

# 6 CIIAfrica MONTHS IN REVIEW

January - June 2021

It's incredible to think that six months have passed since CII Africa published 'The Year in Review 2020' (still available here).

Our world has experienced huge changes during this short period - and not just because of the continuing effects of the Covid-19 pandemic. We have witnessed the inauguration of a new United States president, the arrival on Mars on NASA's most ambitious mission complete with a helicopter drone, and the first ever court ruling to legally mandate a private company, Shell, to align its carbon emissions with the Paris climate agreement.

In Africa, we have seen the African Continental Free Trade Area coming into effect in January, presidential or

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general elections in many countries including Algeria, Nigeria, Chad and Uganda, and the build-up to the much-anticipated Commonwealth Heads of Government in Kigali, Rwanda (which has now been postponed until a future date when it can be held in a Covid-secure manner).

It has also been a frenetic six months for the insurance and personal finance sector throughout Africa, and once again the CII has been proud to play a small role in the continued evolution and implementation of professional standards. Our vision is to work with partners throughout the continent, sharing any expertise and knowledge that may be of value in the cause of facilitating and supporting the development of a trusted profession.



Chartered  
Insurance  
Institute  
Standards. Professionalism. Trust.

In the pages that follow, you will find a series of short articles which, we hope, provide valuable information on some of the initiatives underway - including the launch of *A Commonwealth Insured*, the appointment of our latest goodwill ambassador, and the publication of an accessible listing of the units which are appropriate to the African market. We have also provided a taster for the next six months on the final page, entitled 'Coming next'.

Once again it's been a pleasure to join with you on this exciting journey for our profession. We send our very best wishes for the rest of the year.

**Laurence Smith**

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*It has been a frenetic six months for the insurance and personal finance sector throughout Africa*

For more information: [www.ciigroup.org/africa](http://www.ciigroup.org/africa)

or email: [africa@cii.co.uk](mailto:africa@cii.co.uk)

# A COMMONWEALTH INSURED PUBLISHED

*A Commonwealth Insured* represents the fourth report in our ground-breaking series that celebrates the emergence of an international insurance and personal finance profession.

Last year the CII was accepted as a member of the Commonwealth family when we became a Commonwealth accredited organisation. In light of this development, *A Commonwealth Insured* focuses on the vital ways in which the insurance and personal finance profession contributes to the Commonwealth's priorities. These include:

- Supporting recovery from the pandemic
- Establishing international robust standards of professionalism
- Growing insurance accessibility through digitisation and microinsurance

- Increasing financial resilience through life and health insurance
- Developing solutions for natural/ climate catastrophes
- Promoting inclusion: insurance professionals, customer relationships
- Embedding principles for sustainable insurance.

As in previous reports, *A Commonwealth Insured* contains a wealth of insightful material:

- Exclusive articles by insurance leaders throughout the Commonwealth
- Data on the size and segmentation of the Commonwealth insurance market
- Profiles of the insurance market and its prospects in Commonwealth countries
- Reflections from CII executives about the challenges and opportunities ahead.



To download a copy of the report: [www.ciigroup.org/aworldof](http://www.ciigroup.org/aworldof)

Africa was strongly represented in the contributions to *A Commonwealth Insured*. Some of the fascinating articles from Africa-based authors include:



## THE POSITIVE SOCIAL IMPACT OF REINSURANCE

**Maya Nundloll-Andre**  
Group Technical Director  
Reinsurance Solutions, Mauritius



## IMPROVING ACCESS THROUGH EMBRACING TECHNOLOGY

**Chabala Lumbwe**  
Chief Executive Officer  
Madison General Insurance, Zambia



## HOW GHANA'S LIFE INSURERS ARE BUILDING PUBLIC TRUST

**Eunice Ntow Gyasi**  
Head, Underwriting and Reinsurance  
StarLife Assurance, Ghana



**Franklin Ohene Arthur**  
Head, Strategy and Performance Monitoring  
StarLife Assurance, Ghana



## HOW INSURANCE HELPS LOCK IN SUSTAINABLE DEVELOPMENT GOALS

**Lesley Ndlovu**  
Chief Executive Officer  
African Risk Capacity Insurance



## UPSCALING PROFESSIONALISM AND OVERCOMING MISCONCEPTIONS

**Enitan Solarin**  
Managing Director  
YOA Insurance Brokers



## THE AFRICAN INSURANCE PROFESSION EXTENDS AN OPEN ARM TO AMBITIOUS YOUNG WOMEN

**Hajjat Aphwa Kawaase Sebyala**  
ACII, Chartered Insurer, Goodwill  
Ambassador



## SPOTLIGHT ON RWANDA

**Derrick Kanunara**  
Technical Director  
OLEA-CUZO, Rwanda

# NEW PARTNERSHIPS ANNOUNCED



## INSURANCE INSTITUTE OF EAST AFRICA

In June 2021, we were pleased to welcome a new distribution partner: the Insurance Institute of East Africa. The CII works closely with a number of distribution partners throughout Africa on a non-exclusive basis.

