BPP
LYCEUM EDUCATION GROUP

AI for Insurance Professionals

Use AI in insurance work and **keep outcomes fair.**

Designed by insurance experts. Delivered by AI experts.

Apply AI to the work you already know

- Live, instructor-led training
- Applied to real insurance work
- Foundational and Practitioner levels
- From single tasks to a workflow
- Guided practice and expert review

Build a clearer picture before you act

Bring facts, documents and policy information together with AI to support better-prepared insurance work.

Why this matters now

Insurance decisions often depend on information spread across submissions, correspondence, records and policy documents. Before you can move a case forward, you need to understand what happened, what the terms support and what is still unknown. Learn how AI can help you structure that picture, surface gaps and improve case workflows, while you retain responsibility for interpretation, fair treatment and the eventual outcome.

Course 1

Foundational

Use AI more effectively in individual tasks

Work you'll recognise: turning claims documents into a sourced chronology; checking the data, policy terms and missing facts behind an AI-supported output.

You'll leave able to

1. **Use AI to support research, case summaries and communications in your insurance function**
2. **Check the data, policy terms and missing facts behind an AI-supported output**
3. **Challenge unsupported inferences and keep customer decisions with you**

Course 2

Practitioner

Use AI to connect multiple tasks into a workflow

Work you'll recognise: mapping an AI claims-information workflow; testing accuracy, completeness and exceptions.

You'll leave able to

1. **Pick a useful AI step in claims and map its inputs and human decisions**
2. **Build and test a guided prototype on trusted insurance content, including errors and exceptions**
3. **Explain the permissions, logging, escalation and evidence a workplace pilot would need**

At a glance

Learn

10 hours over two days
Live online and instructor-led

Apply

Within two weeks
In the workplace
One approved task based on real insurance work
Instructor feedback

Review in group

1 hour group clinic
Live online and instructor-led
Shared peer learnings

Ongoing support

Templates, checklists and case examples available from day one, plus 90 days of support.

Ways to join

Courses run in cohorts of 15 learners.

Have enough people for a full cohort? Train your team together, on your own insurance work and review standards. We can even explore tailoring.

Not quite enough people, or want to test it first? Talk to us about your team's needs.

£7,000
Full closed cohort

Cost is per course. Prices exclude VAT.

What you'll learn

Practical skills to bring AI into your role, whatever your starting point.

Course 1: Foundational

You'll learn to use AI on the task in front of you, and check the answer before you rely on it.

1. Gain confidence with AI in insurance

Know what AI can and can't do across underwriting, claims and broking, and write prompts that produce strong first drafts.

2. Use AI for everyday insurance work

Speed up research, routing and prioritisation, use embedded tools safely, and write clearer content for clients, brokers and colleagues.

3. Use AI tools with insurance data

See how data quality shapes AI outputs, choose between analytics, machine learning and generative AI, and frame answerable questions.

4. Use AI responsibly in insurance

Protect policyholder data, apply proportionate human review, meet Consumer Duty and data-protection expectations, and check decisions for fairness.

Course 2: Practitioner

You'll learn to design, build and test AI-supported insurance workflows, assistants and agents, with human approval before anything is released.

1. Design AI-enhanced insurance workflows

Map underwriting, claims and servicing steps, pick tasks that suit AI, and set clear human-AI handoffs.

2. Build and monitor insurance AI workflows

Ground prompts in policy wordings and servicing documents, then prove performance and value with acceptance criteria, monitoring and ROI.

3. Deploy AI assistants and agents

Decide when an agent beats simple rules for claims triage, and ground assistants in policy wordings with a limited scope.

4. Run multi-agent systems

Separate intake, validation and settlement-preparation roles, keep agents within authority limits and measure customer outcomes, not just speed.

Who it's for

Roles

Insurance professionals, including in underwriting, claims and broking, regardless of seniority or time in role.

Starting knowledge

Complete an AI skills diagnostic before the course begins to benchmark your current capability.

Foundational requires no previous AI experience. Practitioner is for people who already use and check AI on individual tasks.

Not sure which course?

Course 1: Foundational
"I want to use AI better on the task in front of me."

Course 2: Practitioner
"I already use AI confidently on tasks, and now want it to create AI-driven processes and workflows."

Choose by your AI experience, not your seniority.

Time and support

Learn live for 10 hours

Training, guided labs and feedback take place over two days. Materials available from day one; no advance study is required.

Apply one task

Within two weeks, try a suitable task using an approved tool and permitted information, or use a supplied case. Keep your reviewed work and a question for the instructor.

Return with your questions

Join a one-hour group clinic around day 30. Use the templates, checklists, worked cases and feedback for 90 days.

See your progress

Ongoing capability diagnostics show where your skills and confidence are growing, and where to explore and practise next.

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Not sure where AI fits in your work?

Here's what you could learn to do.

Foundational

Turn claims documents into a sourced chronology

- Extract and arrange document information with AI
- Detect unresolved differences between documents
- Send a clarification request for what is missing

Practitioner

Prototype an AI claims-information workflow

- Connect AI document work, case boundaries and professional review
- Test accuracy, completeness and exceptions
- Keep a manual fallback and logging

Why learn this with BPP?



Lecture
See an example explained



Lab
Try it in practice



Review
Review your result with an expert

Our accelerated learning framework moves learners between focused instruction, hands-on application and structured reviews. Built on practice, feedback and repetition, it turns knowledge into reliable, in-role performance.



A trusted learning partner to the financial services sector for almost 50 years.



Delivering training programmes to all 10 leading global investment banks.



Skills partner to 500 financial services organisations, including many exclusive relationships.

Is AI adoption a whole workforce priority?

From everyday work to building AI tools and leading AI decisions, our training covers every level. Connect pathways across apprenticeships, degrees, certifications and short courses, so your people strategy keeps pace with your AI strategy.

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