

# AILO eLEARNING

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**AILO’s eLearning programme, available exclusively to AILO Members as a benefit of membership, was launched in January 2020.**

Since launch, nearly **3300** modules have been completed by AILO’s Members and the feedback we have received has been excellent.

The programme has six foundation-level modules, designed as a “quick start” guide for those new to the industry. These will provide a helpful overview of the cross-border life sector and help to put your role into context.

There are also two intermediate-level modules which go into more depth.

This user guide gives you more information about the programme and explains how to use it.

We are hoping to add further modules to the programme in due course and we’ll keep you informed of developments.

Best wishes

**Bob Pain**  
**AILO CEO**




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*AILO’s eLearning programme forms a key aspect of the **Education** pillar, which is one of AILO’s three key areas of focus, along with **Analysis and Advocacy***

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## The six foundation modules:

- What is life insurance?
- What is cross-border life insurance?
- How is a life insurance policy created?
- What types of life product are there?
- Who buys cross-border life products?
- How are cross-border life products sold?

## The intermediate modules:

- Understanding investments
- Life’s financial journey

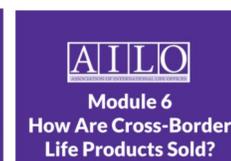
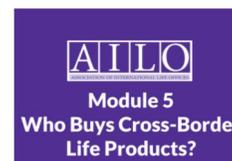
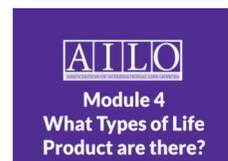
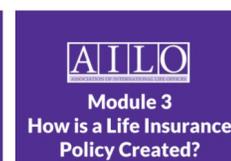
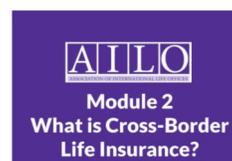
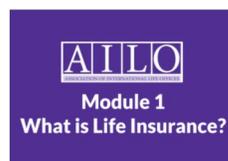
# INTRODUCTION

## Helping you understand the cross-border life sector

You are reading this because you are new, or relatively new, to this industry. Like any sector, it's got its own language and ways of doing things, so this eLearning programme is designed to help you learn and understand what it's all about.

To get the most out of the programme you should go through the six **foundation-level** modules in the given order:

1. What is life insurance?
2. What is cross-border life insurance?
3. How is a life insurance policy created?
4. What types of life product are there?
5. Who buys cross-border life products?
6. How are cross-border life products sold?



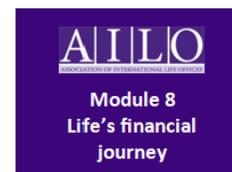
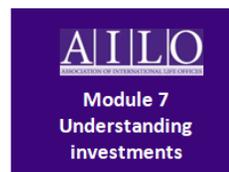
Each foundation-level module should take up to an hour to complete, including the multiple-choice Knowledge Check. If you complete this successfully you will be rewarded with a personal certificate confirming **one hour's CPD accreditation\***. Upon completion of all six modules a final certificate can be downloaded, listing all six.

## Building a deeper understanding of the industry

The intermediate-level modules go into more detail and you should allow **up to two hours** to complete each one. Again, a **CPD certificate\*** is available, granting **two hours of CPD** for each.

⇒ Module 7: Understanding investments

⇒ Module 8: Life's financial journey



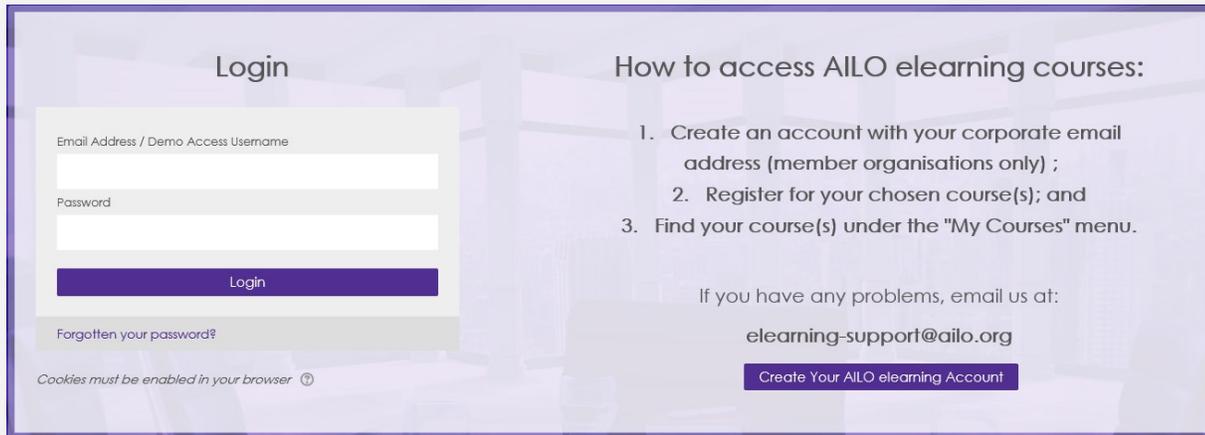
For both the foundation and intermediate levels there is a glossary of key words and the facility to print a copy of each module's commentary for easy reference.

