



CIP-01 The Nature of Insurance

Case Studies and Guidance

CIP-01 The Nature of Insurance

On completion of this module, apprentices should be able to:

- Illustrate the key concepts underlying insurance and describe the insurance market.
- Determine the relevance of the laws of tort and contract in insurance.
- Discuss and apply insurance principles (including subrogation, contribution, indemnity, utmost good faith, proximate cause and insurable interest) in their relevant contexts i.e. underwriting, claims etc.

The CIP-01 case studies provide opportunities to apply the academic principles learned in the CIP-01 module in a practical work environment, and to develop key skills in communication, writing and problem solving.

Please also refer to the *Guide to Case Studies* which contains important information and frequently asked questions about all modules.

1. Completing the case studies

Apprentices must complete **4 work-based case studies** for CIP-01. These 4 case studies include:

- Three case studies chosen from five optional case studies (i.e. three case studies from Topics 1-5) and
- A compulsory case study (Topic 6).

Each case study must be completed, marked and submitted by the specified deadline (see Section 3).

As far as possible, apprentices are expected to research within their own organisation (with guidance from supervisors), cases, documents or other materials that can be applied to the questions being raised. These should be real-life examples that demonstrate the link between theory and practice.

The apprentice must then complete the elements of the case study in the specified format. This may, for example, involve writing a short, typed report or composing a letter.

Where a policyholder or claim case file is required or used, it may be a paper or a digital policy or claim record. Personal details from such files must not be included in the case study submission.

Brief guidance notes are included to ensure clarity about what the apprentice needs to do, and what the supervisor should look for when marking the work. In all case studies, use your own words, write in plain English and take care with grammar and spelling.

2. The role of the supervisor

The completed case studies will be submitted to and signed off by the nominated Supervisors. A case study marking form is attached (see **Appendix 1**) for completion and sign off for each case study. For more information about this, please refer to the ***Guide to Case Studies***.

The role of the supervisor is to:

- help the apprentice to locate or create suitable case files, work-based materials or other sources of information
- assess each apprentice's completed case study (on a pass or fail basis).

3. Deadlines for submitting the case studies

The submission deadlines for CIP-01 are:

CIP-01: Semester 1	
1	14 October 2025
2	28 October 2025
3	11 November 2025
4	25 November 2025

Remember: these are the final deadlines for uploading the marked case studies to Moodle.

Apprentices and supervisors should agree on an appropriate schedule for discussing, completing and marking the case study questions to ensure that these deadlines are met.

4. Forward planning

Issuing the case studies in advance allows plenty of time for the apprentices and supervisors to meet the submission deadlines. It also gives adequate notice of any cases and documents that need to be sourced for or by the apprentices.

This table provides a brief summary of what is needed for each of the CIP-01 case studies.

Where a policy document/booklet is required, it should ideally come from the apprentice's workplace. However, a policy from another source may be used if necessary. As many insurers now have policy documents on their website, this should not cause too many difficulties for the apprentice or supervisor. We suggest that the apprentice keep the policies used for their case studies, as they can be reused in later modules.

Topic & Textbook chapter		Resources
1	Risk and risk management (Chapter 2) & Insurable risks and their insurance solutions (Chapter 3)	Brief information about the chosen policies (e.g., summaries of cover, marketing material or online research).
2	Underwriting – people and processes (Chapter 4)	Information about an insurer's underwriting rules and criteria for any type of insurance.
3	The insurance contract and policy (Chapter 5)	Information on the Consumer Insurance Contracts Act 2019 (from textbook) and articles on the impact of the Act on insurance (available on law firms' websites) and access to any type of general insurance contract (e.g. property, liability, motor).
4	The legal environment (Chapter 6)	A court case from an Irish court that involves an accident (occurring on the road, at work, or in a public place) and relating to the tort of negligence. The case can be one from your workplace's claim files or one that you find through research.
5	Duties and responsibilities in the claims process (Chapter 7) & Calculating the claim payment – who should pay and how much (Chapter 8)	A settled property claim file, where the insurer: (1) made a payment based on the principle of indemnity and (2) recovered some or all of the claim payment through subrogation or contribution.
6	Module overview case study	No need for resources outside of the scenario provided and the CIP-01 textbook. This is a case study involving a young couple with insurance needs and facing an insurance claim.

