

GHANA INSURANCE COLLEGE
2020 SHORT COURSE FOR INSURANCE AND NON-INSURANCE COMPANIES

S/N	DATE	COURSE TITLE	TARGET GROUP
1	JANUARY 23 RD – 24 TH	FUNDAMENTALS OF INSURANCE	NEW ENTRANTS IN INSURANCE, AGENTS, BROKERS, INSURANCE BANKING STAFF, ALL STAFF INVOLVED IN THE PRACTICE OF INSURANCE
2	FEBRUARY 6 TH – 7 TH	AGENCY MANAGEMENT COURSE	AGENCY MANAGERS, BRANCH MANAGERS, MARKETING MANAGERS, BROKERS
3	13 TH – 14 TH	CLAIMS INVESTIGATION AND COMMUNICATION SKILLS	MANAGERS AND STAFF INVOLVED IN CLAIMS INVESTIGATION
4	27 TH – 28 TH	WORKMEN'S COMPENSATION INSURANCE AND WORKPLACE SAFETY	HUMAN RESOURCE OFFICERS, CLAIMS MANAGERS, UNDERWRITING MANAGERS
5	MARCH 4 TH – 5 TH	SALES AND MARKETING FOR FRONTLINE EXECUTIVES	CUSTOMER SERVICE OFFICERS, RELATIONSHIP OFFICERS, FRONT LINE STAFF, CLIENT SERVICE OFFICERS, MARKETING OFFICERS, HR OFFICERS
6	12 TH – 13 TH	INTRODUCTION TO BASIC SOFT SKILLS	STRATEGIC LEADERSHIP
7	19 TH – 20 TH	BOND INSURANCE UNDERWRITING PROCEDURE & CLAIMS INVESTIGATION	COO's, CLAIM MANAGERS, UNDERWRITING MANAGERS, LAWYERS
8	26 TH – 27 TH	ERM FROM THE REGULATORY PERSPECTIVE	RISK MANAGEMENT OFFICERS, INTERNAL AUDITORS, TECHNICAL STAFF, NIC
9	APRIL 2 ND – 3 RD	FINANCIAL RISK AND CREDIT CONTROL	CFO's, RISK MANAGERS, COO's, AML STAFF, INTERNAL AUDITORS
10	16 TH – 17 TH	COMPETENCE DEVELOPMENT FOR ADMINISTRATIVE ASSISTANTS	OFFICE & BUSINESS ADMINISTRATOR'S, PERSONAL ASSISTANTS, SECRETARIES
11	23 RD – 24 TH	INSURANCE FRAUD MANAGEMENT	COO's, CLAIM MANAGERS, UNDERWRITING MANAGERS, IT MANAGERS
12	MAY 14 TH – 15 TH	EFFECTIVE CUSTOMER RELATIONSHIP MANAGEMENT TO BUILD A COMPETITIVE ADVANTAGE	MARKETING OFFICERS, HR OFFICERS, CUSTOMER SERVICE OFFICERS RELATIONSHIP OFFICERS, FRONT LINE STAFF, CLIENT SERVICE OFFICERS
13	21 ST – 22 ND	INTERPERSONAL SKILLS DEVELOPMENT	HR MANAGERS, SENIOR MANAGERS
14	28 TH – 29 TH	THE ABC OF INSURANCE	NEW ENTRANTS IN INSURANCE, AGENTS, BROKERS, INSURANCE BANKING STAFF
15	JUNE 11 TH – 12 TH	PREMIUM ADMINISTRATION FOR INSURERS	CUSTOMER SERVICE STAFF, TECHNICAL STAFF, BRANCH MANAGERS
16	18 TH – 19 TH	FIRE/PROPERTY INSURANCE UNDERWRITING AND CLAIMS	UNDERWRITING OFFICERS, CLAIMS OFFICERS, BROKERS, REINSURANCE OFFICER

17	25 TH - 26 TH	INSURANCE ACCOUNTING IFRS 17 IMPART ASSESSMENT FOR INSURER	STAFF OF FINANCE DEPT., ACTUARIAL DEPT, INTERNAL AUDITORS
18	JULY 9 TH – 10 TH	INSURANCE BUSINESS OPERATIONS	SENIOR EXECUTIVES (COO's, CFO's, INTERNAL AUDITORS, RISK MANAGERS
19	23 RD – 24 TH	SELLING SKILLS FOR INSURANCE PROFESSIONALS	MARKETING MANAGERS, AGENTS, BROKERS, SALES EXECUTIVES
20	29 TH – 30 TH	MARINE INSURANCE UNDERWRITING AND CLAIMS	UNDERWRITING OFFICERS, CLAIMS OFFICERS, BROKERS, REINSURANCE
21	AUGUST 6 TH - 7 TH	INVESTMENT ALTERNATIVES FOR INSURANCE PREMIUMS	COO's, FINANCE MANAGERS, INTERNAL AUDITORS, ACTUARIAL STAFF
22	13 TH – 14 TH	REINSURANCE MANAGEMENT AND RECOVERIES	OFFICERS OF TECHNICAL DEPT., ALL OFFICERS EXPOSED TO REINSURANCE OPT.
23	20 TH -21 ST	INSURANCE FOR BEGINNERS AND NON-INSURERS	NEW ENTRANTS IN INSURANCE, AGENTS, BROKERS, INSURANCE BANKING STAFF, ALL STAFF INVOLVED IN THE PRACTICE OF INSURANCE
24	27 TH – 28 TH	REPORT WRITING	CLAIMS OFFICERS, MANAGERS AND STAFF
25	SEPTEMBER 10 TH – 11 TH	DISTRIBUTION CHANNELS OF MICROINSURANCE	COO's, UNDERWRITERS, MARKETING EXECUTIVES, AGENTS, BROKERS
26	24 TH – 25 TH	EMERGING ISSUES IN THE INNSURANCE MARKET	ALL STAFF INVOLVED IN THE PRACTICE OF INSURANCE SENIOR EXECUTIVES (COO's, CFO's, INTERNAL AUDITORS, RISK MANAGERS)
27	OCTOBER 1 ST – 2 ND	OPERATIONAL MANAGEMENT OF GROUP LIFE POLICIES	LIFE INSURANCE UNDERWRITERS, CLAIMS OFFICERS, MANAGERS.
28	15 TH – 16 TH	PERFORMANCE EVALUATION	RISK MANAGERS, INTERNAL AUDITORS

BRANCH COURSES

KUMASI

AGENCY MANAGEMENT COURSE

EFFECTIVE CUSTOMER RELATIONSHIP MANAGEMENT TO BUILD A COMPETITIVE ADVANTAGE

SELLING SKILLS FOR INSURANCE PROFESSIONAL

TAKORADI

AGENCY MANAGEMENT COURSE

EFFECTIVE CUSTOMER RELATIONSHIP MANAGEMENT TO BUILD A COMPETITIVE ADVANTAGE

SELLING SKILLS FOR INSURANCE PROFESSIONAL