

Competency may be defined as the knowledge and skills that individuals must have to perform effectively at work. The RISC series of Competency Certificate Courses are designed to develop such competencies in the participants according to their role and career progression.

Each course has been specifically designed to address a narrow set of competencies in one or two day interventions giving the employer the flexibility to target specific competency gaps in each member of their staff and thus form part of an individual's training plan to address such gaps or plan for his or her career progression.

Whilst each course in the series is a stand-alone unit, we have grouped them according to the core areas of knowledge and skills required for all roles within the insurance sector.



Code	Class	Categories	Component Unit Title	Audience Level	Class room Hours	No of Days
INT01	General	Fundamentals	Introduction to Risk and Insurance	3	6	1
INT02	General		Understanding the legal Principles governing insurance contracts	3	12	2
INT03	General		Understanding the Insurance Market	3	6	1
INT04	General		Understanding Insurance Documentation and Processes	3	6	1
INT05	Risk Management		Introduction to Risk Management	3	6	1
INT06	Health		Introduction to Health Insurance	3	6	1
CFF01	Life	Customer facing Functions	Advising in and Selling Life Assurance	3	12	2
CFF02	General		Advising in and Selling Commercial Insurance	3	6	1
CFF03	Private Lines		Advising in and Selling Private Lines Insurance	3	6	1
CFF04	General		Understanding TCF, Ethics and Proper Business Conduct	3	6	1
CFF05	General		Providing Exceptional Customer Service in Insurance	3	12	2
PRP01	General	Product and Processes	General Insurance Underwriting Process	3	12	2
PRP02	General		General Insurance Claims Handling	3	12	2
PRP03	General		Insurance Broking Principles and Practices	3	12	2
PRP04	General		Essentials of General Insurance Classes and Products	3	12	2
PRP05	Life		Essentials of Protection Insurance Products	3	6	1
PRP06	Life		Essentials of Life Assurance Savings Products	3	6	1
PRP07	Marine		Essentials of Marine Insurance	3	6	1

# INSURANCE COMPENTENCY CERTIFICATES

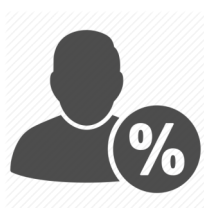
Code	Class	Categories	Component Unit Title	Audience Level	Class room Hours	No of Days
INS01	Property	Advising and Arranging Cover	Insuring Business Property	4	12	2
INS02	Property		Insuring against Business Interruption	4	6	1
INS03	Liability		Insuring against Commercial Liabilities	4	12	2
INS04	Liability		Insuring against Professional Liability	4	6	1
INS05	Property		Insuring against Crime and Financial Default	4	12	2
INS06	Personnel		Insuring Employee Benefits (Group Medical, Group Life & Personal Accident)	4	12	2
INS07	Motor		Insuring Commercial Motor	4	6	1
INS08	Marine		Insuring Cargo	4	12	2
INS09	Engineering		Insuring Construction and Erection Projects	4	12	2
INS10	Engineering		Insuring Contractor's Plant and Equipment	4	6	1
INS11	Engineering		Insuring against Machinery Breakdown, Boiler Explosion, Electronic Equipment and Deterioration of Stock	4	12	2
INS12	Private Lines		Insuring Private Lines (Motor, Household, Private Health, Travel, Personal Accident, and legal expenses)	4	12	2
INS13	Marine		Insuring Yachts and Pleasure Craft	4	6	1
INS14	Aviation		Insuring Aircraft and Aviation Risks	4	12	2
INS15	Cyber		Insuring Cyber Risk	4	6	1
INS16	Property		Insuring Banks and Financial Institutions	4	6	1
INS17	Oil & Gas		Insuring Oil and Gas	4	12	2
INS18	Property		Insuring Jeweler's Block	4	6	1
INS19	Liability		Insuring against Freight forwarders' and Carriers' liability	4	6	1
INS20	Liability		Insuring against Directors' and Officers' liability and Management Liability	4	6	1
UWR01	Property	Underwriting	Underwriting Commercial Property	4	12	2
UWR02	Liability		Underwriting Commercial Liability	4	12	2
UWR03	Motor		Underwriting Motor Fleets	4	12	2
UWR04	Health		Underwriting Group Health	4	12	2
UWR05	Life		Underwriting Group Life	4	12	2
UWR06	Engineering		Underwriting Construction's All Risks	4	12	2
UWR07	Marine		Underwriting Marine Cargo	4	12	2
UWR08	Health		Underwriting Individual Health Insurance	4	6	1
UWR09	Liability		Underwriting Professional Indemnity	4	6	1
CLM01	Property	Claims	Property Loss Adjusting	4	18	3
CLM02	Liability		Liability Loss Adjusting	4	12	2
CLM03	Motor		Motor Claims Handling	3	12	2
CLM04	Motor		Motor Accident Damage Estimation	3	24	4
CLM05	Motor		Fraud Prevention and Mitigation in Motor Insurance	4	12	2
CLM06	Health		Processing Health Insurance Claims	3	12	2
CLM07	Health		Terminology for Medical Insurance Claims	4	18	3
CLM08	Health		Medical Insurance Billing and Coding	4	12	2
CLM09	Health		Health Insurance Claims Management	5	12	2
CLM10	Health		Fraud Prevention and Mitigation in Health Insurance	4	12	2