These distribution partners promote and market CII products and services, using all reasonable endeavours to serve customers.

The IIEA describes itself as “East Africa’s leading provider of professional insurance education offers insurance qualifications, designations, skills course, certifications and membership to support learners’ changing training needs throughout their career journey. We also provide insurance fraud courses to mitigate against the rising cases of insurance fraud that is affecting the entire insurance industry.”



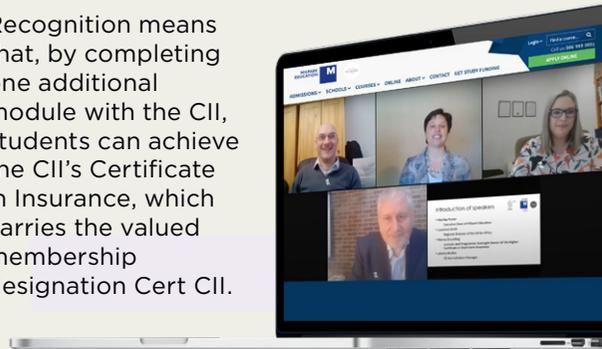
## MILPARK EDUCATION, SOUTH AFRICA

In February 2021, the CII and Milpark Education: School of Financial Planning and Insurance announced a major strategic partnership at a webinar attended by Milpark students, alumni and faculty.

Milpark Education, established in 1997, is a registered Higher Education Institution provider in South Africa and one of the first private providers of higher management education in South Africa. Milpark services the education needs of various corporate entities as well as public students, through the qualification offering of five schools.

Within the partnership, the CII has recognized Milpark’s Higher Certificate in Short-Term Insurance, which equips students with the knowledge and skills required by short-term insurance specialists operating within the South African insurance environment.

Recognition means that, by completing one additional module with the CII, students can achieve the CII’s Certificate in Insurance, which carries the valued membership designation Cert CII.



## INSURANCE TRAINING COLLEGE, UGANDA

In March 2021, the CII and the Insurance Training College, Uganda, agreed the CII’s first dual membership proposition in Africa.

The goal is to provide insurance professionals with a powerful combination of services through pooling the expertise and resources of both organisations without the need for members to pay twice.



# CASE STUDY SERIES

## 'CELEBRATING PROFESSIONALISM IN 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. We are grateful to all the authors who kindly took the time to describe their activities and vision.



