



PROSPECTUS

FOR THE INSURANCE INSTITUTE OF UGANDA

2018



www.iiu.ac.ug





PROSPECTUS

2018

Your Whole Year Guide ▶



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FOREWORD FROM CHIEF EXECUTIVE OFFICER



It's my great pleasure to introduce to you the second edition of The Insurance Institute of Uganda prospectus for the courses that the Institute will offer during the year 2018.

This is a young but growing industry; and in order to achieve the desired level of growth, there is need for a constant flow of talented and professional workforce. The institute is launching a comprehensive list of programmes designed to address the industry needs. These programmes target all players at the different levels.

We believe this prospectus will guide our members in choosing courses that meet their needs in a timely manner. Being a member based service oriented organization, the institute utilizes a cost-effective approach to deliver quality services to its members. The emphasis on knowledge, research, experience and professionalism underpin its services.

Our quality, affordable programs and courses make the Institute the preferred destination for acquisition of professional skills in the region. In all we do, we are committed to creating value for our members by developing a deeper understanding of their needs and aspirations,

working collaboratively with them, providing tailor-made solutions, providing individual attention aiming at superior performance.

The institute has developed strong partnerships with several organizations such as IHSU, ICPAU, ILO, College of Insurance Kenya, Insurance Institute of South Africa, Islamic Development Bank etc. for capacity building endeavors. This we believe will close the skills gap in the insurance sector.

Insurance penetration is still low in Uganda partly due to the low levels of awareness about insurance and the role it plays among the population. It's on this basis, that insurance literacy is boosted in the country to increase the number of qualified and competent force that will offer the best services to the general population.

We are therefore, confident that our students and members will leave the Institute as dynamic and impactful individuals equipped with knowledge and skills to deliver the best.

Wishing you the very best.

Saul Sseremba
Chief Executive Officer.

ABOUT US:

The Insurance Institute of Uganda (IIU) was established in 1964 as the training arm of Uganda’s Insurance sector with a mandate to carry out Education, Training and professional development in the insurance sector.

The above mandate is recognized under the current Insurance (amendment) Act 2011, which came into force in 2011. IIU is a private tertiary institution licensed by National Council for Higher Education (NHCE). All its programs are accredited and recognized by NCHE.

The Institute conducts short term specialized trainings, Certificate of Proficiency course and coordinates the professional exams for the Chartered Insurance Institute (CII) and the Australian and New Zealand Institute of Insurance and Finance (ANZIIF).



THE STRATEGIC OBJECTIVES ARE:

1. Promoting Professionalism through Training and Certification of Members.
2. Membership and Services to Members of the Institute.
3. Governance of the Institute
4. Establishing a Code of Ethics and Professional Standards

MEMBERSHIP:



Introduction:

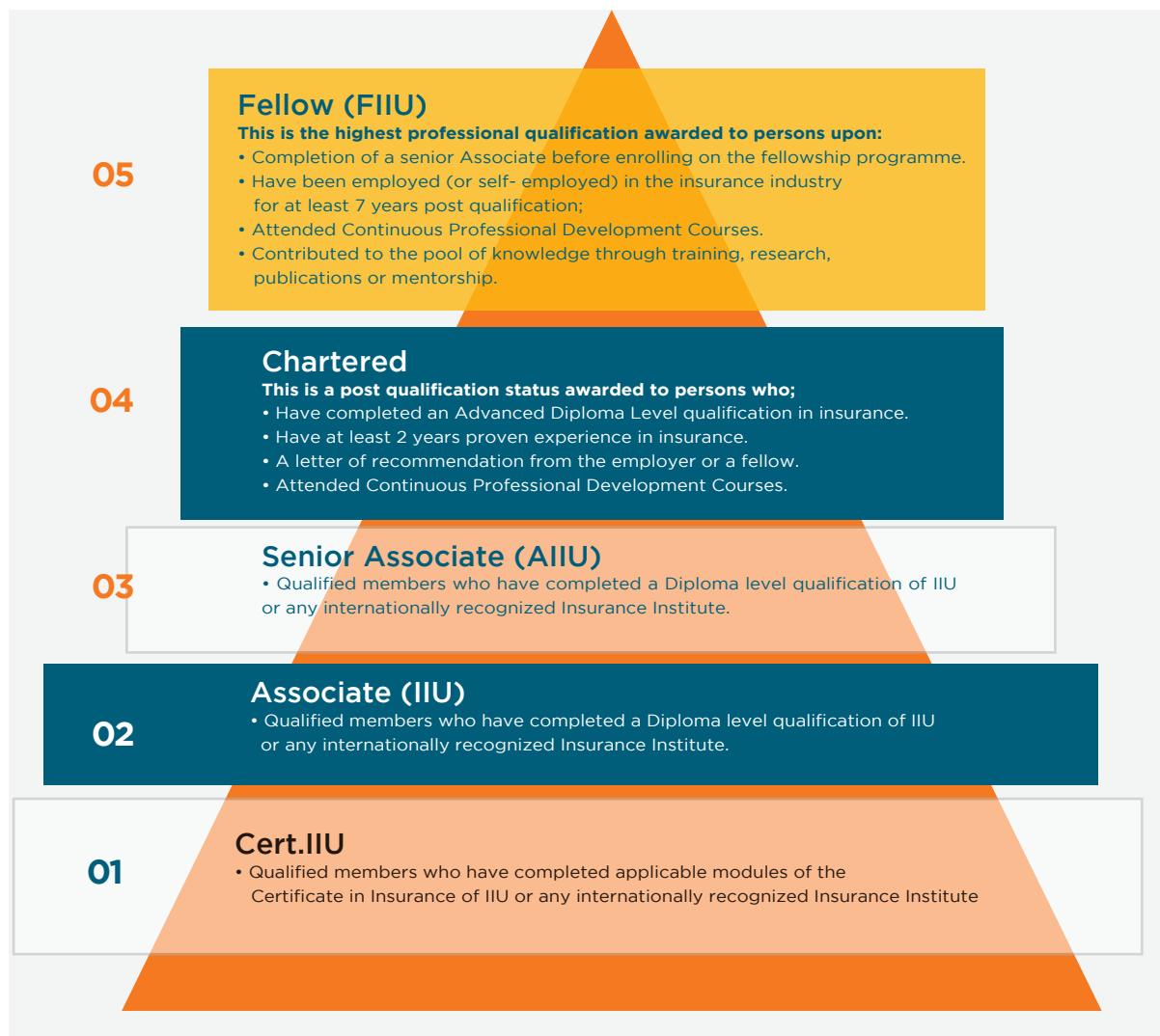
This is among the four (4) key strategic pillars of the Institute aimed at developing and promoting the insurance profession in Uganda. It's charged with a role of promoting, retaining and enhancing professional growth among the membership. The Institute is the recognized membership professional body in Uganda, and has a membership of over 2456 individual members and 104 corporate members



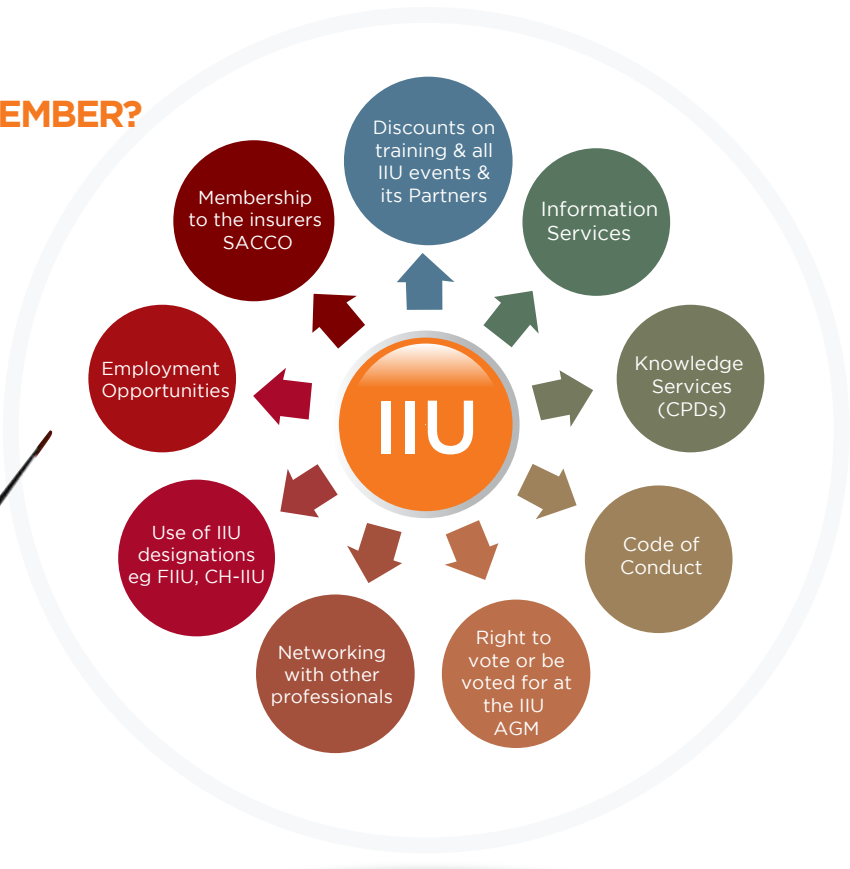
Membership Categories:

