



**GHANA INSURANCE COLLEGE**  
**2019 SHORT COURSE FOR INSURANCE COMPANIES**

**SHORT COURSES FOR KUMASI (NORTHERN SECTOR)**

**FUNDAMENTALS OF INSURANCE**

**MARKETING INTELLIGENCE AND STRATEGIES**

**MOTOR INSURANCE UNDERWRITING AND CLAIMS**

**SHORT COURSES FOR TAKORADI (WESTERN SECTOR)**

**FUNDAMENTALS OF INSURANCE**

**MARKETING INTELLIGENCE AND STRATEGIES**

**MOTOR INSURANCE UNDERWRITING AND CLAIMS**

	<b>DATE</b>	<b>COURSE TITLE</b>	<b>TARGET GROUP</b>
1	JANUARY 24 <sup>TH</sup> – 25 <sup>TH</sup>	FUNDAMENTALS OF INSURANCE	NEW ENTRANTS IN INSURANCE, AGENTS, BROKERS, INSURANCE BANKING STAFF, ALL STAFF INVOLVED IN THE PRACTICE OF INSURANCE
2	FEBRUARY 7 <sup>TH</sup> – 8 <sup>TH</sup>	REGULATORY COMPLIANCE FUNCTION A COMPONENT OF IAIS CONTROL FUNCTION AS APPROVED BY NIC	COMPLIANCE OFFICERS, COO's, BROKERS, SENIOR MANAGERS, HR MANAGERS INTERNAL AUDITORS, LEGAL STAFF, REINSURERS
3	20 <sup>TH</sup> – 21 <sup>ST</sup>	PRICING AND RESERVING OF MICRO-INSURANCE PRODUCTS	CFO's, ACTUARIAL STAFF, TECHNICAL STAFF, CLAIMS MANAGERS
4	27 <sup>TH</sup> – 1 <sup>ST</sup>	MANAGEMENT OF ENGINEERING INSURANCE – CAR & EAR	UNDERWRITING MANAGERS, CLAIMS MANAGERS, TECHNICAL STAFF, BROKERS, ENGINEERS, REINSURERS
5	MARCH 14 <sup>TH</sup> – 15 <sup>TH</sup>	DEVELOPING A PROACTIVE CUSTOMER SERVICE CULTURE	CUSTOMER SERVICE OFFICERS, RELATIONSHIP OFFICERS, FRONT LINE STAFF, CLIENT SERVICE OFFICERS, MARKETING OFFICERS, HR OFFICERS
6	28 <sup>TH</sup> – 29 <sup>TH</sup>	PROCESSES AND PROCEDURES FOR PACKAGING INSURANCE PRODUCT FOR NIC's APPROVAL	COO's, ACTUARIAL STAFF, UNDERWRITING MANAGERS, RISK MANAGERS, INTERNAL AUDITORS, COMPLIANCE OFFICERS
7	APRIL 11 <sup>TH</sup> – 12 <sup>TH</sup>	EXPERIENCE STUDIES AND SURPLUS ANALYSIS FOR INSURANCE POLICIES	COO's, UNDERWRITERS, MARKETING EXECUTIVES, CFO's, ACTUARIAL STAFF, REINSURERS
8	16 <sup>TH</sup> – 17 <sup>TH</sup>	PEOPLE MANAGEMENT AND TEAM LEADERSHIP COURSE	HR MANAGERS, SENIOR MANAGERS
9	MAY 8 <sup>TH</sup> – 10 <sup>TH</sup>	EMBEDDED VALUE AND LIFE INSURANCE PRODUCT RISK RESIDENTIAL PROGRAM	CEO's, COO's, CFO's, CMO's, ACTUARIES, REINSURERS
10	16 <sup>TH</sup> – 17 <sup>TH</sup>	MANAGING PENSIONS AND RETIREMENT FUNDS EFFECTIVELY	TRUSTEES, FUND MANAGERS, HUMAN RESOURCE MANAGERS, CFO's ACTUARIAL STAFF, LIFE INSURANCE UNDERWRITING STAFF, BROKERS
11	30 <sup>TH</sup> – 31 <sup>ST</sup>	BROKER RELATIONSHIP MANAGEMENT	BROKERS, MARKETING EXECUTIVES
12	JUNE 12 <sup>TH</sup> – 14 <sup>TH</sup>	FINANCIAL RISK AND CREDIT CONTROL	CFO's, RISK MANAGERS, COO's, AML STAFF, INTERNAL AUDITORS
13	27 <sup>TH</sup> – 28 <sup>TH</sup>	WORKMEN'S COMPENSATION INSURANCE AND WORKPLACE SAFETY	HUMAN RESOURCES OFFICERS, UNDERWRITING STAFF, CLAIMS OFFICERS, REINSURERS OFFICERS, MANUFACTURING FIRMS
14	JULY 11 <sup>TH</sup> – 12 <sup>TH</sup>	INSURANCE BUSINESS OPERATIONS	SENIOR EXECUTIVES (COO's, CFO's, INTERNAL AUDITORS, RISK MANAGERS)

15	25 <sup>TH</sup> – 26 <sup>TH</sup>	ANNUITIES AND THE NEW PENSION REFORMS	TRUSTEES, FUND MANAGERS, HUMAN RESOURCE MANAGERS, CFO's, ACTUARIAL STAFF, LIFE INSURANCE UNDERWRITING STAFF, BROKERS
16	AUGUST 1 <sup>ST</sup> – 2 <sup>ND</sup>	ESSENTIAL MANAGEMENT SKILLS COURSE	COO's, SENIOR EXECUTIVES, CFO's, HR MANAGERS
17	15 <sup>TH</sup> – 16 <sup>TH</sup>	MARINE & AVIATION UNDERWRITING AND CLAIMS	UNDERWRITING MANAGERS, CLAIMS MANAGERS, BROKERS, PORT AND AVIATION STAFF
18	29 <sup>TH</sup> – 30 <sup>TH</sup>	UNDERWRITING STRATEGIES FOR INSURANCE AND REINSURANCE	UNDERWRITING MANAGERS, CLAIMS MANAGERS, BROKERS, RISK OFFICERS, REINSURANCE OFFICERS
19	SEPTEMBER 11 <sup>TH</sup> – 12 <sup>TH</sup>	PROFITABILITY TEST ON INSURERS REINSURANCE ARRANGEMENTS	REINSURANCE STAFF, TECHNICAL STAFF, RISK OFFICERS, INTERNAL AUDITORS, ACTUARIAL STAFF
20	26 <sup>TH</sup> – 27 <sup>TH</sup>	FUNDAMENTALS OF RISK SURVEY	UNDERWRITING MANAGERS, CLAIMS MANAGERS, BROKERS, RISK MANAGERS, STAFF OF MANUFACTURING FIRMS
21	OCTOBER 10 <sup>TH</sup> – 11 <sup>TH</sup>	BEST SELLING TECHNIQUES FOR INSURERS	COO's, MARKETING EXECUTIVES, BROKERS, REINSURERS
22	24 <sup>TH</sup> – 25 <sup>TH</sup>	CUSTOMER RETENTION STRATEGY	COO's, MARKETING EXECUTIVES, BROKERS, BANK BRANCH MANAGERS, INVESTMENT FIRMS

