The Malaysian Insurance Institute
Corporate Profile
Overview

The Malaysian Insurance Institute (MII) is an educational and training institution which leads in providing internationally recognized qualifications in insurance, risk management and financial planning. MII is the only institute in Malaysia that caters to the training needs of all sectors in the insurance industry i.e. life insurers, general (non-life) insurers, brokers, loss adjusters, reinsurers, financial planners and Takaful operators.

As the leading professional body and education institution for the Malaysian insurance industry, MII is highly respected as a regional centre that offers an extensive range of quality education programmes and training courses for professionals in the insurance and financial services industry.

History

MII has been in the industry for over 49 years in one form or another. Pusat Latihan Insurans Malaysia (PLIM) was formed in 1968 to provide training and education offerings to the Malaysian insurance fraternity. In the year 1977, Institut Insurans Malaysia (IIM) came into existence to provide networking activities and memberships for the Malaysian insurance industry. In 1984, The Malaysian Insurance Institute (MII) was formed through the merger of PLIM and IIM to synergise their roles for the betterment of the Malaysian insurance industry.
About MII

Awards Received

In 2007, MII won the Professional Service Provider of the Year, the most contested prestigious international award. MII was the first winner from Asia due to its significant contribution to the emerging markets. The award was not only limited to training providers but to all service providers throughout the world.

In 2012, MII was awarded the Educational Service Provider of the Year 2012, the highly sought after international award by the Asian insurance fraternity. The award recognises MII’s outstanding and continuous efforts in turning itself into an important human capital development solutions provider to the Asian insurance industry and for expanding its role to create greater public awareness about insurance.

International Affiliates

MII’s firm commitment to deliver the best standards in education is reflected in its international links with major insurance institutions, universities and relevant organizations, including:

- Chartered Insurance Institute (CII), UK
- Australasian Institute of Chartered Loss Adjusters (AICLA)
- Chartered Institute of Loss Adjusters (CILA), UK
- Australian New Zealand Institute of Insurance and Finance (ANZIIF)
- The Society of Actuaries (USA)
- The Institute of Risk Management (UK)
About MII – Board of Directors

Antony Fook Weng Lee
MII Chairman,
CEO, AIG Malaysia Insurance Berhad
(Chairman of PIAM)

Mr. Rangam Bir, FMII
MII Deputy Chairman,
President & Chief Executive Officer
Gibraltar BSN Life Berhad
Vice President, Life Insurance
Association of Malaysia (LIAM)

Dato’ Adrian Low Heong Chow, FMII
MII Director

Tan Kok Guan
CEO/ Executive Director,
LPI Capital Berhad

Raja Zailan Putra Raja Dato’ Seri Hj Azam, FMII
Chairman of MITBA

Zainal Abidin Mohd Noor, FMII
MII Director

Ezamshah Ismail
Dean, INCEIF

Wong Ah Kow
MII Director

T. Sivapalan A/ L Tharmapalan
MII Director

Ms. Lau Chin Ching
Director of Insurance Development
Department, BNM

Mr. Tan Ah Chuan
Managing Director
Mestari Adjusters Sdn. Bhd.
About MII – Management Team

Ms. Shalini Pavithran
Chief Executive Officer (CEO)

Wahida Shariff
Chief Academic Officer (CAO)

Haslindah Atan
Senior Vice President, Finance, Human Resources & Administration

Hasri Hamidan
Senior Vice President, (Product & Course Development)

Tan Li Na
Senior Vice President, Business Development & Customer Relationship Management

Nazilhasri
Vice President, Information Technology

Nor Izmawati Mostapar
Vice President, Corporate Communications & e-Learning

Muhammad Mohsin
Vice President, Internal Audit

Ann Margaret Joseph
Senior Vice President, Assessment & Fellowship Advisory Services

Rosmaniwi Haji Agus
Vice President, Registry & Course Management
What We Do

MII offers an extensive range of quality academic programmes and services to the insurance and financial services industry. Programmes and services offered include the following:

- Professional Qualifications Programmes
- Professional Certification Programmes
- Training Courses
- e-Learning Development
- Examinations
- Professional Membership
- Individual Membership
- Conference, Seminar & Workshop Organizer
- Knowledge Management
- Secretariat of ASEAN Insurance Training & Research Institute (AITRI)
MII Certification Programmes support the industry’s mandatory requirements for career entry and career enhancement and it is recognised by the related insurance associations and regulatory body. These programmes are developed to meet industry standards and regulatory compliance, to equip participants with technical knowledge and skills required to provide services to clients. A certificate will be granted to each successful participant, an official endorsement as a licensed practitioner.

List of MII Certification Programmes:
- Pre-Contract Examination (Life & General) (PCEIA)
- Certificate Examination in Investment-Linked Life Insurance (CEILLI)
- Basic Certificate Course in Insurance Loss Adjusting (BCCILA)
- Basic Certificate Course in Insurance and Takaful Broking (BCCITB)
- Registered Financial Planners (RFP)
- Basic Agency Management Course (BAMC)
- Professional Certificate in General Insurance & Life Assurance
- Certificate of The Malaysian Insurance Institute (CMII)

Refer to [MII Programme Calendar](#) for a complete view of all courses offered by MII.
MII Programmes, Training Courses & Examinations

Training Courses

MII’s role in training is to support and complement the human capital development initiatives of the insurance industry. These training courses are targeted to those who are interested to acquire knowledge and understanding of the principles and practices of general and life insurance operations.

MII training courses focuses on the following skills:

- Technical
- Professional
- Specialised
- Soft Skills

Examinations

MII conducts 14 types of examinations at 22 different examination centres nationwide. In 2016, MII had more than 78,000 examinations candidates a year.

