

**CHUO CHA USIMAMIZI WA FEDHA  
THE INSTITUTE OF FINANCE MANAGEMENT  
(ESTABLISHED UNDER THE ACT No. 3 OF 1972)**



FACULTY OF INSURANCE AND SOCIAL PROTECTION  
CERTIFICATE OF PROFICIENCY IN INSURANCE

(COP)

EXPLANATORY DOCUMENT FOR THE COURSE

## Table of Contents

### Contents

Table of Contents.....	1
1. INTRODUCTION.....	2
1.1 Programme Overview.....	2
1.2 The Course's Purpose and Objectives.....	2
2. EXAMINATION AND SYLLABUS FOR CERTIFICATE OF PROFICIENCY IN INSURANCE (COP).....	3
2.1 Name of Examination.....	3
2.2 Eligibility.....	3
2.3 Admissions Procedures and Study Centres.....	3
Table 1: Study Centres and examination centres.....	3
2.4 Syllabus.....	4
Table 2: The CoP Modules.....	4
2.5. Overview of Modules.....	4
2.6 Examination coverage.....	5
2.7 Study Material.....	5
2.8 Training and Examination Fees:.....	5
3. TESTING AND CERTIFICATION AWARD.....	6
3.1 Duration.....	6
3.2 Pattern of Questions and Total marks:.....	6
3.3 Methodology for Testing:.....	6
3.4 Frequency of examination:.....	6
3.5 Qualification Awarded Upon Successful Completion:.....	6
3.6 Re-Examination.....	6
3.7 Penalties for Violation of Examination Rules:.....	6
4. PASSING CRITERIA.....	7
4.1 Passing Criteria.....	7
4.2 Declaration of Results.....	7
5. CONTACT PERSON (S) AND CONCLUSION.....	7
5.1 Contact Persons.....	7
5.2 Conclusion.....	7

## **1. INTRODUCTION**

### **1.1 Programme Overview**

The Certificate of Proficiency in Insurance (CoP) is a practical course aimed at candidates who wish to acquire professional training on various aspects of Insurance and Risk Management. The Institute of Finance Management (IFM) in Collaboration with Tanzania Insurance Regulatory Authority (TIRA) has designed this course to cater the industry with ready-made, skilled and knowledgeable people to perform various insurance operations.

The primary goal of this short term course of 10 weeks programme is to prepare candidates with limited knowledge of insurance practice within the industry to work in the Life and Non-Life insurance companies in various departments. In addition, the course is a premier pre-licensed study course for establishment for general or life insurance agent within the country.

The course has a total of ten (10) examined modules providing participants with practical knowledge and skill of pricing, designing and selling the insurance products in Tanzania. The Candidates attending this course will obtain a clear understanding of the industry practice and a good working knowledge of various types of insurance policies. A successful completion of these course exams and by laws qualifies candidates to be awarded the certificates of Proficiency in Insurance.

### **1.2 The Course's Purpose and Objectives**

- 1.2.1 To impart in-depth knowledge of Insurance and key aspects of Underwriting criteria to candidates who wish to specialize in this field insurance.
- 1.2.2 To develop skills and competence to manage insurance matters in effectively and efficiently manner.
- 1.2.3 To provide a steady stream of manpower resource to the insurance industry in order to fulfil their ever growing demands in this field.
- 1.2.4 To provide insurance training for insurance practitioner with limited knowledge of insurance in industry.

## 2. EXAMINATION AND SYLLABUS FOR CERTIFICATE OF PROFICIENCY IN INSURANCE (COP)

### 2.1 Name of Examination

The Examination is Called "Certificate of Proficiency Examination in Insurance. There will be separate examinations for each module as mentioned on table 1 below.

### 2.2 Eligibility

The following candidates are eligible for Certificate of Proficiency in Insurance (CoP)

- 2.2.1 Minimum Qualification is Form Four
- 2.2.2 Graduates in any discipline. Students appearing for final year degree examination can also apply.
- 2.2.3 Insurance Company, Broker, Agent and Bank-assurance practitioner with a limited knowledge of insurance practice
- 2.2.4 Anyone with aim of being entrepreneur (Agency) in this field of insurance so as to meet with insurance regulations
- 2.2.5 No admission test is held for admission into this course of Certificate of Proficiency

### 2.3 Admissions Procedures and Study Centres

Admissions are open throughout the year. The candidates are required to complete the application form which will be available at a given centres indicated below. This course programme can be conducted in centres indicated in table 1 below, and any other place upon the request and meeting a minimum enrolment of candidate of not less than forty (40) candidates

**Table 1: Study Centres and examination centres**

No	Centre	Centre Code	Location
1.	Dar es Salaam - IFM Campus	01	Faculty Dean Office: Block E, Room 209
2.	Mwanza	02	At IFM centre, and Mwanza TIRA's office
3	Arusha	03	
3.	Mbeya	04	At Mbeya TIRA's office
4.	Zanzibar	05	At Zanzibar TIRA's office
5.	Any place upon candidate's request.	R06	Any place upon Request

## 2.4 Syllabus

The Certificate of Proficiency (CoP) has the following ten (10) subjects (modules) as indicated in the table 2 below.