The Institute has several categories of membership which range from corporate to individual. The Corporate category is open to all firms, associations, companies, societies and other organizations engaged in transacting insurance business in Uganda. It is also reserved for all corporate and other Institutions whom by virtue of their work are involved in insurance professional matters either as players, associations etc.

Below is the Individual Membership Categorization.



WHY BECOME A MEMBER?



2018 IIU MEMBERSHIP CALENDER

No.	Event/ Activity	Objective	Planned Activities	Target Group	Proposed Date
1	Company Visits	To carry out a Membership Needs Assessment	<ul style="list-style-type: none"> • Presentations • Brief interactions • Min surveys 	CEO/ HR & Training Managers and selected company employees	Feb 01-28
2	Quarterly Club House theme Night	<ul style="list-style-type: none"> • To network • Improve visibility of IIU and the club 	<ul style="list-style-type: none"> • Net working • Professional discussions 	All members	Feb 23
3	Insurance week	<ul style="list-style-type: none"> • To create awareness • Increase visibility of IIU 	<ul style="list-style-type: none"> i. Medical Camp ii. CPD Training iii. Talk shows 	Both internal and external stakeholders	March 19-22
4	Publication of the IIU members in the professional Journal	<ul style="list-style-type: none"> • Creating a network platform between the general public, certified professionals, and members across all disciplines. • To increase IIU relevancy to its membership 	Release of all paid up members and their categorization	All members	March 31

5	Annual General Meeting	<ul style="list-style-type: none"> • To present to the membership the 2017 IIU reports and plans for 2018 • To elect the new Governing Council for IIU 	Hotel Africana /IIUs	All paid up Corporate and Individual members	April 13
6	Publishing of Quarter 1 CPD Returns to IRA and Member Companies	Increase professionalism within the industry	To upload all returns for Quarter 1	All Stakeholders	April 16
7	Quarterly Club House theme Night	<ul style="list-style-type: none"> • To network • Improve visibility of IIU and the club 	<ul style="list-style-type: none"> • Net working • Professional discussions 	All members	May 25
8	Membership Interface day/ professional forum/ Public Lecture Western Region	<ul style="list-style-type: none"> • Create a network platform for members in selected regions and to discuss topical issues 	TBA	All employees of member companies	June 08
9	Iftar dinner	<ul style="list-style-type: none"> • To network and socialize with the Muslim community • To improve the visibility of IIU 	Hotel Africana		June/July
10	Publishing of Quarter 2nd CPD Returns to IRA and Member Companies	<ul style="list-style-type: none"> • Increase professionalism within the industry 	To upload all returns for Quarter II	All Stakeholders	June 13
11	1st Semi-annual CEO's Forum/ Professional Budget Forum	<ul style="list-style-type: none"> • To Share experiences and best practices on topical issues • To review the semi-annual reports/ plans with the CEOs • To net work • Professional forum/ Budget meeting 	Protea Hotel	All CEO's of member companies	June 28
12	Insurance Industry Sports Gala	<ul style="list-style-type: none"> • To create a platform for promoting friendliness in the insurance sector; • To create a platform raising visibility of the insurance sector amongst the insurance public. • Enhance membership participation in the Industry activities. • To network 	Mandela National Stadium	<ul style="list-style-type: none"> • All members in the industry • The general public 	June 30

13	John Ssebaana Kizito Memorial Lecture	<ul style="list-style-type: none"> • Platform to reflect on key issues affecting the Insurance Sector. • Enhancing visibility of the Insurance Sector 	<ul style="list-style-type: none"> • Presentations • Open discussion • Sharing experiences • Entertainment 	All Members and the general public	July 20
14	Membership Interface day/ professional forum Eastern Region	<ul style="list-style-type: none"> • Create a network platform for members in selected regions and to discuss topical issues 	WASH & WILLS HOTEL	All employees of member companies	Aug. 24
15	02nd CPD Programme	<ul style="list-style-type: none"> • To promote professionalism in the sector 	Imperial Royale	All insurance agents	Sept. 06
16	Quarterly Club House theme Night	<ul style="list-style-type: none"> • To network • Improve visibility of IIU and the club 	IIU Club House	All members	Sept 14
17	Annual Insurers Lecture	<ul style="list-style-type: none"> • To network • Improve visibility • Promote professionalism 	Hotel Africana	All Members	Sept. 21
18	Publishing of Quarter III CPD Returns to IRA and Member Companies	<ul style="list-style-type: none"> • Increase professionalism within the industry 	To upload all returns for Quarter III	All Stakeholders	Oct. 12
19	Membership Interface day/ professional forum Northern Region	<ul style="list-style-type: none"> • Discuss on how best our members from the region can benefit from IIU 	TBA	All employees of member companies	Nov. 07
20	2nd Semi-annual CEO's Forum/	<ul style="list-style-type: none"> • To Share experiences and best practices on topical issues • To review the semi-annual reports/ plans with the CEOs • To net work • Professional forum/ Budget meeting 	Sheraton Hotel	All CEO's of member companies	Nov. 16
21	End of year Dinner	<ul style="list-style-type: none"> • To celebrate mile stones in the industry • To award persons that excel in different disciplines • To network and share experiences • To give back to the membership 	Hotel Africana	All members	Dec. 06



TRAINING AND CERTIFICATION

The Institute offers a variety of academic and professional programs aimed at improving professional and career development of its members. These programs include both tuition and short term programmes.

Regular programmes (Done in 3 Months sessions)

- Certificate of Proficiency (COP)
- Certificate in Insurance (CIU)
- Diploma in Insurance (DIU)

Short Module (2 Weeks)

- Certificate of Proficiency (COP)

Minimum entry requirements into the programmes

Certificate of Proficiency & Certificate in Insurance

- 'O' level (UCE) certificate with a minimum of three principal passes

Diploma in Insurance

- 'A' level (UACE) certificate with at least one principle pass OR
- A Certificate in Insurance from a professional insurance institute.

Number of courses to completion in each programme

- Certificate of Proficiency – 2 courses
- Certificate in Insurance – 5 courses
- Diploma in Insurance – 9 courses

However, those that apply for a Diploma in Insurance & already have a Certificate in Insurance may apply for exemption of up to 2 courses at the diploma.

Study Intakes

Admissions take place twice a year for each of the programmes.

In **January & July** for the Certificate of Proficiency & Certificate in Insurance.

In **April & September** for the Diploma in Insurance.

Each period of study takes approximately 3 months



Study times

- Morning classes OR
- Evening classes OR
- Weekend classes

Study Centres

Kampala → Plot 91, Jinja Road, 2nd Floor, Arrow House

Mbale → MUBS Study Centre

Mbarara → Mbarara University of Science and Technology

Gulu → St. Monica



Pick an application form from the Institute or print out one from the website on www.iiu.ac.ug fill it and return it to the Institute



Programme: Certificate of Proficiency (COP)

The COP is the foundational course in insurance introducing the participants to basic insurance principles. A subset of the Certificate in insurance course is appropriate for those who are new to the industry. It also provides a valuable introduction to insurance for those employed in support activities to the industry, such as IT, auditing, accounting and secretarial support.