Notes for supervisors:

- When helping the apprentice to locate a suitable file (for Topics 4 & 5), please make sure that the file chosen has enough detail to enable the apprentice to answer all the questions in the case study.
- If a policy information or documents are sourced online (for Topics 1 & 3), they should be from Irish sources.

5. A reminder about copying and plagiarism

Plagiarism is copying the words or ideas of others and passing it off as your own and is a most serious academic offence.

All sources that you use must be referenced within your text and in your bibliography. The case study submissions will be checked for plagiarism. It does not matter whether you use direct quotations or paraphrase the words of an author, you must reference your source using the Harvard Referencing system.

Failure to do so may result in a zero mark or other disciplinary action under ATU Sligo procedures.

6. Advice on Data Protection

Employers and supervisors must ensure that all of the apprentices work-based learning activities comply with the relevant Data Protection legislation and any other legal/regulatory requirements on an ongoing basis. This may, for example, include anonymising or changing the name, addresses and other personal or sensitive information in case files and other resources.

Where a policyholder or claim case file is required or used, it may be a paper or a digital policy or claim record. Personal details from such files must not be included in the case study submission. Any information taken from real cases/files is intended for use only in answering the case study questions.

Topic 1: Risk, risk management and insurance solutions

This case study is based on the learning outcomes for CIP-01 Chapter 2 (**Risk & Risk Management**) and Chapter 3 (**Insurable Risks and their Insurance Solutions**).

Chapter 2 learning outcomes

On completion of this chapter, apprentices should be able to:

- Explain and apply these key insurance terms – risk, uncertainty, frequency, severity, peril and hazard.
- Recognise the interaction between risk management and insurance and identify the risk management techniques that can protect customers and their businesses (physically and financially).
- Classify risks to determine whether they are capable of being insured.

Chapter 3 learning outcomes

On completion of this chapter, student apprentices should be able to:

- Explain the role of insurance as a risk transfer mechanism, its benefits and how risks are pooled and shared.
- Identify the risks faced by general insurance customers and the appropriate insurance solutions to meet these needs.

Choose TWO of these insurance policies:

- | | |
|-------------------------------------|--------------------------|
| • Dental plans | • Private health |
| • GAP (Guaranteed asset protection) | • Motor trade |
| • Gadget | • Professional indemnity |
| • Travel | • Business Interruption |
| • Pet | |

For **EACH** of your chosen policies, use information from your workplace, online (or other) resources, or other research methods to write a short report, explaining:

- **Policy coverage** - describe the protection offered by the policy, the risks it covers and the key perils and hazards that it addresses?
- **Target audience** - What is the profile of the typical buyer? What specific risks do they face to make this insurance relevant to them?
- **Risk analysis** – Analyse those risks in terms of uncertainty, frequency, and severity. How does the policy address these e.g. does it focus on high-frequency, low-severity events, or low-frequency, high-severity risks?
- **Necessity of cover** - In your opinion, is this policy an essential form of protection or is it more of a 'luxury' or 'peace of mind' product? Justify your opinion by referencing the risks involved and the overall impact of not having such coverage.

Guidance notes

This case study question requires you to find out about how the two policies manage risk by applying the concepts covered in Chapter 2. Your two short reports (each approximately 250 words) should summarise your findings.

You do not need to read the full policy wordings or quote any extracts from the policies. Instead, you need to find out the main points about the covers. When answering the question, it might be helpful to imagine that you are trying to explain the four bullet points above to a consumer.

Topic 2: Underwriting: people and processes

This case study is based on the learning outcomes for CIP-01 Chapter 4 **Underwriting: people and processes**.

Chapter 4 learning outcomes

On completion of this chapter, student apprentices should be able to:

- Outline the role of the professionals involved in the general insurance underwriting process.
- Demonstrate the relationship between underwriting and the premiums charged for general insurance policies.
- Describe the typical underwriting measures available to an underwriter when considering a general insurance proposal.
- Demonstrate the impact of private health insurance principles on the underwriting of this class of insurance.
- Define reinsurance, state what prompts its use and outline the main types of reinsurance.

