

## EDUCATIONAL INSTITUTION

## Turkish Insurance Institute: Supporting The Industry with Training

Despite sharing many features with the emerging markets, the Turkish insurance sector is not facing the same challenge of shortage in skills. Since its establishment, the Turkish Insurance Institute (TII) has provided the industry with more than 3,000 insurance professionals, 20% of those currently working in the sector, and continues to provide training to support the industry. In the light of global changes, TII has recently started to look to exporting its services beyond the Turkish market and grow on broader scales.

**Ms Suna Özyüksel Oksay**, PhD, Associate Professor, and Director of TII, gives a lowdown on TII – its history, activities, programmes, new vision and ambitions.



The Turkish Insurance Institute (TII) was established on 29 May 1970 with equal shares from the Association of the Insurance and Reinsurance Companies of Turkey and the Milli Re. Taking into consideration global changes, TII has changed its vision and mission and adopted new targets in the beginning of 2007.

In this respect, TII provides training programmes and consultancy services to the markets of developing countries from its extensive experience gained over the past four decades in insurance education, institution building, as well as in transmitting the new legislation adopted with respect to harmonisation with the EU Single Insurance Market. Establishing relations with the Middle Eastern as well as Balkan and Central Asian countries has become an important aspect of its new mission.

### Training Programmes

To improve the quality and efficiency of employment, TII has developed various different training programmes. Besides its Basic Insurance Training Programme, which has been carried out successfully for 37 years, TII provides short-term training programmes to meet the various needs of the sector employees. These cover not only technical matters, but also soft skills, such as marketing and intonation.

Furthermore, in order to inform the sector about the legislation passed in the accession to the European Union as well as to accelerate the harmonisation of the Turkish insurance sector, TII offers Legislation Harmonisation Programmes in co-operation with the Undersecretariat of Treasury and other related institutions.

TII also offers tailor-made programmes for the insurance sector, prepared according to the needs of and based on the demand coming from the players.

Besides training programmes for employees of the insurance sector, TII also offers diploma programmes for those who want to work in this sector.

Confident in the quality of its training programmes, TII offers success guarantee for all its training programmes. These programmes, the success rate of which are below 70% are repeated free of charge.

### Other Services

To provide accessible and easy-to-share sectoral information, TII conducts research and studies, prepares

publications and journals, and organises conferences and symposiums to enhance the competitiveness of the sector and harmonise the Turkish insurance sector with that of the European Union.

TII conducts research and studies on related matters, as well as for the insurance sectors of other countries. For instance, studies have been carried out in which the issues such as taxation system, supervision and alternative dispute resolution in the insurance sectors of EU-25 have been analysed in comparison with the insurance sector of Turkey. Furthermore, the results of all the studies have been compiled and published as a book. In this context, TII is considered as one of the few institutes with a research centre.

To raise the awareness on insurance, TII drafts and implements projects on its own or in co-operation with other institutes, universities, public authorities, etc.

### Cooperating with Other Organisations

In order to carry out its training programmes as well as its other activities more efficiently, TII co-operates with national organisations such as the Undersecretariat of Turkish Treasury General Directorate of Insurance, Ministry of Labour and Social Security Professional Qualification Institution, Turkish International Development and Cooperation Agency.

It also works in co-operation with different international organisations. For instance, TII is an active member of efcert (European Financial Certification Organization) since the beginning of 2008 and its application to IGIE (Institute for Global Insurance Education) is approved by the Founding Members on October 2007.

Furthermore, TII co-operates with leading training institutes of the developed countries with a view to accredit its “Basic Insurance Training Programme”, implements student exchange programmes, provides dual diploma programmes, and prepares common training programmes. Currently, the institutions it works with include Chartered Insurance Institute (CII), German Insurance Association for Vocational Training (BWV), German Academy of Insurance (DVA) and Insurance Institute of Canada (IIC).

As a part of its international activities, TII acts as the regular examination centre of Casualty Actuarial Society (CAS) and Society of Actuaries (SOA).■

1 New Turkish Lira = 0.82 US Dollar