To be awarded a Certificate of Proficiency,

one must complete two course units as follows;

- One (1) Compulsory (mandatory) course unit
- One (1) Core Insurance course units

CODE	COURSE(S)
	Compulsory (Mandatory) Course
COP 101	Fundamentals of Insurance (compulsory)
	Core Insurance courses (Choose any one)
COP 201	Principles & practice of General Insurance business.
COP 202	Principles & Practice of Life and Pension Business

Programme: Certificate in Insurance (CIU)

The certificate in Insurance is appropriate for candidates wishing to gain a broad understanding of insurance principles, key disciplines and products. It is good for employees who have no formal insurance qualifications but wish to objectively demonstrate insurance knowledge and understanding plus anyone working in specific technical claims handling or underwriting roles.

Insurance staff employed in support functions such as human resources, marketing, IT and finance wishing to develop an understanding of the industry in which they work, or staff working for an organization whose primary business is not insurance, but which offers insurance advice and products as part of its overall service to customers may also apply.

To be awarded a Certificate in Insurance,

one must complete five course units as follows;

- One (1) Compulsory (mandatory) course unit,
- Two (2) Core Insurance course units
- Two (2) Complementary course units.

CODE	COURSE(S)
	Compulsory (Mandatory) Course
COP 101	Fundamentals of Insurance (compulsory)
	Core Insurance courses (Choose any two)
COP 201	Principles & practice of General Insurance business.
COP 202	Principles & Practice of Life and Pension Business
CIU 203	Principles & practice of Motor insurance
CIU 204	Principles & practice of Health Insurance
CIU 205	Principles & Practice of Loss Adjusting
CIU 206	Micro-insurance
CIU 207	Bancassurance Principles and practices
	Complementary (Choose any two)
CIU 301	Communication in insurance
CIU 302	Professional Selling Skills
CIU 303	Basic Financial Accounting
CIU 304	Information & Communication Technology
CIU 305	Essentials of management

PLEASE NOTE

Students who will have covered some of the papers under the Certificate of Proficiency (COP) will be exempted of the Compulsory (mandatory) course unit and the Core insurance course unit which he/she will have covered.

Programme: Diploma in Insurance (DIU)

The Diploma in Insurance is appropriate for:

- i) Insurance technicians and those who aspire to be technicians.
- ii) Supervisors, team leaders and those with long-term ambitions of assuming managerial responsibilities.
- iii) Anyone wishing to hold a recognized, respected insurance qualification.
- iv) Insurance staff employed in support functions wishing to develop their knowledge of the insurance business.
- v) Those who wish to develop their knowledge and understanding as part of a progression towards completion of the Advanced Diploma in Insurance and Chartered status.

To be awarded a diploma,

a student must have completed nine course units as follows;

- Three (3) Compulsory (mandatory) course units
- Three (3) Core Insurance course units
- One (1) Complementary course unit
- Two (2) course units in the area of specialization of your choice.

CODE	COURSE(S)
	Compulsory (Mandatory) Courses
DIU 101	Insurance Law
DIU 102	Insurance business and finance
DIU 103	Insurance ethics
	Core Insurance courses (Choose any three)
DIU 201	Insurance underwriting
DIU 202	Insurance broking practice and management
DIU 203	Reinsurance management
DIU 204	Marketing insurance products and services
DIU 205	Risk Management
DIU 206	Either: Claims management
	Or: Medical claims Management***
	Complementary Courses (Choose any one)
DIU 301	Customer Care in Insurance
DIU 302	Human Resource Management
DIU 303	Basic Mathematics & Statistics
DIU 304	Financial and Management accounting
	Specialization (Choose any two)
	Life Insurance
DIU 401	Pension & retirement benefits
DIU 402	Life and Disability underwriting
DIU 403	Actuarial methods
	General Insurance
DIU 501	Liability insurance
DIU 502	Property Insurance
DIU 503	Oil and gas insurance
DIU 504	Takaful Insurance
DIU 505	Agricultural insurance
DIU 506	Bancassurance
DIU 507	Motor Insurance underwriting
DIU 508	Marine and aviation insurance
	Health Insurance
DIU 601	Underwriting Health Insurance products
DIU 602	Managed care and financing
DIU 603	Public health***
	Loss Adjusting
DIU 701	Essentials of loss adjusting
DIU 702	Actuarial methods
DIU 703	Practical issues in claims management

**PLEASE
NOTE**

Exemption will be granted for one course unit in the complementary category of the Diploma in Insurance programme for those that apply with an IIU Certificate in Insurance.

Candidates that may have done and passed papers from a recognised training institution



ICDL (INTERNATIONAL COMPUTER DRIVING LICENCE)



INTRODUCTION:

The Institute will be conducting ICDL Programme in the year 2018. ICDL is the world's leading computer skills certification. To date more than 14 million people have engaged with the ICDL programme, in over 100 countries, through our network of over 24,000 ICDL Accredited Test Centres (ATCs).

The ICDL programme defines the skills and competencies necessary to use a computer and common computer applications. It offers a wide range of modules including Computer Essentials, Word Processing and IT Security. Candidates take tests in the modules which are most relevant to their educational and professional requirements, thereby creating their ICDL Profile. Whether in school, university or in the workplace, ICDL offers the skills you need to succeed

DATES: THROUGH OUT THE YEAR
DURATION:

WHY ICDL?

ICDL programmes are for anyone who wishes to become fully competent in the use of a computer and common applications. Computer skills enable people of all ages to understand and use technology to improve their personal and professional lives. ICDL modules provide a practical programme of up-to-date skills and knowledge areas which are validated by a test.



ICDL FOR INDIVIDUALS

The ability to use a computer effectively is an essential life skill. Computer skills enable people of all ages to understand and use technology to improve their personal and professional lives. A computer skills certification can help the holder's professional life by making them more attractive to employers, while increasing their ability to communicate and access information and services in their personal life.



ICDL FOR EMPLOYERS

Skilled employees enable organizations to use technology more effectively, leading to increases in productivity and competitiveness and ensuring that operational objectives are achieved more efficiently. ICDL certification programmes are used to increase the value of human capital and achieve productivity gains through developing competent employees.



ICDL FOR SCHOOLS

Students with ICT skills enjoy an enriched educational experience and will be better prepared for life, work, and further learning. ICT skills enable teachers to use technology more effectively in the teaching process, thus achieving educational goals more efficiently, and in doing so save time and increase productivity in the classroom

OVERVIEW OF COMPETENCY AREA

Computer fundamentals

Using ICT System Interfaces & Devices
Information management
Software management
Internet & networks
Safe and Green ICT

Web Browsing & Information Search

Using the Browser
Online Search
Security
Information Assessment
Online Services
Information Sharing

Communications

User Configuration
Security
Information Exchange Via E-Mail
Contact Creation & Organisation
Scheduling
Online Collaboration & Social Interaction

Word Processing

Document Creation
Content organization
Document Collaboration & Interaction
Document Automation
Document Out put & storage

Spread Sheets

Workbooks & worksheet Creation
Formulas & Functions
Use & Apply Charts and Graphs
Data Analysis & Organization
Spreadsheet Output & Storage

Presentations

presentation Creation
Content Oragnisation
Use of Graphic & Multimedia Effects
Presentations Delivery & Storage

TEACHING & EXAMINATION ACTIVITY SCHEDULE 2018

The Institute developed a comprehensive teaching and examinations activity schedule which stipulates the different activities that are to be done in the Training and Examinations departments in 2018.

