

# THE YEAR IN REVIEW THE CII IN AFRICA 2020

December can be a time for reflection on the year that's drawing to a close. None of us could have anticipated, when we were wishing 'happy new year' to family, friends and colleagues back on 1 January, what extraordinary times lay ahead. We were largely unfamiliar with concepts such as lockdowns, social distancing, quarantines, Rrates and so forth - which all quickly became part of our everyday lives.

Thankfully, Africa has been spared some of the worst Covid-19 consequences, recording just 3.5% of global cases and deaths despite being home to 17% of the world's population. We have also been hearing from many colleagues in Africa that the pandemic has prompted many businesses and individuals to review their financial wellbeing and insurance needs.

The CII passionately believes that a well-functioning, trusted, professional insurance and financial planning sector is vital for social and economic success, and is committed to working with partners throughout Africa to raise the profile of our profession and the value it delivers to everyday lives.

As the year draws to a close, we would like to take this opportunity to review some of the CII's activities in Africa during the past twelve months, and look forward to the year ahead.

“  
*The CII passionately believes that a trusted insurance and financial planning sector is vital for social and economic success in Africa.*

For more information, please email: [africa@cii.co.uk](mailto:africa@cii.co.uk)

## OTHER ARTICLES IN THIS ISSUE

- Africa: A Continent of Promise
- At last: a dedicated webpage for Africa
- Our goodwill ambassadors - the team expands
- Cost-effective packages for Africa
- A rising profile
- Accreditation by the Commonwealth
- People changes
- Enhancing public exams
- A new distribution partner for Nigeria
- Looking ahead



Chartered  
Insurance  
Institute  
Standards. Professionalism. Trust.

December special issue

## 2020 IN NUMBERS

We are pleased to share some numbers about CII activity in Africa during 2020:

2,673

Members

896

Exam sittings  
and coursework  
completions

78%

Exams  
pass rate

125

Major employer  
relationships

13

Affiliated  
institutes

We would like to extend warm congratulations to everyone who has sat and passed a **CII qualification** during 2020, and thank all our affiliated institutes who have worked in partnership with us on many initiatives throughout the year.

### CII AFFILIATED INSTITUTES

Full details of our affiliated institutes are available [here](#). In total, **13 African countries** are represented in our affiliated institute network: Egypt, Ghana, Kenya, Malawi, Mauritius, Namibia, Nigeria, South Africa, Tanzania, Uganda, Zambia, Zimbabwe. Each institute has a mission and vision which aligns with the CII, and is responsible for impressive work locally to raise standards and support insurance penetration.

### The CII's affiliated institutes in Africa



# AFRICA: A CONTINENT OF PROMISE

We hope many of you have had an opportunity to download and read our ground-breaking publication *Africa: A Continent of Promise*, which celebrates activity underway throughout the continent to build a trusted profession. We would also like to thank all the generous contributors who kindly submitted articles on different aspects of insurance professionalism.

In addition to representatives from the institutes listed on page 1, we were honoured to receive contributions from ARIS, Britam Insurance, CRDB Insurance Broker, ICEA Lion, Kingfisher Insurance Brokers, Minet Zambia Insurance Brokers, the National Insurance Corporation of Eritrea, NICO General Insurance, Star Assurance, SWAN, Tanzania Reinsurance and UAP Old Mutual.

The launch was accompanied by two webinars which both registered record-breaking participation. On 3 November, we ran one webinar about the activities of insurers and brokers; followed by another webinar focusing on the activities of institutes and training colleges. Over 1,500 people viewed these webinars – either live or on catch up. Please follow this [link](#) if you'd also like an opportunity to view.

## In the report, you can find out about:

- The insurer establishing an Academy to equip staff with knowledge and competence
- The insurer blending technical insurance competence with business skills to drive innovation and transformation
- The insurer using succession planning to provide career paths and motivation, and to retain the best people
- The broker mobilising interest in professionalism amongst firms throughout Zambia
- The insurance institute advancing knowledge and industry based research
- The training college supporting the profession to recover from the pandemic
- The insurance institute that's innovating and adapting its role for the modern era.



