NEW

Pauline Azzopardi
FCII, B.Sc. (C. Hons), CeFA, Cert PFS

ASSOCIATE TRAINER

Ms. Pauline Azzopardi is an Associate Trainer at RISC Institute.

She has enjoyed a career of over 30 years, working in senior management roles with some of the world's largest international banking and insurance institutions including Munich Re and HSBC.

Pauline Azzopardi has been newly appointed by the Board of Supervisors of the European Insurance and Occupational Pensions Authority (EIOPA) to the Insurance and Reinsurance Stakeholder Group (IRSG) and Occupational Pensions Stakeholder Group (OPSG).

She is also the International Engagement Board member of the Chartered Insurance Institute. Pauline is a Fellow of the Chartered Insurance Institute and holds a Bachelor of Science honours degree in Chemistry and Biology from the University of Malta.

She is a part-time academic and has delivered lectures in financial services including wealth management, life assurance, financial planning, portfolio management and pensions since 1992 in countries such as Bahrain, Oman, India and Malta. She is currently a visiting lecturer at the University of Malta.

RISC INSTITUTE
learning is opportunity

Tutor-led Blended Learning with Live Virtual Classes

Blended learning is an educational format that combines live interaction through a live virtual classroom between you and the tutor together with a range of online activities and resources for each topic that you can complete during your private study time.

Get In Touch

You may contact us at
+971 4 383 9083 or send us an
email at customerservice@riscinstitute.com

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Professional Qualifications from The Chartered Insurance Institute

CERTIFICATE IN INSURANCE AND FINANCIAL SERVICES

CERT CII®

Certificate in Insurance and Financial Services

For those candidates working in financial advice and insurance, or aspiring to work in both, the CII offers a dedicated study pathway which comprises existing Award qualifications and results in the completion of the Certificate in Insurance and Financial Services.

The Certificate in Insurance and Financial Services is a core qualification providing candidates with solid grounding across a broad range of areas in the financial services industry.

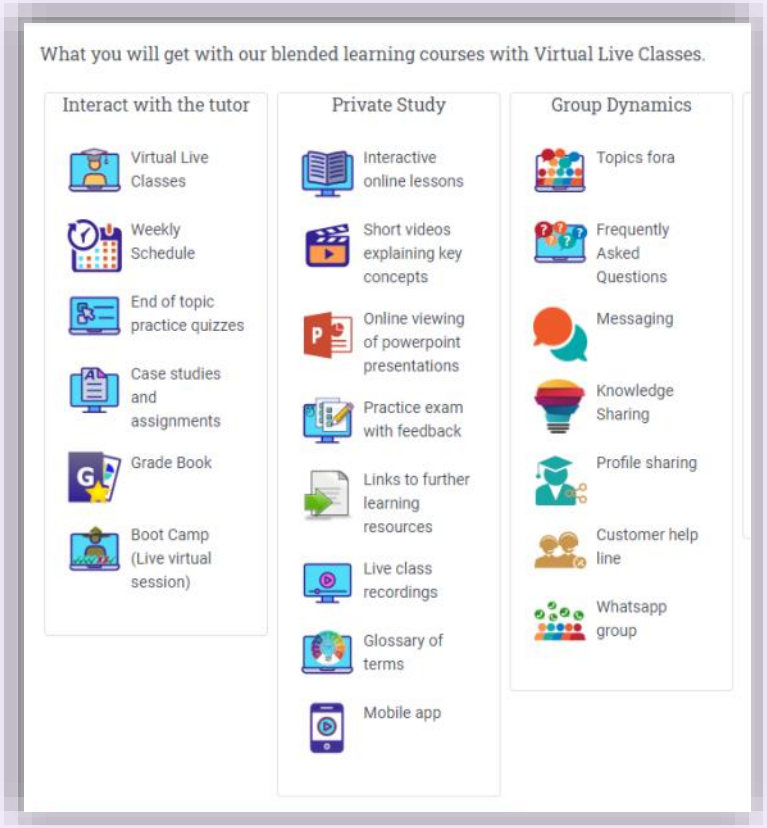
The Certificate will be awarded upon **completion of three Awards** and candidates are also eligible to use the designation 'Cert CII'.

