

INCLUSIVE INSURANCE TRAINING PROGRAMME FOR INSURANCE SUPERVISORS IN SUB-SAHARAN AFRICA

*With a focus on how climate change &
technology is impacting the insurance market &
Supervisors*

4 -12 October 2021 (virtual course)



Programme Funded By:



Global Affairs
Canada

Affaires mondiales
Canada



Azii Funded By:



Overview

In partnership with the IAIS and the Toronto Centre, the A2ii has developed a curriculum on inclusive insurance regulation for supervisors based on the IAIS Application paper on '[Regulation and Supervision Supporting Inclusive Insurance Markets.](#)'

Programme Objectives

At the end of this programme you will be able to:

- Understand the importance of financial inclusion in your market
- Recognise the supervisory principles and tools that foster the development of an inclusive insurance market
- Understand the impact of economic circumstances and emerging risks on insurers and consumers
- Integrate climate-related risks into supervisory practices and tools
- Learn about the importance of innovation and new technologies in the development of new insurance products and alternative distribution channels
- Apply the Toronto Centre's Action Planning methodology for dealing with challenges within the workplace
- Apply stakeholder management and communication concepts for achieving results

Programme Structure

There are **three different stages** to this programme

1. 10 Self-Paced Learning Modules through Connect.a2ii
2. Live Sessions with trainers and experts from 4-12 October from 9am – 13:00 CET/CAT
3. Complete and present a country Action Plan

Certification

Participants need to complete **all three stages to complete this training** and receive their certificate from A2ii and the Toronto Centre.

Time Commitment

You should be prepared to set aside **47 hours** for this training programme.

1. 13 hours for the self-paced learning

2. 28 hours for the live training sessions (3.5 hours across 7 days)
3. 6 hours for Action Planning

Medium of Instruction

The Programme will be conducted in **English** on Connect.a2ii and MS Teams.

Target Audience

The course is targeted at middle-to-senior level officials involved in the regulation and supervision of inclusive insurance in Sub-Saharan Africa.

Connect.a2ii Access

To set up an account to access the self-learning modules, please go to:

1. connect.a2ii.org and click on “create new account”
2. After you sign up, the team will verify your details and send you an email with confirmation of your participation and account details from Connect@a2ii.org

Participants will be provided with a user manual and should register for an account on connect.a2ii.org. For any technical help with Connect.a2ii please e-mail connect@a2ii.org.

Programme Materials

You can access and download all the programme material (agenda, case studies, recordings of live sessions and their accompanying slides) through your Connect.a2ii account.

Onboarding Session

This will be an opportunity for participants to learn about the programme and how to access/use Connect.a2ii.

Hour (CEST/CAT)	20 September 12:00 – 13:00 CET/CAT
12:00	Welcome & Introduction
	Programme Overview <i>(including an introduction to Action Planning)</i>
	Virtual onboarding of Connect.a2ii (Learning Management System)
	Q&A Session
13:00	End of session

Self-Paced Learning Modules

To access these self-paced modules, you need a Connect.a2ii account (see instructions above). **We recommend that you complete these modules ahead of the live training sessions.**

Modules	Approximate Duration (mins)
Module 1: Regulation and Supervision Supporting Inclusive Insurance Markets	40
Module 2: The Role of the Supervisor	35
Module 3: Prudential Aspects in Inclusive Insurance Supervision	100
Module 4: Climate Related and Other Environmental Risks	90
Module 5: Understanding the Market and the Environment	45
Module 6: Uses of Technology in Inclusive Insurance – Risks and Opportunities	90
Module 7: Financial Consumer Protection and Inclusive Insurance Market Conduct	40
Module 8: Using Key Performance Indicators to Monitor and Develop Inclusive Insurance	130
Module 9: Sustainable Development Goals and Insurance	100
Module 10: Covid-19 and the Impact on Financial Inclusion	105

Participants will have until the **31 October** to complete all the online modules. Completion of these modules is mandatory.

Hour (CEST/CAT)	MONDAY 4 OCTOBER– Day 1 – Introduction to Inclusive Insurance
8:45	Participants to join
9:00	Welcome & Opening Remarks <i>Toronto Centre, A2ii</i>
9:15	Session 1: Roundtable of Participants <i>Pascale Lamb, A2ii</i> This will be an opportunity for the participants to interact with one another & their programme leaders. Participants will be expected to outline what they hope to gain from the training programme.
10:15	Coffee Break
10:20	Session 2: Regulation and Supervision Supporting Inclusive Insurance Markets <i>Andrea Camargo, A2ii</i> Participants will learn about the importance of financial inclusion <ul style="list-style-type: none"> - The barriers that exist to inclusive insurance - The challenges involved in removing those barriers
11:20	Coffee Break
11:30	Session 2 continued with an overview of financial inclusion in Sub-Saharan Africa Participants will learn about financial inclusion in the SSA region from RGA Reinsurance Company of South Africa <i>Jean-Louis Fourie, Business Development Actuary, RGA Reinsurance Company</i>
12:30	Session 3: Action Planning - Participants will be put into break-out rooms with their fellow colleagues to complete their Action Planning preparation form
13:00	Evaluations <i>End of day 1</i>

