balance Sheet
 - Balance sheet format | Transaction Analysis | Issuing shares | Bank debt | Property, Plant & Equipment | Inventory | Salaries | Interest | Key ratios | Case example
- The Income Statement
 - Income sheet format | Revenue | Direct operating costs & gross profit | SG&A and operating income | Net income
- Cash Flow Statement
 - Cash flow statement | Profit vs cash flow | Cash inflows and outflows | Sections of a cash flow statement | Key elements of a cash flow statement | Burn rate
- The Annual Report
 - Benefits | Contents | MD&A | Audit report
- Final Assessment and Survey

8

Managing Policy Renewals using MS Excel

Description

Get faster on Excel! Learn to set up MS Excel to work for you using shortcuts, formulas and formatting. Use MS Excel to analyze renewal data, extract useful information, create quotes and track results.

1.5 Hour Course.

Course Outline

- Course Introduction
- Excel Layout
 - The basics | Workbook, worksheet and formula bar | Ribbon | Keyboard shortcuts
- Excel Settings
 - General settings | Formulas | Data, proofing, save, language | Advanced, ribbon, quick access |
- Case Study – Forecasting Renewal Terms
 - Custom numbers| Column width, page break, preview ,layout, cut & paste | Paste special | Basic formula, auditing | Assumptions, % change formulas |Absolute reference, fill in formulas | Borders, grouping , repeat action | Complete assumptions & introducing variables
- Case Study – Advanced: Forecasting Renewal Terms
 - Naming cells, duplicate sheets | Different ways to SUM | Conditional formatting | Average, min, max, smallest, largest | IF statements | Editing multiple sheets, find & replace, go to special tracing dependents & precedents
- Wrap Up

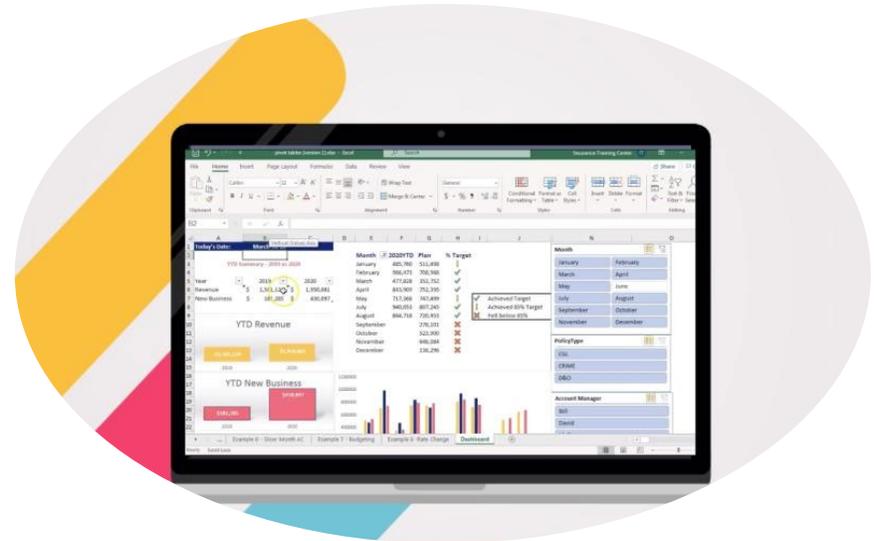
Gaining Business Insights using MS Excel Pivot Tables

Description

Use MS Excel to gain valuable business insights. Learn to use pivot tables to summarize, organize and analyze data, such as renewal lists, account receivable reports or loss history reports. Learn to create a summary dashboard that can be used over and over again.
1 Hour Course.

