

INSURANCE INSTITUTE OF UGANDA TRAINING CALENDAR 2019

FIRST QUARTER

No	CODE	PROGRAMME	DATE	COST DETAILS
JANUARY				
1	COP/CIU/LM/01	COP/CIU classes begins	21/01/2019	
FEBRUARY				
2	IIU/ST01	<p>COURSE: Oil & Gas Insurance</p> <ul style="list-style-type: none"> • Group A(New-2019) • Group B(2018) <p>COURSE 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.</p> <p>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 2018 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</p>	<p>Beginners 12/02/2019</p> <p>Continuing 13/02/2019</p>	FREE

		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.		
3		COP TEST(CAT)	20/02/2019	
4		CIU TEST(CAT)	21/02/2019	
5	IIU/ST02	TOPIC: Risk Management the Future for Broking COURSE OBJECTIVES: In an ever increasing competitive insurance distribution market, brokers need to continuously look at risk management as a way of enhancing their services to clients but also as an alternative source of income. COURSE CONTENTS: <ul style="list-style-type: none"> • Introduction to risk management. • Why brokers need to learn about risk management. • Stages in risk management • Understanding the context of risk in an insurance role • Brokers as risk managers; Developing analytical skills to determine the effects of risk and mitigation techniques. • Importance of adjusting and improving the risk management program • The relationship of the risk manager to the organization's pre- and post-loss objectives, culture, and risks. TARGET GROUP Senior managers of member broking companies.	26/02/2019	FREE
6	COP/SM /01	COP short module Acquire a Certificate of Proficiency (COP) in 2 weeks of fulltime study	18/02/2019 – 02/03/2019	Cost: 700,000 per student for 2 papers Inclusive of

		instead of two and a half months of evening study.		membership and registration fee
7	IIU/ST03	<p>Award in Bancassurance (AWB)</p> <p>The Insurance Institute of Uganda (IIU) has partnered with the Chartered Institute for Securities and Investments (CISI) through the Chartered Bodies Alliance (CBA) a partnership between CISI, CII and Chartered Banker Institute to enhance and sustain the level of Professionalism in the financial Services Sector.</p> <p>IIU is now an Accredited Training Partner (ATP) for the Award in Bancassurance (AWB), with Accredited Trainers to assist students undertake the Award.</p> <p>COURSE OBJECTIVES At the end of this unit, candidates will be able to demonstrate knowledge and understanding of;</p> <ul style="list-style-type: none"> • The main elements of the financial services and insurance industry. • The main insurance products • Savings and investment products • Retirement planning products • What constitutes good and ethical client practice. <p>TARGET GROUP: The course 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.</p>	25/02/2019	GB POUNDS 200 Inclusive of learning materials, training and exam.
MARCH				
8	11U/ST04	<p>ILO Training</p> <p>International Certificate in Impact Insurance – A Focus on Microinsurance</p>	6th, 7th, 8th /03/2019	US DOLLARS 100 Per Participant Inclusive of Training, Learning Materials