# INSURANCE COMPETENCY CERTIFICATES

Code	Class	Categories	Component Unit Title	Audience Level	Class room Hours	No of Days
RSK01	Risk	Managing Risk	Risk Identification and Assessment	4	12	2
RSK02	Risk		Risk Treatment and Finance	4	12	2
RSK03	Property		Managing Property Risk	4	12	2
RSK04	Liability		Managing Liability Risk	4	6	1
RSK05	Personnel		Managing Personnel Risk	4	6	1
RSK06	Property		Managing Business Interruption Risk	4	6	1
RSK07	Motor		Managing Motor Fleet Risks	4	6	1
RSK08	Property		Managing Operational Risk	4	6	1
RSK09	Engineering		Managing Construction Project Risk	5	12	2
RSK10	Miscellaneous		Managing Financial Risk	5	12	2
RSK11	Health		Managing Risk for Healthcare Providers	5	12	2
REI01	Reinsurance	Reinsurance	Reinsurance Basics	3	12	2
REI02	Reinsurance		Reinsurance Practice	4	12	2
REI03	Reinsurance		Reinsurance Contracts and Wordings	4	6	1
REI04	Reinsurance		Reinsurance Statistics and Pricing	5	6	1
FIN01		Finance and Capital Adequacy	Capital Adequacy and Asset Liability Management	5	12	2
FIN02			General Insurance Accounting and Reserving	5	12	2
FIN03	Life		Life Insurance Accounting and reserving	5	12	2
FIN04			Stress Testing and Scenario Analysis of Insurance Companies	5	12	2
FIN05	General		Accounting and Finance of Insurance Companies	5	18	3
FIN06	Takaful		Accounting and Finance of Takaful insurers	5	18	3
GRC01		Governance, Risk and Compliance	IAIS ICP07: Corporate Governance for board members and senior Officers	5	6	1
GRC02			IAIS ICP08: Risk Management and Internal Controls for board members and senior Officers	5	6	1
GRC03			Fair Treatment of Customers (IAIS ICP19 - Conduct of Business)	5	6	1
GRC04			Operational Risk in Insurance Firms	5	12	2
GRC05			Countering Fraud (ICP21)	4	12	2
GRC06			Combatting Money Laundering	4	12	2
GRC07			Internal Auditing in Insurance Firms	5	12	2
GRC08			Business Continuity Planning in the insurance firm	4	6	1
GRC09			Prudential Regulation of Insurance Firms	5	12	2
GRC10			Market Conduct Regulation of Insurance Firms	5	12	2
GRC11			Managing Compliance in Insurance Firms	5	12	2
GRC12			Functions and Responsibilities of the Shari'ah Supervisory Board	4	6	1
GRC13			Training and Competency Requirements and Regulations	5	12	2
GRC14			Complaints Procedure and Monitoring	4	6	1
GRC15			Enterprise Risk Management for Solvency Purposes (ICP16)	5	12	2
GRC16			UAE Financial Rules and Regulations for Insurance Companies	4	12	2
LEG01			The legal and Business Environment for Insurance	4	12	2

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OPM01	General	Operational Management	Underwriting Management	5	6	1
OPM02	General		Claims management	5	6	1
OPM03	General		Applying key managerial skills	4	12	2
OPM04	General		Managing Call and Contact Centre Operations	4	12	2
OPM05	General		Managing People in the Insurance Firm	4	12	2
OPM06	General		Managing Distribution and Intermediary channels	4	12	2
OPM07	General		Managing Effective Control techniques and Tools	5	6	1
OPM08	General		Managing Projects	4	6	1
OPM09	General		Managing Business Processes Outsourcing	4	6	1
OPM10	Health		Managing the Healthcare Provider Network	4	6	1
MKT01	General		Marketing Insurance Products and Services	4	18	3
MKT02	Life		Bancassurance Operations	4	12	2
BUS01		Business Skills	Building Customer Relationships	3	6	1
BUS02			Communication Skills - Claims	3	6	1
BUS03			Meeting Skills	3	6	1
BUS04			Team Building and leading	3	6	1
BUS05			Personal Assertiveness and Effectiveness	3	6	1
BUS06			Presentation Skills	3	6	1
BUS07			Problem Solving and Decision Making	3	6	1
BUS08			Time Management	3	6	1
BUS09			Self Management and Personal Effectiveness	3	6	1
BUS10			Measuring and Recording Competence	3	6	1



**GROUP DISCOUNTS AVAILABLE** for 2 or more participants from the same company on the same course.

## CONTACT US

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