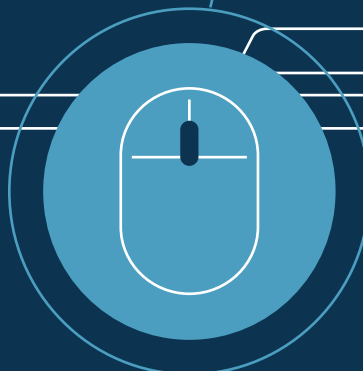




**ZING365**  
Learning without limits

# Specialist training provider

zing365.co.uk



PART OF THE DWF GROUP

We specialise in  
providing practical,  
business-  
focused training  
to professional  
services clients...

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Offering the complete  
training solution.



# What we do



## Compliance & Regulatory

Regularly verified and updated by our SMEs



## Business, Sales & Personal Development

Over 360 courses and bespoke programmes developed by our team of in-house trainers



## ILM – Leadership & Management

Approved ILM Centre – offering a range of qualifications and accredited endorsed programmes



## Psychometric Tools

We have a range of psychometric profiling tools and workshops available to suit every situation



## Digital Content Creation & Content Licencing

Our digital content team can design and create amazing bespoke digital content or you can licence content from any of our learning libraries, hosted by us or via your own LMS



## General Insurance and Financial Services Training

Over 100 technical Insurance and Financial Services training courses and bespoke programmes



## CII Exam, CPD and IDD Support

We offer a number of solutions to ensure your team achieve their CII qualifications and CPD hours. Choose from self-study, open learning or tailor-made programmes

We have a variety of delivery methods including instructor led, self-study learning, training toolkits and coaching.

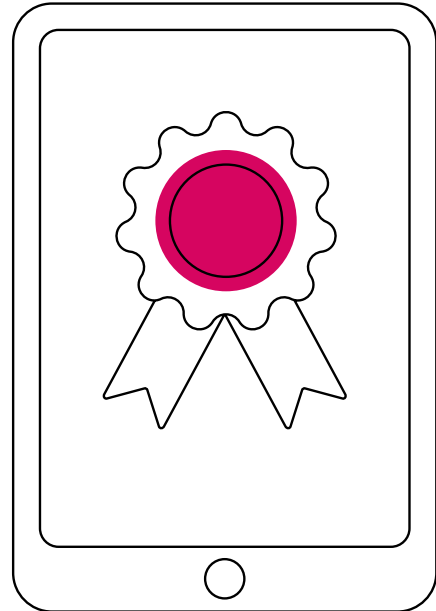




# Why ZING365?

**Zing365 is a market-leading training provider to the insurance and financial services sectors.**

Zing365 has a blue-chip client base working with 400+ clients and 20,000 learners per annum. With 200+ technical and compliance courses and 150+ business skills and personal development courses, Zing365 provides access to industry trainers and subject matter experts to ensure all your training and development needs are in safe hands.

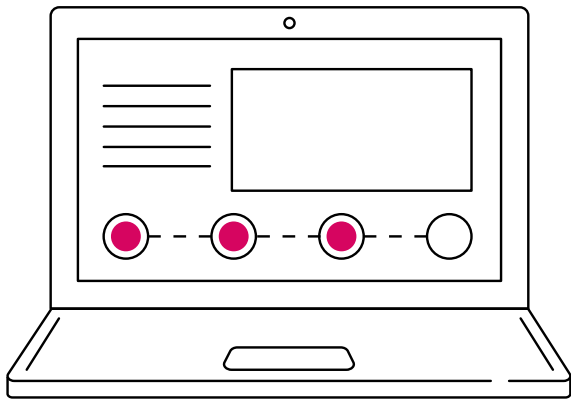


## Benefits of working with Zing365

- ✓ Most comprehensive specialist training service in the UK
- ✓ Blended instructor led, coaching and e-learning approach to drive and sustain results
- ✓ Revision support, coaching and exam technique for CII qualifications to increase attainment and pass rates
- ✓ Access essential technical, compliance, business and soft skills learning 24/7
- ✓ All content developed and delivered by industry-specific trainers and subject matter experts
- ✓ Flexible and innovative approach
- ✓ Free training resources

# ZeST E-Learning

ZeST, our market leading Learning Management System (LMS), has been designed to make learning a simple, engaging experience for all users.



- Only specialist online learning service providing learners the option to complete CPD via traditional e-learning or Live Learning webinars
- Over 8000+ active users
- 24/7 access via any device to 300 up-to-date, high quality compliance, technical, business skills and soft skills learning
- Pre-knowledge checks and post-course assessments allowing you to check regulatory knowledge across your organisation at any time
- Modern and intuitive interface with SMART administration tools providing full 'end-to-end' control and on-demand reporting
- Fully white labelled portals available
- Ability to upload courses and create own LMS
- Content Licensing Agreements (for clients with own LMS)
- Demos/free trials available

## Live Learning

### For a more engaging experience

ZeST is the only industry specific people development platform that allows learners to complete their CPD and personal development via their preferred learning style.