The types of examinations conducted by MII among others are:

- Associateship of The Malaysian Insurance Institute (AMII)
  - Level 1 & Level 2
- Certificate of The Malaysian Insurance Institute (CMII)
- Professional Certification in General Insurance Underwriting (PCGIU)
- Professional Certification in Life Assurance (PCLA)
- Basic Agency Management (BAMC)
- Basic Certificate Course in Insurance Loss Adjusting (BCCILA)
- Basic Certificate Course in Insurance and Takaful Broking (BCCITB)

- Registered Financial Planner (RFP)
- Registered Financial Planner Capstone (RFPC)
- Registered Financial Planner Shariah (RFPS)
- Registered Financial Planner Shariah Capstone (RFPSC)
- Pre-Contract Examination for Insurance Agents (PCEIA)
- The Certificate Examination in Investment-Linked Life Insurance (CEILLI)
MII Programmes, Training Courses & Examinations

Computer-based examination (CBE)

CBE is an alternative to the paper-and-pencil (PPE) examination for the agents’ qualifying examinations; i.e PCEIA and CEILLI. The CBE, conducted via a web-based computer-based assessment system (SARAS), comprises a robust question bank system (Q-Bank) and a computer-based examination system (CBES).

The main advantage of candidates taking the CBE are that:
• immediate results can be obtained after each examination session
• potential agents can be recruited immediately upon passing the agents’ qualifying examinations
• the examinations can be conducted more frequently, allowing more candidates to pass through the system for recruitment

Refer to MII Examinations Schedule for a complete view of examinations dates conducted and offered by MII.
MII Seminars and Conferences

MII Seminars and Conferences connect people locally as well as from around the globe. A range of industry-related conferences and seminars serve as effective platforms for knowledge and experience sharing. Acclaimed speakers will share their unique and useful insights with participants across a wide spectrum of themes and topics. MII conferences also provide networking opportunities for general and life insurance practitioners.

Some of the conferences and seminars organised/co-organised by MII:

• IFQA Asia Conference
• International Claims Convention (ICC)
• International Risk Management Conference (IRM)
• General Insurance Agents Convention (GIAC)
• Life Insurance Bumiputra Agents Convention
• Malaysian Insurance Summit (MIS)
• Million Dollar Round Table (MDRT)
• Medical and Health Insurance Seminar
• Talent Development Seminar
• Liability Insurance Seminar
MII Facilities

MII provides a conducive learning environment with student-centric facilities and services.

**Customer Service Counter**
Services: Book purchase, training, membership, examination registrations and payments  
Frequency: More than 100 visitors a day

**Customer Service (Call Centre)**
Services: Training, membership, examination and other inquiries.  
Frequency: Approximately 300 calls per day

**Training Room**
Facilities available: 9 training rooms, whiteboard, flipchart, tables and chairs, laptop, projector  
Seating capacity: Up to 40 pax

**Lecturers Lounge**
For lecturers and trainers to rest or prepare for training sessions.  
Facilities available: Internet, reading materials, pantry, television

**Students Lounge**
For students to rest or prepare for class.  
Facilities available: Internet, reading materials, television
MII Facilities

**Study Area**
Facilities available: Internet, study tables and chairs, reading materials
Seating capacity: Up to 30 pax

**Auditorium**
Facilities available: Internet, projector, white screen, stage and rostrum, VIP holding rooms
Seating capacity: Up to 174 pax

**Seminar Hall**
Facilities available: Internet, standard classroom facilities
Seating capacity: Up to 80 pax

**Knowledge Centre**
MII Knowledge Centre is a specialized library offering insurance and insurance related reading materials. It has an extensive range of reading materials related to insurance, risk and financial services.
MII Education Path
MII Education Path – Overview

**Entry Requirements**
- Bachelor’s Degree & above
- Diploma
- Foundation Courses
- ‘A’ Level
- ‘O’ Level

**Technical Route**
- Soft-Skills Training / Specialized Courses
- CPD-related Programmes
- Short Technical Courses
- Special Certificate Programmes

**Professional Route**
- Fellowship (FMII)
- Masters (MBA)
- Associateship (AMII L2)
- Professional Diploma (AMII L1)
- MII Professional Certificate/Certificate of The Malaysian Insurance Institute (CMII)

**Other Qualifications**
- Basic Certificate Course in Insurance Loss Adjusting (BCCILA)
- Basic Certificate Course in Insurance & Takaful Broking (BCCITB)
- Certificate Examination in Investment-Linked Life Insurance (CEILLI)
- Pre-Contract Examination for Insurance Agent (PCEIA)

(O’ Level (CMII Compulsory for Professional Route)
**MII Education Path – The Three Routes**

### Other Qualifications
**About this Route**
These are entry level qualifications (licensing) for agents, brokers and adjusters.
For continuous professional development, pathway to both the Professional and Technical Routes.

**Entry Qualification**
Minimum SPM or ‘O’ level.

**Who Should Enroll**
Anyone who wants the qualification to apply for a license to operate or to possess a qualification.

**With Assessment**
- A necessary practice requirement for a broker, adjuster and agent
- Cannot deal with customers without the qualification
- Further need to comply with Continuous Professional Development (CPD)

### Technical Route
**About this Route**
Personal and professional development programmes for both hard and soft skills. Further pathway to Professional Route.

**Entry Qualification**
Minimum SPM or ‘O’ level

**Who Should Enroll**
Preferred by highly technical personnel but also needed by those in supervisory roles.

**Without Assessment**
- Short technical courses (Intermediate and Basic)
- Specialized courses through workshops (Advanced)
- Special Certificate Programmes (assessment optional)
- Personal & Professional Development Skills (Soft-skills)

### Professional Route
**About this Route**
Professional qualifications programmes by MII, from Certificate to Fellowship. MBA through collaboration.

**Entry Qualification**
SPM or ‘O’ level (need bridging programme i.e. Certificate of The Malaysian Insurance Institute - CMII). Higher qualifications direct entry.