	<p>Duration: 3 Days</p> <p>PAPER 1: Introduction to inclusive insurance and its business case</p> <p><i>ABOUT THE PROGRAM:</i> The International Labor Organization (ILO) supported by FSD Uganda 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 – The International Certificate in Impact Insurance comprising of 8 papers offered on a quarterly basis.</p> <p><i>OBJECTIVES:</i> To equip and certify trainers with knowledge and develop capacity in inclusive insurance leveraging from lessons learned from practitioners.</p> <p><i>ABOUT THE COURSE – INTRODUCTION TO MICROINSURANCE</i> Microinsurance is an important risk management tool for low income households. Before entering the market, its crucial that potential and new players have an understanding of microinsurance and the low income market in order to offer quality microinsurance products to the market</p> <p><i>COURSE CONTENT</i></p> <ul style="list-style-type: none"> • What is microinsurance, types of products and models used. • Characteristics and needs of low income households and how good microinsurance products can address them. • How microinsurance units can be structured. • Success factors and challenges in making microinsurance viable for providers. • The relationship between client value and viability. • Defining action plans 		<p>and Exam.</p>
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		<p><i>TARGET GROUP</i> Insurance practitioners exploring and setting up microinsurance for their organizations and members of the financial institutions or other distributors interested in offering microinsurance products.</p>		
9	IIU/ST05	<p>Reinsurance – Introduction to Reinsurance Practice</p> <p>Duration: 2 Days</p> <p>ABOUT THE PROGRAM The Insurance Institute of Uganda has partnered with the ZEP-Re academy to offer a comprehensive course in Short Term Reinsurance Practice and Claims Management. The course is divided into 3 subunits, Introduction, Intermediate and the Advanced offered on a quarterly basis.</p> <p>ABOUT THE COURSE The Proficiency in Short-Term Reinsurance Practice and Claims Management course is intended to address the skills gap in reinsurance, experienced generally in the Region's Insurance Industry. The course is designed to equip the trainees with technical reinsurance knowledge and skills that would enable them carry out reinsurance underwriting and claims tasks competently.</p> <p>COURSE CONTENT The course covers the following main topics: -</p> <ul style="list-style-type: none"> • Introduction to Reinsurance • Types and methods of Reinsurance • Reinsurance Pricing for Proportional treaties • Reinsurance Pricing for Non Proportional treaties • Reinsurance Treaty Contract for Non Proportional treaties • Claims Management 	14 th , 15 th /03/2019	FREE

		<ul style="list-style-type: none"> • Reinsurance Claims • Reinsurance Accounting for Proportional treaties • Reinsurance Accounting for Non-Proportional treaties <p>TARGET GROUP The Proficiency in Short-Term Reinsurance Practice and Claims Management course is intended for all the employees deployed in the following departments of an Insurance and or Reinsurance Organization:</p> <ul style="list-style-type: none"> • Direct Underwriting, • Claims, • Reinsurance Underwriting, • Reinsurance Accounting. 		
10	IIU/ST06	<p>Certified Pensions Training</p> <p>Duration: 3 Days</p> <p>ABOUT THE PROGRAM The Insurance Institute of Uganda (IIU) in partnership with The School of Pension and Retirement Studies (SPRS) have put in place a three day international pension training program, aimed at equipping and empowering, management and staff of institutions with knowledge on how to run and manage pension schemes effectively.</p> <p>COURSE CONTENT</p> <ul style="list-style-type: none"> • Introduction to Retirement Benefit Schemes (RBS) • Overview of the laws on RBS • Governance of RBS • Management and measurement of service delivery in schemes <p>TARGET AUDIENCE</p> <ul style="list-style-type: none"> • Chief Executive Officers • County Executive Council (County Governments) 	13 th , 14 th , 15 th /03/2018	US DOLLARS 500 Per Participant and includes; Training, Conference facilities, exams and Certificates.

		<ul style="list-style-type: none"> • Managers of institutions • Trustees • Pension Administrators • Fund Managers • Fund Custodians • Pension Managers 		
11		COP/CIU classes end	17/03/2019	
12		COP Final exams	27/03/2019	
13		CIU Final exams	28/03/2019	
14	IIU/ST07	<p>Upcountry insurance workshops/training – MBALE, MABARA, GULU</p> <p>TOPIC: Social Media for Insurance Business</p> <p>OBJECTIVES: To enable participants understand the concept of social marketing and promotion and how to leverage on social media tools to create a competitive advantage in insurance related business.</p> <p>COURSE CONTENTS:</p> <ul style="list-style-type: none"> • Digital marketing concepts • Meaning of social media • Key dimensions of social media environment • Digital promotions and social media planning • Emerging trends in social media marketing • Ethical issues in social media marketing <p>TARGET GROUP All branch managers, administrators, officers and agents of member companies based in their regional offices.</p>	30/03/2019	FREE
15	CIU/SM/01	CIU short module	25-03/2019 - 7/04/2019	

SECOND QUARTER

No	CODE	PROGRAMME	DATE	COST DETAILS
APRIL				
1	DIU/01	<p>DIU classes begins</p> <p>Diploma in Insurance (DIU) is 9 papers that lead to specialization as per the chosen career path of the student within the insurance profession.</p>	8 /4/ 2019	Ushs. 400,000 per paper.
2	IIU/ST12	<p>COURSE: Oil & Gas Insurance</p> <ul style="list-style-type: none"> • Group A(New-2019) • Group B(2018) <p>COURSE 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.</p> <p>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 2018 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</p>	<p>Beginners 10/04/2019</p> <p>Continuing 11/04/2019</p>	FREE