Certificate of Proficiency (COP)/Certificate in Insurance (CIU)

Intake	January 2018	July 2018
Classes Begin	Monday, 22nd January 2018	Monday, 2nd July 2018
COP Test (CAT)	Wednesday, 21st February 2018	Wednesday, 1st August 2018
CIU Test (CAT)	Thursday, 22nd February 2018	Thursday, 2nd August 2018
Classes End	Sunday, 18th March 2018	Sunday, 26th August 2018
COP Final Exams	Wednesday, 28th March 2018	Wednesday, 5th September 2018
CIU Final Exams	Thursday, 29th March 2018	Thursday, 6th September 2018

Diploma in Insurance (DIU)

Intake	April 2018	September 2018
Classes Begin	Monday, 16th April 2018	Monday, 10th September 2018
Classes End	Saturday, 23rd June 2018	Saturday, 17th November 2018
Final Exams	Mon. 2nd - Fri. 6th July 2018	Mon. 26th - Fri. 30th Nov. 2018





TECHNICAL & MANAGEMENT SHORT-TERM TRAINING PROGRAMMES

The Institute developed various Technical and Management Short-term Training Programmes for 2018. The aim of the training programmes is to improve on efficiency of the industry in the country by equipping participants with technical knowledge and skills about the current and emerging services occasioned by competition and the changing needs of customers.

The following should be noted under this programme:

- a) All nominated participants should reach the Institute at least seven (7) days before the programme.
- b) Should a nominee not attend, the nominating company will re-emburse the Institute cost of Training of that individual.

PRINCIPLES OF TAKAFUL INSURANCE

DATES: 25th January 2018

DURATION: 1 DAY



OBJECTIVE:

To enable participants to understand Islamic insurance and offer comprehensive knowledge that prepares them to build skills, competencies and experience as they prepare to work in the Islamic Insurance industry.

COURSE CONTENTS:

- An introduction to Takaful
- Comparison between conventional and Islamic insurance
- Main elements of Takaful Insurance
- Types of Takaful contracts
- The Role of Uganda Moslem Supreme Council
- The conduct of Takaful business
- Conventional Insurance products
- Takaful products

TARGET GROUP:

Personnel in insurance companies, banks, brokers and agents.

BROKERS: AN APPETITE FOR ALLIANCES

DATES: TBA

DURATION: 1 DAY



OBJECTIVES:

This course will offer brokers the knowledge needed to focus on creating partnerships to drive growth and innovation and create new channels.

COURSE CONTENTS

The insurance institute will partner with some of the leading local and international trainers, facilitators and consultants like KPMG to deliver this course and ensure that Brokers are equipped with knowledge needed to form partnerships and create alliances that will drive business growth and innovation.

TARGET GROUP

Senior managers of member broking companies.

ADVANCED LIFE REINSURANCE ACCOUNTING

DATES: TBA

DURATION: 1 DAY



OBJECTIVES:

To enable participants understand and present reinsurance accounts in a simple and clear way from collection of information to preparation of accounts.

COURSE CONTENTS:

- Introduction, insurance portfolio, treaties
- Accounting systems
- Proportional reinsurance accounting
- Non- proportional reinsurance accounting
- Facultative reinsurance accounting
- Payments and outstanding balances
- Cash calls

TARGET GROUP

This course is aimed at all those involved in preparation and use of life reinsurance accounts.

FIRE & CONSEQUENTIAL LOSS ADJUSTING

DATES: 06 February 2018

DURATION: 1 DAY



OBJECTIVE:

To enable participants understand the basis of loss adjusting in fire and consequential losses empowering them to manage claims and share experiences within the market.

COURSE CONTENTS:

- Overview of principles of Insurance
- Features under fire and consequential loss
- The role of the loss adjuster
- Investigations
- Loss adjusting in fire and consequential loss
- Documentation and reporting
- Emerging issues

TARGET GROUP:

Staff of Loss adjusting companies, underwriting and claims officers.

DIGITAL MARKETING AND INSURANCE

DATES: 8th February 2018

DURATION: 1 DAY



OBJECTIVES:

To enable participants understand the concept of digital marketing and promotion and how to leverage on digital marketing tools to create a competitive advantage in insurance related business.

COURSE CONTENTS:

- Digital marketing concepts
- Meaning of social media
- Key dimensions of digital communication environment
- Digital promotions and social media planning
- Emerging trends in digital marketing
- Ethical issues in digital marketing

TARGET GROUP:

Marketing, product development and public relations and customer care managers and officers in member companies

WHISTLE BLOWING POLICY IN INSURANCE

DATES: 13th February 2018

DURATION: 1 DAY



OBJECTIVES:

To enable participants understand the importance of creating an environment where they are free to speak about issues they are concerned with, develop a clear whistle-blowing procedure that all are aware of, protection of those that whistle-blow and setting standards to be followed for the benefit of employees and organizations.

COURSE CONTENTS:

- Understanding why whistle blowing is important and why everyone has a responsibility to do it.
- Establishing the legal position on whistle-blowing and employee protection under the law.
- Understanding what legally qualifies as whistle-blowing
- Whistle-blowing for the right reasons
- Examining the importance of a whistle-blowing policy
- The legal position on whistle-blowing and protection under the law
- Useful support links and organizations in whistle-blowing

TARGET GROUP:

All employee categories.





ANNUITIES



ANNUITIES

DATES: 15th February 2018

DURATION: 1 DAY

OBJECTIVES:

This course will offer participants a thorough understanding of annuities, their applications, benefits, costs, limitations and explore their use for retirement.

COURSE CONTENTS:

- An overview of annuities
- Annuity design, features and characteristics
- Purpose and application of annuities
- Suitability requirements for annuities
- Annuity income options
- Annuity taxation

TARGET GROUP:

Pensions and retirement benefit practitioners of member companies



CEO MASTERCLASS: LEADERSHIP CHALLENGES IN EMERGING MARKETS

DATES: 20th February 2018

DURATION: 1 DAY

ABOUT THE COURSE:

The rules of business have fundamentally changed with heightened competition from both domestic businesses desperate to maintain growth and realign their business models.

This calls for a completely new set of leadership skills to rapidly develop resilience, agility and the depth and breadth necessary to manage the expectations of stakeholders.

The CEO Masterclass program is structured to provide coaching and emotional intelligence training on workplace issues for increased engagement and productivity. CEOs will be immersed in a participatory leadership development programme that is designed to increase their sustainable competitive advantage at both a personal and organizational level.

TARGET GROUP:

CEO's of member companies

MICRO-INSURANCE

DATES: 22nd February 2018

DURATION: 1 DAY



OBJECTIVES:

At the end of the training the participants will be able to lead micro-insurance action planning in their respective organizations and communicate the push and pull factors in the micro-insurance market and relate these to regulatory needs and capabilities

COURSE CONTENTS:

- Role of Insurance in Socio-economic development
- State of the insurance Market
- Microinsurance products and their characteristics
- Distribution of Microinsurance products
- Characteristics of Micro insurance products
- Social insurance
- Role of Micro-insurance in the growth of insurance
- Case Study of micro-insurance success
- Micro-Insurance Developmental Challenges

TARGET GROUP:

Unit Managers, Marketers, Brokers and other staff in insurance companies



HEALTH INSURANCE AND RISK MANAGEMENT

DATES: 27th February 2018

DURATION: 1 DAY

OBJECTIVES:

This program aims to provide participants with an overview of Health Insurance systems including managed care and developing, designing new Health Insurance products for various segments and the risks associated with health insurance globally and in Uganda.

COURSE CONTENTS:

- Insurance and health care
- Morbidity risk and its treatment, Rating and selection for morbidity
- Actuarial Application of Health Insurance,
- Long-term care insurance, dreaded diseases cover
- New Health Insurance products in international markets
- Managed Health Care
- Health Insurance for the poor (Health & Micro Insurance)
- Medical underwriting & Claims settlement
- Analysis of claims data, risks & reduction of losses
- Channelizing Health Insurance Marketing in Uganda
- Health Insurance products & their Management

TARGET GROUP:

Executives in health insurance companies who are involved in development, pricing, underwriting and marketing of health insurance products.

INSURANCE PRODUCT DESIGN AND DEVELOPMENT

DATES: 1st March 2018

DURATION: 1 DAY



OBJECTIVES:

The objective of the training is to help participants appreciate the insurance market and its dynamics and therefore be able to design products that suit the needs of the clients.

COURSE CONTENTS:

- The need for new products
- Current insurance products
- Stages in new product development
- New products in the market
- Limitations in insurance product development
- Potential areas for new insurance products
- Global insurance product trends

TARGET GROUP:

The training targets business development managers, sales personnel, underwriters, product development and research personnel among others

UPCOUNTRY WORKSHOPS: CHANGES IN INSURANCE DISTRIBUTION

DATES: 10th March 2018

LOCATION: Mbale, Gulu and Mbarara

DURATION: 1 DAY



OBJECTIVES:

To equip participants with the latest changes in the insurance distribution landscape and prepare them with skills necessary for survival and building a sustainable competitive advantage.