**Who Should Enroll**
For those who aspire to take on management and leadership roles.

**With Assessment**
- **Step 1**: Starts at Certificate level but optional for other than SPM or ‘O’ level
- **Step 2**: Professional Diploma or AMII Level 1
- **Step 3**: Associate of The Malaysian Insurance Institute or AMII Level 2
- **Step 4**: Fellow of The Malaysian Insurance Institute or FMII

Additional qualification - MBA from Malaysia University of Science & Technology (MUST)
Professional Qualification Programme: Applicable to Insurers, Brokers, Adjusters & Agents

**Level**
Certificate

**Programme**
- CMII
- Job-based Professional Certificate
- PCEIA &/or CEILLI
- BCCITB
- BCCILIA

**Subjects**
- Life & Medical Insurance
- General Insurance

**Exemption**
- CMII: One (1) subject exempted from AMII L1
- Professional Certificate: Two (2) elective subjects exempted from AMII L1
- BCCITB: One (1) subject exempted from AMII L1

**Level**
Professional Diploma & Professional Advanced Diploma

**Programme**
- AMII Level 1 & Level 2

**Subjects**
- Life & Medical Insurance
- General Insurance
- Takaful Insurance (being added)

**Conditions for Completion**
- Must fully complete AMII L1 (6 subjects) before allowed to take AMII L2 (8 subjects)
- Time-frame imposed to complete both levels
  - AMII L1: Three (3) years
  - AMII L2: Five (5) years

**Examination**
Three (3) exam sessions in a year
Professional Qualification Programme: Insurers

Complete 7 Action Steps

Choice of subjects:
- General Insurance
- Life Insurance
- Takaful

Choice of General Insurance or Life Insurance

Malaysia University of Science & Technology

START

Technical

Short Technical Courses

Soft Skills Training & Specialized Courses

Special Certificate Programmes

Fellowship (FMII)

Associateship (AMII L2)

Professional Diploma (AMII L1)

Certificate of The Malaysian Insurance Institute (CMI1)

SPM or ‘O’ Level

‘A’ Level & Higher Qualifications

Masters (MBA)

MII Professional Certificate Programmes

Start

Malaysia University of Science & Technology

Choice of General Insurance or Life Insurance
Professional Qualification Programme: Brokers

Complete 7 Action Steps

- Fellowship (FMI1)
- Associateship (AMI1 L2)
- Professional Diploma (AMI1 L1)
- Basic Certificate Course in Insurance & Takaful Broking (BCCITB)
- SPM or ‘O’ Level
- ‘A’ Level & Higher Qualifications

Choice of subjects:
- General Insurance
- Life Insurance
- Takaful

Choice of General or Life Insurance

PPD-related Programmes from all sources

Malaysia University of Science & Technology

Technical

- Short Technical Courses
- Soft Skills Training & Specialized Courses
- Special Certificate Programmes

START START

The Malaysian Insurance Institute

BUILDING KNOWLEDGE. TOGETHER
Professional Qualification Programme: GI Agents

Development Stage:

Complete 7 Action Steps:

- SPM or 'O' Level & Higher Qualifications
- MII Professional Certificate Programmes (General Insurance) OR CMII
- Pre Contract Examination for Insurance Agents (PCEIA)
- Professional Diploma (AMII L1)
- Associateship (AMII L2)
- Fellowship (FMIII)
- Masters (MBA)

CPD Programmes:

- Foundation Stage
- Development Stage

Starting from:

- Malaysia University of Science & Technology

Technical:

- Short Technical Courses
- Soft Skills Training & Specialized Courses
- Special Certificate Programmes
Professional Qualification Programme: Life Agents

Complete 7 Action Steps

Fellowship (FMII)

Masters (MBA)

Malaysia University of Science & Technology

Associateship (AMII L2)

CPD Programmes

Development Stage

Foundation Stage

CPD Programmes

MII Professional Certificate Programmes (Life, Medical & Health) OR CMII

Pre Contract Examination for Insurance Agents (PCEIA) and/or Certificate Examination in Investment-Linked Life Insurance (CEILLI)

Technical

Short Technical Courses

Soft Skills Training & Specialized Courses

Special Certificate Programmes

SPM or ‘O’ Level & Higher Qualifications

START
## Professional Route:
### Certificate of the Malaysian Insurance Institute (CMII)

The table summarizes the description of the programme and course structure of CMII.

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Course Contents</th>
<th>Assessment Structure (per stream)</th>
<th>Credit Awarded (per stream)</th>
<th>Learning Hours (per stream)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMII: General Stream</td>
<td>8 chapters *</td>
<td>100% final examination</td>
<td>3</td>
<td>42</td>
</tr>
<tr>
<td>CMII: Life Stream</td>
<td>10 chapters **</td>
<td>100 multiple choice questions, passing mark is 70%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Course Contents

*Course Contents*

1. Risk And Insurance
2. The Insurance Marketplace
3. Principles of Insurance (Conventional & Takaful)
4. Insurance Regulations and Consumer Protection
5. Underwriting Procedures
6. Claims Procedure
7. General Insurance Products
8. Life Assurance Products

**Course Contents**

1. Risk And Insurance
2. The Insurance Marketplace
3. Principles of Insurance (Conventional & Takaful)
4. Insurance Regulations and Consumer Protection
5. Medical And Health Insurance
6. Legal Aspects of Life Insurance
7. Life Insurance Products
8. Life Insurance Premium Rating
9. Life Insurance Underwriting And Documents
10. Life Insurance Claims

### Learning Outcome

Upon successful completion of this programme, participants will be able to:

- Explain what is meant by risk as it relates to insurance
- Identify the types of risk that can be insured and the types of risk that cannot
- Describe how insurance operates as a risk transfer mechanism and by the pooling of risks
- Describe the relationship between severity, frequency, risk and insurance
- Describe in outline, what is meant by self-insurance, coinsurance, reinsurance and captive insurance
- Describe how insurance benefits policyholders and society in general

### Notes:

1. There shall be six (6) classes of seven (7) hours each.
2. Fee charged shall include the examination fee, textbook, lecturer’s and coordinator’s fees.
3. An examination repeat fee of RM614.80 is applicable per student.