**ARIS**  
'The power of collective energy'

**BRITAM**  
'Nurturing insurance professionalism'

**CRDB**  
'The importance of professional development'

**ETHIOPIA MARKET**  
'How insurance companies in Ethiopia are establishing a vibrant market'

**INSURANCE INSTITUTE OF EGYPT**  
'Building a trusted profession in Egypt'

**CHARTERED INSURANCE INSTITUTE OF GHANA**  
'Building a trusted profession in Ghana'

**CHARTERED INSURANCE INSTITUTE OF GHANA**  
'Spotlight on Ghana'

**GHANA INSURANCE COLLEGE**  
'Training professionals in Ghana'

**ICEA LION**  
'Using learning to stay ahead'

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

**INSURANCE INSTITUTE OF KENYA**  
'Building a trusted profession in Kenya'

**MINET ZAMBIA INSURANCE BROKERS**  
'Meeting the uncertainties of tomorrow'

**INSURANCE INSTITUTE OF MALAWI**  
'Building a trusted profession in Malawi'

**INSURANCE INSTITUTE OF MAURITIUS**  
'Building a trusted profession in Mauritius'

**MICROENSURE**  
'Insurance accessibility in emerging markets'

**NATIONAL INSURANCE CORPORATION OF ERITREA**  
'The role of insurance in a developing society'

**NICO GENERAL**  
'Embedding "professionalism" as a core value'

**INSURANCE INSTITUTE OF NAMIBIA**  
'Building a trusted profession in Namibia'

**CHARTERED INSURANCE INSTITUTE OF NIGERIA**  
'Building a trusted profession in Nigeria'

**NIGERIAN INSURERS ASSOCIATION**  
'Spotlight on Nigeria'

**STAR ASSURANCE**  
'Professionalism builds loyalty and enables a transformative agenda'

**SWAN**  
'The pyramid of prosperity: a better future for customers, professionals and public'

**INSURANCE INSTITUTE OF SOUTH AFRICA**  
'Building a trusted profession in South Africa'

**TANRE**  
'The pyramid of prosperity'

**INSURANCE INSTITUTE OF TANZANIA**  
'Building a trusted profession in Tanzania'

**UAP OLD MUTUAL**  
'Nurturing insurance professionalism'

**INSURANCE INSTITUTE OF UGANDA**  
'Building a trusted profession in Uganda'

**INSURANCE INSTITUTE OF WEST AFRICA**  
'Building a trusted profession in West Africa'

**INSURANCE INSTITUTE OF ZIMBABWE**  
'Building a trusted profession in Zimbabwe'

# WEBINAR APPEARANCES

The CII Africa team is pleased to regularly participate in webinars that help communicate the benefits of a trusted insurance and personal finance profession to audiences throughout Africa. This page provides summaries a selection of events that have taken place during 2021, sometimes for fellow institutes and sometimes for major employers in the region.

## THE INSURANCE FEDERATION OF EGYPT

June 2021



The event was opened with a welcoming message from Mr Alaa El-Zoheiry (IFE chairman) and moderated by Dr Tarek Seif FCII (IFE secretary General), with key notes presentations by Gaenor Jones (CII Regional Director, Middle East) and Laurence Smith (CII Regional Director, Africa).

The speakers were then joined by Robert Richard, senior partner at Crowe UAE, for a lively panel discussion on:

- A celebration of professional innovation around the world.
- Mega trends affecting the insurance profession in the 2020s.
- Seven priorities for insurance sector CEOs.
- Why public trust is the cornerstone of greater insurance penetration.



The AIICO Learning Week team

## AIICO LEARNING WEEK

June 2021



In May 2021, AIICO ran a Learning Week for its workforce with the goal of “Being a catalyst with insatiable curiosity for applicable knowledge”.

Laurence Smith provided a session on the topic of ‘Positioning Yourself for the Future of Insurance’. He reviewed key insurance trends during the 2020s, spoke about the exciting technology-led innovations which are helping to widen insurance access.

The session was introduced by Mr Babajide Adejumo, AIICO HR Transformation Lead, who, alongside the Learning & Development Team, has been responsible for the success of the entire Learning Week programme. The CII expresses its thanks to AIICO and Oluyemi Obakin the Head of Human Resources for making this opportunity available.

## CHARTERED INSURANCE INSTITUTE OF NIGERIA: QUALIFICATION PATHWAYS FOR PROFESSIONALS IN NIGERIA

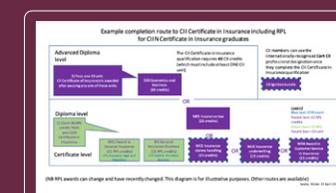
April 2021



This popular webinar was set up by Christiana Olatunji, CIIN’s Head of Membership and Professional Standards Directorate, and was attended by many insurance professionals throughout Nigeria.

The webinar opened with remarks from Abimbola Tiamiyu, CIIN Director General, and proceeded to remarks from Laurence Smith (CII Regional Director), Tonia Smart (goodwill ambassador) and Jeremy Mullen (CII Accreditation Manager). The discussion explored opportunities based on the three pathways:

- Example completion route to CII Certificate in Insurance including Recognition of Prior Learning (RPL) for CIIN Certificate in Insurance graduates
- Example completion route to CII Diploma in Insurance including RPL for CIIN Advanced Diploma in Insurance graduates
- Example completion route to CII Advanced Diploma in Insurance including RPL for CIIN Advanced Diploma in Insurance graduates



One of the slides used demonstrating pathways from local qualifications to ACII

Please click the image to view full size



# AN EXPANDING TEAM

Tabitha Mwathi appointed goodwill ambassador for entrepreneurs and young innovators in insurance in Africa

Tabitha Mwathi  
tmwathi@talexam.com



Tabitha joins our wonderful team of goodwill ambassadors - who are all qualified and experienced professionals who voluntarily assist our international team in building public trust in insurance. They do this by communicating with local businesses, advocating the importance of professional qualifications and sharing best practice to influence sector frameworks.

Since 2010, Tabitha has been Director and Principal Officer of Talexam Insurance Agencies where she has established a culture of continuous professional development and innovation. She is pursuing an MSc in Insurance and Risk Management from Cass Business School in London.

Reflecting on her role, Tabitha commented, "I am passionate for young people to see insurance as a valuable and exciting career path and push the limits of what we think we can do for clients through technology and innovation. Increasing insurance penetration in Africa is possible by increasing trust in this crucial industry and providing quality solutions to corporates and individuals all over Africa."



