



Chartered
Insurance
Institute
Standards. Professionalism. Trust.

MAY 2021



CELEBRATING PROFESSIONALISM IN AFRICA

EDITION #S03

SOUTH AFRICA

'Building a trusted profession in South Africa'

By **Thokozile Mahlangu**

Chief Executive Officer, Insurance Institute of South Africa

'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

BUILDING A TRUSTED PROFESSION IN SOUTH AFRICA



By **Thokozile Mahlangu**
Chief Executive Officer
Insurance Institute of South Africa

As a professional body whose purpose is to elevate the credibility of the insurance profession, it is important that the Insurance Institute of South Africa (IISA) stays abreast of changes that are taking place in the industry.

IISA also needs to anticipate emerging trends so that we are able to tailor our programmes to remain relevant to the needs of the insurance industry.

We have to understand how these trends will impact our sector so that given our mandate, we respond timeously and appropriately.

IISA has a proud history spanning more than 120 years. There are only a few organisations globally that are part of this prestigious '100-years club'.

During recent decades, IISA has had to adapt to a changing environment, prioritising the interests of the industry and its members. In the early days, IISA assumed the full responsibility of delivering high-

quality and relevant insurance education at a tertiary level through the College of Insurance established in 1974.

Regulatory changes introduced in 1994 precluded institutions such as IISA from offering tuition, and institutions of higher learning were expected to assume this responsibility. In 2012, IISA became the only professional body for the insurance industry approved by the South African Qualifications Authority (SAQA) and was required to have a continuing professional development (CPD) programme.

To this day, IISA remains SADC's leading industry knowledge and standards hub, with individual membership showing healthy year-on-year growth. Our professional membership designations include Fellowship (the highest level of membership), Associateship and Licentiatehip.

The IISA team is tasked with assisting the organisation to realise its four key areas of focus, which include among others the delivery of quality insurance skills and development programmes using the most innovative methods available. Recently:

- We launched and successfully delivered an insurance director training programme in partnership with the Institute of Directors (IoD)



CEO roundtable: African Insurance Exchange 2019



Member event February 2020



- We launched an executive development programme in partnership with the African Leadership University (ALU)
- We launched an e-learning platform and virtual workshops, and reached more than 1,200 insurance practitioners in three months.

However, for the institute and the programmes we deliver to be of value to the industry and those who participate in them, the institute has to be held in the highest level of regard. As IISA, we therefore need to mind our impact on the environment.

Organisations with good reputations stand a better chance of attracting valuable partnerships and by guardedly managing our reputation we are better placed to secure the buy-in of our key stakeholders.

The institute is focusing on economic transformation and inclusivity, employment equity, employee relations, community development and improving stakeholder relations, as well as improving the impact on the environment.

Organisational longevity, which IISA has enjoyed over the years, is a direct consequence of being alive to the changes in your operating environment and being able to respond accordingly.

Today and looking into the foreseeable future, we recognise that being a not-for-profit organisation does not exempt us from being innovative.

It is for that reason that we have placed a great deal of emphasis on innovation as a key strategic area of focus.

When acclimatising to the impact of Covid-19 pandemic, we demonstrated more vividly how we are living up to that promise.

Our response has been swift and commensurate with industry requirements. We had to adapt.

This included delivering quality online-based training and enabling our teams to work remotely.

This new blended operating model is what will see us into the immediate and foreseeable future as we aim to join the yet-to-be-established '200-year club' of organisations that are innovative enough to thrive during times of uncertainty. ■



Insurance Institute of South Africa – at a glance

Purpose

To elevate the credibility of the insurance profession

People

Thokozile Mahlangu

Chief Executive Officer

2020-2021 activities

Cyber risk management workshop | Executive management programme | Insurance director programme | SMMEs (small, medium and micro enterprises) capacity building workshops | The African Insurance Exchange 2020 | The Digital Future Forum

Role	Professional membership body	Provider of educational services	Qualification awarding body
	●	●	○
Sector focus	General insurance	Life and protection insurance	Financial planning
	●	●	○



3,333

Members



1,289

Members who are at Fellowship (FIISA) or Associate (AIISA) level



Status

Not-for-profit organisation

FURTHER READING



[See the report >](#)

A Continent Of Promise:
Celebrating the African
insurance profession



[See the review >](#)

CII in Africa:
Year In Review



[See the guide >](#)

CII membership
guide



[See the guide >](#)

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.

FOR INFORMATION:

www.cii.co.uk/africa

E: africa@cii.co.uk

PUBLISHED BY:

Chartered Insurance Institute

42-48 High Road | South Woodford | London | E18 2JP

Tel: +44 (0)20 8989 8464

Email: customer.serv@cii.co.uk

www.cii.co.uk



Chartered
Insurance
Institute
Standards. Professionalism. Trust.