For Overseas Assignments:

4. Any withholding tax imposed by the authority is for client’s own account.
5. The cost related to the following items is excluded:
   - Training room
   - Audio-visual equipment
   - Meals and refreshments for the participants and lecturer
Professional Route: Certificate of The Malaysian Insurance Institute (CMII)

**Overview**
- Choice of Life and General Insurance streams
- Study text available from The Malaysian Insurance Institute
- General Insurance stream also available in electronic (e-Learning)
- In-house classroom teaching can be arranged
- 42-hour learning for either stream
- Three (3) credits are awarded for each stream
- Eligible for one (1) subject exemption under AMII L1

**Final Exam Format**
- Final examination 100 multiple choice questions
- Passing mark 70%
Module 3: Choose any one stream (to complete route)

**Stream 1**
- Fire Insurance
- Business Interruption Insurance

**Stream 2**
- Miscellaneous Accident Insurance (Part 1)
- Miscellaneous Accident Insurance (Part 2)

**Stream 3**
- Marine Cargo Insurance
- Marine Hull Insurance

**Stream 4**
- Casualty Liability Insurance
- Financial Line Liability Insurance

**Stream 5**
- Engineering Insurance (Part 1)
- Engineering Insurance (Part 2)

**Stream 6**
- Motor Insurance (Part 1)
- Motor Insurance (Part 2)

Module 2: Underwriting
- The Nuts & Bolts of General Insurance Underwriting
- Reinsurance

Module 1: Standard
- Insurance Principles & Market Practice

Module 2: Agents
- Ethics for General Insurance Agents
- Managing & Leading for Excellence OR Advanced Social Media Techniques

START: Follow one route/stream
Professional Certificate Programmes: General Insurance

Overview

• Suitable for all personnel involved in underwriting, sales, marketing, claims, agency work, reinsurance, customer service and the like
• Choice of different subject streams
• 7 credits awarded (entitled to two elective subjects exempted from AMII L1)
• Module 1 credit can be repeatedly used for any stream
• Certificate is awarded based on passing of examination

Programme Structure

• Three (3) modules programme
• 5 different subjects
• 98 learning hours (14 days of 7 hours each)

Final Exam Format

• Final assessment end of programme
• 100 multiple choice questions for each module
• Passing mark 70%
• Paper and pencil exam
Professional Certificate Programmes: Life & Medical Insurance

START:
Follow one route/stream

Minimum SPM or ‘O’ Level

Module 1: Standard
Insurance Principles & Market Practice (Life)

Module 2: Life Underwriting
• Intro. to Life Underwriting
• Human Anatomy & Physiology

Module 3: Life Underwriting
• Life Underwriting Technicalities
• Legal Aspects of Life Insurance

Module 2: Life Claims
• Intro. To Claims Practice
• Human Anatomy & Physiology

Module 3: Life Claims
• Effective Claims Practice
• Legal Aspects of Life Insurance

Module 2: Medical & Health Claims
• Medical Aspects of the Hospital & Surgical Insurance
• Medical Claims Cost Containment

Module 3: Medical & Health Claims
• Intro. To Medical & Health Claims
• Human Anatomy & Physiology

Route 1

Route 2

Route 3
Professional Certificate Programmes: Life & Medical Insurance

Overview
- Suitable for all personnel involved in underwriting, sales, marketing, claims and customer service
- Choice of three (3) different streams
- 7 credits awarded (Entitled to two elective subjects exempted from AMII L1)
- Module 1 credit can be repeatedly used for any stream
- Certificate is awarded based on passing of examination

Programme Structure
- Three (3) modules programme
- 5 different subjects
- 98 learning hours (14 days of 7 hours each)

Final Exam Format
- Final assessment end of programme
- 100 multiple choice questions for each module
- Passing mark 70%
- Paper and pencil exam
# Professional Route:
## Associate of the Malaysian Insurance Institute (AMII)

The table summarizes the description of the programme and course structure of AMII.

<table>
<thead>
<tr>
<th>AMII Level</th>
<th>Compulsory subjects*</th>
<th>Elective subjects**</th>
<th>Assessment structure</th>
<th>Credit required</th>
<th>Learning hours per subject</th>
</tr>
</thead>
</table>
| LEVEL 1    | 3                    | 3                   | • 40% tests & coursework  
                          • 60% final exam | 18              | 42                        |
| LEVEL 2    | 2                    | 6                   | • 40% tests & coursework  
                          • 60% final exam | 32              | 56                        |

<table>
<thead>
<tr>
<th>AMII Level</th>
<th>Compulsory subjects</th>
<th>**Elective Subjects (choose 3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEVEL 1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
   i. Insurance Principles and Market Practice  
   ii. Insurance Operations and Finance  
   iii. Legal Principles  
   iv. Insurance Claims  
   v. Insurance Underwriting  
   vi. Commercial Property and Business Interruption Insurance  
   vii. Personal Lines Insurance  
   viii. Motor Insurance  
   ix. Liability Insurance  
   x. Principles of Life & Health Insurance  
   xi. Customer Service Excellence in Insurance  
   xii. The Life Insurance Regulatory Environment  
   xiii. Regulatory Environment of Life Insurance Products, Sales & Operations  
   xiv. Managing Insurance Operations Profitability |
| LEVEL 2    |  
   i. Insurance Law  
   ii. Insurance Business and Economics  
   iii. Insurance Risk Management  
   iv. Insurance Marketing  
   v. Insurance Underwriting Management  
   vi. Insurance Claims Management  
   vii. Reinsurance  
   viii. Medical and Health Insurance  
   ix. Life Assurance  
   x. Life and Disability Insurance Underwriting  
   xi. Takaful  
   xii. Life Insurance Companies Accounting and Financial Reporting  
   xiii. Administration of The Life Policy Lifecycle  
   xiv. Marine Cargo Insurance  
   xv. Marine Hull & Aviation Insurance  
   xvi. Engineering Insurance |
## Professional Route:
**Associate of The Malaysian Insurance Institute (AMII)**