COURSE CONTENTS

- Role of distribution in insurance
- Traditional methods of distribution
- Non-traditional methods of distribution
- Emerging trends in insurance distribution
- Role of technology
- Tools for sustainable competition
- Customer service and relationship marketing

TARGET GROUP

All branch managers, administrators, officers and agents of member companies based in their regional offices.

BROKERS: THE CHANGING DISTRIBUTION LANDSCAPE



DATES: 5th April 2018

DURATION: 1 DAY

OBJECTIVES:

This course will offer brokers the knowledge that digital distribution and non-traditional channels are adding value to the way insurance is distributed and how the right partnerships and alliances can help brokers survive in the ever changing distribution environment.

ABOUT THE COURSE

The insurance institute will partner with some of the leading local and international trainers, facilitators and consultants like KPMG to deliver this course and ensure that Brokers are equipped with knowledge needed to form partnerships and create alliances that will drive business growth and innovation.

TARGET GROUP

Senior managers of member broking companies.

OIL AND GAS



DATES: 10th and 11th April 2018

DURATION: 2 DAYS

OBJECTIVES:

This course will enable participants to gain an understanding of the basics of both downstream and upstream oil and gas insurance and the underlying risks, their placement and underwriting, laws and regulations both locally and globally.

ABOUT THE COURSE:

The Insurance Institute of Uganda (IIU) has once again partnered with Total Risk Solutions (TRS) to offer 2 modules Oil and Gas Insurance, the introductory and advanced module. In 2017 over 20 participants completed the introductory module and were awarded certificates and will be progressing to the advanced certificate level. This will be in addition to a new batch that will be studying the introductory module that was introduced in 2017. The course is spread over four quarters with one session per quarter per module to make a total of four quarters to complete for both the ordinary and advanced certificate.

TRS is one of the leading oil and Gas advisory companies helping nations develop their local insurance market capabilities to meet the insurance needs of the energy industry.

TARGET GROUP:

Designed for those working within risk and insurance in oil and energy companies, brokers, insurers or reinsurers involved in handling of oil and gas risks.

BANCASSURANCE MASTERCLASS

DATES:12th April 2018

DURATION:1 DAY



OBJECTIVES

To enable participants set up, plan and execute a successful bancassurance department and strategy by taking them through key areas that are relevant to and applicable in the local bancassurance market.

COURSE CONTENTS

The insurance institute will partner with some of the leading local and international trainers, facilitators and consultants to run a bancassurance masterclass. This will be a three session course that requires one to attend all the three sessions, sit and pass exams at the end of the sessions to be able to receive a certificate which demonstrates professional competence and skills in bancassurance.

Its is a fee based course that requires participants to pay per session and the topics to be covered include the following;

- Creating a successful bancassurance strategy
- Key success factors for successful partnerships
- Innovation and product development in bancassurance
- Global trends in bancassurance
- Bancassurance regulations
- Innovation at the branch level
- Digital distribution trends
- Selling the bancassurance products
- What drives profitability in bancassurance
- Turning the branch into a bancassurance profit centre
- Lessons learnt, case studies and best practices

TARGET GROUP:

The bancassurance masterclass is designed for Heads of departments, senior managers and Executives of both banks and insurance related companies responsible for bancassurance management, sales, partnerships and innovations.

DEPOSIT ADMINISTRATION OPERATIONS

DATES: 17th and 18th April 2018

DURATION: 2 DAYS



OBJECTIVES:

To gain an overall understanding of provident funds / deposit administration and the benefits of membership of each scheme type.

COURSE CONTENTS:

- Identifying the best fit deposit administration scheme for groups
- Providing provident fund information
- The requirements for provident funds to achieve maximum return and how benefits can be built up within a scheme
- Creating and maintaining scheme records
- Transferring into and out of schemes
- Amending records to reflect a members change of circumstances
- Payment of scheme benefits to beneficiaries
- Working as a member of the pensions team

TARGET GROUP:

Provident fund Administrators and officers in insurance and pension related providers.

AGRICULTURE INSURANCE:

DATES: 19th April 2018

DURATION: 1 DAY



OBJECTIVES:

To provide participants with fundamental knowledge and understanding of the principles and practice of agricultural insurance, product designs, its marketing and distribution and the role played by regulation.

COURSE CONTENTS:

- Role and Importance of Agriculture
- History and overview of Agriculture Insurance
- Risks in Agriculture Insurance
- Weather, climate and agriculture
- Crop Insurance
- Livestock Insurance
- Poultry Insurance
- Bloodstock Insurance
- Challenges associated with agriculture insurance

TARGET GROUP:

Insurance underwriting staff; Credit analyst in the banking sector; Loss adjusters; Brokers/ Agents; Marketing staff; and Agricultural extension officers.



RISK BASED SUPERVISION AND UNDERWRITING

DATES: 24th and 25th April 2018

DURATION: 2 DAYS

OBJECTIVES:

To provide participants with the necessary knowledge to enable them prepare for the transition to risk based supervision by the regulator.

ABOUT THE COURSE:

The insurance institute will partner with some of the leading local and international trainers, facilitators and consultants to assist member companies as they prepare to transition from compliance based supervision (CBS) to risk based supervision (RBS).

TARGET GROUP:

Underwriters, claims personnel, risk managers and senior management and staff of member companies.

LEVERAGING ON TECHNOLOGY IN INSURANCE

DATES: 26th April 2018

DURATION : 1 DAY

OBJECTIVES:

To equip participants with knowledge in such a way that enables them to be ready to use the latest technology and IT tools ensuring efficient and effective service delivery.

COURSE CONTENTS:

- The importance of technology and IT systems
- Components of a good IT system
- Buying / outsourcing Vs developing an in house IT system
- Latest developments in insurance IT
- Distribution and IT
- Underwriting and IT

TARGET GROUP

The course targets all member company employees involved in underwriting and operations.

FRAUD PREVENTION IN MEDICAL INSURANCE

DATES: 02nd May 2018

DURATION: 1 DAY



OBJECTIVES:

This program will enable participants to deal with technical, legal, and social aspects of fraud and understand the modern and advanced techniques available in countering medical insurance fraud.

COURSE CONTENTS:

- Definition of fraud and misconduct
- The fraud triangle
- The cost of medical insurance fraud
- How to counter medical insurance Fraud
- Role of Forensic science in medical Insurance Fraud
- Laws and regulations relating to Insurance Fraud
- Red flags
- Managing the insurance risk
- Investigating medical insurance fraud
- Medical Insurance Fraud case examples

TARGET GROUP:

Staff involved in medical insurance underwriting, claims, sales management and finance.

EFFECTIVE SALES PRESENTATION SKILLS

DATES: 3rd May 2018

DURATION: 2 DAYS



OBJECTIVES:

To enable participants create a solid and firm sales presentation pitch, remain calm during the unexpected and use questions to create a sales dialogue.

COURSE CONTENTS:

- The sales presentation design process
- Creating an engaging introduction
- Using questions to create sales dialogues
- Using questions to uncover sales opportunities
- Building sustainable relationships and networks
- Provide a platform for skills practice and coaching

TARGET GROUP

Staff of member companies involved in sales and sales presentations

INSURANCE CLUBS TRAINING

DATES: 08th May 2018

DURATION: 1 DAY



OBJECTIVES:

To equip the students and members of various insurance clubs at the university level with basic insurance knowledge to ease their day today running of insurance clubs and also interest in a career in insurance.

COURSE CONTENTS:

- Introduction to Insurance
- History of insurance
- The concept of risk
- Insurance processes
- The Uganda insurance market

TARGET GROUP

University students and members of the various university insurance clubs.

UNDERSTANDING INSURANCE FINANCIAL STATEMENTS

DATES: 10th May 2018

DURATION: 1 DAY



OBJECTIVES:

The goal of this training is to enable participants to understand the key components of an insurance company's financial statements to appreciate how these might vary according to the accounting standard used, and to learn to use a few key ratios to analyze financial strength of insurance companies.