		<p>nations develop their local insurance market capabilities to meet the insurance needs of the energy industry.</p> <p>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.</p>		
3	IIU/ST14	<p>TOPIC: Managing Bancassurance Partnerships</p> <p>OBJECTIVES To enable participants set up, plan and execute successful bancassurance partnerships and strategies by taking them through key areas that are relevant to and applicable in the local bancassurance market.</p> <p>COURSE CONTENTS</p> <ul style="list-style-type: none"> • 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 <p>TARGET GROUP: The course 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.</p>	18 /04/2019	Ushs. 350,000 per participant.

MAY				
4	IIU/ST07	<p>Insurance Risk Surveys</p> <p>ABOUT THE PROGRAM The Insurance Institute of Uganda has partnered with the ZEP-Re academy to offer a one day training in Insurance Risk Surveys.</p>	02nd /5/ 2019	FREE
5	IIU/ST16	<p>TOPIC: Effective Sales Presentation Skills</p> <p>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.</p> <p>COURSE CONTENTS:</p> <ul style="list-style-type: none"> • 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 <p>TARGET GROUP Staff of member companies involved in sales and sales presentations</p>	7 /5/2019	FREE
6	IIU/ST17	<p>Insurance Clubs Training</p> <p>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.</p> <p>COURSE CONTENTS:</p>	09th /5/ 2019	FREE

		<ul style="list-style-type: none"> • Introduction to Insurance • History of insurance • The concept of risk • Insurance processes • The Uganda insurance market <p>TARGET GROUP University students and members of the various university insurance clubs.</p>		
7	COP/SM/02	<p>COP short module</p> <p>Acquire a Certificate of Proficiency (COP) in 2 weeks of fulltime study instead of two and a half months of evening study.</p>	25/05/2019 – 02/06/2019	Cost: 700,000 per student for 2 papers Inclusive of membership and registration fee
8	IIU/ST19	<p>Award in Bancassurance (AWB)</p> <p>The Insurance Institute of Uganda (IIU) has partnered with the Chartered Institute for Securities and Investments (CISI) through the Chartered Bodies Alliance (CBA) a partnership between CISI, CII and Chartered Banker Institute to enhance and sustain the level of Professionalism in the financial Services Sector.</p> <p>IIU is now an Accredited Training Partner (ATP) for the Award in Bancassurance (AWB), with Accredited Trainers to assist students undertake the Award.</p> <p>COURSE OBJECTIVES At the end of this unit, candidates will be able to demonstrate knowledge and understanding of;</p> <ul style="list-style-type: none"> • The main elements of the financial services and insurance industry. • The main insurance products • Savings and investment products • Retirement planning products • What constitutes good and ethical client practice. 	27 th /5/ 2019	GB POUNDS 200 Inclusive of learning materials, training and exam.

		<p>TARGET GROUP: The course 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.</p>		
JUNE				
9	IIU/ST20	<p>ILO Training International Certificate in Impact Insurance – A Focus on Microinsurance</p> <p>Duration: 3 Days</p> <p>PAPER 2: Market Research: Translating Consumer Insights into Improved Results.</p> <p>ABOUT THE PROGRAM: The International Labor Organization (ILO) supported by FSD Uganda 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 – The International Certificate in Impact Insurance comprising of 8 papers offered on a quarterly basis.</p> <p>OBJECTIVE: To equip and certify trainers with knowledge and develop capacity in inclusive insurance leveraging from lessons learned from practitioners.</p>	5 th – 8 th /06/2019	<p>US DOLLARS 100 Per Participant Inclusive of Training, Learning Materials and Exam.</p>

