



# **INSURANCE QUALIFICATIONS & COURSE OUTLINES (2017)**

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## INSURANCE QUALIFICATIONS

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### **A.I.I. Award in General Insurance (AGI)**

- Introduction to Insurance (Legal and Regulatory)

### **A.I.I. Certificate in General Insurance (CGI)**

- Introduction to Insurance (Legal and Regulatory)
- Underwriting Principles and Practice
- Claims Principles and Practice

### **A.I.I. Diploma in General Insurance (DGI)**

- Introduction to Insurance (Legal and Regulatory)
- Underwriting Principles and Practice
- Claims Principles and Practice
- Motor Insurance
- Medical Insurance

### **A.I.I. Advanced Diploma in General Insurance (ADGI)**

- Commercial Property and Business Interruption Insurances
- Liability Insurances
- Engineering Insurances
- General Accident Insurances
- Cargo and Goods in Transit Insurances
- Energy Insurance
- Reinsurance

### **A.I.I. Certificate in Motor Insurance (CMI)**

- Introduction to Insurance (Legal and Regulatory)
- Motor Insurance
- Motor Accident Estimation

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## COURSE OUTLINES

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1. Introduction to Insurance
2. Underwriting Principles and Practice
3. Claims Principles and Practice
4. Motor Insurance
5. Medical Insurance
6. Motor Accident Estimation
7. Commercial Property and Business Interruption Insurances
8. Cargo and Goods in Transit Insurances
9. General Accident Insurances
10. Liability Insurances
11. Engineering Insurances
12. Energy Insurance
13. Reinsurance

## #1: Introduction to Insurance (Legal, Regulatory and Technical)

Course Dates: This course is scheduled twice during year 2017 as below:

- Sun, 12<sup>th</sup> Mar to Thu, 16<sup>th</sup> Mar 2017
- Sun, 10<sup>th</sup> Sep to Thu, 14<sup>th</sup> Sep 2017

Course Timing:

- Arabic: 8:00 AM to 1:00 PM
- English: 3:00 PM to 8:00 PM

Course Fees: QAR 5,000

Course Objective: This course aims to put insurance into context and provide a strong foundation of guiding principles to ethical and sustainable insurance operations. The course covers risk and risk management, core insurance and legal principles, how insurance operates, overviews of underwriting and pricing, reinsurance, insurance regulation, the structure of the insurance market and the main classes of insurance and current issues affecting the market.

Target Audience: For all insurance personnel across any specialist area who either want to better understand the industry they work in, or to broaden their knowledge into other areas.

Course Structure: This course is conducted using interactive training methods of a combination of lecturing, case studies, group discussions and exercises.

Desired Pre-requisites: None required.

Course Outline:

### Module 1

- Managing risk and the role of Insurance:
  - Understanding Risk and Hazard.
  - The Risk Management Process.
  - How Insurance works as a Risk Transfer Mechanism.
  - The benefits of Insurance.
- Takaful Insurance:
  - Differences between Takaful and non-Takaful insurance.

## Module 2

- Characteristics of Insurable risks.
- Legal principles affecting insurance:
  - Utmost Good Faith and Material Facts.
  - Insurable Interest.
  - Indemnity.
  - Proximate Cause.
  - Contribution.
  - Subrogation.
  - Average.
- Insurance regulation:
  - The role of the regulator.
  - Solvency.
  - Efficient Market conditions.
  - Consumer Protection.

## Day 3

- Underwriting:
  - The role of underwriting.
  - The underwriting process.
  - Factors in Underwriting.
  - Underwriting Cycles.
- Pricing:
  - Premium structure.
  - Calculating Pure Risk Premium.
  - Types of Pricing.
  - Pricing Factors.
- Reserving.
- Structure of the Market:
  - Types of Insurance Providers.
  - Types of Intermediaries.
  - Types of Customers.
  - Insurance Service Providers.
  - Market Organisations.
- Reinsurance:
  - Purposes of reinsurance.
  - Types of reinsurance.

#### Day 4

- Classes of Insurance.
- Mandatory Insurance.
- Main classes of business:
  - Motor.
  - Marine.
  - Medical.
  - Liability.