## ARTICLES INCLUDE:

- › The role of insurance in a developing society
  - › The power of collective energy
  - › Professionalism builds loyalty and enables a transformative agenda
  - › How insurance companies in Ethiopia are establishing a vibrant market
- and much more

## FEEDBACK RECEIVED

“  
Very exciting and inspirational”  
A great milestone”  
A very beautiful and rich journal”  
Great insights”



Images from the 3 November launch webinar



For more information: [www.cii.co.uk/africa](http://www.cii.co.uk/africa)

# AT LAST: A DEDICATED WEBPAGE FOR AFRICA



The CII website now contains a standalone [page](#) for Africa with essential information and materials. It will be regularly updated so please feel free to note it as a 'favourite' and visit it regularly.

It currently contains information about the CII's operations in Africa, a downloadable copy of *A Continent Of Promise*, information on our wonderful Goodwill Ambassadors to Africa - and much more.



## OUR GOODWILL AMBASSADORS THE TEAM EXPANDS

The CII entered the year with four excellent goodwill ambassadors to Africa. These ambassadors are qualified members that are experienced in the profession who voluntarily assist our international team in promoting our qualifications and professional standards to achieve our core goal of building public trust in insurance.

They do this by communicating with local businesses, advocating the importance of professional qualifications and sharing best practice.

You can see video statements from all our Africa goodwill ambassadors [here](#)



**Rev Asante Marfo-Ahenkora**  
FCII:  
Goodwill ambassador to Ghana



**Maclonex Mwase**  
ACII: Goodwill ambassador to Malawi



**Maya Nundloll André** FCII, LLM (Insurance Law), Chartered Insurance broker: Goodwill ambassador to Mauritius



**Dr Tonia Smart**  
ACII, FCIIN, FCIP: Goodwill ambassador to Nigeria

“  
*I was inspired to this role when I witnessed first hand the new ideas and processes at the CII.*  
**Tonia Smart**



**Hajjat Kawaase Sebyala** ACII, Chartered insurer  
Goodwill ambassador for women in insurance in Africa

We are delighted to announce the appointment of our latest goodwill ambassador, who will have a specific focus on supporting women in insurance in Africa. Hajjat Kawaase Sebyala was the first woman to enter the Africa Insurance Organisation Hall Of Fame, and was the founding Chairperson of Women in Insurance in Uganda. She was part of the

formulation team for the Africa Union Agenda 2063 and the AU Gender policy, and was a recipient of a Presidential Medal in Uganda in 2016. In describing her role as goodwill ambassador, Hajjat commented: “I will be a role model who can help inspire all ladies to aspire for the highest professionalism, integrity, character and performance.”

# COST-EFFECTIVE PACKAGES FOR AFRICA

As businesses recover from the Covid-19 pandemic, it's vital the CII's learning services are cost-effective and accessible throughout Africa - to as many businesses and people as possible. That's one reason we've created our unique Mobility and Ignition packages

## IGNITION PACKAGE

AVAILABLE FOR INDIVIDUALS

We are delighted to offer the Ignition study package, to achieve a CII Award for GBP100 (a saving of 40%). This package is the first step in the CII's learning pathway and candidates who successfully complete the Award unit can progress further towards the CII's Certificate level qualifications.

Our Award qualifications help candidates to build the technical knowledge needed to progress to the next level in their career. Each Award gains the membership designation "CII (Award)", and if candidates successfully complete three Award units, members can use the designation "Cert CII".

For more information: click [here](#)

## MOBILITY PACKAGE

AVAILABLE FOR ANY EMPLOYER WITH A CII ACCOUNT

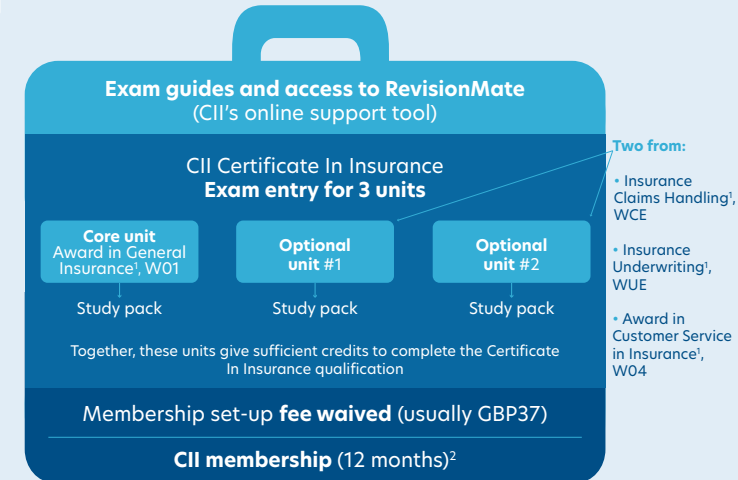
Mobility is available to all employers in Africa who have a corporate account with the CII. The package offers:

- A fast track to the CII Certificate level qualification for your valued staff
- Access to the benefits of CII membership for those staff
- An exceptional opportunity for you to build your team's knowledge and competence, leading to a more successful and sustainable business
- All packaged together at a highly affordable price.