		<p>ABOUT THE COURSE – MARKET RESEARCH</p> <p>To improve their institution's value proposition and outreach, microinsurance practitioners should understand and use market research effectively. This training is designed to increase the a practitioner's ability to gather consumer insights that can be translated into a product offering suitable to their Target audience, thereby increasing the probability of a profitable and sustainable microinsurance business model.</p> <p>COURSE CONTENT</p> <ul style="list-style-type: none"> • Risk management needs and coping strategies of low income households. • Key determinants of low income household's demand for insurance. • How market research can improve an institution's client value proposition and bottom line. • Using PACE to define research questions and translate results into practice. • Select appropriate methods for specific research objectives. • Test data collection and analysis techniques to identify success factors and pitfalls. <p>TARGET GROUP</p> <p>Microinsurance practitioners involved in product design and or marketing. Senior executives wanting to make their institution more client focused and staff involved in research and development, sales, customer care and marketing.</p>		
10	IIU/ST21	<p>Certified Pensions Training</p> <p>Duration: 3 Days</p> <p>ABOUT THE PROGRAM</p> <p>The Insurance Institute of Uganda (IIU) in partnership with The School of Pension and Retirement Studies (SPRS) have put in place a three</p>	12 th , 13 th , 14 th /06/2019	<p>US DOLLARS 500</p> <p>Per Participant and includes;</p> <p>Training, Conference facilities, exams and Certificates.</p>

		<p>day international pension training program, aimed at equipping and empowering, management and staff of institutions with knowledge on how to run and manage pension schemes effectively.</p> <p>COURSE CONTENT</p> <ul style="list-style-type: none"> • Introduction to Retirement Benefit Schemes (RBS) • Overview of the laws on RBS • Governance of RBS • Management and measurement of service delivery in schemes <p>TARGET AUDIENCE</p> <ul style="list-style-type: none"> • Chief Executive Officers • County Executive Council (County Governments) • Managers of institutions • Trustees • Pension Administrators • Fund Managers • Fund Custodians • Pension Managers 		
11		DIU classes end	22/6/2019	
12	IIU/ST22	<p>COP Categorized Agents</p> <p>Duration: 3 Days</p> <p>This course intended for Insurance Sales Agents who have been in the insurance industry for over 10 years but lack the required entry requirements for the regular Certificate of Proficiency (COP). Minimum age is 45 years.</p>	26th -28th /6/2019	Ushs 700,000 per student / participant inclusive of Training, Certificate & membership fees and Meals.

THIRD QUARTER

No	CODE	PROGRAMME	DATE	COST DETAILS
JULY				
1		DIU Final Exams	1 st -5 th /7/ 2019	
2	IIU/ST24	<p>CEO Masterclass</p> <p>OBJECTIVES: 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 program that is designed to increase their sustainable competitive advantage at both a personal and organizational level.</p> <p>ABOUT THE COURSE:</p> <p>The Insurance Institute of Uganda (IIU) partners with Abacus Business School (ABS) to prepare CEOs of member companies to deliver in an environment where trust in an organization is at a premium and scrutiny from stakeholders is wider and more intense.</p> <p>TARGET GROUP: CEO's of member companies</p>	4 th /7/2019	<p>FREE</p> <p>Attendance is strictly for CEOs of Member Companies</p>
3	IIU/ST25	<p>Insurance Senior Executives Training London</p> <p>ABOUT THE COURSE: The Insurance Institute of Uganda (IIU) in partnership with The Chartered Insurance Institute (CII) UK, Searchlight Insurance Training (UK) and SparkSync (UK) has</p>	8 th – 12 th /7/2019	<p>Course Fee: 5000 POUNDS per delegate inclusive of training fees, conference facilities, visa fees,</p>