COURSE CONTENTS:

- Distinguish the risks inherent in the main insurance products by insurers.
- Recognize how insurance products are reflected in the financial statements.
- Understand the key components of an insurance company's income statement, balance sheet and cash-flow statements.
- Premium and claims / loss accounting
- Reserving and accounting
- Recognize the impact of differing accounting standards, reserving policies and changes in external variables (such as interest rates and asset prices) on the financial statements
- Calculate and apply some basic ratios to quantify an insurance company's financial strength, performance and risk profile.
- Relating the business to the balance sheet and income statement

TARGET GROUP

The course is designed for analysts, regulators, and insurance personnel who have limited or no experience in the interpretation and analysis of insurance company financial statements.

FUNDAMENTALS OF MARINE INSURANCE

DATES: 15th May 2018

DURATION: 1 DAY



OBJECTIVES:

To provide participants with a better understanding of the key theories and concepts of marine insurance and their application to real life scenarios.

COURSE CONTENTS:

- Conceptual Framework of the International trade.
- Historical Development of Marine Insurance
- Legal and Regulatory Environment of Marine Insurance
- The Role of Uganda Revenue Authority (URA) in Marine Insurance
- Principles of Insurance as Applicable to Marine Insurance
- Marine perils
- Emerging Issues in Marine Insurance
- Types and forms of Marine Insurance Covers
- Principles of Re-Insurance as Applied to Marine
- Brief review of the Institute Clauses
- Role of Marine surveyors
- Marine Claims procedures and Management
- Piracy in the East African Coastline

TARGET GROUP:

Personnel involved In International trade and Marine Insurance including Revenue personnel, shipping lines, Port staff, government agencies, clearing and forwarding.

CEO MASTERCLASS: CRITICAL THINKING AND STRATEGIC INTENT

DATES: 17th May 2018

DURATION: 1 DAY



ABOUT THE COURSE:

‘We can’t solve our problems with the same thinking we used when we created them’ – Albert Einstein. Thinking strategically is the way people in an organization think about, view, assess and create the future for themselves, their teams and the organization. It is more than simply reacting to day today or long term problems.

The CEO Masterclass program is structured to provide coaching and emotional intelligence training on workplace issues for increased engagement and productivity. CEOs will be immersed in a participatory leadership development programme that is designed to increase their sustainable competitive advantage at both a personal and organizational level.

TARGET GROUP:

CEO's of member companies

UPCOUNTRY WORKSHOPS: ETHICAL DILEMMAS IN INSURANCE



DATES: 19th May 2018

LOCATION: Mbale, Gulu and Mbarara

DURATION: 1 DAY

OBJECTIVES:

To equip participants with information and knowledge that enables them to understand the implications of their actions in such a way that they put the interests of the customers first.

COURSE CONTENTS

- Meaning of ethics
- Importance of ethics
- Ethical code of conduct
- Unethical practices in insurance
- Impact of ethics on business
- Impact of unethical behavior on business
- Laws and regulations relating to ethics and unethical behavior

TARGET GROUP

All branch managers, administrators, officers and agents of member companies based in their regional offices.

BROKERS: FAST PACED PARTNERSHIPS



DATES: 5th July 2018

DURATION: 1 DAY

OBJECTIVES:

This course will offer brokers the understanding of financial technology and how they can tap into building partnerships and innovation based on an ever changing technological environment.

COURSE CONTENTS

The insurance institute will partner with some of the leading local and international trainers, facilitators and consultants like KPMG to deliver this course and ensure that Brokers are equipped with knowledge needed to form partnerships and create alliances that will drive business growth and innovation.

TARGET GROUP

Senior managers of member broking companies.

OIL AND GAS

DATES: 11th and 12th July 2018

DURATION: 2 DAYS



OBJECTIVES:

This course will enable participants to gain an understanding of the basics of both downstream and upstream oil and gas insurance and the underlying risks, their placement and underwriting, laws and regulations both locally and globally.

ABOUT THE COURSE:

The Insurance Institute of Uganda (IIU) has once again partnered with Total Risk Solutions (TRS) to offer 2 modules Oil and Gas Insurance, the introductory and advanced module. In 2017 over 20 participants completed the introductory module and were awarded certificates and will be progressing to the advanced certificate level. This will be in addition to a new batch that will be studying the introductory module that was introduced in 2017. The course is spread over four quarters with one session per quarter per module to make a total of four quarters to complete for both the ordinary and advanced certificate.

TRS is one of the leading oil and Gas advisory companies helping nations develop their local insurance market capabilities to meet the insurance needs of the energy industry.

TARGET GROUP:

Designed for those working within risk and insurance in oil and energy companies, brokers, insurers or reinsurers involved in handling of oil and gas risks.

BANCASSURANCE MASTER CLASS

DATES: 17th July 2018

DURATION: 1 DAY



OBJECTIVES

To enable participants set up, plan and execute a successful bancassurance department and strategy by taking them through key areas that are relevant to and applicable in the local bancassurance market.

COURSE CONTENTS

The insurance institute will partner with some of the leading local and international trainers, facilitators and consultants to run a bancassurance masterclass. This will be a three session course that requires one to attend all the three sessions, sit and pass exams at the end of the sessions to be able to receive a certificate which demonstrates professional competence and skills in bancassurance. Its is a fee based course that requires participants to pay per session and the topics to be covered include the following;

- Creating a successful bancassurance strategy
- Key success factors for successful partnerships
- Innovation and product development in bancassurance
- Global trends in bancassurance
- Bancassurance regulations
- Innovation at the branch level
- Digital distribution trends
- Selling the bancassurance products
- What drives profitability in bancassurance
- Turning the branch into a bancassurance profit centre
- Lessons learnt, case studies and best practices

MARINE INSURANCE

DATES: 19th and 20th July 2018

DURATION: 2 DAYS



OBJECTIVES:

Participants will gain a broad knowledge of the key market considerations of marine insurance, cover, theoretical concepts in the context of the commercial market and gain a better understanding of the key theories of marine insurance and their application to real life scenarios

COURSE CONTENTS:

- The function of marine insurance, why insure, types of ships
- The Lloyd's market and alternative insurance markets in the UK and internationally
- Legal principles, the contract, insurable interest, utmost good faith, disclosure and warranties
- Cargo insurance, affecting cover
- A brief review of the institute clauses and market associations
- The function of P&I Clubs
- Shipowners' liability to third parties
- Principles of reinsurance applied to marine
- The work of the Salvage Association - an analysis of its work in both the UK and internationally
- Claims

TARGET GROUP:

This course is for new entrants to the marine insurance market or anyone who needs to gain an understanding of the processes involved in marine insurance.

ADVANCED GENERAL REINSURANCE ACCOUNTING

DATES: 24th and 25th July 2018

DURATION: 2 DAYS



OBJECTIVES:

To enable participants understand and present reinsurance accounts in a simple and clear way from collection of information to preparation of accounts.

COURSE CONTENTS:

- Introduction, insurance portfolio, treaties
- Accounting systems
- Proportional reinsurance accounting
- Non- proportional reinsurance accounting
- Facultative reinsurance accounting
- Payments and outstanding balances
- Cash calls

TARGET GROUP

This course is aimed at all those involved in preparation and use of reinsurance accounts.

ACTUARIAL SCIENCE FOR NON-LIFE INSURANCE

DATES: 26th and 27th July 2018

DURATION: 2 DAYS



OBJECTIVES:

The course is designed to help participants understand reports prepared by Actuaries—at senior or peer levels, furnish information to actuarial departments, get part of their work certified by actuaries and take actions based on reports prepared by Actuaries.

COURSE CONTENTS:

- Relevance of actuarial science in general insurance business
- Application of actuarial knowledge for prudent underwriting
- Application of actuarial practices for product development and pricing
- Application of actuarial techniques for reserving/ provisioning
- Appreciation of actuarial valuation and solvency
- Actuarial practices for projections and scenario testing
- Use of actuarial methods for checking data purity, analyzing data and evolving rating factors
- Basic awareness of concepts like embedded value, economic capital, risk models and matrices.

