



**Continuing Professional Development  
(CPD) Programme for Macau  
Insurance Intermediaries**

澳門保險業中介人  
持續專業發展課程





# Introduction

The Programme aims to enhance the technical knowledge and professional skills of professionals in the insurance sector, and to equip them with new skills required for today's dynamic business environment. The CPD is a systematic and ongoing training that focuses on vocational and practical learning through a combination of lectures, workshops and seminars, allowing individuals and organisations to keep skills and knowledge up to date. The programme consists of 15 modules from which the CPD applicants are required to select at least one module to study.

## Target

Insurance Intermediaries licensed in Macau, and professionals in the insurance sector

## Medium of Instruction

Cantonese



## Modules and Lecture Hours

### Code

IFS-CPD-2018-04

### Module

Human Resources ManagementLaw

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-03

### Module

Economics Law

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-02

### Module

Company and Contract

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-01

### Module

Accounting

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-08

### Module

Statistics

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-07

### Module

Strategic Management

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-06

### Module

Marketing

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-05

### Module

Information Systems

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-12

### Module

Financial Planning

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-11

### Module

Claims Management

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-10

### Module

Organisational Behaviour

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-09

### Module

Quantitative Methods

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-15

### Module

Credit Insurance

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-14

### Module

Risk Management

### Lecture Hours

10 Hours

### Code

IFS-CPD-2018-13

### Module

Life Insurance –  
Basic Actuarial Planning and Control

### Lecture Hours

10 Hours



## 04 — Human Resources Management

This module introduces students to the context, theory and practice of human resource management. It aims to enable students to develop a critical orientation toward the subject matter and an awareness of the complexity of managing people.

## 01 — Accounting

Accounting provides key information about the financial situation of a business or company. This hands-on practical introductory level course is designed for professionals without an accounting background, who need to understand the fundamental accounting principles and financial reporting standards and to improve overall accounting literacy.

## 07 — Strategic Management

This course is an introduction to the field of Strategic Management. It covers the key concepts and theories in the field and how they can be applied to real business situations. The main objective is to learn how to formulate and implement successful strategies that grant competitive advantage to a firm, where a strategy is a plan that guides managerial decisions.

## 05 — Information System

This module aims to provide a bridge between technology and management, by developing the knowledge and skills needed to be an effective practitioner in an Information Systems-rich environment. Students will develop an understanding of how information systems fit into organisations.

## 02 — Company & Contract Law

The module aims to enable you to identify legal issues and problems arising through the life of a company, to consider and analyse areas of legal complexity and advice appropriately on legal resolution of problems. Also. It examines the essential principles of the formation, operation and termination of a contract together with a brief consideration of the conceptual background to contract law. Having completed the module you should have a thorough knowledge and understanding of the key aspects of its legal regulation.

## 06 — Marketing

This module is designed to enable students to understand the complexities of the contemporary marketplace and make effective strategic and tactical decisions to provide value for both their customers and organisations.

## 03 — Economics

The module is designed to provide you with an up-to-date understanding of some of the leading economic issues of the day. In particular, it aims to bring the core economic principles to an assessment of pressing current policy issues.







## 14\_\_ Risk Management

This module considers the essential, underlying theory and concepts that should inform the design and operation of efficient and effective risk management processes. An understanding of this underlying theory enables informed critical reflection of current practices so that weaknesses and limitations can be identified.

## 11\_\_ Claims Management

Statistical ideas and methods are essential tools in virtually all areas that rely on data to make decisions and reach conclusions. In broad terms, statistics is about getting information from data. This includes both the important question of how to obtain suitable data for a given purpose and also how best to extract the information, often in the presence of random variability. This course provides an introduction to the contemporary application of statistics to a wide range of real world situations.

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## 15\_\_ Credit Insurance

Risk like financial loss from insolvency or default, in case of overseas business political risks, delays in payment in hard currency can threaten a company's cash flow. This module is designed to deal with the topic of credit insurance, enabling the students to get overall understanding of the nature of trade credit, various commercial credit risks, and political risks, as well as to know and understand the principles of credit insurance.

