

Aviva Development Zone



Learning and development centred around you



With improved competence comes improved confidence

We all take pride in our work. Doing the best job we can means taking the time to brush up on vital knowledge and keeping up with any market or legislative changes.

This journey of continuous improvement is also essential to your business, with risks associated if you don't. To help you meet your development and compliance needs, we've created Aviva Development Zone – the most feature-rich e-learning platform available to brokers.

This online learning and assessment system was created in association with RWA to provide all your training needs and help you stay one step ahead. Its engaging challenges and extensive database of learning material combine to help you reduce risks, develop and grow.

Aviva Development Zone identifies what you do and don't already know through regular assessments. It then provides the tools to help you evidence this and fill in the gaps. It's the kind of Good Thinking that delivers good learning. All at your own pace.

“The Development Zone is a great platform on which to maintain your general insurance knowledge. In addition, regular updates and the availability of a monthly gap analysis means your industry awareness is kept up to date.”

Chris Farndon, Watson Laurie

Why continuous development matters

Ongoing competence assessment and employee development is part of the FCA regulations. Namely, FCA Rule TC2.1.12R:

A firm must review on a regular and frequent basis employees' competence and take appropriate action to ensure that they remain competent for their role. A firm should ensure that maintaining competence for an employee takes into account such matters as:

- 1 technical knowledge and its application**
- 2 skills and expertise**
- 3 changes in the market and to products, legislation and regulation.**



A better development journey

The first time you log in to Aviva Development Zone our T&C Wizard will help you put together a learning plan based on your job role.



Gap analysis – assess your current knowledge levels and identify any areas which could be improved.



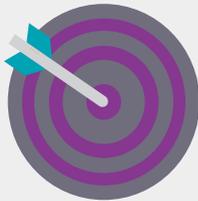
Learning – fill the knowledge gaps at your own pace by using our extensive bank of learning material.

“I found the courses really interesting, especially the areas which I don’t usually cover. Completing these has given me more knowledge, which hopefully I can use in the future. Keep the courses coming.”

Chris Hasketh, Think Insurance

The system then assesses your current knowledge, helping you identify any gaps and ways in which to fill them. Here's how it works:

3



Gap analysis revisited – complete the assessments again to demonstrate your improved competence.

4



Reward – earn badge rewards to highlight your progress.

“As part of my induction I was asked to complete a number of Dev Zone courses to prove my competency. I found the courses very informative and easy to use. It’s helpful that they are stored as a permanent CPD record.”

Stevan Rivera, Bartlett

Delivering Good Thinking at every opportunity

Designed specifically for insurance brokers, Aviva Development Zone's web-based learning management system allows your firm to deliver, track and manage training with ease.



A huge library of content

Access to an extensive and ever-growing library of learning modules, library content, videos, white papers and assessments, supported by thousands of multiple-choice questions tailored to your job role.



Badge rewards

Achievement should be recognised. RWA issues Open Badges for passing courses which can be displayed on your website or social networks.



CPD record

At the end of each session simply click a button and a CPD record is created, recording all your activity and CPD in one place.



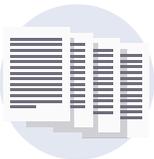
Customised content

Supervisors can add slides to learning courses that highlight their own content, such as internal processes and procedures.



Peer benchmarking

Unique reports show how both your business and individual staff compare to other Development Zone users by displaying your scores against the averages on the system.



Help with admin

A dedicated RWA account manager is on hand to help you with any queries or support you may need.



Learn anywhere

Aviva Development Zone is HTML5 compatible, so you can access it at your desk, at home or on the move.



Questions by email

Do you find it hard to make the time to log in? Our unique 'questions by email' service sends you regular questions to help assess your knowledge.



Ask Development Zone

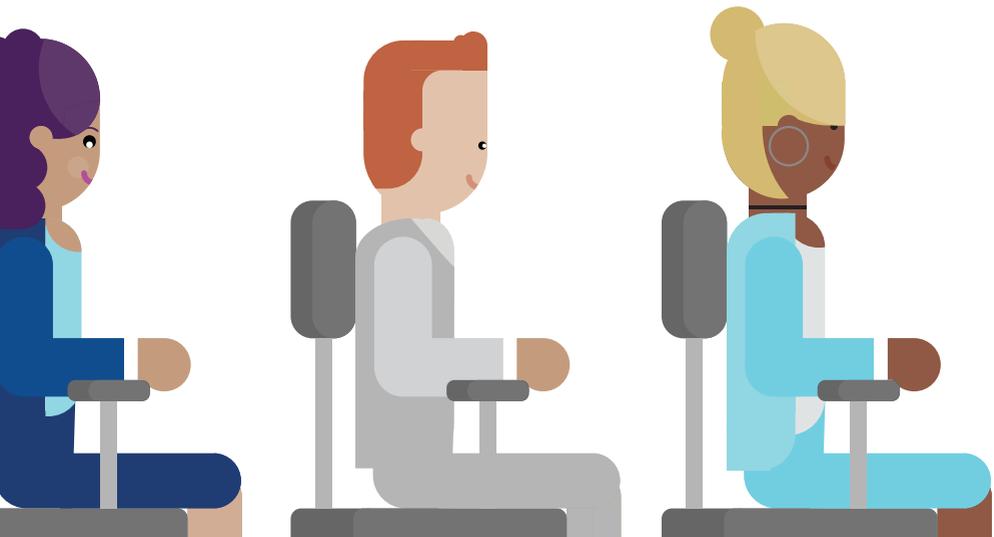
Our intelligent search engine searches all text on the site, so for any question asked, Aviva Development Zone will return the most likely areas where the answer can be found.

