



Inclusive Insurance Training Programme for Insurance Supervisors

Virtual Training

23 August – 15 September 2022

The Inclusive Insurance Training Programme is funded by:



A2ii implementation partner:

A2ii funders:



About the programme

In partnership with the IAIS and the Toronto Centre, the A2ii has developed a curriculum on inclusive insurance regulation for supervisors based on the IAIS Application paper on '[Regulation and Supervision Supporting Inclusive Insurance Markets.](#)'

The training is targeted at entry- to middle-level officials involved in the regulation and supervision of inclusive insurance.

The training is offered at no cost to insurance supervisors; however, places are limited. We will accept approximately 2 supervisors per jurisdiction.

Learning objectives

1. Understand your role as a supervisor in adopting proportionate approaches to foster the development of an inclusive insurance market and ensuring consumer protection, gender aspects and market stability
2. Evaluate the potential of inclusive insurance policies and regulatory initiatives in your jurisdiction
3. Apply supervisory principles and monitoring and evaluation tools (KPIs) to foster the development of an inclusive insurance market
4. Evaluate how emerging trends and risks can affect insurers and customers in your jurisdiction, especially climate-related risks and innovation and technology, and how to integrate this into your supervisory practices, tools, and regulatory frameworks
5. Understand why gender is critical to inclusive insurance, reflect on your own approach to gender and identify opportunities for further learning or action
6. Apply the learnings in the design of an Action Plan for your jurisdiction

Programme structure

The programme has **three components**:

1. Self-paced learning modules on the Connect.A2ii learning platform (approximately 12)
2. Live Sessions with trainers and experts from **23 August – 15 September 2022**
3. Completing and presenting an action plan in the final week of the training

The training will be delivered in English. The modules will be accessible on the Connect.a2ii platform, and the live sessions will take place on MS Teams.

Live Session Dates

The live sessions will take place Tuesdays and Thursdays, from 23 August to 15 September 2022, with a mandatory onboarding session on Tuesday, 16 August, from 13:00-15:00 CEST.

AUGUST / SEPTEMBER 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	16 AUGUST ■	17	18	19
22	23 AUGUST ■	24	25 AUGUST ■	26
29	30 AUGUST ■	31	1 SEPTEMBER ■	2
5	6 SEPTEMBER ■	7	8 SEPTEMBER ■	9
12	13 SEPTEMBER ■	14	15 SEPTEMBER ■	

Onboarding Session
13:00-15:00 CEST

Live Sessions

	Central America	Rio de Janeiro, Brazil	Central European Time & Johannesburg, South Africa	Manila, Philippines
Start	5:00	08:00	13:00	19:00
End	8:30 - 09:00	11:30 – 12:00	16:30 – 17:00	22:30 – 23:00

[Click here to see it in your local time zone.](#)

Keep in mind that throughout the four weeks, the training will require approximately 24 hours of attendance at the live sessions, approximately 13 hours for the self-paced learning modules, and additional time allocated to work on the action plans. **Please let us know if anything changes and you cannot commit to the training requirements, so that we can accept other participants from the waiting list.**

Learning resources

Participants will be able to access all of the programme materials (agenda, case studies, recordings, and slides) on the [Connect.a2ii](#) platform in the ‘documents library’ of the training.

Selected participants will receive a guide to create an account on the Connect [platform](#). For technical support, we are available at the email address connect@a2ii.org.

Technical requirements

We ask that you connect to the live sessions from a quiet place, to be able to participate without distractions. Participants should be able to turn ON their video and audio, have a stable internet connection and connect via a computer instead of a tablet or mobile phone. Otherwise, there may be issues joining the interactive breakout sessions.

Certificates

We expect that participants attend 100% of the sessions, submit and present their action plans, and complete 100% of the self-paced modules on Connect.A2ii to receive the certificate at the end of the course.

However, if we are notified of any special circumstances, participants will still receive the certificate if they have at least 75% attendance at the live sessions (at least 6 out of the 8 days scheduled).

