

INSURANCE FOR DEVELOPMENT

Timetable 19 September – 21 October 2022

Week 1	Course opening: What is Impact Insurance? Course overview
	Webinar: Double bottom line: Achieving social and commercial objectives
	Pre-course test
Week 1	Module 1 ACCESSING NEW MARKETS THROUGH ALTERNATIVE DISTRIBUTION CHANNELS
Unit 1.1	Alternative distribution channels
Unit 1.2	Analyzing distribution channels
	Webinar: Distribution: Challenges and lessons learned
	Forum discussion: Experiences with distribution channels
	Module assignment: Analysis of a distribution channel
	Module quiz
Week 2	Module 2 MARKET RESEARCH: TRANSLATING CUSTOMER INSIGHTS INTO IMPROVED RESULTS
Unit 2.1	Factors influencing demand
Unit 2.2	Quantitative and qualitative research methods
Unit 2.3	PACE tool
	Webinar: Market research
	Forum discussion: Experiences with market research
	Module assignment: Designing a research plan
	Module quiz
Week 3	Module 3 PRODUCT DEVELOPMENT
Unit 3.1	Product design as your next step
Unit 3.2	Pricing
Unit 3.3	Good practices in product design
	Webinar: Product development
	Forum discussion: Experiences with impact insurance products

	Module assignment: Designing an insurance product
	Module quiz
Week 4	Module 4 CLAIMS MANAGEMENT: THE MOMENT OF TRUTH
Unit 4.1	Claim management: Introduction and guiding principles
Unit 4.2	Claim procedures and workflow
Unit 4.3	Case study: Britam's experience
	Webinar: Claims management: Experience from the field
	Forum discussion: Pain points in the claim management
	Module assignment: Rethinking product design from a claims perspective
	Module quiz
Week 5	Module 5 RESPONSIBLE INSURANCE AND BUSINESS VIABILITY
Unit 5.1	The business case for responsible insurance
Unit 5.2	Standards and guidelines for building a value chain for responsible insurance
	Webinar: Promoting responsible insurance
	Forum discussion: State of responsible insurance in your country
Closure	Course closure activities (last submissions, evaluation and certificates)