**Table 2: The CoP Modules**

CoP01	Fundamental of Insurance
CoP02	Essential of Risk Management
CoP03	Insurance Agency Management
CoP04	Aspects of Insurance Contract
CoP05	Personal Line Insurance
CoP06	Commercial Line Insurance
CoP07	Elements of Micro-Insurance
CoP08	Basic Principles of Underwriting
CoP09	Basic Principles of Claims Management
CoP10	Tanzania Insurance Market: Principles and Practice

## 2.5. Overview of Modules

CoP01: Fundamental of Insurance

- Provide candidate with knowledge and understanding of principles governing insurance business and practices.

CoP02: Essential of Risk Management

- Provides candidates with knowledge on application of key risk management principles and practices for various situations.

CoP03: Insurance Agency Management

- Equips candidate with an understanding the key roles and functions of insurance agency and its operational principles.
- Provides candidates with basic foundation of the law and various legal concepts applicable to insurance practice.
- Provides candidate with understanding several types of Personal line (private) insurance with their scope of coverage. The modules will introduce candidates to life insurance policies, property insurance etc.

CoP06: Commercial Line Insurance

- Provides candidate with understanding several types of commercial insurance with their scope of coverage.

#### CoP07: Element of Micro-Insurance

- Equips candidate with knowledge and understanding of various insurance products for the low-income earners. The features and key success strategy for micro insurance products in Tanzania will be discussed.
- Provides candidates with knowledge and skills to assess and underwrite personal and commercial property and business risks as well as business interruption risks.

#### CoP09: Basic Principles of Claims Management Procedures

- Provide candidates with skills and knowledge on the ability of insurance claims notification; fraud claims detections, claims handling system, claims settlement procedures as well as claims procedure on several products of insurance.
- Equips candidates with good understanding of Tanzania insurance market operations from the typical business structures to the manner of general practices and insurance ethical issues.

Note: More details and guidelines on each module are provided upon enrolment on this course.

### **2.6 Examination coverage**

The examination will cover various topics as mentioned in the Syllabus and subsequent developments on the related topics / subjects of the Syllabus. Detailed syllabus will be provided upon admission.

### **2.7 Study Material**

The Institute (IFM) shall provide the course kit, reading materials and handouts to the registered candidates within a reasonable time.

### **2.8 Training and Examination Fees:**

The Institute shall establish from time to time fees payable for Certificate of Proficiency and will be communicated prior to admission.

### **3. TESTING AND CERTIFICATION AWARD**

#### **3.1 Duration**

The examination will be of 2 hours duration for each subject/Module.

#### **3.2 Pattern of Questions and Total marks:**

3.2.1 Basic questions will be asked with different levels of difficulty.

3.2.2 More marks will be allotted to questions with higher level of difficulty.

3.2.3 The total number of marks will be 100.

3.2.4 The examination will be conducted in English medium only

#### **3.3 Methodology for Testing:**

The testing will be conducted at a centre where training was carried, and it will be of written examination.

#### **3.4 Frequency of examination:**

The examination will be conducted on weekdays, except those which are public holidays.

#### **3.5 Qualification Awarded Upon Successful Completion:**

The '*Certificate of Proficiency in Insurance (CoP)*' will be awarded upon successful completion of this course after meeting the required pass mark.

#### **3.6 Re-Examination**

Candidates who are unable to obtain the requisite score in each subject in the examination have to appear for the re-examination for all the subjects.

The fee for Re-examination Tsh.50, 000/= per subject.

#### **3.7 Penalties for Violation of Examination Rules:**

The Institute has right to penalize a candidate who is found violating the Institute Examination rules. The decision of the Institute shall be binding on such candidate. In case of any legal dispute in relation to the examination, centre of examination, valuation of answer sheets or any matter relating to this course whatsoever

## 4. PASSING CRITERIA

### 4.1 Passing Criteria

The candidate shall be declared successful in the examination as under:

Category	Minimum Marks
Pass	45% in each subject with an aggregate of 50%
Pass with First Class	60% in aggregate and pass in all subjects i.e. not less than 45% in any subject in the first attempt
Pass with Distinction	75% in aggregate and pass in all subjects i.e. not less than 45% in any subject in the first attempt

Candidates not passing this examination in first attempt shall not be awarded FIRST CLASS or DISTINCTION certificates.

### 4.2 Declaration of Results

The candidates will be able to receive feedback of their respective scores within 20 working days after the examination.

## 5. CONTACT PERSON (S) AND CONCLUSION

### 5.1 Contact Persons

Should you need any other information regarding this course, please do not hesitate to contact the following persons

1. Dr. K. Mashaushi

The Dean,

Faculty of Insurance and Social

Protection Mobile: +255 717516033

2. Mr. Clifford Cosmas

(COP Course Coordinator) Mobile: +255 713336440

3. Dr. Mussa J.

Head of Department-Insurance

Mobile: +255 629797950

### 5.2 Conclusion

The Certificate of Proficiency in Insurance is an ideal course for individuals willing to acquire basic skills and knowledge concerned key matters for insurance business transactions. The Faculty of Insurance and Social Protection facilitates several tailor made course.