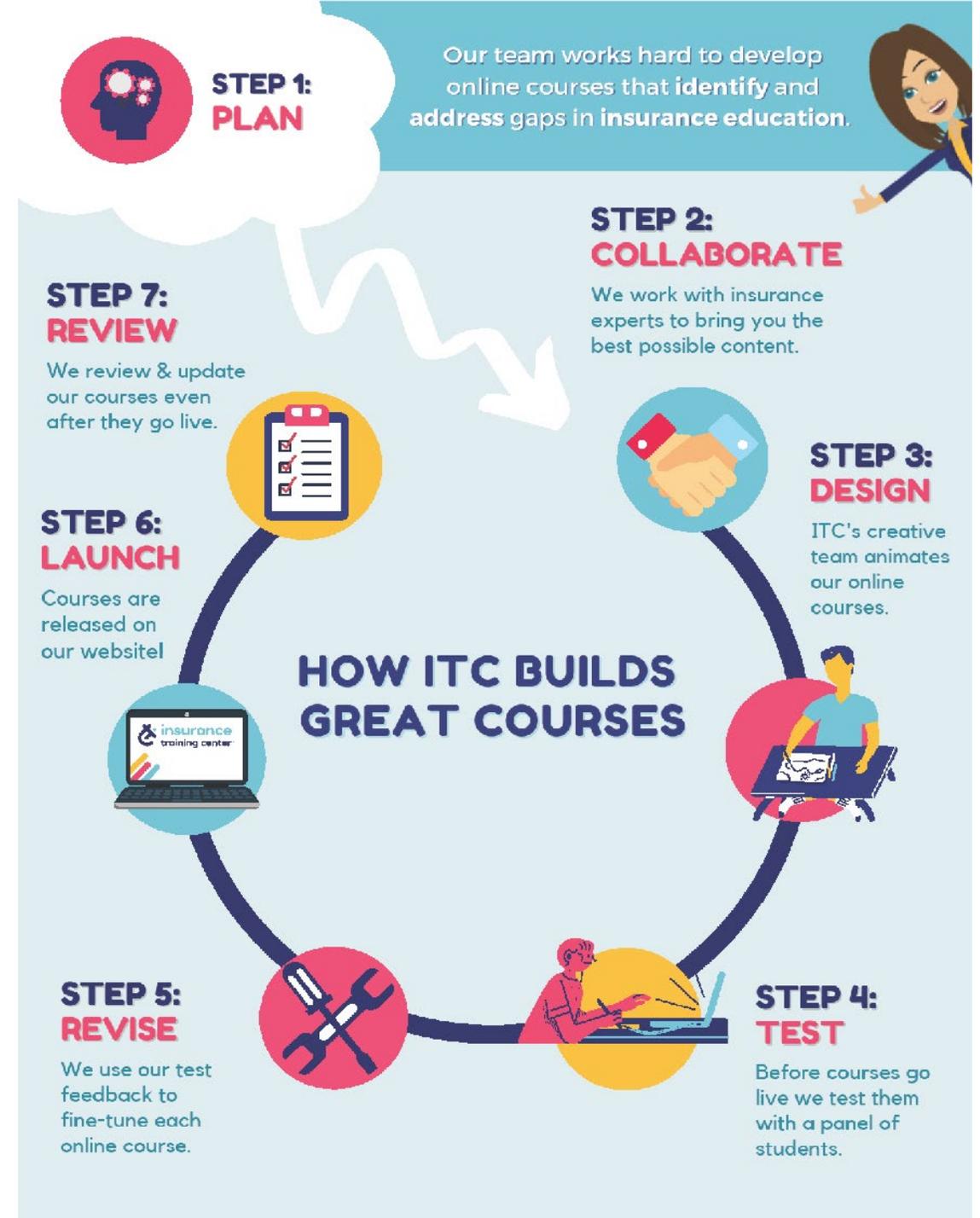
Course Outline

- Course Introduction
- Case Study – Part 1: Pivot Tables
 - About pivot tables | Date format, YearFrac | Creating basic pivot tables | Formatting the data source | Appearance, layout & conditional formatting
 - Average, Count, Distinct Count, Percentage | Calculated fields | Grouping dates | Sorting & filtering | Slicers & naming pivot tables
 - Case study - exercise
- Case Study – Part 2: Building a Pivot Table-based Dashboard
 - Creating basic pivot charts | Pivot charts 2 | Building a dashboard summary board
 - Creating a dashboard | Case study - exercise
- Wrap Up



How does the Insurance Training Center build courses?

Designing and creating courses is what we do. Our team works hard to develop top-notch courses that address knowledge gaps in insurance education. This is how we do it.



ITC's Additional Learning Resources

In the Resource Center:

<https://insurancetrainingcenter.com/resources/>

Insurance Glossary

Insurance-related terms explained in plain English

Knowledge Library – articles and videos

1. Insurance Essentials
 - basic concepts, tools, and skills such as “Claims made vs Claims made and reported” and “Hammer clause” and timesaving tips
2. Insurance Careers and elearning
 - introductions to insurance industry roles: claims adjuster, risk manager, broker, underwriter
 - how elearning works and what is self-study CE/CPD?
3. Technical articles on topics such as
 - business interruption and ransomware
 - uncovering D&O risk in financial statements
 - key things to understand when buying EPLI
 - commercial crime insurance explained
 - what tech startups need to know about Technology Errors & Omissions Insurance

On YouTube

<https://www.youtube.com/c/InsuranceTrainingCenter>

ITC Insurance Insights

A series of short videos introducing important insurance concepts such as: Indemnification, Duty to defend, Hammer Clause, D&O Side A Coverage

About ITC Education Inc.

ITC designs and delivers **high quality online courses** on professional and management liability insurance and related topics.

Our courses are written by industry experts and aimed specifically at the insurance buyer. **We are an unbiased source of information** with no agenda other than to provide your employees with reliable, up to date information and insights. We cover topics from beginning to end, providing a solid foundation to build on and, on occasion, we challenge the status quo.

Our philosophy

At the Insurance Training Center, we believe in **taking a new approach to insurance education**, one that blends **technical training with practical skills**, that is both **informative and engaging**, and that is **accessible anywhere and anytime**, allowing students to learn according to their own schedules.

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Insurance – Knowledge is power

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Raising the insurance knowledge bar!