QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 2047

General Insurance Principles & Practices Training Course

GENERAL & COMMERCIAL INSURANCE
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

LOCATION
Casablanca, Morocco

DATES
28 Dec 2026 – 1 Jan 2027

Scheduled Event Details

CITY	Casablanca, Morocco
DATE	28 Dec 2026 – 1 Jan 2027
DELIVERY TYPE	Classroom
COURSE FEE	€4,300

Course Overview

The General Insurance Principles & Practices Training Course provides a comprehensive professional foundation in the principles, concepts, and operational practices that shape the general insurance industry. The programme examines the insurance lifecycle from risk identification and underwriting through policy issuance, claims management, settlement, and reinsurance, enabling participants to understand how core insurance functions interact to support sustainable portfolio performance.

The course covers the fundamental principles governing insurance contracts and practices, including insurable interest, utmost good faith, indemnity, proximate cause, subrogation, and contribution. Participants explore how these principles are applied in practical insurance situations and how they influence coverage decisions, policy interpretation, and claims assessment.

Particular emphasis is placed on general insurance operations, including risk assessment, underwriting, insurance products and coverage structures, premium considerations, policy administration, claims handling, and reinsurance. The programme also examines the relationship between underwriting quality, claims performance, risk exposure, and insurance profitability.

Through practical exercises, case studies, and integrated scenarios, participants will connect fundamental insurance concepts with real-world business practices. The course is designed to strengthen professional knowledge, improve operational decision-making, and support consistent application of insurance principles across insurance companies, brokers, financial institutions, and organizations managing insurance programmes.

Objectives

- By the end of the course, participants will be able to:
- Analyze the fundamental concepts and functions of the insurance industry.
- Identify the principal characteristics and applications of general insurance.
- Explain the key legal and technical principles governing insurance contracts.
- Assess the insurability of different types of risks based on their characteristics.
- Apply the principles of insurable interest, indemnity, and utmost good faith.
- Analyze proximate cause in relation to insured losses and claims.
- Apply the principles of subrogation and contribution in relevant insurance situations.
- Differentiate between major general insurance products, policies, and coverage structures.
- Evaluate key risk factors associated with different general insurance products.
- Apply fundamental principles and processes of insurance underwriting.
- Analyze the major factors influencing insurance premiums and risk pricing.
- Evaluate policy issuance, administration, renewal, amendment, and cancellation processes.
- Apply fundamental practices for claims assessment, management, and settlement.
- Analyze the role of reinsurance in portfolio protection and risk distribution.
- Evaluate the relationship between underwriting quality, claims performance, and insurance profitability.
- Develop an integrated framework for applying general insurance principles and practices in the workplace.

Who Should Attend

This course is designed for insurance professionals working in underwriting, claims, policy administration, operations, risk management, customer service, reinsurance, and insurance portfolio management, as well as professionals working within insurance brokerage and advisory organizations.

It is also suitable for insurance managers, supervisors, new insurance professionals, insurance specialists, brokers, product managers, portfolio managers, and professionals responsible for insurance programmes and risk-related activities who need to strengthen their understanding of general insurance principles and practices.

The programme is particularly relevant to professionals working in insurance and reinsurance companies, insurance brokers, banks, financial institutions, corporate insurance departments, and organizations responsible for managing commercial insurance and enterprise risks.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Describe the structure of the insurance industry and the roles of its key stakeholders.
- Identify major classes of general insurance and their principal applications.
- Interpret the fundamental legal and technical principles of insurance contracts.
- Determine the presence and relevance of insurable interest in practical cases.
- Assess the application of the indemnity principle when evaluating insured losses.
- Analyze the impact of disclosure and utmost good faith on insurance relationships.
- Determine proximate cause when analyzing insured events and losses.
- Apply subrogation principles when recovering losses from responsible third parties.
- Explain contribution when multiple insurance policies cover the same risk.
- Analyze insurance policy structures, conditions, exclusions, limits, and deductibles.
- Apply fundamental steps in insurance risk assessment and underwriting.
- Evaluate the principal factors affecting insurance premium determination.
- Analyze the key stages of claims processing and settlement.
- Explain the role of reinsurance in managing insurance exposures and protecting portfolios.
- Evaluate key indicators of insurance portfolio quality and performance.
- Develop a practical framework for applying general insurance principles across core insurance operations.

Course Outline

DAY 01

Insurance Industry Fundamentals and Core Insurance Principles

- Introduction to insurance and risk management
- Evolution and structure of the insurance industry
- Key parties and stakeholders in the insurance process
- Classes and applications of general insurance
- Risks, perils, hazards, and losses
- Characteristics of insurable risks
- Insurable interest
- Utmost good faith and disclosure
- Principle of indemnity

PRACTICAL APPLICATION

Analyzing risk scenarios and applying fundamental insurance principles

DAY 02

Legal and Technical Principles of Insurance Contracts

- Proximate cause
- Subrogation
- Contribution
- Formation and characteristics of insurance contracts
- Structure and components of insurance policies
- Policy conditions, exclusions, limits, and deductibles
- Representations, warranties, and disclosures
- Rights and obligations of insurers and policyholders
- Policy interpretation and coverage determination

DAY 02 — CONTINUED

> **PRACTICAL APPLICATION**
>
> Reviewing insurance policy scenarios and identifying applicable principles and coverage conditions

DAY 03

Underwriting, Insurance Products and Risk Pricing

- Fundamentals of general insurance underwriting
- Risk information gathering and analysis
- Risk classification and assessment
- Risk acceptance and underwriting decisions
- Major general insurance products and coverage types
- Coverage limits, deductibles, and policy structures
- Factors influencing insurance premiums
- Fundamentals of insurance pricing
- Underwriting portfolio quality management

> **PRACTICAL APPLICATION**
>
> Assessing an insurance risk and developing an underwriting and pricing approach

DAY 04

Policy Administration, Claims Management and Reinsurance

- Insurance policy issuance and renewal processes
- Policy administration and lifecycle management
- Policy amendments, cancellations, and renewals
- Fundamentals of claims management
- Claims notification and verification
- Loss assessment and supporting documentation
- Claims settlement and dispute management

DAY 04 — CONTINUED

- Claims performance indicators
- Principles and objectives of reinsurance

PRACTICAL APPLICATION

Managing a claim from notification through assessment and settlement while considering reinsurance implications

DAY 05

Insurance Performance, Risk Management and Best Practices

- Risk management within insurance organizations
- Relationship between underwriting, claims, and profitability
- Insurance portfolio performance monitoring
- Key performance indicators for insurance operations
- Data quality and insurance decision-making
- Policies, procedures, regulatory requirements, and compliance considerations
- Insurance process improvement
- Customer and broker relationship management
- Emerging practices and developments in general insurance
- Final Integrated Workshop: Applying general insurance principles across the complete insurance lifecycle, from risk assessment and underwriting to policy administration, claims management, reinsurance, and portfolio performance evaluation

Register or Request More Information

Course page: https://quest-training.com/courses/general-insurance-principles-practices-training-course
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