Hour (CEST/CAT)	Tuesday 5 OCTOBER - Day 2 - The Role of the Supervisor
8:45	Participants to join
9:00	Ideas I will use
9:15	<p>Session 4: The Role of the Inclusive Insurance Supervisor <i>Andrea Camargo, A2ii</i></p> <ul style="list-style-type: none"> - Participants will learn about the importance of having a regulated and supervised market - How supervisory authorities can apply proportionality - How supervisory authorities can engage with innovation - The relationship with market players and other authorities
10:15	Coffee Break
10:20	<p>Session 5: Prudential Aspects in Inclusive Insurance Supervision <i>Kofi Andoh, Toronto Centre</i></p> <ul style="list-style-type: none"> - Participants will learn about the importance of a prudential regime and in particular; - The licensing and solvency system – and the difference with conventional insurance - Operational risks and challenges
10:20	Coffee Break
11:30	<p>Session 6: Action Planning Methodology – Presentation of Methodology <i>Patricia Vargas, Toronto Centre</i></p> <ul style="list-style-type: none"> - Participants will learn about the Toronto Centre’s framework for tackling challenges faced at work: - Assess the challenge confronting you - Develop options to consider - Outline an action plan - Analyse the stakeholders who are essential to project implementation
13:00	Evaluations <i>End of day 2</i>

Hour (CEST/CAT)	Wednesday 6 OCTOBER - Day 3 - Climate Change
8:45	Participants to join
9:00	Ideas I will use
9:15	<p>Session 7: Climate Related and Other Environmental Risk <i>Kofi Andoh, Toronto Centre</i></p> <ul style="list-style-type: none"> - Participants will explore the nature of climate-related and other environmental risks with special attention to the SSA region. - Discuss the ways in which consumers can be impacted - Discuss the relevance of these risks to financial regulators and supervisors - Discuss the expectations on financial institutions for responding to climate-related risks - Insurance and building resilience through financial inclusion
10:15	Coffee Break
10:20	Session 8: IAIS & Sustainable Insurance Forum (SIF) Case study on integrating climate change risks into supervisory practice
11:50	Coffee Break
11:55	<p>Session 9: Action Planning - Assessing the problem and developing the statement of the problem and the goal statement <i>Patricia Vargas, Toronto Centre</i></p> <ul style="list-style-type: none"> - Participants will start applying the action planning methodology with the assistance of programme leaders. - The focus will be on understanding the situation and developing a precise definition of the problem identified that is relevant in their jurisdictions. - Also, participants will work on identifying the preferred outcome and developing a goal statement.
13:00	Evaluations <i>End of day 3</i>

Hour (CEST/CAT)	Thursday 7 OCTOBER - Day 4 - Innovation & Technology
8:45	Participants to join
9:00	Ideas I will use
9:15	<p>Session 10: Uses of Technology in Inclusive Insurance – Risks and Opportunities <i>Kofi Andoh, Toronto Centre</i></p> <ul style="list-style-type: none"> - Participants will learn about the uses of technology in inclusive insurance including; - The impact of technology on consumers - The impact of technology on business models, value chain and industry landscape
10:15	Coffee Break
10:20	<p>Session 11: Agriculture & Index-Based Insurance – Opportunities and Risks for the Development of Inclusive Insurance <i>Andrea Camargo, A2ii</i></p>
11:35	Coffee Break
11:40	<p>Session 12: Action Planning Methodology – Presentation of Effective Stakeholder Communication and Persuasion <i>Patricia Vargas, Toronto Centre</i></p> <ul style="list-style-type: none"> - This session will provide training on a methodology that participants can use to communicate with key stakeholders and persuade them to support their action plans for dealing with problems. It will; - Describe the four-box model for effective persuasion and communication - Explain how to identify and analyse key stakeholders – who are, what are they likely to like and dislike about your proposal, and what is needed to overcome their resistance and get their support? - Explore how to build a “burning platform” for change - Provide an opportunity for participants to begin applying these skills
13:00	Evaluations <i>End of day 4</i>

Hour (CEST/CAT)	Friday 8 OCTOBER - Day 5 - Consumer Protection
8:45	Participants to join