#### Day 5

- The main classes of Insurance and types of Insurance products.
- Current issues:
  - Use of technology in insurance.
  - Emerging risks.

## #2: Underwriting Principles and Practice

Course Dates: Sun, 2<sup>nd</sup> Apr to Thu, 6<sup>th</sup> Apr 2017

Course Timing:

- Arabic: 8:00 AM to 1:00 PM
- English: 3:00 PM to 8:00 PM

Course Fees: QAR 5,000

Course Objective: This course provides a comprehensive understanding and application of General Insurance Underwriting and special considerations for different classes of business. The course covers: good underwriting practices, the underwriting cycle, underwriting strategies, legal principles, hazards, the underwriting decision-making process, general and specific policy terms, conditions, exclusions, clauses, pricing, reserving, local market practices and the growing use of technology in insurance.

Target Audience: General Insurance personnel involved in insurance underwriting process.

Course Structure: This course is conducted using interactive training methods of a combination of lecturing, case studies, group discussions and exercises.

Desired Pre-requisite: Introduction to Insurance.

Course Outline:

Day 1

- Understanding the purpose of good underwriting.
- The Underwriting Cycle:
  - Impact on capacity, competition, prices and profits.
  - Influences on the cycle.
  - Managing the cycle.
- Strategies:
  - Corporate and Underwriting.
  - Main influences: environmental, business and individual risks.
  - Implementing strategies.

## Day 2

- Legal considerations in underwriting risks, both individual and commercial.
- Hazards:
  - Physical and Moral.
- Decision options available to underwriters.

## Day 3

- Policy Terms:
  - Clauses.
  - General and Specific Conditions.
  - General and Specific Exclusions.
  - Schedule.
  - Endorsement.
  - Warranties.
  - Policy Limits.
  - Excess & Franchise.
- Special considerations for:
  - Life.
  - Health.
  - Medical.
  - Property.
  - Motor.
  - Marine.

## Day 4

- Pricing:
  - Risk Premium.
  - Expenses.
  - Profit.
  - Loss Ratio.
  - Pure Risk Premium.
  - Flexible Pricing.
  - Pricing Factors.
  - Burning Cost Method.
- Reserving:
  - Triangulations.



Day 5

- Local Market agreements and practices.
- Future use of technology in underwriting.

### #3: Claims Principles and Practice

Course Dates: Sun, 23<sup>rd</sup> Apr to Thu, 27<sup>th</sup> Apr 2017

Course Timing:

- Arabic: 8:00 AM to 1:00 PM
- English: 3:00 PM to 8:00 PM

Course Fees: QAR 5,000

Course Objective: This course provides a thorough understanding of Claims handling and the settlement process for a range of Insurances. The course covers general claims principles, legal aspects of claims, policy conditions, claims processes and duties, estimating and reserving, fraud prevention & detection, claims handling process and settlements, and then the application of this knowledge to property, marine, motor and engineering policies.

Target Audience: General Insurance personnel involved in insurance claims handling process.

Course Structure: This course is conducted using interactive training methods of a combination of lecturing, case studies, group discussions and exercises.

Desired Pre-requisite: Introduction to Insurance.

Course Outline:

Day 1

- General principles:
  - Legal aspects.
  - Policy conditions.
  - Duties after a loss.
  - Documentary evidence.
  - Proximate cause.
- Claims handling:
  - Service standards.
  - Claimants.
  - Handling procedures.
  - Fraud prevention and detection.
- The Claims process:



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- Estimating.
- Reserving.
- Claims adjustment:
  - Role of loss adjusters.
- Claims settlement:
  - Recovery.
  - Salvage.
  - Average.
  - Deductibles.
  - Types of settlement.
  - Claims leakage.



## Day 2

- Property Claims:
  - Types of Losses.
  - Claims process and documents.
  - Insurance and Reinsurance clauses and exclusions and their effects on Claims.
  - Practical Exercises.

## Day 3

- Engineering Claims:
  - Types of Losses.
  - The Claims process.
  - Claims documents.
  - Insurance and Reinsurance clauses and exclusions and their effects on Claims.
  - Calculation of Claims costs (Property and Engineering).
  - Practical Exercises.

