



Asian
Institute of
Insurance

Certification of Asian Institute of Insurance (CAii)

INTAKE OPTIONS:

- **Class-Based** - February, May, June, July, August, September, October, November (Every Year)
- **Self Study** - Open Intake Throughout the Year

LEARNING DURATION:

36 Hours

PROFICIENCY LEVEL:

Novice



13 Prime Skills
7 Power Skills



Training Programme No:
10001639702

www.aiiasia.org

PROFESSIONAL QUALIFICATION :
GENERAL ADMINISTRATION AND MANAGEMENT PROGRAMME (GAMP)

PROGRAMME OVERVIEW

Given the dynamic and continuous changes in the industry with increasing demand and higher consumer expectations, it is natural for employers to expect staff to be well-prepared with knowledge in insurance to meet these challenges. Employers recognize and value knowledgeable and qualified staff as key to raise and maintain standards within their organisations as well as the industry as a whole.

Understanding the need for professional development in the industry, Aii has developed a professional certificate programme designed to provide learners with the fundamental knowledge, skills and competencies needed to perform their role effectively and to deliver exceptional service to customers. The Certificate of Asian Institute of Insurance (CAii) is the go-to programme for all insurance professionals across the various sectors in the industry.

A highly sought-after foundation programme in Malaysia and the Asian region, learners can choose to enrol in the General Insurance stream or the Life Insurance stream. The programme constitutes syllabus of local contents and practices, as well as a final examination that tests the application of fundamental principles and concepts in insurance.

Graduates of the CAii will obtain a holistic understanding of insurance that is essential to every insurance professional.

LEARNING OUTCOMES

Learners will acquire the following knowledge and skills:

- Understand what is meant by Risk and it relates to insurance
- Able to Illustrate the structure, management, and main aspects of corporate governance of insurance businesses
- Able to illustrate the common functions within insurance organisations
- Have an overview on the Insurance Marketplace, Risk & Insurance, Underwriting and Claims Procedures
- Applying principles of insurance in their work
- An overview on insurance products available in the marketplace

PROGRAMME STRUCTURE

Only 3 credits are required for the completion of the CAii programme. The table below summarises the CAii course structure:

Contents	Assessment Structure	No. of Credits	Duration (Hours)	Mode of Learning
7 Chapters	Final Examination: 100% of multiple choice question (100 Questions) Passing Mark: 70% of passing mark	3	36	<ul style="list-style-type: none">• Class-Based (Face-to-Face or Virtual); or• Self-Study

PROGRAMME CONTENT

To establish a standard reference for the Malaysian insurance industry, Aii has published the CAii textbook Insurance Principles and Market Practice, designed to balance comprehensive coverage with ease of learning. The book includes examples, thought primers, activities, case studies, and review questions to deepen understanding of insurance theory and practice. Learners will gain insights into the structure, management, corporate governance, and functional processes of insurance operations, appreciating why these frameworks exist and how they address industry issues from multiple perspectives.

Chapter	Topic
1	Risk and Insurance
2	The Insurance Marketplace
3	Principles of Insurance (Conventional and Takaful)
4	Insurance Regulations and Consumer Protection
5	Underwriting Procedures
6	Claims Procedures
7	General Insurance Products

LEARN YOUR WAY:

Face-to-Face, Virtual, or Self-Study

Mode	Facilitation & Venue	Schedule	Advantages / Notes
Face-to-Face Class	<ul style="list-style-type: none"> Facilitated by trainer Identified training venue or In-house at company 	<p>Weekdays: Twice weekly at 6.00 pm-9.00pm</p> <p>Or</p> <p>Weekend: 9.00 am-5.00 pm (full day) or 9.00 am-12.00 pm (half day)</p>	<ul style="list-style-type: none"> Networking & dynamic discussion Fee includes e-Book
Virtual Class	<ul style="list-style-type: none"> Facilitated by trainer Via Zoom Platform 	<p>Weekdays: Twice weekly at 6.00 pm-9.00 pm</p> <p>Or</p> <p>Weekend: 9.00 am-12 pm</p>	<ul style="list-style-type: none"> Convenient for distance learners Fee includes e-Book
Self-Study	<ul style="list-style-type: none"> No trainer facilitation Supported by the Programme Services team on matters related to the subject/programme 	Learn at own pace	<ul style="list-style-type: none"> Flexible time Fee includes e-Book