9:00	Ideas I will use
9:15	Session 13: Financial Consumer Protection and Inclusive Insurance Market Conduct <i>Andrea Camargo, A2ii</i>
10:15	Coffee Break
10:20	Session 14: Using Key Performance Indicators to Monitor and Develop Inclusive Insurance (Part 2 Live Session) <i>Janice Angove, A2ii</i>
11:20	Coffee Break
11:30	Session 15: Action Planning <i>Patricia Vargas, Toronto Centre</i> <ul style="list-style-type: none"> - Participants will continue applying the action planning methodology with the assistance of programme leaders. - The focus will be on developing the action plan.
13:00	Evaluations <i>End of day 5</i>

Hour (CEST/CAT)	Monday 11 OCTOBER – Day 6 – The Market Environment
8:45	Participants to join
9:00	Ideas I will use
9:15	Session 16: Understanding the Market and the Environment Andrea Camargo <ul style="list-style-type: none"> - Participants will learn about evaluating and analysing the market environment and in particular; - How the profiles and needs of the underserved can be diverse - The policy and market environment – the products and services currently offered - The features that support enhanced inclusion – including distribution channels and new technologies
10:15	Coffee Break
10:25	Session 17: Action Planning <i>Patricia Vargas, Toronto Centre</i> <ul style="list-style-type: none"> - Participants will continue applying the action planning methodology with the assistance of programme leaders to develop their action plans ahead of their presentations the next day. - The focus will be on developing the stakeholder analysis.

13:00	Evaluations <i>End of day 6</i>
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Hour (CEST/CAT)	Tuesday 12 OCTOBER - Day 7- Presentations of Action Plans
8:45	Participants to join
9:00	Presentation of Action Plans by Participants
10:00	Coffee Break
10:10	Presentation of Action Plans by Participants – Continued
11:10	Coffee Break
11:20	Presentation of Action Plans
13:00	Concluding Remarks & Evaluations – <i>End of Live Training Sessions</i>

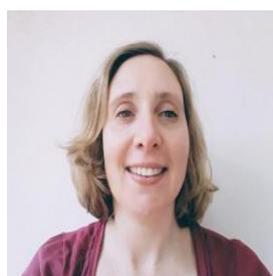
Programme Leaders



Michael Kofi Andoh has worked with the National Insurance Commission (NIC) Ghana since 2000. He was the Head of Supervision from January 2006 to September 2017. He is currently the Deputy Commissioner of Insurance. Prior to joining the NIC, he worked for three years with KPMG.

Mr. Andoh has been involved in a number of projects to develop the insurance market and improve access to insurance in Ghana. He has been actively involved in the design and implementation of a Risk Based Supervisory framework for the Ghanaian insurance industry. He has also played a leading role in the design and implementation of Ghana's inclusive insurance regime.

Mr. Andoh holds a BSc in Business Administration from the University of Ghana Business School, and an MBA from the University of Leicester in the United Kingdom. He is also a Fellow of the Certified Chartered Accountants, (FCCA) and an Associate of the Chartered Insurance Institute (ACII) in the United Kingdom. Mr. Andoh is currently Member, Insurance and Pensions Advisory Board and Program Leader, Toronto Centre.



Janice Angove is a qualified actuary working as a lecturer in actuarial science and a consultant in the areas of inclusive insurance and capacity building for insurance supervisors in Africa. Janice formerly coordinated the A2ii's regional implementation work in Sub-Saharan Africa.



Andrea Camargo is A2ii's technical expert and the director of [Inspowering](#). Born in Colombia, as a qualified lawyer Andrea Camargo specialised in Insurance Law and brings 19 years of experience. She has been working for over 13 years in inclusive insurance, providing advice to international organisations, supervisory authorities, and private companies on "best practices" to design and implement responsible inclusive insurance solutions worldwide. Andrea Camargo has been working closely with the A2ii since 2013 and speaks fluently Spanish, English and French.



Patricia Vargas joined Toronto Centre as a Program Director in 2021. She has more than 15 years' work experience in several fields related to finance, supervision and risk management in financial institutions and project management. She is specialist in portfolio management and insurance supervision.

As former Supervision Director at the Insurance Superintendence in Costa Rica (SUGESE), Ms. Vargas led the team responsible for developing and implementing SUGESE's Supervisory Framework. Prior to joining the SUGESE she oversaw the International Monetary Reserves Management Department at the Central Bank of Costa Rica.

Ms. Vargas has a master's degree in Business Administration with an Emphasis in Finance, and a bachelor's degree in Agricultural Economy, both from Universidad de Costa Rica. Also, she has studies in Social Anthropology.