\* CPD certificates are accredited by the LIA, CISI and the Institute of Banking

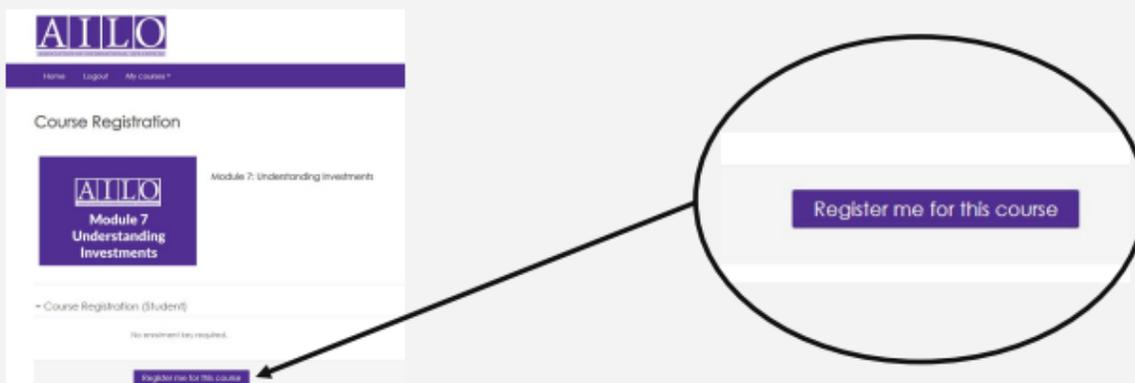
# GETTING STARTED

As you are employed by an AILO Member you can access the programme free of charge by following these simple steps.

1. Using **your firm's\*** internet browser, go to <https://elearning.ailo.org/login/index.php>



2. Click on “Create Your AILO eLearning Account” (bottom right)
3. Agree to privacy policy
4. Complete the details to set up your personal account and add [elearning-support@ailo.org](mailto:elearning-support@ailo.org) to your safe sender or white list to ensure you receive the confirmation email
5. The system sends an email for you to confirm and activate your account
6. Confirm account by clicking the link in the email and log in
7. Click to enter the required Module and the Course Registration page will appear:



8. Click “Register me for this course”

\*it is essential that you use log in with your **work email address**, as the system will only recognise our Members’ domains

# QUESTIONS AND ANSWERS

## Who can access the AILO eLearning programme?

The programme is provided **exclusively to AILO Members, free of charge**. Anyone employed by an AILO Member will be able to create a personal account to access all the programme's content.

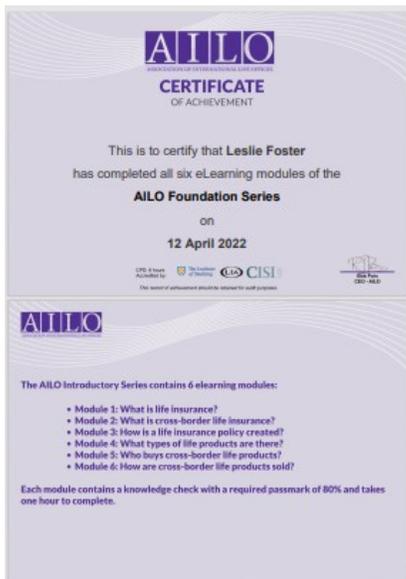
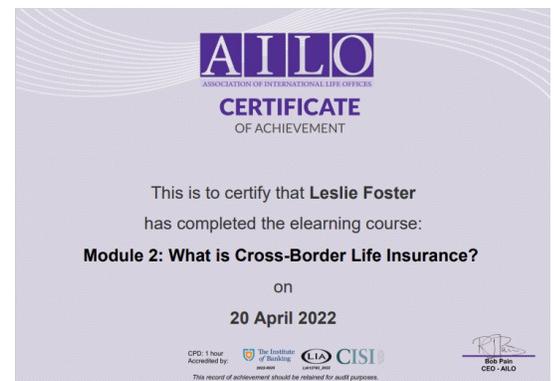
Anyone trying to use the programme from a domain not registered as an AILO Member will be unable to gain access, so please ensure you use your **work email address** to set up your account. **You will not be able to access the programme using your private email address.**

## Do I need to complete all the foundation-level modules?

No, but as the knowledge builds sequentially module by module, we recommend that all the modules are completed, in the order 1-6, so that you get the most from the programme.

## What accreditation will I receive?

Upon successful completion of each module you will be able to download and print a certificate that looks like this:



And as this image shows, the system can also produce a composite certificate upon completion of the six foundation-level modules.

## Will other modules be added to the programme?

We hope to add further modules to the programme in due course, but if there's something specific that you would like to see included please let us know, by email to [secretary@ailo.org](mailto:secretary@ailo.org).

# QUESTIONS AND ANSWERS

**I have registered for the programme, but have not received an email to activate my account. What should I do?**

We suggest that you initially check any spam folder in your email client. If you haven't received an acknowledgment in that folder we suggest you contact your HR or training department and ask them to request that your IT Team adds the [elearning-support@ailo.org](mailto:elearning-support@ailo.org) email address to your firm's white list.

**What technology is required to access the platform and courses?**

The courses run in a modern internet browser (Microsoft Edge, Google Chrome, Mozilla Firefox, Apple Safari). The use of Microsoft Internet Explorer is not recommended. The courses may function on a tablet or a smartphone, but they have not been tested on all devices and are not optimised for small screen sizes.

**Where can I go if I have further questions?**

If you have questions about using the programme you can contact User Support: [elearning-support@ailo.org](mailto:elearning-support@ailo.org) or call +44 (0) 7624 200355.

For any other questions please contact [secretary@ailo.org](mailto:secretary@ailo.org).



**We welcome your feedback.**

We hope you find AILO's eLearning modules a valuable addition to your training programme. As you go through the modules you are invited to provide feedback and we urge you to do this, as it will help us when reviewing the programme.

You can also email [marketing@ailo.org](mailto:marketing@ailo.org) to tell us what you think.