Learning zones tailored to every level

With over 700 courses on Development Zone, we know that different people need different content that reflects their roles and experiences. That's why we've created a range of zones to make it easy for you to find the learning that's right for you. Whether you're new to insurance or you own your business, you can use your Development Zone to capture your CPD directly onto the system, from your personal reflections to your needs and objectives.

Learners

This zone is developed with the individual in mind. It gives you instant access to a wide range of technical, regulatory and business skills courses that you can progress through at a pace that suits you. Learning is assessment-based and you can access regularly refreshed, engaging content 24/7. Plus with badge rewards to mark your progress, easy access across multiple devices and the ability to build your own personal learning plan, this zone makes personal development an enjoyable and intuitive journey.



New Starters

This is the perfect learning zone for people who are new to the world of insurance. Content ranges from the basic fundamentals to specific subject matter and is easily accessible – meaning new starters can learn at their own pace, in any location, on their own devices. With new induction modules coming soon, it's the perfect start for somebody looking to progress on a new career.

Supervisors

As a supervisor, this zone lets you access all the tools you need to manage your teams and improve your company's knowledge. From one-click reports to custom pathways that let you decide which courses are assigned to who on your team, our Supervisors zone comes with specific privileges to help you develop your people – such as the power to record CPD from across your organisation and real-time access to assign specific activity.



Business Owners

For business owners, this zone allows you to monitor your business risks so that you can allocate budgets accordingly, plus provide evidence of training and competence in the workplace. We even have leadership and development courses that you can take yourself. From benchmark reporting to a full overview of all your employees, this is invaluable when it comes to keeping tabs on your staff's development.

Training Departments

Development Zone can also show you where there are knowledge gaps in your company, whether on an individual basis, across departments or on the whole. You can use this information to help you deliver more effective and focused classroom training. You can build your own training content, push learning material to your employees and set target completion dates in order to enhance the development of your teams personal development an enjoyable and intuitive journey.

“The custom-content module provides our learner firms with the autonomy to develop their own training programmes and content. . . so that their employees remain motivated and continue to receive new and updated learning modules on a regular basis.”

Tom Wood, RWA

Content you can shape to suit your needs

Every company is different. Our custom-content modules allow your firm to create its own private learning material within Development Zone.

Custom Content is ideal for supervisors and training departments – giving you the flexibility to design and build your own learning slides that you can in turn bring to your teams. With an easy-to-use interface and a range of creative tools, you can match your learning material to your own branding. Plus it even lets you build your own assessments that you can store in the Training Record.



An ever-growing course catalogue

Browse over 700 courses and if you can't find what you need, just let us know. If we can write it for you and share it with all our users there will be no charge – it's all part of the service.

Here is just a selection of the courses available at Aviva Development Zone. You can find our full range listed on our website at mydevelopment.zone

Technical

- Business interruption
- General insurance
- Household
- Liability
- Motor – commercial
- Motor – private
- Property – commercial
- Specialist functions

Regulatory

- Introduction to the law of agency
- Anti-bribery and corruption
- Data Protection Act
- Money laundering

FCA regulations

- Overview and introduction
- Claims

- Complaints
- Contract certainty
- Treating customers fairly

Top 10 courses

1. Money laundering
2. Data Protection Act
3. Anti-bribery and corruption
4. FCA regulations – complaints
5. FCA regulations – overview and introduction
6. FCA regulations – TCF
7. FCA regulations – contract certainty
8. Principles of insurance
9. Treating customers fairly
10. Insurance Conduct of Business Sourcebook (ICOBS)

Our database is always growing, with new business skills, employment law, leadership and health and safety courses continually being added – all for the same low-cost licence fee.

Progress that's plain to see

All learning completed in Aviva Development Zone is recorded onto the learner's CPD record, enabling managers and employees alike to quickly and easily evidence continuing professional development. Each user has a CPD gauge on their homepage giving an 'at a glance' overview of how many hours of learning have been recorded for the year.

CPD records are stored in convenient learning statements that can be viewed by year, and any learning undertaken outside of Aviva Development Zone can also be added.

CPD management made easy

If you're a manager, you'll have the same functionality as your team, as well as an overview of your individual team members' learning plans and the ability to add relevant courses to their development plan.

