The Insurance Institute of Zambia (IIZA)

EXECUTIVE CERTIFICATE

RISK MANAGEMENT & INSURANCE



Course Overview

This course provides an introduction to insurance principles, underwriting, claims, and Risk Management. It is ideal for professionals who are new to the insurance business or who work in nontechnical positions in the industry and would like to learn more about the Insurance Mechanism. Through the course, learners will gain confidence in serving their customers by obtaining an understanding of Basic Insurance and Risk Management Principles. It is a perfect course for those selling or who wish to sell insurance products and services.

Bottom Line Benefits

- Help employees gain confidence in serving their customers by understanding basic insurance and risk management principles;
- Enhances organizational efficiency by offering consistent fundamental property-casualty, life insurance, health insurance, risk management, claims and underwriting knowledge across the organization;
- On successful completion of the course you will be awarded an Executive Certificate in Risk Management and Insurance.



What is Covered

Section One

Property and Casualty Insurance

Module 1: The Meaning of Insurance
Module 2: Types of Property-Casualty Insurance
Module 3: How Insurers Use Premium Shillings
Module 4: Overview of Insurance Functions
Module 5: Parties in an Insurance Transaction
Module 6: How Insurance Is Marketed
Module 7: The Functions of a Producer
Module 8: The Purpose of Insurance Regulation
Module 9: Regulating Market Conduct and Insurer Solvency
Module 10: Structuring Insurance Policies
Module 11: Categories of Policy Provisions
Module 12: Analyzing an Insurance Policy
Module 13: Personal Property and Liability Loss Exposures
Module 14: Homeowners Coverage
Module 15: Personal Auto Coverage
Module 16: Other Personal Coverages
Module 17: Commercial Property Loss Exposures
Module 18: Commercial Property Coverages
Module 19: Commercial Property Causes of Loss
Module 20: Commercial Liability Loss Exposures
Module 21: Commercial Liability Coverages
Module 22: Life Insurance and Life Insurance Products
Module 23: Life Insurance Applications and Receipts
Module 24: Life Insurance and Financial Planning





Section Two

Risk Management

Module 1: The Meaning of Risk Management
Module 2: Different types of Risks
Module 3: Different Types of Loss Exposures
Module 4: Benefits of Risk Management
Module 5: Steps in the Risk Management Process
Module 6: Tools and Methods Used for Exposure Identification
Module 7: The Primary Techniques for Treating Loss exposures
Module 9: Monitoring and Reporting on Risk
Module 10: The Relationship Between Risk Manager and the Organization
Module 11: Common Objectives and Goals for Risk Management
Module 12: The Role of the Board in Overseeing Risk Management



Section Three

Underwriting

Module 1: Underwriting and its Purpose
Module 2: Underwriting Responsibilities
Module 3: Essential Knowledge and Skills for Underwriters
Module 4: Overview of the Underwriting Process
Module 5: How Underwriting Results are Measured
Module 6: Personal Auto Underwriting
Module 7: Commercial Auto Underwriting
Module 8: Primary Sources of Information for Underwriting Property
Module 9: Underwriting Property Insurance Using the COPE Model
Module 10: Personal Liability Underwriting
Module 11: Commercial General Liability Underwriting
Module 12: Personal Umbrella Underwriting
Module 13: Commercial Umbrella and Excess Liability Underwriting
Module 14: Life and and Health Insurance Underwriting







Section Four

Claims

Module 1: The Claims Function
Module 2: The Role of Claims Managers and Claims supervisors
Module 3: The Role of Technical Specialists and Producers
Module 4: Claims Professional Knowledge and Skills
Module 5: Ethics in Claims
Module 6: The Claims Handling Process
Module 7: Legal Factors and the Claims Environment
Module 8: Regulatory Requirements for Claims Handling
Module 9: Investigating Bodily Injury Claims
Module 10: Determining Bodily Injury Damages
Module 11: Overview of the Civil Trial System
Module 12: Determining Property Damages
Module 13: Evaluating Claims Results Using Financial Measures
Module 14: Evaluating Claims Results Using Non-Financial Measures
Module 15: Importance of Detecting and Preventing Insurance Fraud
Module 16: Types of Insurance Fraud
Module 17: Motives of Insurance Fraud
Module 18: Indicators of Possible Insurance Fraud
Module 19: Anti-Fraud Efforts





Enroll today!

and lay a firm foundation

for a successful career in Insurance

Duration | **12 Weeks**

Mode of Study | **Distance Learning (Online)**



Contact Us

Insurance Institute of Zambia
Stand No. 17 Mpulungu Road ,Off Manda Hill Road
Olympia Park, Lusaka
Tel: +260 977672302
Email: info@iiza.org
Website: academy.iiza.org