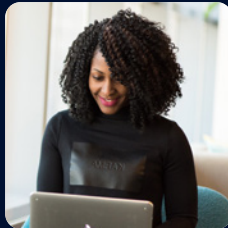




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CELEBRATING PROFESSIONALISM IN AFRICA

EDITION #M01



'Meeting the uncertainties of tomorrow'

By **Willance Mukosha**

Senior Broker - Corporate and
Middle Markets

Minet Zambia Insurance Brokers

and **Libi Kwaleyela**

Broker - Bancassurance
Minet Zambia Insurance
Brokers

'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

MEETING THE UNCERTAINTIES OF TOMORROW



By Willance Mukosha
*Senior Broker – Corporate and
Middle Markets
Minet Zambia Insurance Brokers*



and Libi Kwaleyela
*Broker – Bancassurance
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Minet is a trusted pan-African risk adviser that meets the uncertainties of tomorrow by delivering risk and human solutions today. As the largest Aon global network correspondence, Minet has access to more than 50,000 colleagues in 120 countries as well as proprietary data, research and analytics, which enables Minet to manage the risks of tomorrow and provide clients with unrivalled advantage.

Minet's presence in Zambia dates to 1952, when J.H. Minet Zambia Limited was established as a locally registered insurance broking and risk management company. It was later acquired by the Aon Group in 1997, as part of its expansion plan in Africa. In 2017, Capital Works, a private equity firm, acquired Aon's shareholding in several African operations, alongside local shareholders, which has created what is now Aon's largest global network correspondent.

The rebirth of Minet marks a historic milestone in the risk advisory industry. Minet is a pan-African brand with an extensive African footprint, owned and led by Africans for Africans.

Minet Zambia has its head office based in the capital city, Lusaka and a branch on the Copperbelt town (Kitwe) with 65 employees.

Minet prides itself on promoting career development among its members of staff through education programmes such as the Chartered Insurance Institute professional qualification. The company attaches great importance to professional development because of its power to provide the technical knowhow needed by its staff to assess and manage the ever-changing risk desires of customers through the provision of professional advice and service. Another notable benefit of professional development is that a technically sound workforce will uphold the professional ethics that help to maintain order and soberness in the industry, resulting in client confidence.

Attainment of ACII qualification by some employees has brought benefits to the organisation, in that we have seen improved technical competence in those that have obtained the qualification, through quality advice that is given to our clients. Further, we have seen increased ensuring public acceptance of our tender bidding documents because one of the requirements is that key staff should have ACII qualifications.

As a company, we prefer CII-qualified employees because of the in-depth knowledge that is exhibited by ACII-qualified employees and the way they provide solutions to insurance problems.

To incentivise those that attain ACII qualification, we promote them to the position of account executive, a fairly senior position within the organisation.

Currently, one of the internationally recognised insurance qualifications is the Advanced Diploma in Insurance (ACII) which is provided by the Chartered Insurance Institute of the United Kingdom. Zambia is estimated to have more than 100 students pursuing studies with the CII and Minet Zambia encourages all its staff who currently do not have this qualification to do so. Minet Zambia is currently sponsoring more than 10 staff who are pursuing the CII qualification at various levels, such as Certificate, Diploma and Advanced Diploma. The company has also made it a policy to all employees and all those pursuing non-insurance qualifications to pursue the CII professional qualification.

To show its commitment towards the promotion of professional development among insurance professionals in Zambia, Minet arranged through its own initiative a virtual meeting between CII representatives and various Zambian insurance professionals studying for ACII to discuss the different issues on the delivery of learning services offered by the CII to an African country like Zambia.



We attach great importance to professional development because of its power to provide the technical knowhow needed by staff



Launch of Minet Zambia, November 2017

The CII was represented by newly appointed Africa director Laurence Smith in the company of Tony Ward, Customer Operations Director and Jeremy Mullen, accreditation manager. The meeting brought to the fore challenges the Zambian CII students face in pursuit of their studies. Key challenges include:

- Customer operations issues bordering on contact with CII for concerns such as examination result appeals.
- During the global pandemic of Covid-19, there is concern among students regarding the effect the pandemic will have on their studies, more specifically with October 2020 examinations. The CII explained that the MCQ will be conducted either from centres or via remote invigilation or written exams will happen if government health guidelines allow.
- The need for detailed feedback from the CII on coursework studies especially for candidates who've fallen short of the pass mark by a small margin
- The CII advised this can often be caused by technique rather than any shortfalls in knowledge, so it seems sensible to have more materials that can assist with technique.

- The cost of pursuing CII qualifications was raised. The students are appreciative of the fact that the CII offers a range of discounts, including ones available to students who have been affected by the pandemic. Requests were made for the CII to do everything in its power to support students, especially during the current economic turmoil.

The meeting was successful as the CII not only provided responses to the issues raised but also provided guidance and pledged to continue providing and maintaining the quality and scope of the CII learning. The appointment of Mr Smith as Africa director shows a commitment from the CII to help Africa attain the highest levels of insurance provision through competent professions.

It is with hope that in next few years, when the global pandemic is a thing of the past, CII learning will be more digital than it is today. For example, students should be able to take exams whenever they feel they are ready to do so, and feedback should be immediate. This will reduce the time spent by students studying for ACII and increase the number of graduating students. ■



Overview: Minet is a trusted pan-African adviser that meets the uncertainties of tomorrow by delivering risk and human capital solutions today

Date established

Almost 70 years ago as JH Minet Company. Joined the Aon network in 1997

Staff

65 Total

Vision: Securing Africa's future

Mission: To be Africa's trusted risk adviser by delivering innovative and relevant risk and human capital solutions; growing sustainable partnerships and making a meaningful contribution to the communities we serve

Key locations

Angola, Kenya, Lesotho, Malawi, Mozambique, Namibia, Swaziland, Tanzania, Uganda

Sector focus

General insurance	Life and protection insurance	Financial planning
●	○	●

For more information: www.minet.com

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Celebrating the African
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CII qualifications
guide

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