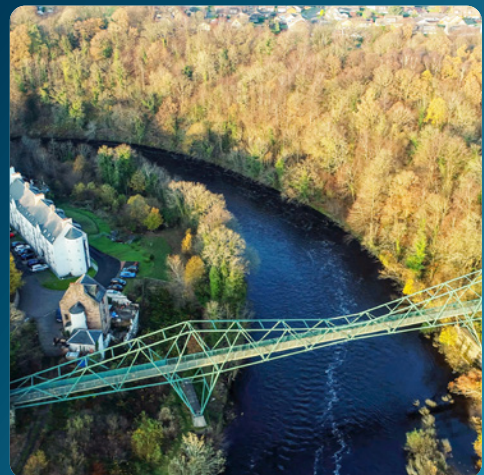




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APRIL 2021



CELEBRATING PROFESSIONALISM IN AFRICA

EDITION #K01



KINGFISHER
Insurance Brokers & Consultants Ltd

'Three pillars of learning: qualifications, people and experience'

By **Tamika Dzoole-Mwale** BSc, DipCII
Client Advocate
Kingfisher Brokers and Consultants

'Celebrating professionalism in Africa' is a pioneering series of case studies, published by the Chartered Insurance Institute, to showcase professional practice and innovation in insurance

THREE PILLARS OF LEARNING: QUALIFICATIONS, PEOPLE AND EXPERIENCE



By **Tamika Dzoole-Mwale** BSc, DipCII
Client Advocate
Kingfisher Brokers and Consultants

Kingfisher Insurance Brokers and Consultants is a fully Malawian-owned firm that was founded more than 20 years ago. We understand and work with both the local insurance market and also the international market, including Lloyd's of London. Kingfisher partners with leading players that enable us to increase the resources available to support the Malawi market and maximise the synergistic benefits of cooperation among brokers within the same risk market.

At Kingfisher, we pride ourselves on our technical expertise. We recognise that for our business to remain competitive and successful, we require highly skilled and competent staff who are able to provide a wealth of knowledge and invaluable insight when advising the type and structure of insurance solution to our clients. To achieve this, we promote opportunities for staff to gain professional qualifications. We believe in attaining knowledge

through formal learning (CII qualifications), learning through people and learning through experience. Qualifications coupled with professional development are important to ensuring the growth and levels of service within the industry.

Having a more professional and technically competent workforce allows our organisation to adapt to the many changes and advances that have come as a result of technology and also more recently the changes in the working environment caused by the Covid-19 pandemic. As an organisation, we are dynamic and adaptable as our team is well equipped with knowledge and skills. We have been able to keep up with industry changes and stay ahead of competitors by investing in continuing professional development through trainings and seminars. This is further evidenced as we are the current champions of the Insurance Institute of Malawi annual quiz competition.





*The real heart and soul
of a successful business
are its people*



Lifting the Insurance Institute of Malawi annual quiz trophy

Our Managing Director Henry Sisya believes: “The real heart and soul of a successful business are its people.” Many of our staff are currently pursuing various stages of CII qualifications and there are in-house systems to support these efforts. These include financial backing, focused study groups and a library that has vast materials to help our employees achieve their academic goals.

Ashraf Mdala is one student who has benefited from this arrangement and has emerged as a top achiever. He has been recognised by the CII by being awarded the Barnfield Prize for his excellent performance in the core units of the Advanced Diploma in Insurance during the 2019 examination year. Ashraf reacted by saying: “CII studies have given me more credibility for what I know, what I can do and how well I can do it. The studies have helped to raise the standards with which I can serve clients. In short, the qualification has helped me to become a more competent and confident insurance professional.”

As I think about the future and the endless possibilities for learning and development in Africa, I hope to see a shift to more digital means of examination. As an industry, the pandemic has forced us to embrace technology and digitalise many of our operations. It would be magnificent to see the CII following this digital wave and introducing public examination centres across Africa. ■



Professional development training session



KINGFISHER
Insurance Brokers & Consultants Ltd

Overview: Kingfisher offers brokerage services across all major classes of insurance and specialist expertise on more obscure risks

Date established
1995

Staff
38 Total

Vision and mission

To deliver exceptional service through our core values of client partnership, innovation, integrity, accountability and communication

Key locations

Malawi:
• Blantyre
• Lilongwe
• Mzuzu

Sector focus

General insurance	Life and protection insurance	Financial planning
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

For more information: www.kingfisher.mw

FURTHER READING



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A Continent Of Promise:
Celebrating the African
insurance profession



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CII in Africa:
Year In Review



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guide



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CII qualifications
guide

This case study is one of a series which is published by the CII. To download other case studies, please visit www.cii.co.uk/africa/casestudies. This webpage also includes an important legal notice regarding the case study series.

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