Answer these questions about the underwriting process:

- Identify an insurer (the insurer you work for or an insurer that your firm deals with) and an insurance product (type of policy).
- Describe the underwriting process in terms of:

✓ Information gathering:

- How does the insurer gather information from proposers (the people or businesses looking for a quotation)? For example, is it done online, by phone, through proposal forms or in other ways?
- What questions are asked to determine whether or not a new risk is acceptable?
- In what situations might extra information be requested?
- What answers will automatically lead to a refusal to quote?
- How are customers told about the importance of giving full and honest answers to the questions? Is there a standard message or script – and if so, what does it say?

✓ Rating:

- Does every proposer pay the same premium for this policy?
- If not, what factors will influence the price that they pay? List at least three features and outline how they might affect the premium.
- Explain the relationship between the risk assessment and the final premium decision.

✓ Policy coverage:

- Are there any situations where cover might be restricted in some way, or special requirements (e.g. a warranty, special conditions, exclusions) imposed on the policy cover?
- Outline when and why this might happen and the likely underwriting actions.

✓ Professionals:

- Who are the professionals involved in the underwriting process and what are their roles?

Guidance notes

This case study question requires you to find out about how the underwriting and rating processes that are covered in Chapter 4. There's no prescribed word count or format your answer. However, you should fully answer every question and present the information clearly. When writing your answers, it might be helpful to imagine that you are explaining the procedures to a student on work experience in the firm. If you work in private health insurance, some of the questions may be less relevant to your work environment. However, you should still answer each question and, where necessary, explain why and how things work differently in your market sector.

Topic 3: The insurance contract and policy

This case study is based on the learning outcomes for CIP-01 Chapter 5 **The insurance contract and policy**.

Chapter 5 learning outcomes

On completion of this chapter, student apprentices should be able to:

- Describe the main elements of a valid contract of insurance, how a contract is discharged and remedies for breach of contract.
- Outline the structure of a general insurance policy and explain the impact of a breach of a policy condition.
- Explain the scope and impact of the legal principles of insurable interest and utmost good faith in general insurance and outline how they have been impacted on by the Consumer Insurance Contracts Act 2019.

Using the information in your textbook, having reviewed the [Consumer Insurance Contracts Act 2019](#) (CICA) and using any type of general insurance contract (e.g. property, liability, motor), answer these questions:

- **Elements of a contract:**
 - ✓ In this insurance policy, how does the insurer ensure that the contractual elements of offer, acceptance, consideration, capacity, and legality are present in the contract?
- **Discharge of a contract:**
 - ✓ In the case of this policy and considering factors such as fulfilment of obligations, mutual agreement, or breach, how can the insurance contract be discharged (i.e. terminated)?
- **Remedies for breach of contract:**
 - ✓ Analyse the potential remedies available if there were a breach of the contract, either by the insurer or the policyholder.
- **The Consumer Insurance Contracts Act 2019 (CICA):**
 - ✓ Discuss how CICA has impacted the rights and responsibilities of both consumers and insurers in Ireland; highlighting at least two significant changes introduced by CICA and their implications for general insurance contracts.

Guidance notes

Your answer to this case study should be approximately 250 words in length. It should show your ability to link the theory of insurance contracts to the practical procedures followed in the insurance industry.

Topic 4: The legal environment

This case study is based on the learning outcomes for CIP-01 Chapter 6 **The legal environment**.

Chapter 6 learning outcomes

On completion of this chapter, student apprentices should be able to:

- Outline the torts of negligence; trespass, nuisance, strict liability, defamation, and breach of statutory duty as they apply to insurance.
- Demonstrate the relevant limitation periods applicable in tort.