The CII's Mobility package combines membership, 3 examination entries, 3 study packs, exam guides, RevisionMate access and more.

- At just GBP200, this represents a huge 35% saving compared with buying the elements separately

The complete Mobility package is shown below:



Note: Study pack include e-version of study text  
1. non-UK/international version. 2. One year membership is at ordinary level

For more information email:  
[internationalpartners@cii.co.uk](mailto:internationalpartners@cii.co.uk)

Our new W01 unit – Award in General Insurance (non-UK/international) – has been specifically designed for insurance learners around the world. It provides an excellent foundation for a successful career in general insurance through explaining the concept of risk and describing the main classes of insurance.

## KEY FEATURES

	IGNITION	MOBILITY
Professional designation - successful candidates can use these throughout their period of membership	CII (Award)	CertCII
Examination entries	One unit from the following list: <ul style="list-style-type: none"> <li>• Award in General Insurance, W01</li> <li>• Award in Customer Service in Insurance, W04</li> <li>• Award in Bancassurance, AWB</li> <li>• Award in Financial Planning, AWF</li> <li>• Award in Investment Planning, AWP</li> </ul>	Core unit (mandatory): <ul style="list-style-type: none"> <li>• Award in General Insurance, W01</li> </ul> Two units from the optional units list: <ul style="list-style-type: none"> <li>• Insurance claims handling, WCE</li> <li>• Insurance underwriting, WUE</li> <li>• Award in Customer Service in Insurance, W04</li> </ul>
CII membership	12 months membership included, with set-up fee waived	
Study pack	Access to eBook and printable PDF	
RevisionMate	Access to the CII's online support tool	
Exam flexibility	All the units listed are multiple choice and can be taken at any time through our new online exam sitting service	
12 month period	Candidates have a full 12 months to complete the programme	

# A RISING PROFILE

The CII has been honoured to speak at a number of major events in Africa during 2020.

**Key events have included:**

2020

10  
June

**UGANDA**

Due to the consequences of the pandemic, these speeches have been delivered virtually rather than in person - hopefully that will change in 2021, so we have the opportunity to visit many friends and insurance colleagues once again in person.

We thank all these organisations for their kind invitations and hope the delegates enjoyed listening to our remarks.

The **Insurance Training College** Joint insurance professional training institutions' webinar



Insurance Training College (Uganda) event

30  
Sep

**KENYA**

The **Insurance Institute of Kenya's** Stakeholder and Insurance executives event on broadening the pie



Leaflet for the Insurance Institute of Kenya event

4  
Nov

**NIGERIA**

The **Chartered Insurance Institute of Nigeria's** 2020 Insurance Professionals' Forum - 'defining the future'



Chartered Insurance Institute of Nigeria event

# PEOPLE CHANGES

The CII has been strengthening its focus on Africa through a number of key appointments. These include:



**Gill White**

Gill is the CII's Chief Customer Officer, and a member of the CII's Executive Team. In this capacity, she has line responsibility for our international operations



**Laurence Smith**

Laurence is the CII's first ever Regional Director for Africa



**Charles Washoma**

Charles is a CII vice president with a specific responsibility for relationships with our international affiliated institutes



*I look forward not only to making my own personal contribution to the great work that's already been done but to doing so collectively with our International Affiliated Institutes and their representatives. Working closely with our international affiliates supports the CII's objective to foster increased inclusion and closer collaboration which will also be of great value to filling market gaps and providing solutions to many of the challenges faced in the market and by our stakeholders.*

**Charles Washoma**, after his position was confirmed at the CII's recent Annual General Meeting

# ACCREDITATION BY THE COMMONWEALTH

In May 2020, the CII was honoured to be approved as an accredited organisation by the Board of Governors of the Commonwealth - making us one of approximately 80 organisations with this status.

