



Earn the CISR designation by successfully completing five of these nine courses within three years. **Complete the remaining four within three years and become CISR ELITE.**

### Agency Operations

This course helps make you an indispensable team player in any insurance agency. Gain an understanding of how agencies operate—essential training for both insurance agency and company personnel.

- Legal and Ethical Requirements
- The Insurance Agency
- The Insurance Industry and Marketplace
- Communication
- Agency Workflow
- Account Management
- Errors & Omissions

### Elements of Risk Management

Insurance professionals need training in the risk management process for two reasons. First, insurance is an integral part of your clients' overall risk management program. Second, services provided by carriers, agencies, and brokerages are often significant items in the organization's cost of risk. Learn about each of the five powerful steps in this process, which protect not only the organization's assets, but also its mission and brand.

### Commercial Casualty I

Improve your understanding of legal liability and what creates liability exposures. Central focus on the Commercial General Liability Coverage Form.

- Essentials of Legal Liability
- CGL Introduction
- Commercial General Liability Coverage Parts
- CGL—Other Provisions
- Additional Insureds

### Commercial Casualty II

More liability exposures and coverage, including:

- Business Auto Exposures and Coverages
- Workers Compensation Policy and Employers Liability Insurance Policies
- Commercial Umbrella and Excess Liability Policies

### Insuring Commercial Property

Improve your cross-selling abilities with up-to-date knowledge of commercial general property coverage:

- Fundamentals of Commercial Property Insurance
- Building and Personal Property Coverage Form
- Causes of Loss Forms
- Basics of Time Element Insurance
- Basics of Commercial Inland Marine Insurance



### Insuring Personal Auto Exposures

Advise your clients throughout the processes of analyzing, obtaining and modifying their personal automobile policies:

- Introduction to the Personal Auto Policy
- Liability Coverage
- Medical Payments/Personal Injury Protection
- Uninsured/Underinsured Motorists Coverage
- Coverage for Damage to Your Auto
- Coverage for a Rented Vehicle

### Insuring Personal Residential Property

Guide your customers through the often complex and confusing process of purchasing homeowners insurance:

- Introduction to the Homeowners Policy
- Homeowners Policy Section I
- Homeowners Policy Section II
- Tenants, Unit-Owners, and the Dwelling Policy

### Personal Lines Miscellaneous

Addresses the exposures created by watercraft, recreational vehicles and business activities often encountered with personal lines clients and limitations of ISO Homeowners and ISO Personal Auto Policies. This course will also analyze coverage offered through personal umbrella or excess liability policies. Please note that it is recommended that students take the CISR Personal Residential Course before attending this course.

### Life & Health Essentials

Enhance your ability to answer questions and analyze life insurance needs, as well as provide advice about a diverse assortment of health insurance products.

- Introduction to Life Insurance
- Term Insurance
- Permanent Life Insurance
- Health Insurance Concepts
- Regulation and Consumer-Driven Plans

**View upcoming dates and locations  
on our website's education calendar,  
[www.iiabsc.com](http://www.iiabsc.com)**