Due dates

Tuesday, 16 August – attend mandatory onboarding

Week 1

By Monday, 22 August: complete ‘Setting the scene’ and modules 1-4

By Friday, 26 August

- let us know by email (connect@a2ii.org) in case you have decided to present a group action plan with others from your jurisdiction
- post your problem and goal statement in the forum and send them to us by email (connect@a2ii.org)

Week 2

By Monday, 29 August: complete modules 5-8

By Friday, 2 September: post your stakeholder analysis in the forum and send the document to us by email (connect@a2ii.org)

Week 3

By Monday, 5 September: complete modules 9-11 and have a look at the information on the ‘Senior Supervisor Sessions’

Thursday, 8 September (by midnight): Send final action plan presentation slides to connect@a2ii.org

Week 4

By Monday, 12 September: complete module 12 and have a look at the information on the ‘Senior Supervisor Sessions’

13 and 15 September: action plan presentations will take place

By 26 September: complete modules 13-14

Schedule

Onboarding

CEST	<i>Tuesday, 16 August</i>
13:00-13:20	Welcome and introduction to A2ii, IAIS and Toronto Centre
13:20-13:30	Training overview
13:30-13:45	Brief Introduction to Action Planning
13:45-14:15	Connect.A2ii tutorial and Q&A
14:15-15:00	Breakout room sessions and mural

Day 1

CEST	<i>Tuesday, 23 August</i>
13:00-13:15	Welcome and check-in
13:15-14:00	Session 1: Roundtable of Participants This will be an opportunity for the participants to interact with one another & their programme leaders. Participants will be expected to outline what they hope to gain from the training programme.
14:00-14:15	Break – 15 minutes
14:15-15:30	Session 2: Introduction to Inclusive Insurance, Regulation and Supervision Trainer: Andrea Camargo
15:30-15:45	Break – 15 minutes
15:45-16:30	Session 3: Action Planning Methodology Trainer: Patricia Vargas
16:30-17:00	Session 4: Action Planning Tips Trainer: Andrea Camargo
17:00	Evaluations

Day 2

CEST	<i>Thursday, 25 August</i>
13:00-13:15	Welcome and check-in Ideas I will use Key takeaways from previous session
13:15-14:25	Session 5: The Role of the Inclusive Insurance Supervisor Trainer: Andrea Camargo
14:25-14:45	Break – 20 minutes
14:45-15:55	Session 6: Prudential Aspects in Inclusive Insurance Supervision Trainer: Craig Thorburn
15:55-16:25	TBD

16:25	Evaluations
16:25-16:55	First Networking coffee break - regional You will have the opportunity to get to know other participants from your region

Day 3

CEST	<i>Tuesday, 30 August</i>
13:00-13:15	Welcome and check-in Ideas I will use Key takeaways from previous session
13:15-14:15	Session 7: Technology in Inclusive Insurance – Risks and Opportunities Trainer: Craig Thorburn
14:15-14:30	Break – 15 minutes
14:30-15:30	Session 7, continued Trainer: Craig Thorburn
15:30-15:45	Break – 15 minutes
15:45-16:30	Session 8: Action Planning – Stakeholder Management Trainer: Patricia Vargas
16:30	Evaluations

Day 4

CEST	<i>Thursday, 1 September</i>
13:00-13:15	Welcome and check-in Ideas I will use Key takeaways from previous session
13:15-14:15	Session 9: Interactive Q&A on Gender Presenter: Manoj Pandey, A2ii
14:15-14:35	Break – 20 minutes
14:35-16:00	Session 10: Climate-Related and Other Environmental Risks Trainer: Craig Thorburn
15:55	Evaluations
16:00-16:30	Second Networking coffee break

Day 5

CEST	<i>Tuesday, 6 September</i>
13:00-13:15	Welcome and check-in Ideas I will use Key takeaways from previous session
13:15-14:15	Session 11: Agriculture and Index-Based Insurance – Opportunities and Risks for the Development of Inclusive Insurance