MINIMUM ENTRY REQUIREMENT

Admission is open to individuals who meet ANY ONE of the following criteria:

- Possession of SPM, SVM, or UEC (Unified Examination Certificate – Senior Middle Level for Chinese Independent Schools), or an equivalent or higher qualification; **OR**
- Completion of SAP with a minimum of five (5) passes, supported by a recommendation letter from the employing organization; **OR**
- A minimum of twelve (12) months of relevant working experience in the insurance or takaful industry, supported by an official recommendation letter from the employer.

PROGRAMME FEE

	Class Based (Face to Face/Virtual)		Self Study	
	RM	USD	RM	USD
Membership Fee	100	34	100	34
Student Registration Fee	100	34	100	34
Course Fee (Fee inclusive ebook & exam fees)	1,620	387	410	137
Total	1,820	455	610	205

	RM	USD
Repeat Examination Fee	150	50

Flexible Payment Option:

Flexible payment options are available for all modes of learning through Maybank 12 months 0% instalment scheme.

PROGRESSION AFTER CAii

This programme leads to Aii's flagship programme, the Associateship of the Asian Institute of Insurance (AAii), a more advanced qualification in insurance with worldwide recognition that carries a recognized designation.

Learn More About AAii Qualification – please click [HERE](#)

ALIGNMENT TO THE FUTURE SKILLS FRAMEWORK



13 Prime Skills
7 Power Skills
Proficiency Level: Novice

Skills Developed by Attending this Programme

Prime Skills

Customer Experience Management

1. Customer Profiling

Digital & Data Integration

2. Data Governance
3. Data Protection

Financial Products & Services

4. Marketing
5. Personal Finance Advisory
6. Product Advisory
7. Quality Assurance
8. Underwriting Management

Risk Management, Governance & Regulatory Compliance

9. Anti-Money Laundering
10. Regulatory Compliance
11. Risk Management

Investments & Financial Management

12. Financial Planning
13. Insurance Claims Processing

Power Skills

Innovation & Delivery

1. Adaptability and Resiliency
2. Innovative Thinking
3. Learning Agility
4. Business Acumen

Social Intelligence

5. Collaboration
6. Communication
7. Empathy

STUDENT EXPERIENCE



“ When I was thinking how to move forward in this insurance industry, MII offered CMII course to their staff. I took this opportunity and enrolled myself for this course. This course changed my entire perception towards insurance whereby I always thought insurance is a boring subject. CMII taught me the basics of insurance and for someone who had minimal knowledge in insurance, it was a great start. So, do not limit yourself, nothing is impossible, the word itself says I am possible.

Kohila Krishnan



“ Learning is a Lifelong Process. There is no end to education. It is not that you read a book, pass an examination, and finish with education. I learnt a lot from the CMII course, and it gave me a good and strong basic foundation to enhance my professional career and skills in Insurance. Thanks to MII, for giving me, this opportunity and I enjoyed indeed the CMII course. I am currently pursuing AMII level 1 and will continue with AMII level 2 to pursue my career in Insurance.

Chong Ju Wen



“ There is always something new to learn and our learning journey should never come to an end. Distance and age are not an excuse to stop from learning, it is about how strong your will is to step further and accomplish your goals. MII has given me an opportunity to learn and enhance my knowledge and skills. I enhanced my knowledge and built a good foundation with the CMII Programme. I gained much experience by completing the CMII course; it is fun and fruitful. I am looking forward to following up with another course to step closer towards my professional development goals.

Daphne Yong Nih Shyen



“ Started the CMII because I was eager to learn the insurance industry coupled with the realization of how big a responsibility one shoulders as an insurance agent. Completing the CMII made me question myself “Am I equipped to guide those around me to make sound decisions for them and those around them? And there it went. My journey into AMII continued.

Saberame Sivaretnam



REGISTER NOW



Asian Institute of Insurance

197701004772 (35445-H),
Level 6, Bangunan AICB,
No. 10 Jalan Dato' Onn,
50480 Kuala Lumpur, Malaysia

For further information, please contact:
Email: sales@aiaasia.org