You can be set up as a supervisor which means you will be able to push learning out to your team, whether it's all staff or individual team members. Especially useful if employees need to complete mandatory learning or you have a new starter in your team.

Plus regular reporting lets you see exactly who has completed the learning and when. We take care of all the admin, letting you stay focused on running your business.



Everything you need to develop your future

In a world that never stands still, it's a real benefit to have an up-to-date and relevant sense check of your knowledge base. Brokers tell us our approach of pre- and post-learning assessment has proven highly effective in addressing the gaps in their knowledge. To date, the system has issued over 400,000 digital badges to learners who have achieved a minimum baseline score of 80% across our course catalogue.

Instant and intuitive reporting – There's virtually zero administration required. We do that so you don't have to.

Exact and specific T&C planning – With the time and energy focused on benefiting your business, learning is always relevant and constructive. Refreshed content and new course development – You can be confident in both our industry standards and our high quality. Plus we always welcome your suggestions for new content.

Monthly gap analysis and Course of the Month – This support, refreshed by the team at RWA, allows you to check your own understanding and highlight any personal gaps – whatever your role.

No hidden charges or additional fees – Unlike other e-learning providers, all our innovative additions are included every step of the way with no restrictions on access.

Compliance combined with competence – Simply ticking a box is not enough. We support your organisation in many areas of compliance while enhancing your personal learning journey in new and exciting areas.

Enhanced user and supervisor experience – Far from replacing people managers, Development Zone develops two-way ownership of training and competence. This allows users to be proactive and rewarded while supervisors can monitor and assist when needed.

Course highlights



Induction - The Aviva Development Zone contains 32 online courses in the Induction Pathway, all designed to help those new to the industry or those looking to refresh their basic knowledge and their understanding of insurance and the broking world.



Understanding the customer - All firms must be able to consistently show that fair treatment of customers is at the heart of their business. The Aviva Development Zone contains courses on 'FCA Regulations TCF', 'Understanding Customer Needs' and a 'Vulnerable Customers Pathway', all of which will help meet regulatory requirements.



Financial Crime - Our catalogue includes courses on fraud, data protection and whistleblowing as well as anti-bribery and corruption, all designed to enhance the skills and understanding of learners across this business-critical topic.



General Insurance Regulation - The Aviva Development Zone provides a comprehensive selection of general insurance courses covering topics such as the FCA, professional duties, SM&CR and consumer credit. Courses also cover the eight competencies that are required by the IDD, including the insurance market, complaints, claims and financial competency.



Supervisor Training - As well as fundamentals of insurance, we also have courses on more complex technical content and have built a library of leadership material designed to help you ensure that you have the tools and knowledge to help you grow your business and motivate your employees to succeed. Our Supervisor pathway meets the needs of insurance broking firms and helps you understand the FCA's objectives around training and competence.

Insurance Distribution Directive:

The FCA has listed eight key criteria with regards to your T&C obligations and the Insurance Distribution Directive (IDD). The directive affects all those who sell, advise or transact in insurance. It also extends to those who administer or perform contracts relating to insurance. It is the responsibility of each firm to ensure staff are adequately trained on their associated in-house policies and procedures, along with legislative or regulatory requirements. The Aviva Development Zone has considered the requirements and courses each firm will need and formed a specific IDD pathway containing all of the applicable learning material.

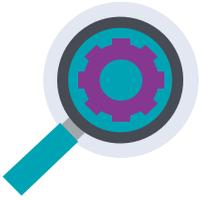


Business & Soft Skills - We recognise that as well as learning about insurance related products, our learners need business skills to be fully competent in their role. We have combined hundreds of business skills courses into our catalogue so that our learners can develop and grow. Our business skills courses include leadership and management, human resources, personal development and mental health awareness and equality, diversity and inclusion.



Critical Business Skills – as well as financial regulation, your people need to understand other laws and regulations and the impact that they can have on your operation and your customers. The Aviva Development Zone includes courses on GDPR, Data Protection, Employment Law, Cyber Risks and Health and Safety.

New Features:



Appraisal Tools - Manage an entire team's learning from a single dashboard, tracking individual activity and any appraisals due or in progress. Create and agree job specifications via the platform, including setting any training needs for the year ahead. Use the powerful Appraisal tool to review individual progress at the end of the year and help demonstrate a commitment to CPD.



Start your free 30-day trial

See for yourself all the benefits Aviva Development Zone can bring to your business with a free 30-day trial. After your free trial you can subscribe for just £8.25 (including VAT) per month for a 12-month licence.

“Aviva Development Zone allows you to complete CPD in bite-size chunks that are easy to fit into a busy schedule. The gap analysis and reviews really help to keep my knowledge current. There’s no excuse not to do CPD now!”

Isobel Horswell, Ntegrity



Aviva Development Zone

To give your firm the benefit of our Good Thinking, sign up at mydevelopment.zone

You can also contact us on **01495 708037** or by emailing devzone@rwagroup.co.uk

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