		<p>organised an Insurance Senior Executives training programme in London UK the heart of global Insurance.</p> <p>This intensive five day training and interaction will offer delegates an in-depth knowledge and understanding of the insurance market, its structure, distribution methods and characteristics and is necessitated by the environmental, economic, technological and regulatory changes such as Risk Based Supervision (RBS), which have continued to exert extra governance requirements on you as leaders.</p> <p>The training will be highly interactive and will be delivered by qualified and experienced trainers in addition to the exposure and experience at Lloyd's, a tour of the City of London the Financial Capital and centre for all Insurance related activities in the UK, an interaction with the senior management of selected insurers and brokers, and an evening forum at the Sky Gardens with other CEOs from the London insurance Market where certificates will be awarded.</p> <p>TRAINING DATES AND VENUE: The course is scheduled to take place in London from the 8th - 12th of July 2019 at 21 Lombard Street London, the new home of The Chartered Insurance Institute (CII) UK.</p> <p>TARGET GROUP: Senior Executives and Managers of member companies</p>		<p>accommodation and transport.</p> <p>The training is limited to only 20 participants on a first come first serve basis.</p>
4		COP/CIU Classes Begin	8th /7/ 2019	
5	IIU/ST26	<p>COURSE: Oil & Gas Insurance</p> <ul style="list-style-type: none"> • Group A(New-2019) • Group B(2018) 	<p>Beginners 17th /7/2019</p> <p>Continuing</p>	FREE

		<p>COURSE 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.</p> <p>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 2018 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.</p> <p>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.</p>	18 th / 7 / 2019	
6	IIU/ST27	<p>Agricultural Insurance: Implications for Uganda</p> <p>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.</p>	23 rd /7/2019	FREE

		<p>COURSE CONTENTS:</p> <ul style="list-style-type: none"> • 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 <p>TARGET GROUP: Insurance underwriting staff; Credit analyst in the banking sector; Loss adjusters; Brokers/ Agents; Marketing staff; and Agricultural extension officers.</p>		
August				
7	IIU/ST28	<p>Insurance Clubs Training</p> <p>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.</p> <p>COURSE CONTENTS:</p> <ul style="list-style-type: none"> • Principles of insurance • General insurance products • Life insurance products • Insurance documents • Distribution in insurance 	2/8/ 2019	FREE

		<p>TARGET GROUP University students and members of the various university insurance clubs.</p>		
8		COP TEST	7 th /8/ 2019	
9		CIU TEST	8 th /8/ 2019	
10	IIU/ST29	<p>TOPIC: Insurance Fraud Prevention Management</p> <p>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.</p> <p>COURSE CONTENTS:</p> <ul style="list-style-type: none"> • 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 <p>TARGET GROUP: Staff involved in underwriting, claims management and finance.</p>	13 / 8/ 2019	FREE
11	IIU/ST30	<p>Reinsurance Practice- Intermediate</p> <p>ABOUT THE PROGRAM The Insurance Institute of Uganda has partnered with the ZEP-Re academy to offer a comprehensive course in Short Term</p>	15 th /8/ 2019	FREE

Reinsurance Practice and Claims Management. The course is divided into 3 subunits, Introduction, Intermediate and the Advanced offered on a quarterly basis.

ABOUT THE COURSE

The Proficiency in Short-Term Reinsurance Practice and Claims Management course is intended to address the skills gap in reinsurance, experienced generally in the Region's Insurance Industry. The course is designed to equip the trainees with technical reinsurance knowledge and skills that would enable them carry out reinsurance underwriting and claims tasks competently.

COURSE CONTENT

The course covers the following main topics: -

- Introduction to Reinsurance
- Types and methods of Reinsurance
- Reinsurance Pricing for Proportional treaties
- Reinsurance Pricing for Non Proportional treaties
- Reinsurance Treaty Contract for Non Proportional treaties
- Claims Management
- Reinsurance Claims
- Reinsurance Accounting for Proportional treaties
- Reinsurance Accounting for Non-Proportional treaties

TARGET GROUP

The Proficiency in Short-Term Reinsurance Practice and Claims Management course is intended for all the employees deployed in the following departments of an Insurance and or Reinsurance Organization:

- Direct Underwriting,
- Claims,
- Reinsurance Underwriting,
- Reinsurance Accounting.