## 12\_\_ Financial Planning

The module provides an overview of the financial planning and insurance industry. You'll learn the basic terminology of financial planning and develop a thorough understanding of insurance basics, risk management strategies, evaluation of client data, the concept of time value of money and the ethical considerations necessary for successful financial planners.

## 09\_\_ Quantitative Methods

This module provides students with an understanding of the quantitative methods for finance and investment at an introductory level. This includes the ability to formulate problems into quantitative models, to aid the successful resolution of the problem. Students will learn how to apply statistical methods to analyse past data and infer future trends. Using output from mathematical and statistical models, students will learn to analyse, interpret and derive potential outcomes from quantitative information.

## 13\_\_ Life Insurance- Basic Actuarial Planning & Control

Though human life possesses many irreplaceable and immeasurable values, Life Insurance focuses on the economic value of a human life derived from its earning capacity. This module introduces students to the principles and techniques of actuarial planning and control, relevant to life insurance companies. The students should gain the ability to apply the knowledge and understanding, in simple situations, to the operation, on sound financial lines, of life insurance companies.

## 10\_\_ Organisational Behaviour

Organisational Behaviour is an interdisciplinary field of study, which explores individual, group and organisational behaviour and the impact of individuals, groups, organisations and society in creating, shaping and controlling behaviours. This course is specially designed to introduce students to the principles and theories underpinning the discipline of organisational behaviour.



## Location

Open Institute of City University of Macau (Royal Campus)

## Time

Each module runs 2 hours weekly from 7pm – 9pm

## Exit Criteria

Students are considered to have successfully completed the CPD Programme for Insurance Intermediaries if they comply with all of the following Exit Criteria:

- ☉ Enrolling in at least one module within a year;
- ☉ Achieving 80% attendance or above for the module you are enrolled on; and
- ☉ Attaining the annual minimum of 10 points, 1 point equals 1 lecture hour.

Students who fulfil the Exit Criteria will be awarded a Certificate of Achievement in recognition of their Professional Development by Macau Institute of Financial Services and Open Institute of City University of Macau.

## Fees

10-lecture hour modules: MOP700 / module

Full payment must be made by Cash two weeks prior to the commencement of the course at the Royal Campus at the Open Institute of City University of Macau. The payment is non-refundable.

(This programme is included in the DSEJ 2017-2019 Continuing Studies and Development Scheme.)

## How to Apply

Applicants are required to submit the following documents to the Royal Campus at the Open Institute of City University of Macau:

- ☉ Completed application form
- ☉ ID Copy
- ☉ No application fee for this programme

## Enquiries

### Open Institute of City University of Macau (Royal Campus)

**Address:** Av. do Dr. Rodrigo Rodrigues, Edif. Royal Centre, Macau

**Tel:** (853) 8590 2772 / (853) 8590 2642 / (853) 8590 2744

**Email:** [info.oi@cityu.edu.mo](mailto:info.oi@cityu.edu.mo)

**Website:** <http://www.cityu.edu.mo/oi>

**Office hours:** Monday to Friday 9am – 12.45pm  
1.45pm – 6.00pm

### Macau Institute of Financial Services

**Address:** Av. Sidónio Pais No.1B, Edifício Tong Hei Koc, R/C

**Tel:** (853) 2856 8280

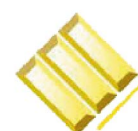
**Email:** [training@ifs.org.mo](mailto:training@ifs.org.mo)

**Website:** <http://www.ifs.org.mo>

**Office hours:** Monday to Thursday 9.00am - 1.00pm  
2.30pm - 5.45pm  
Friday 9.00am - 1.00pm & 2.30pm - 5.30pm



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Universidade da Cidade de Macau  
City University of Macau  
公開學院 Open Institute



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