For more information: [www.ciigroup.org/goodwill-ambassadors](http://www.ciigroup.org/goodwill-ambassadors)

# CII GOODWILL AMBASSADORS IN AFRICA

Our team is working hard to promote insurance innovation and standards. Please don't hesitate to contact any of our goodwill ambassadors if you need on-the-ground support for insurance professionalism activities.

GHANA



**Rev. Asante Marfo-Ahenkora** FCII  
**Chartered Insurance Broker**  
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MALAWI



**Maclonex Mwase** ACII  
**Chartered Insurer**  
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MAURITIUS



**Maya Nundloll André** FCII, LLM  
**Chartered Insurance Broker**  
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NIGERIA



**Dr Tonia Smart** FCIIN  
tonia4smart@yahoo.co.uk

UGANDA



**Hajjat Aphwa Kawaase Sebyala**  
**Chartered Insurer**  
**Goodwill ambassador for women in insurance in Africa**  
hajjataksebyala@gmail.com

## CII AFRICA - Other key contacts



**Charles Washoma**  
**Vice President for Affiliated Institutes**  
charles@charleswashoma.com



**Laurence Smith**  
**Regional Director, Africa**  
laurence.smith@cii.co.uk

# QUALIFICATION UNITS FOR AFRICA

Early in 2021, the CII published a leaflet providing an at-a-glance overview of the insurance units relevant to Africa. All these units have been designed to provide students with the knowledge and skills required to enjoy successful careers as trusted insurance professionals, providing valued services to their customers and communities.

Please click the image to view full size

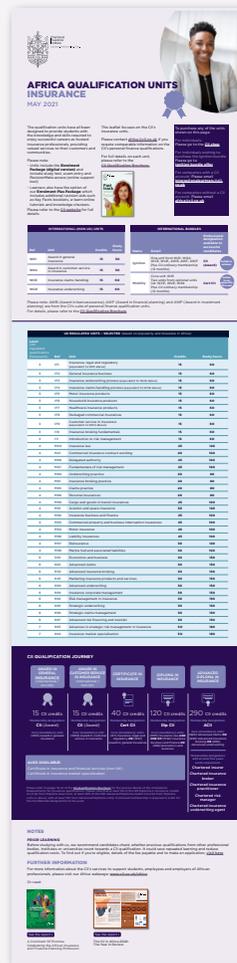
For each unit, the leaflet shows:

THE LEVEL

THE UNIT TITLE

THE NUMBER OF CREDITS

THE RECOMMENDED STUDY HOURS



# QUALIFICATION JOURNEY

As an accessible guide for learners, CII Africa also published an overview of the qualification journey which sits alongside the units, and which enables learners to progress from their first award level qualification to the ultimate goal of achieving Chartered status.



## CII qualification JOURNEY

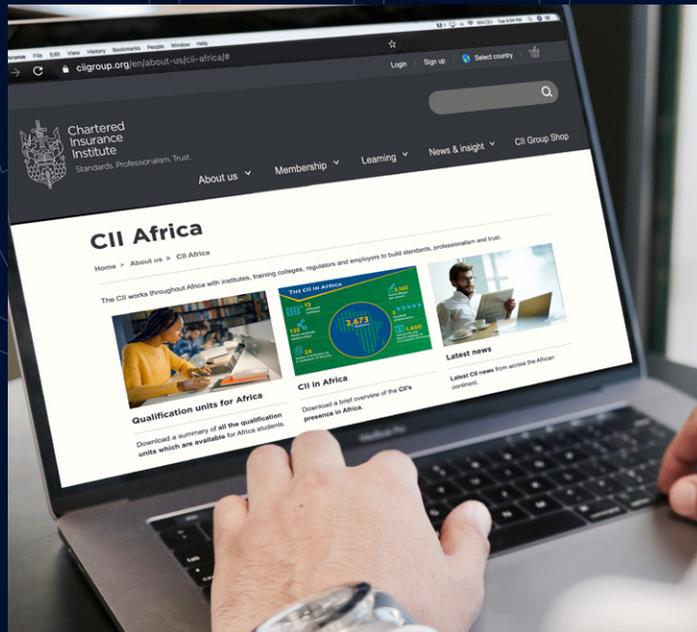
<p><b>AWARD IN GENERAL INSURANCE</b> (international / non-UK)</p> <p></p> <p><b>15 CII credits</b></p> <p>Membership designation: <b>CII (Award)</b></p> <p>Core (mandatory) unit: (W01) Award in general insurance</p>	<p><b>AWARD IN CUSTOMER SERVICE IN INSURANCE</b> (international / non-UK)</p> <p></p> <p><b>15 CII credits</b></p> <p>Membership designation: <b>CII (Award)</b></p> <p>Core (mandatory) unit: (W04) Award in customer service in insurance</p>	<p><b>CERTIFICATE IN INSURANCE</b></p> <p></p> <p><b>40 CII credits</b></p> <p>Membership designation: <b>Cert CII</b></p> <p>Core (mandatory) units: (IF1) Insurance, legal and regulatory <b>OR</b> (W01) Award in general insurance</p>	<p><b>DIPLOMA IN INSURANCE</b></p> <p></p> <p><b>120 CII credits</b></p> <p>Membership designation: <b>Dip CII</b></p> <p>Core (mandatory) units: (M05) Insurance law <b>AND ONE OF</b> (M92) Insurance business and finance <b>OR</b> (530) Economics and business</p>	<p><b>ADVANCED DIPLOMA IN INSURANCE</b></p> <p></p> <p><b>290 CII credits</b></p> <p>Membership designation: <b>ACII</b></p> <p>Core (mandatory) units: (820) Advanced claims <b>OR</b> (930) Advanced insurance broking <b>OR</b> (960) Advanced underwriting</p>
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**ALSO AVAILABLE:**  
Certificate in insurance and financial services (non-UK)  
Certificate in insurance market specialisation