### Course Structure

<table>
<thead>
<tr>
<th>AMII L1</th>
<th>AMII L2</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 3 compulsory subjects plus 3 elective</td>
<td>• 2 compulsory subjects plus 6 elective</td>
</tr>
<tr>
<td>subjects out of 11</td>
<td>subjects out of 14</td>
</tr>
<tr>
<td>• 42 learning hours per subject</td>
<td>• 56 learning hours per subject</td>
</tr>
<tr>
<td>(Total 252 hours)</td>
<td>(Total 448 hours)</td>
</tr>
<tr>
<td>• 3 credits per subject (Total 18 credits)</td>
<td>• 4 credits per subject (Total 32 credits)</td>
</tr>
<tr>
<td>• Complete within 3 years or 9 examination</td>
<td>• Complete within 5 years or 15 examination</td>
</tr>
<tr>
<td>sessions</td>
<td>sessions</td>
</tr>
</tbody>
</table>

### Assessment Structure

<table>
<thead>
<tr>
<th>AMII L1</th>
<th>AMII L2</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 2 x 1-hour tests (4 short questions &amp; 1</td>
<td>• 2 x 1-hour tests (2 short questions &amp; 1</td>
</tr>
<tr>
<td>essay question) – 10 marks each</td>
<td>essay question) – 10 marks each</td>
</tr>
<tr>
<td>• 1 assignment (5 questions) – 20 marks</td>
<td>• 1 assignment (5 questions) – 20 marks</td>
</tr>
<tr>
<td>• 3-hour Final Examination (8 short</td>
<td>• 3-hour Final Examination (5 short</td>
</tr>
<tr>
<td>questions &amp; 3 essay questions) – 60 marks</td>
<td>questions &amp; 3 essay questions) – 60 marks</td>
</tr>
<tr>
<td>• Overall passing mark – 55%</td>
<td>• Overall passing mark – 55%</td>
</tr>
</tbody>
</table>
This programme was launched on March 2, 2016 to enable graduates of The Associateship of The Malaysian Insurance Institute (AMII) to advance to a higher qualification. Acquiring the FMII will further demonstrate the advanced knowledge, experience and professionalism of the qualification. There are seven (7) action steps to follow before qualification.

**Action Step 1**
- Must complete the AMII

**Action Step 2**
- Download the Fellowship Enrolment Form at [www.insurance.com.my](http://www.insurance.com.my) and complete the Fellowship Plan
- Submit the completed Enrolment Form together with the Programme Fee of USD 900 per individual

**Action Step 3**
- Submit analysis of two (2) case studies

**Action Step 4**
- Choose one Major Accomplishment from the following options:
  - Option 1: Completed an additional professional or management qualification (e.g. an MBA)
  - Option 2: Write a 4,000-5,000 word dissertation on an insurance-related subject
  - Option 3: Submit a 4,000-5,000 word report on a major project you led
  - Option 4: Provide a portfolio of your published works
This programme was launched on March 2, 2016 to enable graduates of The Associateship of The Malaysian Insurance Institute (AMII) to advance to a higher qualification. Acquiring the FMII will further demonstrate the advanced knowledge, experience and professionalism of the qualification. There are seven (7) action steps to follow before qualification.

**PROFESSIONAL ROUTE:**

**FELLOWSHIP OF THE MALAYSIAN INSURANCE INSTITUTE (FMII)**

- **Action Step 5**
  - Plan and record your last three (3) years’ CPD. A minimum 30 hours of compulsory CPD is required for each year.

- **Action Step 6**
  - Write a statement of your experience and personal development having gone through the fellowship programme. Your Testimony of Individual Advancement (TIA) must:
    - be typewritten in English
    - be clearly set out using the ‘classifications for appraisal headings’ below
    - not contain any spelling mistakes or grammatical errors
    - be 1,000-1,100 words long and include a word count (TIA without a word count and/or outside of the word count will NOT be accepted)
    - depict you in a professional, formal manner
    - review what you have attained by providing an executive summary of your accomplishments
    - be submitted with your application for election to Fellowship

- **Action Step 7**
  - Action Steps 1 to 6 must be completed before submission for election. You must have completed the AMII examination at least three (3) years before you are eligible for election to Fellowship. An election fee of USD 130 must accompany your election form.
OTHER QUALIFICATION:
BASIC CERTIFICATE COURSE IN INSURANCE & TAKAFUL BROKING (BCCITB)

The table summarizes the description of the programme and course structure of BCCITB.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course contents*</th>
<th>Assessment structure</th>
<th>Credit awarded</th>
<th>Learning hours</th>
</tr>
</thead>
</table>
| BCCITB      | Comprises 7 Parts divided into 16 chapters | • 100% final examination  
             • 100 multiple choice questions  
             • Passing mark is 60% | 3              | 42            |

* Course contents

i. Risk Management: Concept & Management of Risk
ii. Shari’ah: Fundamentals of Shari’ah
iii. Basics of Insurance & Takaful:
    - Introduction to Insurance  
    - Introduction to Takaful  
    - Takaful Business & Models 
iv. Insurance & Takaful Industry
    - Legislation & Supervision  
    - Insurance & Takaful Associations & Organisations 
v. Insurance & Takaful Products & Services
    - Retakaful & Reinsurance  
    - General Insurance & Takaful Products  
    - Life Insurance Products  
    - Family Takaful Products  
    - Insurance & Takaful Documentation  
    - Claims Procedures & Processes 
vi. Insurance & Takaful Broking:
    - Introduction to Insurance & Takaful Broking  
    - Broking Services & Business Processes 
vii. Takaful Business: Issues & Concerns

Learning Outcome

Upon successful completion of this programme, participants will be recognised as a registered insurance and takaful broker and will be able to:

- Thoroughly understand the principles and current practices of insurance and takaful.
- Understand the differences between insurance and takaful.
- Appreciate the various shariah aspects of takaful and its related contracts, technical knowledge and the relationship between the two.
- Acquire the knowledge and understanding of the concept and management of risks for insurance and takaful broking and the roles and responsibilities of a broker.