Identify a court case from an Irish court that involves the tort of negligence. The case should pertain to an accident that occurred on the road, at work, or in a public place. You can choose a case from your workplace's claim files or one that you find through research. Using this case, answer these questions:

- **Analyse the case details:**
 - ✓ Circumstances of the accident: Provide a brief overview of the accident or event that led to the legal dispute.
 - ✓ Plaintiff's allegations: Detail the specific allegations made by the plaintiff against the defendant. What actions or omissions does the plaintiff allege amounted to negligence?
 - ✓ Defendant's defence: Explain the defence put forward by the defendant. How did they counter the allegations of negligence?
 - ✓ Nature of the claim: Describe the type of claim involved (e.g. property damage, personal injury) and the damages sought.
- **Outcome and legal analysis:**
 - ✓ Judge's decision: Summarise the outcome of the case, including the judge's reasoning and final decision.
 - ✓ Application of negligence principles: Reflect on how the principles of negligence (duty of care, breach, causation, and damages) were applied in the judge's decision. How did the court determine fault, and what evidence was crucial in proving or disproving negligence?

Guidance notes

Your main sources of information for this case study are the:

- CIP-01 textbook
- claim file or other research

Your answer should provide a clear and concise analysis of the case, linking it to the theory and principles of negligence as outlined in CIP-01. Your answer should be about 300 words.

It might be helpful to structure your answer around the points that a plaintiff has to prove in an action in negligence (see Chapter 6B).

Be careful with terminology: Remember that the 'plaintiff' is the injured party, or the person making the claim. The 'defendant' is the person being sued. 'Allegations' are the things they say about what happened and about who was or wasn't at fault.

Topic 5: Duties and Responsibilities in the Claims Process

This case study is based on the learning outcomes for CIP-01 Chapter 7 (**Duties and Responsibilities in the Claims Process**) and Chapter 8 (**Chapter 8 Calculating the claim payment: who should pay and how much?**).

Chapter 7 learning outcomes

On completion of this chapter, student apprentices should be able to:

- Explain the responsibilities of the insured after a loss.
- Explain the principle of proximate cause and illustrate its operation in the claims process.
- Demonstrate the regulatory responsibilities of the insurer and the adviser during the claims process.

Chapter 8 learning outcomes

On completion of this chapter, student apprentices should be able to:

- Outline the concept of indemnity and identify an insurer's settlement options when providing indemnity to a policyholder.
- Demonstrate the application of indemnity to a policy of insurance.
- Explain the principle of subrogation and apply it in situations where recovery rights may be exercised.
- Explain the principle of contribution and apply it in situations where dual insurance exists.

Locate a property insurance file where a claim has occurred and been settled and where the insurer recovered some or all of the claim payment through subrogation or contribution. Read the file to see the 'journey' of the policyholder from underwriting to claim. Ask your supervisor about anything that is not clear. Using the information in the policyholder and claim file, answer these questions:

- **Describe the incident**
 - ✓ Provide a detailed account of the event that led to the claim. Include information on how the damage occurred, the extent of the damage, and any immediate actions taken by the insured to mitigate further loss.
- **Policy analysis**
 - ✓ Identify the type of insurance policy under which the claim was made, including the specific section or coverage that applied to the claim. Discuss how the policy's terms and conditions relate to the incident (e.g. claims notification, reasonable precautions, and the provision of information, documentation or evidence).
- **Claim details**
 - ✓ Describe the specific nature of the claim (e.g. property damage, loss) and the total amount claimed by the insured. Explain the process of determining the claim amount, including any initial assessments or valuations.
- **Supporting documentation**
 - ✓ List and describe the key documents submitted to support the claim, such as repair estimates, photographs, or expert reports. Explain how these documents were used to verify the claim.
- **Settlement process**
 - ✓ Detail how the claim was settled, including the settlement option chosen by the insurer (e.g. cash payment, repair, replacement). Discuss the rationale behind this choice, including any factors like cost-effectiveness, policy terms, or insured preferences.
- **Calculation and payment**
 - ✓ Analyse how the claims handler determined the final payment amount. Include a discussion of any deductions made (e.g. policy excess, depreciation, underinsurance) and the reasoning behind them.

- **Subrogation or contribution:**
 - ✓ Explain how the insurer recovered some or all of the claim payment through subrogation or contribution. Provide a detailed analysis of the recovery process, including identifying the third party responsible, the negotiations involved, and the outcome of the recovery efforts.