ZeST users can now access over 100 live learning sessions per year. Our Live Learning sessions:

- Are delivered by inspiring contributors and industry leaders
- Cover a wide range of topics including technical, compliance, business skills, personal development, wellbeing and industry news

**This unique service gives learners the choice to complete CPD via traditional e-learning or live webinars.**

- Are 60 minutes long, packed full of engaging content, have clear learning outcomes and provide opportunity to ask questions throughout
- Provide more visual and auditory learners the option to complete over 35 hours CPD via webinars
- Can be booked and accessed via ZeST platform so are automatically added to learning records. Managers can also enrol their team on Live Learning Sessions

# Popular Courses

## Compliance/Regulatory

- SM&CR
- Conduct Rules for Managers
- Staff Conduct Rules
- Data Protection & GDPR
- ESG
- Diversity & Inclusion
- ICOBS
- Whistleblowing
- Money Laundering
- Client Money
- Bribery Act
- Complaint Handling
- Roles & Responsibilities of Approved Person
- Treating Customers Fairly
- Financial Crime
- Vulnerable Customers
- Conduct Risk

## Technical Insurance

- CII Exam Support & Revision Workshops
- Introduction to Insurance
- Business Interruption
- Claims Handling
- Directors & Officers
- Professional Indemnity
- Cyber & Crime
- Introductions to Lloyds Market
- Motor Trade
- Introduction to Liability
- Property Damage
- Construction
- Personal Lines
- Employers Liability

## Business Skills

- Sales & Business Development
- Leadership & Management (incl. ILM qualifications)
- Diversity, Equality & Inclusion
- Communication Skills
- Project Management
- Change Management
- Stakeholder Management
- Customer Service
- Coaching and Mentoring
- Time Management
- Business Planning & Financial Awareness
- Emotional Intelligence & Unconscious Bias
- Building Resilience
- Managing a Hybrid Team
- Presentation Skills
- Virtual Meetings

[Click here](#) to view full course catalogue

# Delivery

Our training and content can be delivered in three ways:

## Instructor led

Our specialist in-house trainers and subject matter experts are able to deliver engaging and interactive training face-to-face or virtually. We also offer blended learning solutions and combine facilitated sessions with digital support.



## E-learning/self-study

Our e-learning courses are written and regularly updated by our subject matter experts to ensure they are compliant and relevant for your learners.

We pride ourselves on our industry-leading interactive and digital learning solutions and content.

## Coaching

Our experienced coaches work on a 1-2-1 or small group basis using a solution-focused approach to challenge and support the coachee. Coaching is a great option and provides tailored development, that builds confidence and skills to ensure individuals and teams reach their full potential.





# Digital Content Creation

Whether you have existing copy that requires converting into SCORM compatible e-learning or you require us to develop bespoke material using our subject matter experts, we can create interactive, engaging digital content for your team.

Our team of instructional designers will work closely with you to organise information and plan learning materials that transform complex or unorganised resources into professionally written, clear, interactive and effective multimedia modules.

We provide a range of content creation options to suit every budget and varying levels of complexity and interaction required.

## How we do it

Using ADDIE as our instructional system design (ISD) framework, we create high quality, engaging and relevant digital content that provides all learners 'anytime' access to bite-size learning to refresh/develop skills needed to be successful in their roles at any stage of their career.

## ADDIE:



**Analysis** - agree project goals & learning objectives for each module, analyse audience needs and levels



**Design** - organise content, define graphical assets and interactions



**Develop** - create prototypes, storyboards and graphics



**Implement** - provide access to end users within agreed hosting environment



**Evaluate** - gather feedback from learners and integrate process to maximise usability





# Digital Content Licencing

If you are looking to lease or buy e-learning content for your own LMS then we can help you.

Our extensive Learning Library and education programmes, provide you with instant access to up-to-date and carefully curated e-learning content written by leading subject matter experts.

If you're looking to populate your LMS with high quality, professionally designed, engaging e-learning content then we can definitely help you and if you don't have a platform you can use ours.

## Our Learning Libraries

We are constantly adding new content and programmes to our Learning Library portfolio, our most popular titles include:

- ✓ Compliance & Regulatory
- ✓ Technical Insurance & CII exams
- ✓ Environmental, Social & Governance
- ✓ Diversity & Inclusion
- ✓ Employment Law
- ✓ Fraud & Financial Crime
- ✓ Cyber & Data Protection
- ✓ Health & Safety
- ✓ Business Skills & Personal Development



# ILM & Psychometric Tools

ILM is the UK's biggest awarding body for leadership and management in the UK. Zing365 has been an approved ILM centre for over 15 years and can offer both recognised and accredited programmes.



## ILM programmes available (Award, Certificate & Diploma) include:

Level 2 Leadership & Team Skills

Level 3 Leadership & Management

Level 4 Leadership & Management

Level 5 Leadership & Management

Level 3 Coaching

Level 3 Mentoring

Level 5 Coaching & Mentoring

Level 7 Executive & Senior Level Coaching & Mentoring

## Psychometric Tools

Whether you are looking to help individuals better understand themselves and others, improve working relationships, strengthen management skills, elevate productivity, or tackle conflict we have a range of psychometric tools available to help.

Through in-person and virtual facilitations, we are able to deliver insights and strategies to meet the unique needs of your people and your organisational culture.



# Training Toolkits

Our training toolkits are designed to take the pressure off you and your team.

Using our expert in-house trainers, we design and create inspiring training modules and content that can be picked up and delivered by anyone in your organisation. Our toolkits include:

- Workshop outline and joining instructions
- Delegate handouts
- PowerPoint slides (including audio recordings)
- Trainer guide
- Case studies/videos/audio/activities
- 'Commit to Action' sheets
- Certificates

## Developed by us delivered by you

Our toolkits will help you to:



Improve engagement and performance standards of all staff across all locations



Ensure consistency of quality and delivery across all departments and locations



Create a culture of proactive learning



Build and continuously develop the skills required to deliver great service, retain clients and generate growth opportunities



Save valuable training department time and resources







# We'd love to discuss your specific training needs

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Call or email one of our experts



+44 (0) 117 248 2731



[heretohelp@zing365.co.uk](mailto:heretohelp@zing365.co.uk)



[zing365.co.uk](https://zing365.co.uk)