Notes:
1. There shall be six (6) classes of seven (7) hours each.
2. Fee charged shall include the examination fee, textbook, lecturer’s and coordinator’s fees.
3. An examination repeat fee of RM318 is applicable per student.

For Overseas Assignment:
4. Any with-holding tax imposed by the authority is for client’s own account.
5. The cost related to the following items is excluded:
   - Training room
   - Audio-visual equipment
   - Meals and refreshments for the participants and lecturer
Other Qualifications: Basic Certificate Course in Insurance & Takaful Broking (BCCITB)

**Overview**
- A licensing qualification for both insurance and takaful brokers
- Normally given 6 months to obtain qualification; otherwise cannot do broking work

**Programme Structure**
- Single module programme
- 42 learning hours
- 3 credits awarded (Entitled to 1 elective subject exempted from AMII L1)

**Final Exam Format**
- Final examination end of programme
- 100 multiple choice questions
- Passing mark 60%
- Paper and pencil examination
### OTHER QUALIFICATION:
**BASIC CERTIFICATE COURSE IN INSURANCE LOSS ADJUSTING (BCCI LA)**

The table summarizes the description of the programme and course structure of BCCI LA.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course contents*</th>
<th>Assessment structure</th>
<th>Credit awarded</th>
<th>Learning hours</th>
</tr>
</thead>
</table>
| BCCI LA     | Comprises 5 chapters | • 100% final examination  
              |                  | • 50 multiple choice questions  
              |                  | • Passing mark is 50%          | 2              | 28              |

#### *Course contents*

**Part 1:**
1. An Introduction to Insurance Basic Concepts
2. Legal Aspects of Insurance
3. Insurance and Reinsurance
4. Insurance Market

**Part 2:**
5. An Introduction to General Loss Adjusting

#### Learning Outcome

Upon completion of this programme, participants will be equipped with the necessary working knowledge and competency to:

- Understand the nature of insurance and the various classes of insurance
- Be well-versed with the technical and other aspects of loss adjusting and insurance
- Appreciate the need for professional and responsible handling of loss adjusting

#### Notes:
1. There shall be four (4) classes of seven (7) hours each.
2. Fee charged shall include the examination fee, textbook, lecturer’s and coordinator’s fees.
3. An examination repeat fee of RM74.20 is applicable per student.

For Overseas Assignment:
4. Any withholding tax imposed by the authority is for client’s own account.
5. The cost related to the following items is excluded:
   - Training room
   - Meals and refreshments for the participants and lecturer
Other Qualifications: Basic Certificate Course in Insurance Loss Adjusting (BCCILA)

Overview
- A licensing qualification for loss adjusters
- Normally given 6 months to obtain qualification; otherwise cannot do adjusting work
- Undergoing review (Split between Motor and Non-motor)

Programme Structure
- Single module programme
- 28 learning hours
- 2 credits awarded

Final Exam Format
- Final examination end of programme
- 50 multiple choice questions
- Passing mark 50%
- Paper and pencil examination
The table summarizes the description of the programme and course structure of PCEIA.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course contents*</th>
<th>Assessment structure</th>
<th>Credit awarded</th>
<th>Learning hours</th>
</tr>
</thead>
</table>
| **PCEIA**   | General: 10 chapters  
Life: 12 chapters          | • 100% final examination  
• 100 multiple choice questions  
• Passing mark is 70%       | TBA                      | 42               |

*Course contents*

**Part A: The Basics Of Insurance**
- i. Risk And Insurance
- ii. Basic Principles Of Insurance
- iii. Legislation And Consumer Protection
- iv. The Insurance Contract
- v. Law Of Agency
- vi. Medical And Health Insurance

**Part B: General Insurance**
- vii. General Insurance Business
- viii. General Insurance Underwriting
- ix. General Insurance Claims
- x. Registration And Regulation Of General Insurance Agents

**Part C: Life Insurance**
- xi. Legal Aspects Of Life Insurance
- xii. Life Insurance Products
- xiii. Life Insurance Premium Rating
- xiv. Life Insurance Underwriting And Documents
- xv. Life Insurance Claims
- xvi. Code Of Practice For Life Insurance Agents

**Learning Outcome**

Upon successful completion of this programme, participants will be recognized as a registered insurance agent and will be able to:
- Understand risk and insurance in the context of the insurance market
- Understand insurance legal principles and its application to insurance policies
- Understand life and general insurance products
- Understand life and general insurance underwriting and claims procedures
- Understand the conduct of insurance business

**Notes:**
1. There shall be six (6) classes of seven (7) hours each.
2. Fee charged shall include the examination fee, textbook, lecturer’s and coordinator’s fees.
3. An examination repeat fee of RM89.90 is applicable per student.