Please refer to pages 18-41 of the **CII Qualification Brochure** for the precise details of the Completion Requirements for insurance qualifications. Please note that at least 90 of the 120 Diploma in Insurance credits must be from Diploma level units; at least 205 of the 290 Advanced Diploma credits must be from Diploma units or above, with at least 150 from Advanced Diploma units). Continued membership is required in order for the membership designations to be used.

Membership designation with at least five years sector experience:  
**Chartered insurer**  
**Chartered insurance broker**  
**Chartered insurance practitioner**  
**Chartered risk manager**  
**Chartered insurance underwriting agent**

# THE CII AFRICA WEBSITE



The CII Africa website has been expanded during 2021 to provide content that's increasing rich in breadth and depth. New features included:



## CASE STUDIES

Celebrating professionalism in insurance



## LATEST NEWS

Announcements of partnerships, new services, and CII activities in Africa



## GOODWILL AMBASSADORS:

Videos in which our wonderful team of goodwill ambassadors explain their ambitions for their roles

And much more besides!

# COMING NEXT

We are working hard on an exciting programme for the rest of the year. A few highlights are revealed below - keep checking [www.cii.co.uk/africa](http://www.cii.co.uk/africa) for further announcements.

## A COMMONWEALTH INSURED WEBINARS

Recordings of two thought-provoking webinars will soon be available at [www.cii.co.uk/africa](http://www.cii.co.uk/africa)

### WEBINAR #1:

**A Commonwealth insured - the intercontinental perspective**



#### Moderator:

**Sian Fisher**, CEO, Chartered Insurance Institute

#### Panel:

**John Neal**, CEO, Lloyds

**Prof Abhijit Chattoraj**,

Professor of Insurance Business Management, Birla Institute of Management Technology, India

**Enitan Solarin**, YOA Insurance Brokers, Nigeria

**Gerald Lim**, President, Singapore Insurance Brokers Association

**Ekhosuehi Iyehen**, Secretary General, Insurance Development Forum

**Richard Leftley**, CEO, MicroEnsure



### WEBINAR #2:

**A Commonwealth Insured - the Africa perspective**



#### Moderator:

**Laurence Smith**, Editor, *A Commonwealth Insured*

#### Panel:

**Derrick Kananura**, Technical Director, OLEA-CUZO, Rwanda

**Maya Nundloll-André**, Group Technical Director, Reinsurance Solutions, Mauritius

**Chabala Lumbwe**, CEO, Madison General Insurance Company, Zambia

**Eunice Ntow Gyasi**, Head, Underwriting & Reinsurance, StarLife Assurance, Ghana

**Hajjat Aphwa Kawaase Sebyala**, ACII, Chartered insurer, Goodwill ambassador, Uganda

## 16 JULY

### MILPARK INSURANCE NERD DAY

- The CII is supporting Milpark Education's Insurance Nerd Day - an extravaganza of great insurance minds in South Africa and beyond
- Includes a quiz and great prizes



[CLICK HERE TO REGISTER](#)

## 27 JULY

### AFRICA GRADUATION CEREMONY

- The CII Africa's first-ever virtual graduation ceremony
- A celebration of all candidates who successfully achieved a Diploma and Advanced Diploma qualification



[CLICK HERE TO REGISTER](#)