	Trainer: Andrea Camargo
14:15-14:30	Break – 15 minutes
14:30-15:30	Session 12: Financial Consumer Protection and Inclusive Insurance Market Conduct Trainer: Andrea Camargo
15:30-15:45	Break – 15 minutes
15:45-17:00	Session 13: Using Key Performance Indicators to Monitor and Develop Inclusive Insurance Trainer: Craig Thorburn
17:00	Evaluations

Day 6

CEST	Thursday, 8 September
13:00-13:15	Welcome and check-in Ideas I will use Key takeaways from previous session
13:15-14:15	Session 14: Experience of Senior Supervisors in addressing financial inclusion Michael Kofi Andoh , Deputy Commissioner of Insurance at the National Insurance Commission of Ghana
14:15-14:35	Break – 20 minutes
14:35-15:35	Session 15: Experience of Senior Supervisors in addressing financial inclusion Tomás Soley , Insurance Superintendent of the General Superintendent of Insurance of Costa Rica (SUGESE)
15:35-15:55	TBD
15:55	Evaluations
16:00	Third Networking Coffee break

Day 7

CEST	Tuesday, 13 September
13:00-13:15	Welcome and check-in Ideas I will use Key takeaways from previous session
13:15-14:15	Session 16: Understanding the Market and the Environment Trainer: Andrea Camargo
14:15-14:30	Break
14:30-15:30	Session 17: Experience of Senior Supervisors in addressing financial inclusion Yegna Priya Bharath , Chief General Manager at the Insurance Regulatory and Development Authority of India

15:30-15:45	Break
15:45-16:45	Action plan presentations (1 hour)
16:45	End of session and evaluations

Day 8

CEST	Thursday, 15 September
13:00-13:15	Welcome and check-in Ideas I will use Key takeaways from previous session
13:15-14:15	Session 18 tbd
14:15-14:30	Break – 15 minutes
14:30-15:30	Action plan presentations (1 hour)
15:30-15:45	Break – 15 minutes
15:45-16:45	Action plan presentations (1 hour)
16:45-17:00	Closing of the training and final evaluation

Programme Leaders



Andrea Camargo is A2ii's technical expert and the director of [Inspowering](#). Born in Colombia, as a qualified lawyer, Ms Camargo specialised in Insurance Law and brings over 20 years of experience. She has been working for over 15 years in inclusive insurance, providing advice to international organisations, supervisory authorities, and private companies on “best practices” to design and implement responsible inclusive insurance solutions worldwide. Ms Camargo has been working closely with the A2ii since 2013 and speaks fluent Spanish, English and French.



Craig Thorburn is a Lead Specialist at the World Bank. Since he joined in 2002, he has provided technical assistance, published research, and managed projects that enhance insurance market development, regulation and supervisory capacity.

He has been very engaged in a range of insurance market development efforts in countries. Project work has included supporting more inclusive insurance markets, more effective insurance delivery, insurance literacy, efforts to use insurance to improve resilience, and the opportunities from disruptive technology innovations.

Mr Thorburn represents the World Bank on International Association of Insurance Supervisors (IAIS) committees. Through this work he became involved in the genesis of the A2ii and he has supported A2II and IAIS inclusive insurance agendas ever since.



Patricia Vargas joined Toronto Centre as a Programme Director in 2021. She has more than 18 years' work experience in several fields related to finance, supervision and risk management in financial institutions and project management. She is specialist in portfolio management and insurance supervision.

As former Supervision Director at the Insurance Superintendence in Costa Rica (SUGESE), Ms Vargas led the team responsible for developing and implementing SUGESE's Supervisory Framework. Prior to joining the SUGESE she was in charge of the International Monetary Reserves Management Department at the Central Bank of Costa Rica.

Ms Vargas has a master's degree in Business Administration with an Emphasis in Finance, and a bachelor's degree in Agricultural Economy, both from Universidad de Costa Rica.

Guest Speakers

Michael Kofi Andoh, Deputy Commissioner of Insurance at the National Insurance Commission of Ghana

Yegna Priya Bharath, Insurance Regulatory and Development Authority of India

Manoj Pandey, A2ii

Tomás Soley, General Superintendent of Insurance of Costa Rica

Organisational Team

Access to Insurance Initiative

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