In this capacity, we look forward to working closely with Commonwealth representatives in preparation for the

For more information, please email: [africa@cii.co.uk](mailto:africa@cii.co.uk)

Heads of Government meeting in Rwanda in June 2021, advocating the benefits of a trusted insurance profession to Commonwealth countries in Africa and elsewhere.



The Commonwealth







# AFRICA: ENHANCING PUBLIC EXAMS

During 2020, the CII has invested heavily in new arrangements to provide the best possible examination support to candidates and their employers.

We recognise that knowledgeable, qualified, competent professionals are essential for your business success, and we are committed to continuous improvement of our qualification and assessment options, taking full advantage of new digital opportunities.

The result is that CII exams are available online. Going forward we will not be offering pen and paper exams across all CII qualifications with the exception of AF4.

## The key benefits of the new arrangements are:

-  Most CII exams can be taken throughout the year (not dependent on specific exam cycles)
-  Exam dates can be changed without any charges (up to 48 hours in advance of the exam date including changing the delivery type - Remote invigilation to public centre, vice versa)
-  Greater flexibility and ease to suit individual circumstances
-  Instant access to exam results for multiple choice exams.<sup>1</sup>
-  Many more public exam centres added in the region (we are already using public exam centres in 40 cities throughout Africa).
-  No additional charges for any of the exam options

For more information, please email: [customer.serv@cii.co.uk](mailto:customer.serv@cii.co.uk)

1. Candidates will be presented with their provisional result on screen at the end of their exam. Results will be available to view within the learning outcome feedback via MyCII within 24hrs of sitting the exam. Candidates will now have the facility to purchase a re-sit from MyCII. Written on-screen exams will still be marked by an examiner and so will have a published release date.

To support the new arrangements, we are partnering with a leading assessment solutions provider, which has enabled a larger number of public exam centres to be made available to candidates.

The CII now has arrangements with public exam centres everywhere from Abidjan (in Côte d'Ivoire) to Yaounde (in Cameroon), so we just need to open in a city beginning with 'Z' and we can genuinely claim an A-Z service. The full list of centres can be found on page 67 of ***A Continent Of Promise***. The CII's Coordinator of this change, Richard White, wrote: "Our vision is a bright one: all candidates will have the opportunity to sit examinations more frequently, and become qualified more quickly - benefitting themselves, their employers and the wider African economies."



# CII SUPPORTS MINET EVENT IN ZAMBIA



In June, Minet arranged a virtual meeting attended by learners throughout Zambia,

in which CII representatives Laurence Smith, Jeremy Mullen and Tony Ward explained plans and answered questions. The CII is extremely grateful to Willance Mukosha and Libi Kwaleyela at Minet for kindly organising this initiative.

If any other firms would like the CII to support a similar event, please email [africa@cii.co.uk](mailto:africa@cii.co.uk)

# A NEW DISTRIBUTION PARTNER IN NIGERIA



The CII works closely with a number of distribution partners throughout Africa.

We are pleased to confirm that, during 2020, we welcomed a new distribution partner to our growing list: **Paul Esther Consulting** in Nigeria.

The company's mission is: "To fast-track wealth creation, employee engagement and increased productivity through the provision of timely and useful interventions."

The company commented: "With our experience and reach within the Nigeria insurance sector, we welcome the opportunity to be a distribution partner for a professional institute such as the CII."

We'd like to welcome Paul Esther Consulting to the club!



## LOOKING AHEAD

Businesses, families and individuals throughout Africa can look forward to 2021 with growing confidence. It seems that scientists have delivered an effective vaccine in record time; as this gets rolled out to the global population, let's hope we can see life returning to normal before much longer – supported by a vibrant and trusted insurance and financial planning profession.

It's clear there's a generation of tech-savvy young people in Africa who are keen to learn and ambitious for their careers, and the CII is committed to working with trusted partners in the fields of education, training, business and regulation to help make their dreams a reality.

I hope this newsletter has given an interesting taster of how we've been spending our time. We have plenty more initiatives bubbling away which will be coming to fruition in the early part of 2021 and we can't wait to share these with you.

We would also be delighted to hear from you at any time with any comments, ideas, feedback or suggestions. **Please don't hesitate to email [africa@cii.co.uk](mailto:africa@cii.co.uk); I'd be delighted to hear your views.**

In the meantime, please accept the CII's very best wishes for a happy, relaxing and well-insured Christmas season. We look forward to finding out what's on the other side!

**Laurence Smith**  
Regional Director, Africa