Commercial Property and Casualty Insurance Basics Training Course

Professional Development Training Course Outline

Category	Insurance	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Commercial Property and Casualty Insurance is a cornerstone of risk management for businesses across industries. Understanding the fundamentals of this insurance line helps professionals mitigate risks, ensure legal compliance, and protect assets from unexpected loss. Training Course on Commercial Property and Casualty Insurance Basics provides a strategic foundation for individuals seeking to gain technical, regulatory, and practical knowledge of commercial insurance policies, claims processes, underwriting principles, and industry trends.

With increasing natural disasters, cyber threats, and evolving regulatory landscapes, businesses require robust property and casualty insurance strategies. This training equips learners with tools to assess risk, compare policy options, and navigate the claims process efficiently. Through real-life case studies and hands-on applications, participants will gain actionable insights into policy structure, coverage components, and best practices in risk mitigation and insurance portfolio management.

Programme Curriculum

Commercial Property and Casualty Insurance Basics Training Course

Introduction

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the claims process efficiently. Through real-life case studies and hands-on applications, participants will gain actionable insights into policy structure, coverage components, and best practices in risk mitigation and insurance portfolio management.

Course Objectives

1. Understand property and casualty insurance fundamentals.
2. Identify coverage types and policy components.
3. Explore underwriting processes and risk selection.
4. Learn claims management best practices.
5. Navigate commercial insurance regulatory compliance.
6. Understand liability exposure and policy limits.
7. Analyze business interruption and cyber risk coverage.
8. Apply real-world case studies for practical learning.
9. Compare policy endorsements and exclusions.
10. Evaluate insurance carrier ratings and market trends.
11. Gain knowledge of premium calculation methods.
12. Enhance skills in client communication and policy explanation.
13. Learn to develop customized insurance solutions for various business needs.

Target Audience

1. Insurance Agents & Brokers
2. Risk Management Professionals
3. Small Business Owners
4. Corporate Compliance Officers
5. Underwriting Analysts
6. Claims Adjusters
7. Finance & Accounting Professionals
8. Commercial Real Estate Managers

Course Duration: 10 days

Course Modules

Module 1: Introduction to Commercial Property & Casualty Insurance

- History and evolution of P&C insurance
- Key industry terminology and definitions
- Importance of commercial insurance in business risk strategy
- Overview of coverage areas (property, liability, auto)
- Regulatory bodies and compliance essentials
- **Case Study:** Small business fire damage and insurance response

Module 2: Structure and Components of Insurance Policies

- Declarations, insuring agreements, conditions, exclusions
- Understanding policy endorsements and riders
- Primary vs. excess coverage
- Reading and interpreting policy language
- Types of forms (ISO vs. proprietary)
- **Case Study:** Misinterpretation of policy language in storm damage

Module 3: Risk Assessment and Underwriting Principles

- Risk identification and classification

- Loss history evaluation
- Underwriting criteria and risk appetite
- Premium determination and rate filing
- Role of actuaries in P&C underwriting
- **Case Study:** Underwriting decision on a high-risk contractor

Module 4: Claims Management and Processing

- Claims lifecycle overview
- Adjuster's role in the claims process
- Documentation and investigation requirements
- Dispute resolution and legal considerations
- Fraud detection and prevention
- **Case Study:** Denied claim due to insufficient documentation

Module 5: Liability Insurance Essentials

- Types of liability coverage (general, product, professional)
- Occurrence vs. claims-made policies
- Policy limits and aggregates
- Defense costs and duty to defend
- Umbrella and excess liability
- **Case Study:** General liability claim after a slip-and-fall incident

Module 6: Commercial Property Insurance Deep Dive

- Types of commercial property coverage
- Building, contents, and equipment insurance
- Replacement cost vs. actual cash value
- Valuation methods and coinsurance
- Equipment breakdown and inland marine policies
- **Case Study:** Theft loss assessment in a retail business

Module 7: Business Interruption Insurance

- Business income and extra expense coverage
- Trigger events and period of restoration
- Contingent business interruption
- Civil authority and utility service coverage
- Measuring loss and claim preparation
- **Case Study:** BI coverage activation after a hurricane

Module 8: Cyber Liability and Emerging Risks

- Overview of cyber insurance coverage
- Data breach, ransomware, and regulatory response
- Risk mitigation and loss control strategies
- Third-party liability exposure
- Importance of cyber endorsements in traditional P&C
- **Case Study:** Ransomware attack on a tech firm and insurer response

Module 9: Specialized Coverage and Endorsements

- Builder's risk, inland marine, and crime insurance
- Equipment floater and leased equipment coverage
- Pollution liability and environmental risks

- Additional insured and waiver of subrogation
- Understanding industry-specific endorsements
- **Case Study:** Builder’s risk insurance in a construction delay

Module 10: Regulatory and Legal Framework

- State insurance laws and NAIC standards
- Licensing and continuing education requirements
- Consumer protection laws
- Role of insurance departments
- Insurance litigation and legal disputes
- **Case Study:** Regulatory penalty due to unlicensed selling

Module 11: Carrier Selection and Market Trends

- How to evaluate an insurer’s financial strength
- Role of AM Best, Moody’s, and Fitch
- Market cycles: soft vs. hard markets
- Trends in commercial insurance pricing
- Insurtech and digital transformation
- **Case Study:** Switching carriers after a denied claim

Module 12: Policy Pricing and Premium Analysis

- Components of a commercial premium
- Rate-making and loss cost multipliers
- Retrospective rating plans
- Modifying premiums based on experience and credits
- Policyholder dividends and profit-sharing
- **Case Study:** High premium audit adjustment and client dispute

Module 13: Client Communication and Policy Delivery

- Understanding client needs and risk profiles
- Presenting and explaining policy details
- Handling objections and answering questions
- Policy review meetings and renewal strategy
- Cross-selling opportunities and client retention
- **Case Study:** Client switches providers due to unclear communication

Module 14: Ethics and Professional Conduct in Insurance

- Ethical dilemmas in claims and sales
- Transparency in policy presentation
- Importance of fiduciary responsibility
- Anti-fraud initiatives and whistleblowing
- Impact of unethical behavior on reputation
- **Case Study:** Broker investigated for unethical upselling

Module 15: Designing Custom Insurance Solutions

- Tailoring packages for different industries
- Layered insurance and risk retention groups
- Captives and self-insurance options
- Combining coverages for optimal protection
- Utilizing risk management consultants

- **Case Study:** Custom insurance solution for a logistics company

Training Methodology

- Instructor-led interactive sessions
- Case study analysis and group discussions
- Real-world simulation and role-playing
- Assessment quizzes and practical assignments
- Digital workbooks and downloadable resources

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com