13	COPSM/ 03	<p>COP short module</p> <p>Acquire a Certificate of Proficiency (COP) in 2 weeks of fulltime study instead of two and a half months of evening study.</p>	13 th – 17 th /8/ 2018	Cost: 700,000 per student for 2 papers Inclusive of membership and registration fee
14	IIU/ST31	<p>TOPIC: Insurance Agency Management</p> <p>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.</p> <p>COURSE CONTENTS:</p> <ul style="list-style-type: none"> • 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. 	22 nd /8/ 2018	FREE

		<ul style="list-style-type: none"> • 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 <p>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.</p>		
15	IUU/ST32	<p>Award in Bancassurance (AWB)</p> <p>The Insurance Institute of Uganda (IIU) has partnered with the Chartered Institute for Securities and Investments (CISI) through the Chartered Bodies Alliance (CBA) a partnership between CISI, CII and Chartered Banker Institute to enhance and sustain the level of Professionalism in the financial Services Sector.</p> <p>IIU is now an Accredited Training Partner (ATP) for the Award in Bancassurance (AWB), with Accredited Trainers to assist students undertake the Award.</p> <p>COURSE OBJECTIVES</p> <p>At the end of this unit, candidates will be able to demonstrate knowledge and understanding of;</p> <ul style="list-style-type: none"> • The main elements of the financial services and insurance industry. • The main insurance products • Savings and investment products • Retirement planning products • What constitutes good and ethical client practice. <p>TARGET GROUP: The course is designed for Heads of departments, senior managers</p>	26 th /8/ 2019	GB POUNDS 200 Inclusive of learning materials, training and exam.

		and Executives of both banks and insurance related companies responsible for bancassurance management, sales, partnerships and innovations.		
September				
16		COP and CIU Classes end	1st /9/2018	
17	IIU/ST33	<p>Certified Pensions Training</p> <p>Duration: 3 Days</p> <p>ABOUT THE PROGRAM The Insurance Institute of Uganda (IIU) in partnership with The School of Pension and Retirement Studies (SPRS) have put in place a three day international pension training program, aimed at equipping and empowering, management and staff of institutions with knowledge on how to run and manage pension schemes effectively.</p> <p>COURSE CONTENT</p> <ul style="list-style-type: none"> • Introduction to Retirement Benefit Schemes (RBS) • Overview of the laws on RBS • Governance of RBS • Management and measurement of service delivery in schemes <p>TARGET AUDIENCE</p> <ul style="list-style-type: none"> • Chief Executive Officers • County Executive Council (County Governments) • Managers of institutions • Trustees • Pension Administrators • Fund Managers • Fund Custodians • Pension Managers 	4th, 5th, 6th/09/2019	US DOLLARS 500 Per Participant and includes; Training, Conference facilities, exams and Certificates.
18		DIU Classes Begin	9th 9/2019	

19		COP Final exams	11/09/2019	
20		CIU Final exams	12/09/2019	
21	IIU/ST34	<p>ILO Training</p> <p>International Certificate in Impact Insurance – A Focus on Microinsurance</p> <p>Duration: 2 Days</p> <p>PAPER 3: Managing Microinsurance Distribution</p> <p>ABOUT THE PROGRAM: The International Labor Organization (ILO) supported by FSD Uganda 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 – The International Certificate in Impact Insurance comprising of 8 papers offered on a quarterly basis.</p> <p>OBJECTIVES: To equip and certify trainers with knowledge and develop capacity in inclusive insurance leveraging from lessons learned from practitioners.</p> <p>ABOUT THE COURSE – MICROINSURANCE DISTRIBUTION Distribution is a particularly important question for those looking to deliver insurance to low income people. With low margins, insurers need to find low-cost channels that can reach clients in large numbers. These challenges mean that insurers need to think differently about microinsurance distribution. This training will help equip insurers with a good understanding of the wide range of distribution possibilities and provide them with tools and knowledge needed to establish and manage a distribution strategy.</p>	19 th – 20 th /09/2019	US DOLLARS 100 Per Participant Inclusive of Training, Learning Materials and Exam.