- W01 Award in General Insurance (compulsory unit)
- W04 Award in Customer Service
- AWB Award in Bancassurance OR
- AWF Award in Financial Planning
- AWP Award in Investment Planning

15 CII Credits per Award completed
which can be used towards further CII qualifications.

50—100 Multiple Choice Question Examination
Online Remote Invigilation or any PSI testing centre
60—120 minutes, 70% Pass mark

CII Award
Each Award is a single-unit qualification



COURSE FEE

- Per Award: **AED 2,660**
- W01 (compulsory) and any two other awards of your choice: **AED 6,680**

Fees inclusive of 5% VAT, Tuition, CII digital study text , one-time online examination registration and one year access to RISC E-learning portal.

Complimentary one year ordinary CII membership for taking bundle offer plus 12 hours FREE CPD event entry.

Installment plan available subject to additional charges.

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SUMMARY OF LEARNING OUTCOMES

W01 Award in General Insurance

- Understand the nature and main features of risk and insurance
- Know the structure and main features of the insurance market
- Understand the main legal principles governing insurance contracts
- Understand the main regulatory and legal principles applicable to the transaction of insurance business
- Know key aspects of ethics, corporate governance and internal controls

W04 Award in Customer Service

- Know how to fulfil customer requirements in the insurance sector .
- Understand the importance of customer feedback to improve service in the insurance sector
- Understand the importance of good communication to maintain and build client relationships in the insurance industry
- Know how to deal with conflict within an insurance environment
- Understand the importance of keeping accurate and confidential records when dealing with customers
- Know how to manage own workload and time to meet business requirements and timescales
- Know how to work with others to achieve team and organisational objectives
- Understand the sales process
- Know how to increase sales activities

AWB Award in Bancassurance

- Know the main elements of the financial services and insurance industry as it relates to the bancassurance sector
- Understand the main insurance products
- Understand savings and investment products
- Understand retirement planning products
- Understand the importance of the client fact find and how to identify client needs
- Understand what constitutes good and ethical client practice

AWF Award in Financial Planning

- The client's needs
- The fact-finding process
- Good practice
- Protection products
- Savings and investment products
- Pension products

AWP Award in Investment Planning

- Main macro-economic factors that impact upon investment returns;
- Cash deposits, government securities and corporate bonds;
- Equity-based investment and property investment;
- Collective investment products and alternative investments;
- The risks faced by investors and the importance of asset allocation.

SCHEDULE

			AWB Bancassurance	W01 General Insurance	W04 Customer Service	AWF Financial Planning	AWP Investment Planning
Activity	**No of Hours**	**Timing**	**Date**				
Session 1	3	5:30 PM -8:30 PM Gulf Standard Time **Via Microsoft Teams**	Sunday, December 6, 2020	Monday, 18 January 2021	Year 2021 Dates to be advised Note: Schedule subject to changes.		
Session 2	3		Monday, December 7, 2020	Tuesday, 19 January 2021			
Session 3	3		Tuesday, December 8, 2020	Wednesday, 20 January 2021			
Session 4	3		Sunday, December 13, 2020	Monday, 25 January 2021			
Session 5	3		Monday, December 14, 2020	Tuesday, 26 January 2021			
Session 6	3		Tuesday, , December 15, 2020	Wednesday, 27 January 2021			
Session 7	3		Sunday, December 20, 2020	Monday, 01 February 2021			
Session 8	3		Monday, December 21, 2020	Tuesday, 02 February 2021			
Session 9	3		Tuesday, December 22, 2020	Wednesday, 03 February 2021			
Session 10	3		Sunday, December 27, 2020	Sunday, 07 February 2021			
Session 11	3		Monday, December 28, 2020	Monday, 08 February 2021			
Session 12	3		Tuesday, December 29, 2020	Tuesday, 09 February 2021			
Session 13			**PRIVATE STUDY**	Sunday, 14 February 2021			
Session 14				Monday, 15 February 2021			
Session 15				Tuesday, 16 February 2021			
				PRIVATE STUDY			
Boot camp	3	5:30 PM -8:30 PM	Sunday, January 10, 2021	Sunday, 21 February 2021 Monday, 22 February 2021			
Proposed Exam Date		Can be taken via PSI Testing Centre or Online Remote Invigilation	Saturday, January 16, 2021	Saturday, 27 February 2021			

REGISTRATION AND MORE INFORMATION

Contact RISC Institute Customer Services

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