

INCLUSIVE INSURANCE TRAINING PROGRAMME FOR INSURANCE SUPERVISORS IN CENTRAL & EASTERN EUROPE & TRANSCAUCASIA

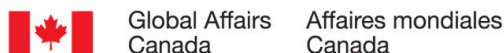
*With a focus on how climate change &
technology are impacting the insurance market
& Supervisors*

21 June – 1 July 2021

Virtual Course



Programme Funded By:



Background: 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.’ The Inclusive Insurance Programme allows participants to build on their existing supervisory skills, enhance their knowledge and develop the leadership skills needed to make positive change. The training blends theory and practice and uses a combination of presentations, highly interactive case studies and group exercises to strengthen insurance supervisors’ capacities to support insurance market development.

Objectives: The training is based on a highly interactive teaching approach to strengthen learning, both in technical topics and in leadership skill. By combining a blended learning approach, upon completion of the two-week Programme participants will be better equipped to understand;

- The importance of promoting financial inclusion.
- How to apply robust supervisory principles and effective monitoring tools to foster the development of an insurance market.
- How to promote financial inclusion by encouraging supervisors to adopt proportionality to advance financial innovation, while maintaining stability, market integrity and conduct.
- The impact of current economic circumstances and emerging risks and their effects on insurers, economies, and consumers.
- How these risks impact developing economies, insurance markets and the role supervisors can play to mitigate these risks.
- The effects of climate-related risks on insurers, economies, and consumers and how supervisors can respond by enhancing their supervisory risk assessments and response capabilities.
- The importance of innovation and new technologies in the development of new insurance products and alternative distribution channels.
- How supervisors can enable the inclusion of typically marginalized segments of the population.

Throughout the training and with the guidance from Programme Leaders, participants will put into practice the Toronto Centre’s **Action Planning Methodology** for dealing with the challenges faced at the workplace as well as stakeholder management and communication concepts. Participants will also develop their own action plan relating to country specific issues. Following the Programme, Toronto Centre and A2ii will follow up with countries to provide additional guidance and support for their action plan implementation efforts.

Medium of Instruction: The Programme will be conducted in **English** on the **A2ii Learning Management System 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 Central and Eastern Europe and Transcaucasia.

Participants will receive a certificate of completion after finalising the course.

Self-Paced Learning Schedule

Connect A2ii Platform

Participants will be provided with a user manual and should register for an account on connect.a2ii.org by **13 June**. An introduction to the platform will take place during the onboarding session on 14 June.

For any technical help with the Connect platform please e-mail connect@a2ii.org.

Completing Modules

There are 9 modules that need to be completed ahead of each day of live trainings. The remaining 2 modules can be completed until 16 July. Participants need to complete all modules as well as submit their final action plan to receive their certificate from A2ii and the Toronto Centre.

On **14 June**, all self-paced modules will be available on the Connect A2ii platform.

Please complete all the self-paced modules by the due dates below.

Complete by end of day (23.59 CEST)	Online Module
20 June 2021	Module 1: Regulation and Supervision Supporting Inclusive Insurance Markets
21 June 2021	Module 2: The Role of the Supervisor
22 June 2021	Module 3: Prudential Aspects in Inclusive Insurance Supervision
22 June 2021	Module 4: Climate Related and Other Environmental Risks
23 June 2021	Module 5: Understanding the Market and the Environment
24 June 2021	Module 6: Uses of Technology in Inclusive Insurance – Risks and Opportunities
27 June 2021	Module 7: Financial Consumer Protection and Inclusive Insurance Market Conduct
28 June 2021	Module 8: Using Key Performance Indicators to Monitor and Develop Inclusive Insurance
29 June 2021	Module 9: Agriculture & Index-Based Insurance – Opportunities and Risks for the Development of Inclusive Insurance
16 July 2021	Module 10: Sustainable Development Goals and Insurance
16 July 2021	Module 11: Covid-19 and the Impact on Financial Inclusion
16 July 2021	Online Evaluation

Live sessions will be held on MS Teams, and the link will be provided to participants via email as well as the through the Connect A2ii platform.

Mandatory Onboarding Session

Hour (CEST)	Monday 14 June
13:00	Participants to join
	Welcome & Introduction
	Programme Overview & Objectives
	Introduction of case study
	Virtual Onboarding of Learning Management System
	Introductions by participants /virtual networking session
14:30	<i>End of session</i>

Inclusive Insurance Live Training Programme

Hour (CEST)	MONDAY 21 June – Day 1	Self-Paced Learning Module* To be completed in advance of live session
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 the programme leaders and outline what they hope to gain from the training programme.	
10:30	Coffee Break	
10:40	Session 2: Regulation and Supervision Supporting Inclusive Insurance Markets (Part 2 Live Session) <i>Andrea Camargo, A2ii</i>	Module 1: Regulation and Supervision Supporting Inclusive Insurance Markets <ul style="list-style-type: none"> - Participants will learn about the importance of financial inclusion - The barriers that exist to inclusive insurance - The challenges involved in removing those barriers
11:50	Coffee Break	
12:00	Session 2 continued with an overview of financial inclusion in Central and Eastern Europe and Transcaucasia (Live Session) <i>Gorazd Čibej, Director, Insurance Supervisory Authority Slovenia & Klime Poposki, Professor & Former President · Insurance Supervision Agency and University of St. Kliment Ohridski</i> <ul style="list-style-type: none"> - Participants will learn about financial inclusion in the CEET region - Results from an IAIS-A2ii Survey on the Inclusive Insurance Regulatory landscape in the CEET region will be presented 	
13:00	Evaluations <i>End of day 1</i>	