For Overseas Assignment:
4. Any with-holding tax imposed by the authority is for client’s own account.
5. The cost related to the following items is excluded:
   - Training room
   - Meals and refreshments for the participants and lecturer
Overview

• A licensing qualification for both life and general insurance agents
• Must pass before given a licence to sell
• Text-book available and also available in e-Learning

Programme Structure

• Single module programme
• 42 learning hours
• Studying credits to be awarded

Final Exam Format

• Final examination end of programme
• Computer-based examination
• 100 multiple choice questions
• Passing mark 70%
OTHER QUALIFICATION:
CERTIFICATE EXAMINATION IN INVESTMENT-LINKED LIFE INSURANCE (CEILLI)

The table summarizes the description of the programme and course structure of CEILLI.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course contents*</th>
<th>Assessment structure</th>
<th>Credit awarded</th>
<th>Learning hours</th>
</tr>
</thead>
</table>
| CEILLI      | Comprises 9 chapters | • 100% final examination  
                                         • 100 multiple choice questions  
                                         • Passing mark is 70% | TBA            | 42            |

*Course contents

i. Introduction to Investment-Linked Life Insurance  
ii. Mechanisms and Features of Regular Premium Investment-Linked Life Insurance  
iii. Mechanisms and Features of Single Premium Investment-Linked Life Insurance  
iv. Considerations for Purchasing an Investment-Linked Policy  
v. Investment Considerations  
vi. Types of Investment Vehicles and Potential Risks  
vii. Common Types of Investment-Linked Funds  
viii. Pertinent Guidelines on Investment-Linked Business  
ix. Agents Professional Approach and Guidelines

Learning Outcome

Upon successful completion of this programme, participants will be recognized as a registered life insurance agent and will be able to:

- Understand how investment-linked insurance policies work  
- Understand the difference between investment-linked life insurance and whole life insurance  
- Know and understand the common types of investment-linked funds  
- Understand insurance underwriting and claims procedures  
- Understand the conduct of investment-linked insurance business

Notes:

1. There shall be six (6) classes of seven (7) hours each.  
2. Fee charged shall include the examination fee, textbook, lecturer’s and coordinator’s fees.  
3. An examination repeat fee of RM105.70 is applicable per student.

For Overseas Assignment:

4. Any withholding tax imposed by the authority is for client’s own account.  
5. The cost related to the following items is excluded:
   - Training room  
   - Meals and refreshments for the participants and lecturer
Overview
• A licensing qualification for life insurance agents
• Must pass before given a licence to sell
• Text-book available and also available in e-Learning

Programme Structure
• Single module programme
• 42 learning hours
• Studying credits to be awarded

Final Exam Format
• Final examination end of programme
• Computer-based examination
• 100 multiple choice questions
• Passing mark 70%

Other Qualifications:
Certificate Examination in Investment-Linked Life Insurance (CEILLI)
A) TECHNICAL SUBJECTS
- Property/Engineering
- Liability
- Marine
- Healthcare/Medical
- Miscellaneous
- Motor

B) NON-TECHNICAL SUBJECTS
- Sales & Marketing
- Effective Selling skills
- Handling difficult and angry customers
- Negotiation Skills
- Art of persuasive communication
- Customer care programme/CRM
- Presentation Skills

C) COMPUTER LITERACY PROGRAMMES
- Understanding computers and internet
- Microsoft Word
- Microsoft Excel
- Microsoft Power Point

D) PEOPLE MANAGEMENT
- Interpersonal and mentoring skills
- Managing change with self and staff
- Managing people and teams
- Effective listening
- Effective leadership

E) PERSONAL DEVELOPMENT
- Time Management
- Business English
- Personal effectiveness
- Personal grooming
- Organization & Planning
- Business Ethics
- Communication/Interaction Skills

F) GENERAL KNOWLEDGE
- Finance for non-financial managers
- Project management
- Stress management
- Agency Development
- Budget management
- Compliance Issues
- Operational Management
TECHNICAL ROUTE:
CONTINUING PROFESSIONAL DEVELOPMENT (LIFE ASSURANCE)

A) TECHNICAL SUBJECTS

- MII Technical Course In Medical And Health Insurance
- MII Basic Course In Life Insurance
- MII Basic Course In Life Insurance Principles
- MII Basic Course In Life Insurance Company Operations
- MII Technical Course In Legal Aspects Of Life Insurance
- MII Technical Course In Life Insurance Claims
- MII Basic Course In Life Insurance Underwriting
- MII Basic Course In Life Reinsurance
- Life Insurance Solutions For The Individual

B) SOFT SKILLS COURSES

- Programme For Unit And Agency Manager
- Managing Man Power And Recruitment
- Handling Difficult And Angry Customer
- Negotiation Skills
- Art Of Persuasive Communication
- Customer Service
- Presentation Skills
- Interpersonal And Mentoring Skills
- Managing People And Team
- Managing Sales Performance For Life Insurance Agents
- Basic Selling Skills For Life Insurance Agents
- Concept Selling: Life Insurance Solutions For Sole-Proprietors
- Concept Selling: Life Insurance Solutions For Individual
C) ACADEMIC PROGRAMMES

• Associateship of the Malaysian Insurance Institute (AMII)
• Fellow, Life Management Institute

D) PROFESSIONAL PROGRAMMES

• Basic Agency Management Course (BAMC)
• BAMC Train the Trainers
• Registered Financial Planning Course (RFP)
• RFP Train the Trainers
TECHNICAL ROUTE:
SHORT TECHNICAL COURSES

These are mainly 2-day short courses divided into three (3) categories – basic, intermediate and premier (advanced). The courses are offered individually to the public or as in-house class-based. The complete list of courses is available in the MII 2018 Training Calendar.

<table>
<thead>
<tr>
<th>Courses</th>
<th>Training hours per course</th>
<th>Total fee per course</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Basic</td>
<td>14</td>
<td>To be agreed.</td>
</tr>
<tr>
<td>2. Intermediate</td>
<td>14</td>
<td>Local in Ringgit Malaysia.</td>
</tr>
</tbody>
</table>

Notes:
The following items are not included:
- Cost of meals and refreshments for participants and trainer
- Any with-holding tax imposed by the authorities (overseas only)
- Rental of training venue (overseas only)

*Course fee composition

These are provided:
- 1 trainer
- Course notes and materials
- Trainer's accommodation and travel expenses (overseas only)
TECHNICAL ROUTE:
SOFTWARE TRAINING

1) MANAGEMENT & LEADERSHIP
   • Managing & Leading For Excellence
   • Building Management Leadership Competencies
   • Building Dynamic Teams
   • Creative Problem Solving
   • Managerial Coaching
   • Business Model Innovation
   • Talent Management
   • Strategic Planning & Implementation

2) COMMUNICATION SKILLS
   • Verbal Communication
   • Business Writing
   • Presentation Skills

3) INTERPERSONAL SKILLS
   • Networking
   • Conflict Resolution
   • Personal Branding

4) PROFESSIONAL SKILLS
   • Time Management
   • Business Ethics
   • Train The Trainer
   • Knowledge Management
   • Writing Reports and Proposals
   • Customer Service

5) INFLUENCING
   • Selling Skills
   • Negotiation Skills
An Overview

E-Learning offers countless benefits to the users as it is accessible anywhere and at any time. It constitutes instructional capabilities that are essential in learning and curriculum delivery. Static content is made visually attractive and engaging for learners. Learners are able to read, download, copy, comment, watch videos, listen to narration, and undergo assessment activities; all of which are integral to the entire sphere of learning.