## Day 4

- Marine Cargo Claims:
  - Types of Losses.
  - Claims process and documents.
  - Insurance & Reinsurance clauses & exclusions and their effects on Claims.
  - Fraud.
  - Practical Exercises.

## Day 5

- Motor Claims:
  - Types of Losses.
  - Claims process and documents.
  - Insurance & Reinsurance clauses & exclusions and their effects on Claims.
  - Practical Exercises.

## #4: Motor Insurance

Course Dates: Sun, 7<sup>th</sup> May to Thu, 11<sup>th</sup> May 2017

Course Timing:

- Arabic: 8:00 AM to 1:00 PM
- English: 3:00 PM to 8:00 PM

Course Fees: QAR 5,000

Course Objective: This course aims to improve understanding and application of Private and Commercial Motor Insurance Principles and Policy Wordings. The course covers the risk factors considered by Motor insurance underwriters, different types of motor vehicles, the scope of motor insurance cover, policy documentation, pricing and discounts, claims considerations and the impact of new technologies on motor distribution, underwriting and claims handling.

Target Audience: All Motor Department employees and personnel from other departments who wish to expand their knowledge of the Motor Insurance function.

Course Structure: This course is conducted using interactive training methods of a combination of lecturing, case studies, group discussions and exercises.

Desired Pre-requisite: Introduction to Insurance.

Course Outline:

Day 1

- Risks associated with Motor Vehicles:
  - Risk factors in motor insurance: vehicle, driver, use, location, cover.
  - Underwriting motor risks.
- Types of Motor Vehicles:
  - Private.
  - Motor cycle.
  - Commercial.
  - Commercial plant.
  - Public service vehicles.
  - Specialist vehicles.

## Day 2

- Scope of Motor Insurance covers:
  - Mandatory cover.
  - Optional cover.
  - Exceptions.
  - Conditions.
  - Obligations.

## Day 3

- Motor policy wordings:
  - Documentation: policy, schedule, certificate.
  - Information contained in documents.
- Pricing and discounts:
  - New business.
  - Renewals.
  - Grace periods.

## Day 4

- Claims considerations:
  - Policy conditions: Consideration, Contribution, Subrogation, Duties after a loss.
  - Legal principles: Insurable interest, Utmost Good faith, Proximate Cause.
  - Documentary evidence: forms, supporting evidence, reports.
  - Claims settlement: repair, cash settlement, replacement.

## Day 5

- Impact of New Technologies:
  - Distribution channels.
  - Data sharing.
  - Quotation and Policy processing.
  - Legal considerations.
  - Claims databases.
  - Fraud detection and prevention.

## #5: Medical Insurance

Course Dates: Sun, 14<sup>th</sup> May to Thu, 18<sup>th</sup> May 2017

Course Timing:

- Arabic: 8:00 AM to 1:00 PM
- English: 3:00 PM to 8:00 PM

Course Fees: QAR 5,000

Course Objective: The course covers the fundamental concepts, issues, procedures and technical aspects related to Medical Insurance Principles, Underwriting and Claims, and provides knowledge and practical understanding of the management of the medical underwriting and claims functions in an insurance organization. The course covers Insurance principles, legal aspects relevant to medical insurance, underwriting organization and decision options, underwriting individual and group medical insurance, medical insurance claims terminology, medical claims management and monitoring.

Target Audience: All Medical Insurance Department employees, personnel who manage insurance in non-insurance companies and those who wish to expand their knowledge of the Medical Insurance function.

Course Structure: This course is conducted using interactive training methods of a combination of lecturing, case studies, group discussions and exercises.

Desired Pre-requisite: Introduction to Insurance.

Course Outline:

Day 1

- Principles of Medical Insurance:
  - Indemnity.
  - Insurable Interest.
  - Utmost Good Faith.
  - Proximate Cause.
- Introduction to Medical Underwriting:
  - Risk Pooling and The Law of Large Numbers.
  - Goal of Underwriting.



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- Risk Assessment.
- Underwriting Philosophy & Underwriting Guidelines.



## Day 2

- The Underwriting Position:
  - Decision Options and Authority Levels of Underwriters.
  - Organization of the Underwriting Unit.
  - The Relationship of Underwriting to Other Insurance Functions.
- Legal Aspects of Underwriting Policies for Individuals:
  - Contract Law Issues That Affect Underwriting.
  - Regulatory Compliance Issues That Affect Underwriting.
  - Underwriting Standards.