		<p>COURSE CONTENT</p> <ul style="list-style-type: none"> • The range of options available to access the low income market, their strengths and weaknesses in order to select suitable channels to work with. • Processing practical tips on how to maximize the role of the distribution partner throughout the value chain. • Practice developing a value proposition for the distribution partner that takes into account needs and expectation. • Develop a partnership agreement that aligns interest and practice tools to manage the distribution partnership. • Practice designing sales force training, incentives and monitoring. • Develop a distribution plan for a current microinsurance product. <p>TARGET GROUP Insurers and intermediaries, departments within the organization that deal with microinsurance, mass insurance and affinity, commercial departments and microinsurance sales teams, operational and mid-level management staff.</p>		
22		<p>COP short module</p> <p>Acquire a Certificate of Proficiency (COP) in 2 weeks of fulltime study instead of two and a half months of evening study.</p>	16 th -22 nd /9/2019	Cost: 700,000 per student for 2 papers Inclusive of membership and registration fee
23	IIU/ST35	<p>Upcountry insurance workshops/training – MBALE, MABARA, GULU</p> <p>TOPIC: ETHICAL DILEMAS IN INSURANCE</p> <p>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.</p>	21 st /9/2019	FREE

		<p>COURSE CONTENTS</p> <ul style="list-style-type: none"> • 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 <p>TARGET GROUP All branch managers, administrators, officers and agents of member companies based in their regional offices.</p>		
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FOURTH

No	CODE	PROGRAMME	DATE	COST DETAILS
October				
1	IIU/ST36	<p>TOPIC: Leveraging on Technology in Insurance</p> <p>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.</p> <p>COURSE CONTENTS:</p> <ul style="list-style-type: none"> • The importance of technology and IT systems • Components of a good IT system 	1 st /10/ 2019	FREE

		<ul style="list-style-type: none"> • Buying / outsourcing Vs developing an in house IT system • Latest developments in insurance IT • Distribution and IT • Underwriting and IT <p>TARGET GROUP The course targets all member company employees involved in underwriting and operations.</p>		
2	IIU/ST29	<p>Training Of Trainers For Insurers</p> <p>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.</p> <p>COURSE CONTENTS:</p> <ul style="list-style-type: none"> • Preparing for the training • Conducting the training • Reviewing and evaluating the training experience <p>TARGET GROUP: Human Resource and training managers with direct responsibility for training others.</p>	3rd /10/2019	FREE
3	IIU/ST37	<p>COURSE: Oil & Gas Insurance</p> <ul style="list-style-type: none"> • Group A(New-2019) • Group B(2018) <p>COURSE 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.</p>	<p>Beginners 15/10/2019</p> <p>Continuing 16/10/2019</p>	FREE

		<p>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 2018 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.</p> <p>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.</p>		
4	COP/SM/04	<p>COP short module</p> <p>Acquire a Certificate of Proficiency (COP) in 2 weeks of fulltime study instead of two and a half months of evening study.</p>	15 th -27 th /10/2018	Cost: 700,000 per student for 2 papers inclusive of membership and registration fee
5		International Insurance Research Conference	17 th – 18 th October 2019	TBA
6	IIU/ST38	<p>Reinsurance Practice – Advanced</p> <p>ABOUT THE PROGRAM The Insurance Institute of Uganda has partnered with the ZEP-Re</p>	24 th /10/ 2019	FREE

academy to offer a comprehensive course in Short Term Reinsurance Practice and Claims Management. The course is divided into 3 subunits, Introduction, Intermediate and the Advanced offered on a quarterly basis.

ABOUT THE COURSE

The Proficiency in Short-Term Reinsurance Practice and Claims Management course is intended to address the skills gap in reinsurance, experienced generally in the Region's Insurance Industry. The course is designed to equip the trainees with technical reinsurance knowledge and skills that would enable them carry out reinsurance underwriting and claims tasks competently.

COURSE CONTENT

The course covers the following main topics: -

- Introduction to Reinsurance
- Types and methods of Reinsurance
- Reinsurance Pricing for Proportional treaties
- Reinsurance Pricing for Non Proportional treaties
- Reinsurance Treaty Contract for Non Proportional treaties
- Claims Management
- Reinsurance Claims
- Reinsurance Accounting for Proportional treaties
- Reinsurance Accounting for Non-Proportional treaties

TARGET GROUP

The Proficiency in Short-Term Reinsurance Practice and Claims Management course is intended for all the employees deployed in the following departments of an Insurance and or Reinsurance Organization:

- Direct Underwriting,
- Claims,
- Reinsurance Underwriting,
- Reinsurance Accounting.