TARGET GROUP

Middle level executives of general insurance companies, Professionals from broker firms and consultants.

- Those pursuing or intending to pursue actuarial studies

INSURANCE CLUBS TRAINING

DATES: 31st July 2018

DURATION: 1 DAY



OBJECTIVES:

To equip the students and members of various insurance clubs at the university level with basic insurance knowledge to ease their day today running of insurance clubs and also interest in a career in insurance.

COURSE CONTENTS:

- Principles of insurance
- General insurance products
- Life insurance products
- Insurance documents
- Distribution in insurance

TARGET GROUP

University students and members of the various university insurance clubs.

AGRICULTURE INSURANCE:

DATES: 02 August 2018

DURATION: 1 DAY



OBJECTIVES:

To provide participants with fundamental knowledge and understanding of the principles and practice of agricultural insurance, product designs, its marketing and distribution and the role played by regulation.

COURSE CONTENTS:

- Role and Importance of Agriculture
- History and overview of Agriculture Insurance
- Risks in Agriculture Insurance
- Weather, climate and agriculture
- Crop Insurance
- Livestock Insurance
- Poultry Insurance
- Bloodstock Insurance
- Challenges associated with agriculture insurance

TARGET GROUP:

Insurance underwriting staff; Credit analyst in the banking sector; Loss adjusters; Brokers/ Agents; Marketing staff; and Agricultural extension officers.

PRINCIPLES OF TAKAFUL INSURANCE

DATES: 7th August, 2018

DURATION: 1 DAY



OBJECTIVE:

To enable participants to understand Islamic insurance and offer comprehensive knowledge that prepares them to build skills, competencies and experience as they prepare to work in the Islamic Insurance industry.

COURSE CONTENTS:

- An introduction to Takaful
- Comparison between conventional and Islamic insurance
- Main elements of Takaful Insurance
- Types of Takaful contracts
- The Role of Uganda Moslem Supreme Council
- The conduct of Takaful business
- Conventional Insurance products
- Takaful products

TARGET GROUP:

Personnel in insurance companies, banks, brokers and agents.

TRAINING OF TRAINERS FOR INSURERS

DATES: 9th August 2018

DURATION: 1 DAY



OBJECTIVES:

To provide trainers with the necessary skills to facilitate and train others in an interactive and compressive manner, providing them with an opportunity to practice the skills learnt and also upgrade to the most recent trends in training.

COURSE CONTENTS:

- Preparing for the training
- Conducting the training
- Reviewing and evaluating the training experience

TARGET GROUP:

Human Resource and training managers with direct responsibility for training others.

ILO TRAINING; ILO's TRAINERS CERTIFICATION PROGRAM

DATES: 14th and 15th August 2018

DURATION: 2 DAYS



OBJECTIVES:

To equip and certify trainers with knowledge and develop capacity in inclusive insurance leveraging from lessons learned from practitioners.

ABOUT THE COURSE:

The International Labour Organization (ILO) has partnered with the Insurance Institute of Uganda (IIU) to build capacity on inclusive insurance leveraging on lessons it has learned from practitioner partners to develop quality training courses. In making its programme sustainable at local and regional level it has partnered with IIU to conduct its courses based on the IIU training methodologies which will assist in ensuring delivery and management of inclusive insurance.

TARGET GROUP

Trainers and HR personnel from the insurance industry.

INSURANCE AGENCY MANAGEMENT

DATES: 16th August 2018

DURATION: 1 DAY



OBJECTIVES:

This program is designed to help agency managers enhance basic management skills in the critical areas of planning, recruiting, selecting, training and performance management.

COURSE CONTENTS:

Planning – participants will develop a mission statement and build an annual plan to achieve their specific goals and objectives. A key project of the Agency Management training will allow participants to set plans and goals for the future.

Recruiting – participants will be able to locate and talk to recruits with high potential using proven techniques of agent referral, warm nominators and personal activity. Participants will develop approaches to these sources and learn alternate methods as well.

Selection – participants will discover proven selection methods and develop a process that can help reduce agent turnover.

Training – participants will learn training techniques that effect a change in behavior in their agents. Participants will develop skills in setting training objectives, role-playing, fieldwork, training meetings, and clinics.

Performance Management – participants will develop key supervisory skills and use a proven problem solving process. Participants will also learn to manage activity and customize the development of their agents

TARGET GROUP:

Middle Level managers in Insurance Companies, field managers making the transition from a position with production responsibility to one with managerial responsibility, Agency heads and those who need to develop their management skills to increase performance.

CEO MASTERCLASS:

GOVERNANCE AND ETHICAL DILEMMAS IN THE DIGITAL AGE

DATES: 23rd August 2018

DURATION: 1 DAY



ABOUT THE COURSE:

In an era where trust in an organization is at a premium and scrutiny from stakeholders is ever wider and more intense, it has never been more important for insurance institutions to behave in accordance with their core purpose, principles, laws and regulations in order to protect their reputation and trust.

The CEO Masterclass program is structured to provide coaching and emotional intelligence training on workplace issues for increased engagement and productivity. CEOs will be immersed in a participatory leadership development programme that is designed to increase their sustainable competitive advantage at both a personal and organizational level.

TARGET GROUP:

CEO's of member companies

UPCOUNTRY WORKSHOPS: STRATEGIC MANAGEMENT FOR INSURANCE

DATES: 25th August 2018

LOCATION: Mbale, Gulu and Mbarara

DURATION: 1 DAY



OBJECTIVES:

To equip participants with information and knowledge that enables them as leaders to manage teams and make strategic and relevant decisions that ensure competitiveness for their firms and teams that they lead.

COURSE CONTENTS

- Role of management in organizations
- Managing and motivating teams
- Effective delegation
- Time management
- How to communicate effectively to teams
- Using information for decision making
- Management of change
- Management of conflicts
- How to influence teams positively
- Problem solving techniques

TARGET GROUP

All branch managers, administrators, officers and agents of member companies based in their regional offices.

PENSION ADMINISTRATION AND MANAGEMENT

DATES: 2nd October 2018

DURATION: 1 DAY



OBJECTIVES:

To gain an overall understanding of pensions' administration the benefits of membership of each scheme type and the effects should the members' circumstances change.

COURSE CONTENTS:

- Identifying the best fit pension scheme for individuals and groups
- Providing pension scheme information
- The requirements of pension schemes to achieve maximum return and how pension benefits can be built up within a scheme
- Creating and maintaining pension scheme member records
- Transferring into and out of pension schemes
- Amend pension records to reflect a members change of circumstances
- Payment of scheme benefits to pensioners
- Working as a member of the pensions team

TARGET GROUP:

Pension scheme Administrators and officers in insurance and pension related providers.

LOSS ADJUSTING CERTIFICATION PROGRAMME

DATES: 4th and 5th October 2018

DURATION: 2 DAYS



OBJECTIVES:

The programme introduces participants to the concepts and practices of loss adjusting and prepares them to take the next step in their career by providing expertise in such specialist areas like claims assessment.

COURSE CONTENTS:

- Introduction to loss adjusting
- Loss adjusting practice
- Property and casualty loss adjusting
- Loss adjusting laws and regulation
- Managing operations
- Negotiating effective settlements
- Business fundamentals for loss adjusting
- Analyzing insurance claims
- Inspecting damage and developing scope of work

TARGET GROUP:

This programme targets loss adjusters / assessors/valuers and staff in claims department

ILO TRAINING:

ILO's TRAINER'S CERTIFICATION PROGRAMME

DATES: 10th and 11th October, 2018

DURATION: 2 DAYS



OBJECTIVE:

To equip and certify trainers with knowledge and develop capacity in inclusive insurance leveraging from lessons learned from practitioners.

ABOUT THE COURSE:

The International Labour Organization (ILO) has partnered with the Insurance Institute of Uganda (IIU) to build capacity on inclusive insurance leveraging on lessons it has learned from practitioner partners to develop quality training courses. In making its programme sustainable at local and regional level it has partnered with IIU to conduct its courses based on the IIU training methodologies which will assist in ensuring delivery and management of inclusive insurance.

TARGET GROUP

Trainers and HR personnel from the insurance industry.

