

# New Agency Employee Training — Personal Lines and Commercial Lines Coverage Basics

Faculty-guided, student-centered learning on-line!

Technical education for new employees is vital to building competence and mastery. Yet coverage courses available in the CE market are too comprehensive for most new employees. Here's a way for your rookies to learn coverages in bite-size pieces; just enough info to make sense of the agency universe, using an approach and a pace that builds confidence, competence and mastery. And, both courses are approved for 12 hours of Tennessee continuing education credit.

## Personal Lines Coverages Basics

**6 Week Curriculum includes:** Introduction to Property Insurance, Introduction to Liability Insurance, Dwelling Insurance, Homeowners Insurance, Personal Auto, Miscellaneous Personal Insurance. Designed for employees with 3- 12 months agency experience.

Course Fee: \$255 for PIA member. Non-member \$285.

## Commercial Lines Coverages Basics

**8 week Curriculum includes:** Commercial Package Policy & the Business Owners Policy, Commercial Property Insurance, Ocean & Inland Marine Insurance, Commercial Crime Insurance, Workers' Compensation, Miscellaneous Commercial Insurance. Designed for employees with 3-12 months agency experience.

Course Fee: \$255 for PIA member. Non-member \$285.

## How Course Works

Students will follow this pattern each week of the course:

- #1 Read a Chapter and/or listen to E-lecture.
- #2 Perform at least one activity in the week, using the agency as a learning lab. The activities send you into the agency as a proactive learner, observing procedures and asking questions.
- #3 Post your observations about the activity.
- #4 Participate in a discussion question weekly with class mates and the facilitator.
- #5 Take occasional quizzes & a final exam.

**Time on-line:** approximately 1 hr weekly. Work can be completed off-line then pasted in on-line. **Time to complete the course:** 3 hrs weekly on average.

A course confirmation and login instructions will be faxed directly to the student. Course text will be shipped via UPS during orientation week.

## First-half 2010 Course Schedule

Orientation ( first timers only)	Personal Lines	Commercial Lines
March 8, 2010	March 15 — April 23	
April 12, 2010		April 19—June 11
May 10, 2010	May 17 — June 25	

### Registration

Name: \_\_\_\_\_

Agent License Number \_\_\_\_\_

E-Mail: \_\_\_\_\_

Fax: \_\_\_\_\_ Phone: \_\_\_\_\_

Agency: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Payment:

\_\_\_ Check (payable to PIA of Tennessee)

Charge: \_\_\_ Visa \_\_\_ MC \_\_\_AE

Card #: \_\_\_\_\_ Exp Date: \_\_\_\_\_

Print Cardholder Name

Signature

Course & Date: Circle desired course & date above

Supervisor's Option: Send Weekly report to:

Name: \_\_\_\_\_ Fax: \_\_\_\_\_

Return Registration form to PIA, 504 Autumn Springs Ct., Suite A-2, Franklin, TN 37067. Fax: 615-771-3456.