November				
7	IIU/ST39	<p>Award in Bancassurance (AWB)</p> <p>The Insurance Institute of Uganda (IIU) has partnered with the Chartered Institute for Securities and Investments (CISI) through the Chartered Bodies Alliance (CBA) a partnership between CISI, CII and Chartered Banker Institute to enhance and sustain the level of Professionalism in the financial Services Sector. IIU is now an Accredited Training Partner (ATP) for the Award in Bancassurance (AWB), with Accredited Trainers to assist students undertake the Award.</p> <p>COURSE OBJECTIVES At the end of this unit, candidates will be able to demonstrate knowledge and understanding of;</p> <ul style="list-style-type: none"> • The main elements of the financial services and insurance industry. • The main insurance products • Savings and investment products • Retirement planning products • What constitutes good and ethical client practice? <p>TARGET GROUP: The course 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.</p>	4th /11/2019	GB POUNDS 200 Inclusive of learning materials, training and exam.
8	IIU/ST40	<p>CEO Masterclass</p> <p>OBJECTIVES: The CEO Masterclass program is structured to provide coaching and emotional intelligence training on workplace issues for increased</p>	14st /11/ 2019	FREE

		<p>engagement and productivity. CEOs will be immersed in a participatory leadership development program that is designed to increase their sustainable competitive advantage at both a personal and organizational level.</p> <p>ABOUT THE COURSE:</p> <p>The Insurance Institute of Uganda (IIU) partners with Abacus Business School (ABS) to prepare CEOs of member companies to deliver in an environment where trust in an organization is at a premium and scrutiny from stakeholders is wider and more intense.</p> <p>TARGET GROUP: CEO's of member companies</p>		
9		DIU classes End	16 th /11/ 2019	
10	IIU/ST41	<p>ILO Training</p> <p>International Certificate in Impact Insurance – A Focus on Microinsurance Duration: 2 Days</p> <p>PAPER 4: Claims Management for Inclusive Insurance</p> <p>ABOUT THE PROGRAM: The International Labor Organization (ILO) supported by FSD Uganda 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 – The International Certificate in Impact Insurance comprising of 8 papers offered on a quarterly basis.</p> <p>OBJECTIVES: To equip and certify trainers with knowledge and develop capacity</p>	21 st -22 nd /11/2019	US DOLLARS 100 Per Participant Inclusive of Training, Learning Materials and Exam.

		<p>in inclusive insurance leveraging from lessons learned from practitioners.</p> <p>ABOUT THE COURSE – CLAIMS MANAGEMENT Claims represent the tangible benefit of insurance to policyholders as positive experiences are key to developing trust. This training will provide microinsurance practitioners with tools, knowledge and confidence to improve the claims management functions for their microinsurance programs in terms of efficiency, cost effectiveness and client value.</p> <p>COURSE CONTENT</p> <ul style="list-style-type: none"> • Recognize the critical role that claims pay in promoting <p>TARGET GROUP Insurance practitioners exploring and setting up microinsurance for their organizations and members of the financial institutions or other distributors interested in offering microinsurance products.</p>		
11		DIU Final Exams	25 th – 29 th /11/ 2019	
12	IIU/ST42	<p>Upcountry insurance workshops/training – MBALE, MABARA, GULU</p> <p>TOPIC: Personal Development</p> <p>OBJECTIVES: To equip participants with knowledge that helps them develop and grow both in the insurance career chosen and also on a personal level.</p> <p>COURSE CONTENTS</p> <ul style="list-style-type: none"> • Importance of planning • Setting personal goals and targets • Personal finance • Investment opportunities • Building sustainable networks 	30 th /11/ 2019	FREE

		<ul style="list-style-type: none"> • Using networks for personal growth • Mentorship and coaching • Case examples / motivation <p>TARGET GROUP All branch managers, administrators, officers and agents of member companies based in their regional offices.</p>		
December				
13	COP/SM /05	<p>COP short module</p> <p>Acquire a Certificate of Proficiency (COP) in 2 weeks of fulltime study instead of two and a half months of evening study.</p>	3rd -15th /12/2018	Cost: 700,000 per student for 2 papers Inclusive of membership and registration fee
14		Graduation	5th /12/2019	