Guidance notes

Your answer should be approximately 500 words in length and illustrate a comprehensive understanding of the claims process and the roles of indemnity, subrogation and contribution.

Topic 6: Module overview case study

This case study is based on the learning outcomes for the full CIP-01 module and must be completed by all apprentices.

Let's meet Mark and Sarah

Mark and Sarah O'Connor are a married couple. They own their own house in Rathmines (Dublin) with their two children (ages 8 and 11) and their dog Rascal. Mark (age 42) is an IT Project Manager working from home on a freelance basis. Sarah (40) is a secondary school teacher.

Mark and Sarah hold home and motor insurance policies. However, they realise that they bought these out of necessity (because motor insurance is compulsory and they needed home insurance to get their mortgage) and that in fact they don't know much about insurance at all. They are also conscious that there are possibly other insurance covers they might need. Because of this, they have contacted their insurance adviser (Shay).

Tom is Sarah's Dad. He is recently widowed and lives in County Mayo but comes to visit often. On a recent visit, while collecting the couple's two children from school, Tom was involved in a car accident. It happened when the load fell off a truck that Tom was driving behind. Tom was in the hospital for a few days with minor injuries, but the children were okay, just a bit frightened. Mark is dealing with the insurance company, the claim and the hospital. Between the stress of the situation and all of the terminology and paperwork, he is finding it all a bit challenging.

Insurance needs

- ✓ Describe the structure of the insurance market to Mark and Sarah, including the key players (e.g., insurer, intermediaries) and the role of industry and professional bodies. **(Chapter 1)**
- ✓ Analyse the risks that Mark and Sarah face and explain the concepts of frequency, severity, perils and hazards to the couple. **(Chapter 2)**
- ✓ Explain how insurance is used as a risk transfer mechanism. Provide a summary of the types of insurance that Mark and Sarah might need and how these insurances address the risks that they are exposed to. **(Chapter 3)**
- ✓ Discuss the underwriting process that Mark and Sarah will engage in when purchasing any type of insurance. Explain how their premium is calculated for either their home or motor insurance. **(Chapter 4)**
- ✓ Examine how insurable interest impacts on the couple's ability to take out insurance. Explain to them how the **Consumer Insurance Contracts Act 2019** impacts on the information that they have to disclose when taking out their motor insurance. **(Chapter 5)**
- ✓ Consider any torts relevant to the recent car crash involving Tom and his grandchildren (such as negligence or breach of statutory duty) and discuss the limitation periods that applied. **(Chapter 6)**
- ✓ Mark is finding the claims process very stressful. Outline his responsibilities and the insurer's regulatory obligations. Explain to him how the principle of proximate cause relates to this claim. **(Chapter 7)**
- ✓ In relation to his claim, explain to Mark how the principles of indemnity, subrogation, and contribution will feature in the settlement of the claim. **(Chapter 8)**

Reflection and conclusion

- ✓ Reflect on how well Mark and Sarah's situation illustrates the principles and practices discussed in this CIP-01 module and consider how insurance protected them from the risks to which they are exposed.
- ✓ Summarise the main lessons that you learned from applying the knowledge gained from the CIP-01 module to Mark and Sarah's situation.

Your answer to this case study should be approximately 500 words in length, demonstrating a thorough application of the CIP-01 concepts to Mark and Sarah's situation.



Appendix 1:

Case Study Marking Form



CASE STUDY MARKING FORM

Case Study No.

Submission Date:

Please ensure to complete all boxes as required.

Topic No.

Topic Title

Insurance Module :

To be completed by the Apprentice:

I confirm that all the work on the case study is my own work.

Signed

----- (Apprentice) Date -----

Apprentice Student Number _____

To be completed by the Supervisor:

Checklist (**please circle pass or fail as appropriate**):

Attempt 1	Attempt 2	Attempt 3
Pass/Fail	Pass/Fail	Pass/Fail

PRINT Name: _____ (Supervisor)

Signed

----- (Supervisor) Date -----