## Day 3

- Underwriting Activities & Technology:
  - Field Underwriting.
  - Policy Issue.
  - Reinsurance Underwriting.
  - Underwriting Technology.
- Underwriting Individual Health Insurance:
  - Sources of Information.
  - Making an Underwriting Decision.
  - Underwriting Individual Disability Income.
  - Insurance Underwriting Terminologies.
  - Underwriting Individual Long – Term Care Insurance.

## Day 4

- Legal Aspects of Group Insurance Underwriting:
  - Underwriting calculations.
- The Group Insurance Contract.
- Regulatory Compliance Issues Affecting Group Insurance Underwriting.
- Underwriting Calculations.
- The principles and practices of medical insurance pricing:
  - Risk assessment and Risk management in medical insurance.
  - The management of exposures in the portfolio.
  - Individual and group underwriting for disability, travel, long term and critical cases.
- Risk Assessment for Group Insurance.
- The Proposed Group.



#### Day 5

- Medical Claims Insurance Terminology.
- Medical claims management:
  - Roles in the process.
  - Goals of the claims function.
- Medical claims management process:
  - Procedure codes.
  - Medical insurance denial.
  - Deductibles.
- Coinsurance.
- Claims monitoring.
- Local Market Considerations.

## #6: Motor Accident Estimation

Course Dates: Sun, 21<sup>st</sup> May to Thu, 25<sup>th</sup> May 2017

Course Timing:

- Arabic: 8:00 AM to 1:00 PM
- English: 3:00 PM to 8:00 PM

Course Fees: QAR 5,000

Course Objective: This course aims to provide a comprehensive understanding of the factors that affect decisions about vehicle repair and write-off, the estimation of motor accident costs, relevant insurance covers and principles, procedures and processes for handling motor accident claims, fraud prevention and the use of technology in claims management.

Target Audience: All motor claims personnel.

Course Structure: This course is conducted using interactive training methods of a combination of lecturing, case studies, group discussions and exercises.

Desired Pre-requisite: Introduction to Insurance and Motor Insurance.

Course outline:

Day 1

- Insurance principles:
  - Utmost Good Faith.
  - Indemnity.
  - Insurable Interest.
  - Subrogation.
  - Contribution.
  - Proximate Cause.
- The organizational structure of the insurance company and of the Motor Department.
- Compulsory or supplementary insurance damage:
  - Bodily injuries.
  - Property damage.
- History of motor industry - The importance of knowing the types of vehicles, their parts and estimating the damages in addition to possessing the experience, practical and



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technical knowledge among the surveyors and motor department staff in both divisions (Motor accidents and issuance).

- Parts of vehicle:
  - To better understand the expected consequences of impact.
- Motor insurance coverages:
  - Third Party Liability.
  - Comprehensive.
  - Foreign vehicles.
  - Orange cards.
  - Fleet insurance.
- Important definitions in motor insurance.

#### Day 2

- Compulsory Insurance compensations:
  - Material damage.
  - Injury.
  - Death and permanent disability.
  - Third party property.

#### Day 3

- Comprehensive Insurance compensations (supplementary/compulsory):
  - Material damage.
  - Physical damage.
  - Death or permanent total disability.
  - Private and public property.
  - Total loss.
- Checks to make on receipt of notice of loss.
- Assessment of the loss.
- Settlement of the loss.
- Total loss claims.
- Theft claims.
- Comprehensive insurance claims documents.

#### Day 4

- Methods of damages settlement caused by traffic accidents:
  - Directly with the insurer.
  - Through a loss adjuster.



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- Through the Courts.
- Compensating the affected party.
- The Importance of the Inspection process and the Inspector' role:
  - Reserving.
  - Avowing the vehicle.
  - Previewing and authorizing repair shops/garages.
  - Analyzing data.
  - Motor pricing decisions.
- The role in protection against fraud.

#### Day 5

- Most important developments in the motor insurance sector:
  - Electronic links between interested parties.
  - Databases.
  - Photographic evidence.
- Case Studies.