Hour (CEST)	Tuesday 22 June – Day 2	Self-Paced Learning Module *To be completed in advance of live session
8:45	Participants to join	
9:00	Ideas I will use	
9:15	Session 3: The Role of the Inclusive Insurance Supervisor (Part 2 Live Session) <i>Andrea Camargo, A2ii</i>	Module 2: The role of the supervisor <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
10:00	Coffee Break	
10:10	Session 4: Action Planning Methodology – Presentation of Methodology (Live Session) <i>Patricia Vargas, Toronto Centre</i> <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 	
11:30	Evaluations <i>End of day 2</i>	

Hour (CEST)	Wednesday 23 June – Day 3	Self-Paced Learning Module *To be completed in advance of live session
8:45	Participants to join	
9:00	Ideas I will use	
9:15	Session 5: Prudential Aspects in Inclusive Insurance Supervision (Part 2 Live Session) <i>Kofi Andoh, Toronto Centre</i>	Module 3: Prudential aspects in Inclusive Insurance Supervision - 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
10:00	Coffee Break	
10:10	Session 6: Climate Related and Other Environmental Risk (Part 2 Live Session) <i>Kofi Andoh, Toronto Centre</i>	Module 4: Climate related and other environmental risks - Participants will explore the nature of climate-related and other environmental risks with special attention to the CEET 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
11:00	Coffee Break	
11:10	Session 7: Action Planning - Assessing the problem <i>Patricia Vargas, Toronto Centre</i> - 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.	
12:00	Evaluations <i>End of day 3</i>	

Hour	Thursday 24 June – Day 4	Self-Paced Learning Module *To be completed in advance of live session
8:45	Participants to join	
9:00	Ideas I will use	
9:15	<p>Session 8: Captive Insurance Case study – Cell Captives in SSA (Live Session) <i>Matthew Dunn, Association, Cenfri</i></p> <ul style="list-style-type: none"> - Participants will learn about the cell captive structure in Sub-Saharan Africa and the preliminary regulation developed by some authorities in the region - The session will also outline how this structure has the potential to help address some of the structural constraints faced by many insurance markets 	
10:00	Coffee Break	
10:10	<p>Session 9; Understanding the Market and the Environment (Part 2 Live Session) <i>Andrea Camargo, A2ii</i></p>	<p>Module 5: Understanding the market and the environment</p> <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
11:00	Coffee Break	
11:100	<p>Session 10: 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; 	

	<ul style="list-style-type: none"> - 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 	
12:00	<p>Evaluations <i>End of day 4</i></p>	

Hour	Friday 25 June – Day 5	Self-Paced Learning Module* To be completed in advance of live session
8:45	Participants to join	
9:00	Ideas I will use	
9:15	Session 11: Uses of Technology in Inclusive Insurance – Risks and Opportunities (Part 2 Live Session) <i>Kofi Andoh, Toronto Centre</i>	Module 6: Uses of Technology in Inclusive Insurance – Risks and Opportunities <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 - The regulatory and supervisory issues – the increase in opportunities and risks: internal supervisory capabilities and tools (Regtech-Suptech), consumer outcomes, data privacy, regulatory arbitrage
10:00	Coffee Break	
10:10	Session 12: Action Planning - Identifying preferred outcome and developing a goal statement <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 identifying the preferred outcome and developing a goal statement. 	
11:30	Evaluations <i>End of day 5</i>	

Hour	Monday 28 June – Day 6	Self-Paced Learning Module *To be completed in advance of live session
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>	Module 7: Financial consumer protection and inclusive insurance market conduct <ul style="list-style-type: none"> - This session will underline the need for a specific approach to inclusive insurance - Highlight factors in market operations which encourage and discourage insurers - Outline the approaches for stimulating responsible markets - Outline the SMART principles for customer protection
10:00	Coffee Break	
10:10	Session 14: 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. - 	
11:30	Evaluations <i>End of day 6</i>	

Hour	Tuesday 29 June – Day 7	Self-Paced Learning Module *To be completed in advance of live session
8:45	Participants to join	
9:00	Ideas I will use	
9:15	Session 15: Using Key Performance Indicators to Monitor and Develop Inclusive Insurance (Part 2 Live Session) <i>Janice Angove, A2ii</i>	Module 8: Using Key performance indicators to monitor and develop inclusive insurance <ul style="list-style-type: none"> - <i>Participants will learn about the logic behind the supervision of inclusive insurance</i> - <i>The challenges encountered by supervisory authorities</i> - <i>The 4 Key Performance Indicators from the perspective of the supervisors</i> - <i>Monitoring developments as a supervisory process</i>
10:00	Coffee Break	
10:10	Session 16: 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. 	
11:30	Evaluations <i>End of day 7</i>	

Hour	Wednesday 30 June – Day 8	Self-Paced Learning Module *To be completed in advance of live session
8:45	Participants to join	
9:00	Ideas I will use	
9:15	Session 17: Agriculture & Index-Based Insurance – Opportunities and Risks for the Development of Inclusive Insurance (Live Session following LMS) <i>Andrea Camargo, A2ii</i> -	Module 9: Agriculture & Index-Based Insurance – Opportunities and Risks for the Development of Inclusive Insurance
10:00	Coffee Break	
10:10	Session 18: Action Planning <i>Patricia Vargas, Toronto Centre</i> - Participants will work on stakeholders’ communications and prepare a summary of action plan	
11:30	Evaluations <i>End of day 8</i>	

Hour	Thursday 1 July – Day 9	
8:45	Participants to join	
9:00	Presentation of Action Plans by Participants	
10:30	Coffee Break	
10:40	Presentation of Action Plans by Participants – Continued	
13:00	Concluding Remarks & Evaluations – End of Live Training Sessions	

	Until 16 July
	Complete: Module 10 on Sustainable Development Goals and Insurance Module 11 on Covid-19 and the Impact on Financial Inclusion
	Complete online evaluation