**Benefits of e-Learning**

- Lower costs
- Customizable
- Faster delivery
- Lower environmental impact
- Minimal time-space constraints

**Common features of e-Learning**

- Comprehensive content approved by Subject Matter Experts of the insurance industry
- Interactive content designed using sound Instructional Design
- Attractive multimedia interface and animations
- Trackable Self-assessment activities
- User-friendly navigation
- SCORM-compliant
- Affordable

**MII e-Learning Services**

- Online Learning Content
- Interactive e-Books
- Vodcast
- e-Learning Development Services
MII e-Learning content complements the actual training materials used in its traditional classroom trainings and textbooks. The e-contents in the modules listed below are created by inhouse e-learning experts and approved by Subject Matter Experts (SME) of the insurance industry. MII e-learning modules are accessible via iLMS.

## List of e-Learning Modules Available

<table>
<thead>
<tr>
<th>Title</th>
<th>No. of Modules</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCEIA (Part A, B &amp; C)</td>
<td>4</td>
<td>English</td>
</tr>
<tr>
<td>CEILLI</td>
<td>2</td>
<td>Bahasa Malaysia</td>
</tr>
<tr>
<td>Foundation Course in Miscellaneous Accident Insurance</td>
<td>1</td>
<td>English</td>
</tr>
<tr>
<td>Foundation Course in Medical and Health Insurance</td>
<td>1</td>
<td>English</td>
</tr>
<tr>
<td>Foundation Course in Fire Insurance</td>
<td>1</td>
<td>English</td>
</tr>
<tr>
<td>Introduction to General Insurance Company Operations</td>
<td>1</td>
<td>English</td>
</tr>
<tr>
<td>Introduction to General Insurance</td>
<td>3</td>
<td>English</td>
</tr>
<tr>
<td>Foundation Course in Reinsurance</td>
<td>1</td>
<td>English</td>
</tr>
<tr>
<td>Foundation Course in Marine Cargo Insurance</td>
<td>1</td>
<td>English</td>
</tr>
<tr>
<td>LIAM 5-Hour CPD</td>
<td>1</td>
<td>English</td>
</tr>
<tr>
<td>RFP Module 1</td>
<td>1</td>
<td>English</td>
</tr>
<tr>
<td>RFP Module 2</td>
<td>1</td>
<td>English</td>
</tr>
<tr>
<td>LIAM 5-Hour CPD</td>
<td>1</td>
<td>English</td>
</tr>
</tbody>
</table>
MII e-Learning is also developing a collection of interactive e-books that students can opt to purchase and download. These books are conversions of the hardcover textbooks produced by MII. The public can purchase the e-books via iLMS. The list of e-books currently in development are listed below.

<table>
<thead>
<tr>
<th>Certification Programmes</th>
<th>AMII Level 1</th>
<th>AMII Level 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>• PCEIA - English</td>
<td>• Insurance Principles and Market Practice</td>
<td>• Insurance Law</td>
</tr>
<tr>
<td>• PCEIA – BM</td>
<td>• Insurance Operations and Finance</td>
<td>• Insurance Business and Economics</td>
</tr>
<tr>
<td>• CEILLI – English</td>
<td>• Legal Principles</td>
<td>• Insurance Risk Management</td>
</tr>
<tr>
<td>• CEILLI – BM</td>
<td>• Insurance Claims</td>
<td>• Insurance Marketing</td>
</tr>
<tr>
<td></td>
<td>• Insurance Underwriting</td>
<td>• Insurance Underwriting Management</td>
</tr>
<tr>
<td></td>
<td>• Commercial Property and Business Interruption Insurance</td>
<td>• Insurance Claims Management</td>
</tr>
<tr>
<td></td>
<td>• Personal Lines Insurance</td>
<td>• Medical and Health Insurance</td>
</tr>
<tr>
<td></td>
<td>• Motor Insurance</td>
<td>• Reinsurance</td>
</tr>
<tr>
<td></td>
<td>• Liability Insurance</td>
<td>• Takaful</td>
</tr>
<tr>
<td></td>
<td>• Life Assurance</td>
<td>• Life Assurance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Life &amp; Disability Insurance Underwriting</td>
</tr>
</tbody>
</table>

MII is developing a series of Vodcast (video broadcasting) materials that can be used for self-study and distance learning. It is similar to a virtual classroom but not in live environment.

Currently, actual MII class recordings are edited and cut into bite-sized Vodcast video clips. The video clips are edited based on the topics in each chapter. For example, Chapter 1 is made up of four Vodcast video clips. The contents in these clips are enhanced using multimedia effects to help facilitate learner’s understanding. Learners can access these video clips for study/revision purposes, if they miss their classes.
MII’s e-Learning answers to the crucial need for continuous learning and professional growth; without jeopardizing daily commitments and work-life balance. Having the experience and training needed in developing customized e-learning modules using latest multimedia tools, MII is extending their business strategy as not only a provider but also a developer of e-learning contents. Besides the various modules already created and being developed, MII is offering their services as an e-learning developer for the industry.

**Multimedia Development Capabilities**

- Online Learning Content
- Interactive e-Books
- Vodcast