

# ASEAN SCHOOL OF INSURTECH, ANALYTICS & INNOVATION (AIAI)™

Developing Digital Talent for Insurance

An initiative of ASEAN Insurance Council

A concept by SCI



## ASEAN CERTIFICATE IN INSURTECH 4.0

Delivered on Award Winning Mobile Learning Platform

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### ABOUT THE CERTIFICATE

This certificate aims to provide participants with a broad overview of the insurance industry, key aspects of insurance operations, principles of insurance and insurance innovation.

Participants will also explore and understand the fundamentals of artificial intelligence and machine learning, how blockchain works, fundamentals of cloud computing and Internet-of-Things (IoT).

As Emotional Intelligence (EI) becomes increasingly crucial in today's world, participants will understand the fundamentals of EI, the four-domain model of EI, and the importance of client-centeredness. Additionally, participants will appreciate the importance of design-centeredness, understand the fundamentals of design thinking and how it improves customer experience.

[Click here for details about the App and also the Learner's Guide](#)



### LEARNING OBJECTIVES

By the end of the course, participants should be able to:

- **Understand** the traditional insurance value chain, products and distribution channels present in the existing insurance industry
- **Describe** the purpose of insurance and the role of the insurer
- **Illustrate** key concepts and principles of insurance (e.g. incontestability, duty of good faith, indemnity, excess/deductible)
- **Explain** the importance of reserves and solvency
- **Understand** the fundamentals of Artificial Intelligence (AI) and machine learning
- **Understand** the application of AI in insurance
- **Understand** the fundamentals of Blockchain and how it works
- **Understand** the fundamentals of cloud computing, its benefits and disadvantages
- **Understand** the fundamentals of IoT and how it works
- **Know** what Emotional Intelligence is
- **Understand** the factors that affect emotions
- **Explore** the Four-Domain Model of EI ways to demonstrate empathy to clients
- **Understand** client centeredness
- **Understand** ways to develop your Emotional Intelligence
- **Understand** conflict resolution and emotional conversations
- **Know** strategies on increasing self-awareness
- **Appreciate** the impact of innovation has on the insurance industry
- **Understand** the basics of using Human-Centred Design for insurance innovation

### DIGITAL SKILLS BADGES

Digital Badges are awarded as "stackable" certifications on completion of each unit under the certification programme signifying levels of proficiency and knowledge.



### WHO WILL BENEFIT

For those seeking a basic understanding on InsurTech and Insurance Fundamentals

### ONLINE ASSESSMENT

1. 30 Multiple Choice Questions (MCQ).
2. Accessible on the platform after completion of the contents.

### COMPLETION REQUIREMENTS

1. Complete all the contents, including videos and quizzes.
2. Score at least 70% for the 30 MCQ assessment.

### FEE PER PARTICIPANT

Course Fee

S\$107.54 (Inclusive of 7% GST)

Date(s): Access provided for 1 month from confirmation of payment receipt.

### ABOUT THE SCHOOL

An initiative of the ASEAN Insurance Education Committee (AIEC) and endorsed by the ASEAN Insurance Council, the ASEAN School of InsurTech, Analytics & Innovation was first conceived by the Singapore College of Insurance (a member of the AIEC) in November 2018.

In April 2018, the DIGITAL ASEAN was launched by the World Economic Forum (WEF) to fully unlock the benefits of the 4th Industrial Revolution. One of the pillars focuses on developing the human capital pool in ASEAN and to ensure that ASEAN citizens have the skills needed to thrive as digital disruption creates both risks and opportunities for workers. The aim is for the ASEAN School to align with the vision of the WEF DIGITAL ASEAN by training up the ASEAN insurance workforce in digital skills and to leverage on the initiatives under DIGITAL ASEAN.



### REFUND POLICY

Online learning programmes are **NOT ELIGIBLE** for refund and cancellation once payment has been made.

Please Note : If you fail to complete the requirements within the one-month access period, you will have to re-register and pay the first-timer fee again.

Please note that it is the candidate's responsibility to monitor his or her own access period for meeting the online learning and assessment completion requirements accordingly. SCI WILL NOT send any notification to remind the candidate in this respect.

Access to the online contents is immediate after confirmation of payment receipt. Should you encounter login issues, please try again a few hours later. Your progress will also be tracked by SCI.

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Singapore College of Insurance  
CPE Registration No: 199408491M  
Period Of CPE Registration: From 26 September 2019 to 25 September 2023

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