

Course : Insurance basics for non-specialists

Practical course - 2d - 14h00 - Ref. FAS

Price : 1540 CHF E.T.

★★★★★ 4,5 / 5

To better understand the insurance industry and how it works, it's essential to know the vocabulary, regulations, product categories and market players. This will enable you to discuss and work with specialists in the field.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understanding the insurance industry and how it works
- ✓ Identify the vocabulary, duties and obligations of insurers
- ✓ Understand the legal and technical aspects of insurance operations
- ✓ Master the main elements of the fight against money laundering

Intended audience

Anyone wishing to learn more about the insurance business.

Prerequisites

No special knowledge required.

Practical details

Hands-on work

Theoretical input and practical exercises, quizzes and case studies.

Teaching methods

Active pedagogy based on exchanges, case studies and real-life situations.

Course schedule

PARTICIPANTS

Anyone wishing to learn more about the insurance business.

PREREQUISITES

No special knowledge required.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

1 Understanding the insurance industry

- The environment and key players in the insurance industry.
- The European insurance market.
- The different types of company.
- Approval, withdrawal, transfer and liquidation.
- Distribution networks for insurance products and the role of network banks.

Exercise

Collective reflection and interactive quiz.

2 Identify the fundamentals of insurance

- The concept of insurance and hazards.
- The legal framework for insurance.
- Definition of an insurance transaction.
- Technical basics and legal mechanisms.
- Determining the premium and contribution.

Exercise

Insurance basics quiz.

3 Master the vocabulary and different categories of insurance

- Personal and property insurance.
- The basics and essential vocabulary of personal and property insurance contracts.
- Individual and group insurance.
- Compulsory and optional insurance.
- Indemnity and lump-sum insurance.
- Pay-as-you-go and capitalization insurance.

Hands-on work

Quiz on different insurance products.

4 Understanding intermediation

- The scope of intermediation regulations.
- The 5 pillars of the Insurance Distribution Directive (IDD).
- The different categories of operator and the conditions of access and practice.
- Liability of intermediaries.

Exercise

Case study on the impact of the DDA on intermediation.

5 Managing customer relations

- Information to be given to the customer, appropriate advice, formalization and customer follow-up.
- The occurrence and management of the insured event.
- Consumer protection.
- IPID, Insurance Product Information Document
- Dispute resolution methods.
- Ethics.

Case study

Discussions on specific customer situations.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

6 Combating money laundering

- ACPR compliance requirements.
- The definition and legal context of the fight against money laundering.
- Identity verification.
- Declaration of suspicion.
- Internal procedures and their application.

Group discussion

Discussions on real-life situations and feedback.

Dates and locations

REMOTE CLASS

2026 : 23 Mar., 18 June, 17 Sep., 3 Dec.