INSURANCE FRAUD PREVENTION AND MANAGEMENT

DATES: 12th October 2018

DURATION: 1 DAY



OBJECTIVES:

This program will enable participants to deal with technical, legal, and social aspects of fraud and understand the modern and advanced techniques available in countering insurance fraud.

COURSE CONTENTS:

- Definition of fraud and misconduct
- The fraud triangle
- The cost of insurance fraud
- How to counter Insurance Fraud
- Role of Forensic science in Insurance Fraud
- Laws and regulations relating to Insurance Fraud
- Red flags
- Managing the insurance risk
- Investigating insurance fraud
- Insurance Fraud case examples

TARGET GROUP:

Staff involved in underwriting, claims management and finance.

BROKERS: LESSONS FROM THE SECTOR

DATES: 18th October 2018

DURATION: 1 DAY



OBJECTIVES:

This course will offer brokers the knowledge needed to enable them position their businesses in view of bancassurance as a new distribution channel for insurers.

COURSE CONTENTS

The insurance institute will partner with some of the leading local and international trainers, facilitators and consultants like KPMG to deliver this course and ensure that Brokers are equipped with knowledge needed to form partnerships and create alliances that will drive business growth and innovation.

TARGET GROUP

Senior managers of member broking companies.

OIL AND GAS

DATES: 23rd and 24th October 2018

DURATION: 2 DAYS



OBJECTIVES:

This course will enable participants to gain an understanding of the basics of both down stream and upstream oil and gas insurance and the underlying risks, their placement and underwriting, laws and regulations both locally and globally.

ABOUT THE COURSE:

The Insurance Institute of Uganda (IIU) has once again partnered with Total Risk Solutions (TRS) to offer 2 modules in Oil and Gas Insurance, the introductory and advanced module. In 2017 over 20 participants completed the introductory module and were awarded certificates and will be progressing to the advanced certificate level. This will be in addition to a new batch that will be studying the introductory module that was introduced in 2017. The course is spread over four quarters with one session per quarter per module to make a total of four quarters to complete for both the ordinary and advanced certificate.

TRS is one of the leading oil and Gas advisory companies helping nations develop their local insurance market capabilities to meet the insurance needs of the energy industry.

TARGET GROUP:

Designed for those working within risk and insurance in oil and energy companies, brokers, insurers or reinsurers involved in handling of oil and gas risks.

BANCASSURANCE MASTERCLASS

DATES: 25th October 2018

DURATION: 1 DAY



OBJECTIVES

To enable participants set up, plan and execute a successful bancassurance department and strategy by taking them through key areas that are relevant to and applicable in the local bancassurance market.

COURSE CONTENTS

The insurance institute will partner with some of the leading local and international trainers, facilitators and consultants to run a bancassurance masterclass. This will be a three session course that requires one to attend all the three sessions, sit and pass exams at the end of the sessions to be able to receive a certificate which demonstrates professional competence and skills in bancassurance. Its is a fee based course that requires participants to pay per session and the topics to be covered include the following;

- Creating a successful bancassurance strategy
- Key success factors for successful partnerships
- Innovation and product development in bancassurance
- Global trends in bancassurance
- Bancassurance regulations
- Innovation at the branch level
- Digital distribution trends
- Selling the bancassurance products
- What drives profitability in bancassurance
- Turning the branch into a bancassurance profit centre
- Lessons learnt, case studies and best practices

TARGET GROUP:

The bancassurance masterclass is designed for Heads of departments, senior managers and Executives of both banks and insurance related companies responsible for bancassurance management, sales, partnerships and innovations.

MICRO-INSURANCE

DATES: 30th October 2018

DURATION: 1 DAY



OBJECTIVES:

At the end of the training the participants will be able to lead micro-insurance action planning in their respective organizations and communicate the push and pull factors in the micro-insurance market and relate these to regulatory needs and capabilities

COURSE CONTENTS:

- Role of Insurance in Socio-economic development
- State of the insurance Market
- Microinsurance products and their characteristics
- Distribution of Microinsurance products
- Characteristics of Micro insurance products
- Social insurance
- Role of Micro-insurance in the growth of insurance
- Case Study of micro-insurance success
- Micro-Insurance Developmental Challenges

TARGET GROUP:

Unit Managers, Marketers, Brokers and other staff in insurance companies

UPCOUNTRY WORKSHOPS: PERSONAL DEVELOPMENT

DATES: 3rd November 2018

LOCATION: Mbale, Gulu and Mbarara

DURATION: 1 DAY



OBJECTIVES:

To equip participants with knowledge that helps them develop and grow both in the insurance career chosen and also on a personal level.

COURSE CONTENTS

- Importance of planning
- Setting personal goals and targets
- Personal finance
- Investment opportunities
- Building sustainable networks
- Using networks for personal growth
- Mentorship and coaching
- Case examples / motivation

TARGET GROUP

All branch managers, administrators, officers and agents of member companies based in their regional offices.

CEO's MASTERCLASS: CREATING AND LEADING A HIGH PERFORMANCE TEAM

DATES: 22nd November 2018

DURATION: 1 DAY



ABOUT THE COURSE

Leadership competencies are critical for any leader to be able to build and lead high performing teams in the organisation. Individuals need to work closely together, wear many hats and be effective across the organisation so as to get tasks accomplished quickly enough. High performing teams are the only way to remain competitive in a high pressure environment.

The CEO Masterclass program is structured to provide coaching and emotional intelligence training on workplace issues for increased engagement and productivity. CEOs will be immersed in a participatory leadership development programme that is designed to increase their sustainable competitive advantage at both a personal and organizational level.

TARGET GROUP:

CEO's of member companies

OTHER ACTIVITIES OF THE INSURANCE INSTITUTE OF UGANDA

Library Facilities

We have a well-stocked modern library with a comprehensive collection of information materials to support research, teaching, and study at the institute.

The library contributes to IIU's mandate of enhancing insurance knowledge and skills.

We do this by:

- Building, preserving, interpreting, and providing access to rich and diverse collections;
- Teaching the effective use and critical evaluation of information resources;
- Developing creative and responsive services for the insurance community.

Access to the library is available to the wide spectrum of members, students, facilitators, and staff of the Institute. Currently we have more than 758 insurance specialist hard-copy items in the library, a robust online suite of revision tools for students, and a fully equipped computer lab.

Members using the Library can: borrow books to be returned at a later date; use our reading spaces to study in a comfort-



able environment; use our computer lab for internet searches.

E-RESOURCES:

In 2017, the Insurance Institute of Uganda became a member of the Consortium of Uganda University Libraries which provides a platform for access a collection of free and subscribed e-resources. The library now provides access to a number of electronic databases for books and journals in a wide range of subjects.

Consultancies

The Institute offers training and advisory consultancies to both our members and the general Public. These are in areas of Risk insurance and risk management, marketing, management etc.

Training space

The institute provides training space to members and non-members at a subsidized fee.

Career guidance and mentoring

The institute has created time for potential and current students who would like to advance their careers and need guidance.

It will aim at giving participants a clear insight and understanding into the dynamics that help individuals to improve and have full filling careers and try to provide solutions to challenges.

The Roles of a Coach and Mentor

They include, but not limited to the following;

Coaching-

To assist in professional development - carrying out specific tasks or activities

Facilitation - To create opportunities for the mentee (or learner) to practice their new skills

Counselling- To help the mentee (learner) to explore the consequences of potential decisions

Networking- To refer the mentee (learner) to others when the mentor's experience is insufficient

It will be held every Wednesday and Friday of the week starting at 2.30pm to 4.30pm.



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PROSPECTUS

FOR THE INSURANCE INSTITUTE OF UGANDA 2018



The Insurance Institute of Uganda (IIU) was established in 1964 as the training arm of Uganda's Insurance sector with a mandate to carry out Education, Training and professional development in the insurance sector.

The above mandate is recognized under the current Insurance (amendment) Act 2011, which came into force in 2011. IIU is a private tertiary institution licensed by National Council for Higher Education (NHCE). All its programs are accredited and recognized by NCHE.

The Institute conducts short term specialized trainings, Certificate of Proficiency course and coordinates the professional exams for the Chartered Insurance Institute (CII) and the Australian and New Zealand Institute of Insurance and Finance (ANZIIF).



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