

DESIGNATION PROGRAMS & COURSES

NEW HIRE PERSONAL LINES

Qualified Personal Lines Specialist (QPLS)

Agency 101	1-2 Hours
Intro to Personal Lines	1-2 Hours
Homeowners	8-12 Hours
Personal Auto	8-12 Hours
Dwelling	4-6 Hours
Umbrella	4-6 Hours
Personal Articles Floater	1-2 Hours
Earthquake	4-6 Hours
Flood	4-6 Hours
TOTAL	35-54 HOURS

NEW HIRE PROFESSIONAL LINES

Qualified Professional Insurance Specialist (QPIS)

Agency 101	1-2 Hours
Cyber Liability	4-6 Hours
Pollution Liability	4-6 Hours
Errors & Omissions (E&O)	4-6 Hours
Directors & Officers (D&O)	4-6 Hours
Employment Practices	4-6 Hours
Liability Insurance (EPLI)	
TOTAL	21-32 HOURS

NEW HIRE EMPLOYEE BENEFITS

Qualified Employee Benefits Specialist (QEBS)

Intro to Employee Benefits	1-2 Hours
Benefit Plans	2-3 Hours
The Total CSR Support Cycle	1-2 Hours
Reporting Req. & Insured Support	1-2 Hours
TOTAL	5-9 HOURS

NEW HIRE COMMERCIAL LINES

Qualified Commercial Lines Specialist (QCLS)

Agency 101	1-2 Hours
Introduction to Commercial Lines	1-2 Hours
Workers' Compensation	8-12 Hours
General Liability	8-12 Hours
Commercial Auto	8-12 Hours
Excess & Umbrella Liability	6-8 Hours
Property	4-6 Hours
Inland Marine	4-6 Hours
Business Owner's Policy	4-6 Hours
TOTAL	45-60 HOURS

ADVANCED COMMERCIAL LINES

Professional Commercial Insurance Advisor (PCIA)

Workers' Compensation	3-5 Hours
General Liability	4-6 Hours
Commercial Auto	5-7 Hours
Excess & Umbrella Liability	4-6 Hours
Property	5-7 Hours
Inland Marine	6-8 Hours
TOTAL	27-39 HOURS

ETHICS IN INSURANCE

Continued Education

Ethical Choices in Insurance	3-4 Hours
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AND MORE!

FEATURES & BENEFITS

New Hire Training

- Get new-to-industry hires running a desk 90% faster than traditional methods
- Practical, self-paced, and interactive
- Radically reduce the demand on existing staff
- Save \$10,000 - \$15,000 per new employee

Advanced Coverage Training

- Take your team to a new level of professionalism and expertise
- Step-by-step explanation of policy structure and policy language
- Identify common exposures and associated liabilities
- Utilize real-world examples to explain difficult concepts
- Resolve coverage gaps through endorsements

CE APPROVED STATES

AL - AK - AZ - AR - CA - CO - CT - DE - FL - GA - HI - IA - IL - IN

KS - MD - MA - MS - MO - MT - NE - NV - NH - NJ - NM - NC

ND - NY - OK - OR - PA - RI - SC - SD - TN - TX - UT - VA - VT - WV - WY

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NEW HIRE EMPLOYEE BENEFITS

Employee Benefits	10-12 Hours
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NEW HIRE NICHE PROSPECTING FOR PRODUCERS

Agency 101	1-2 Hours
Niche Prospecting	6-8 Hours
TOTAL	7-10 HOURS

NON-DESIGNATION PROGRAMS & COURSES

CAREER DEVELOPMENT - EMPLOYEES

Sexual Harassment Training	1 Hour
A Guide to Seeking and Receiving Feedback	1-2 Hours
Working Across Generations and Cultures	1-2 Hours
Project Management 101	1-2 Hours
Transitioning to Remote Work	1-2 Hours
Difficult Conversations and Escalating Issues	1-2 Hours
Leading Through Difficult Times	1-2 Hours
How to Handle Objections: Getting Customers to Say, "Yes!" A Guide to Effective Meetings and Time Management	1-2 Hours
Resolving Conflict With Coworkers	1-2 Hours
Business Communications	2-3 Hours
Customer Service Essentials	1-2 Hours
Driving Your Career With a Growth Mindset	1-2 Hours
TOTAL	14-26 HOURS

CAREER DEVELOPMENT - MANAGERS

Sexual Harassment Training	2 Hours
A Guide to Seeking and Giving Feedback	1-2 Hours
A Guide to Effective Meetings and Time Management	1-2 Hours
A Guide to Resolving Team Conflict	1-2 Hours
Transitioning to Remote Work	1-2 Hours
Business Communications	2-3 Hours
Working Across Generations and Cultures	1-2 Hours
Leading Through Difficult Times	1-2 Hours
Project Management 101	1-2 Hours
TOTAL	11-19 HOURS