



TRAINING AND CAPABILITY BUILDING

*Empowering your people with the
knowledge to lead, comply, and innovate*



At GreenKite, we believe that confident, capable teams are the foundation of a resilient and high-performing insurance business. Our training services are designed to equip your people with the knowledge, tools, and mindset to navigate regulatory change, embrace innovation, and deliver better outcomes. Whether you need foundational learning or advanced SME, role-specific development, we offer practical, engaging training tailored to your business and delivered by industry experts.

WHY GREENKITE FOR TRAINING?

- **Insurance-Specific:** Designed by professionals with deep market experience
- **Regulatory Confidence:** Training aligned with FCA, Lloyd's, and PRA expectations
- **Flexible Delivery:** In-person, virtual, or hybrid formats to suit your team
- **Role-Relevant:** Tailored content for boards, senior managers, and operational teams
- **Interactive and Practical:** Real-world scenarios, case studies, and tools
- **Up-to-Date:** Content reflects the latest regulatory and market developments
- **Scalable:** From one-off sessions to enterprise-wide learning programmes
- **Embedded Learning:** Designed to support long-term behavioural change

OUR TRAINING PROGRAMMES

GreenKite delivers targeted training across a range of regulatory, operational, and emerging risk areas. Whether you're onboarding new staff, preparing for regulatory scrutiny, or embedding a new framework, we provide the knowledge and confidence your teams need to succeed.

SMCR training

We provide tailored training for Senior Managers, Certification Staff, and Conduct Rules staff—covering responsibilities, accountability, and practical application of the regime. Includes annual refresher sessions and Fit & Proper assessments.

Consumer Duty

Our training helps firms understand and implement Consumer Duty across product design, distribution, customer communications, and MI. We offer board briefings, team workshops, and role-specific sessions.

Compliance essentials

From regulatory frameworks to conduct risk, we provide foundational and advanced compliance training for all levels of the organisation—ensuring your teams stay informed and compliant.

Risk management

We deliver practical training on enterprise risk management, risk appetite, control frameworks, and incident reporting—tailored to your business model and regulatory obligations.

AI governance

We help your teams understand the risks, responsibilities, and regulatory expectations around AI use in insurance. Training includes ethical frameworks, data governance, and model oversight.

Bordereaux processing

We offer hands-on training for underwriting and operations teams on bordereaux management, data quality, system workflows, and reporting—aligned with Lloyd's Standards and best practice.



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WHY CHOOSE GREENKITE?

We are of the market, for the market – our multidisciplinary team of insurance experts offer the benefit of their extensive experience in all aspects of delegated authority, compliance and assurance.

Access deep and broad technical expertise, directed by informed strategic advice and delivered with current market best practice in mind. In addition to an extensive library of templates and reports, we can provide a tailored blend of seasoned expertise through an engagement model designed for your specific needs.

Our commitment to truly collaborative consultancy and dedication to excellent client service provides clients with a long term, trusted partner on whom they can rely, to help grow their business and avoid potential pitfalls.

OUR APPROACH

Accountability matters - we believe in the importance of having a single, senior, dedicated point of contact for every client who is responsible for the overall success of the engagement. Throughout each client relationship, we continually review and reassess resources to ensure we are deploying the appropriate multidisciplinary team that will deliver real value for every client.

Unlike competitors, we do not flood projects with junior technicians, overseen by managers who are often one step removed. We work closely with each client to understand their unique requirements, then strategically apply appropriate technical expertise in the appropriate areas.

This approach delivers actionable, cost-effective solutions to our clients and material improvements to their bottom line.

WE ARE GREENKITE

GreenKite is an award-winning, B Corp-certified, independent professional services consultancy, operating in the UK insurance market. We deliver practical, sustainable solutions that efficiently support internal change while ensuring future resilience and regulatory compliance.

Our flexible solutions are built around three core pillars and underpinned by our team's extensive market expertise and commitment to meaningful collaboration to ensure the best possible client outcome.



HOW CAN WE COLLABORATE?

Talk to us about how we can address your challenges.

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