



Guidelines on the Continuing Professional Development (CPD) Hours

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Document Revision Control

Revision	Change Description	Effective Date	Approval Date
01	<p>1) Para 6.2. Example 4 - Agents joined on 30/12/2012. CPD commencement date is 01/01/2013.</p> <p>2) Deletion of Para 7.4.</p> <p>3) Appendix I (Family Takaful) - Minimum 5 CPD hours every year (will form and credited as part of the minimum 30 CPD hours requirement)</p> <p>4) Appendix I (Family Takaful) - For a particular calendar year, CPD hours earned through seminars, congress, convention and conferences should not exceed 25% of CPD hours.</p> <p>5) Appendix I (General Takaful) - For a particular calendar year, CPD hours earned through seminars, congress, convention and conferences should not exceed 40% of CPD hours. This 40% of CPD hours may be divided into technical and non-technical training depending on the topics covered.</p>	1 January 2013 for 2013 CPD reporting	6 March 2013

1. Introduction

To ensure agents are continuously upgrade their knowledge and skills and raise the standard of competency and professionalism of all registered Takaful agents, the implementation of a uniform Continuing Professional Development (CPD) is important and a need at all stages of the Takaful agents to continue improving knowledge, understanding and enhancement of competency and skills as the Takaful of today poses demands and challenges to meet the needs of the customers in the current paradigm.

2. Objectives

The objectives of the Continuing Professional Development (CPD) Guidelines are:

- i. to raise the standard of competency and professionalism of the Takaful agency force;
- ii. to maintain and enhance their existing technical knowledge and professional skills;
- iii. to learn new skills and understand economic development and to meet changing expectations;
- iv. to keep abreast with the current developments in the technical knowledge and professional skills; and
- v. to spell out clear guidance to MTA members in terms of recognising the types of training eligible for the CPD hours maintenance.

3. Applicability

These guidelines are applicable to:

- i. All Family Takaful agency level – Agents, Unit Managers/Career Agents, Agency Managers
- i. All General Takaful agents
- ii. All the financial institution employees who are involved in Bancatakaful

4. Definition of an 'Hour' in CPD

The value in use is hours. An hour is defined as the time spent actively involved in a CPD qualified activity, and must not include for example, time spent for travelling, registration time and etc.

5. Miminum CPD Hours

The minimum CPD training hours are in the **Appendix I**.

6. Monitoring of CPD hours

- 6.1. All existing registered Takaful agents and the financial institution employees are required to complete the minimum CPD hours annually effective immediately.
- 6.2. New registered Takaful agents and the financial institution employees who are not completed a full calendar year are required to complete minimum CPD hours from the following calendar year the agent was first registered.

Examples as follows:-

1. Agents joined on 01/01/2011. CPD commencement date is 01/01/2012.
2. Agents joined on 01/06/2011. CPD commencement date is 01/01/2012.
3. Agents joined on 01/06/2012. CPD commencement date is 01/01/2013.
4. Agents joined on 30/12/2012. CPD commencement date is 01/01/2013.



- 6.3. Monitoring of CPD hours would be based on calendar year for all agents and the financial institution employees, irrespective of the date of contract in a particular year.
- 6.4. There will be no carry forward of extra CPD hours to the following year. Therefore, on the 1st of January of every year, the counting of CPD hours will start with zero.
- 6.5. In the case of General Takaful Agent who have two principals, it would be the respective Principals to ensure that the agent comply and collate the CPD hours earned from each of the agent's principal for the purposes of Declaration to be submitted to MTA.
- 6.6. In the case of the financial institution employees who have more than one principal for Family and General Takaful business, the minimum CPD hours should be based on the total numbers of CPD hours conducted by all principals.

7. Structure of CPD training programmes

- 7.1. Individual operators shall identify the training initiatives according to their own unique business focus and marketing strategy. The training initiatives must be skills and knowledge based programme. Pure motivational programme are not encouraged.
- 7.2. The rules and regulations governing the credit hours and accreditation are categorized into two:-
 - i. Structured
 - Attendance of training programmes and scope outlined by operators for their agency force as the prescribed syllabus in **Appendix II**.
 - Courses organised by other professional bodies or institutions as in **Appendix III**.
 - ii. Unstructured
 - By attending other programmes not listed in the scope outlined and by following the proposed methods :-
 - a. Attending conventions and programmes recognized and approved by individual Takaful operators
 - b. Attending classes and courses recognized and approved by individual Takaful operators
 - c. Going through self-study/self-learning programmes recognized and approved by individual Takaful operators
 - d. Teaching in courses and programmes recognized and approved by individual Takaful operators.
 - e. Speaking in conventions/seminars recognized and approved by individual Takaful operators.



- 7.3. Takaful operators shall maintain the true spirit of CPD by ensuring all registered Takaful agents and the financial institution employees strike a proper balance between classroom training / e-learning and seminars, congress, convention and conferences attendance.

8. Credit Hours and Accreditation:

The following rules and regulations governing credit hours accreditation would apply.

Physical Hours	CPD Hours
Full day: 8 or more physical hours	Eight (8) CPD hours
Half day: 4 physical hours	Three (3) CPD hours
Evening classes : i.e., after 6.00pm	One (1) CPD hour for every physical hour (maximum of four (4) CPD credit hours allowed)
E-learning/ multimedia / self-directed Learning programs	CPD hours will be awarded the same as that awarded to classroom learning
Lectures, training and speaking	One (1) CPD hours for every actual hour of lecture / training or speaking (Maximum of eight (8) CPD hours allowed per day)
Dialogue / Coaching	One (1) CPD hours for every actual hour (Maximum of 12.5% of the 40% CPD hours allowed)
Achievement of professional qualification	Eight (8) CPD hours for each qualification obtained

- CPD hours could be earned only once for the same program i.e. every agent can earn credit from the same program only once per agency Contract

9. Transferability of CPD hours

- 9.1. CPD hours awarded through each Takaful operator or from other Takaful operator or any other institutions are not transferable.

10. Compliance

- 10.1. Compliance of CPD would be enforced by the respective Takaful operator. The CPD requirement is part of the requirements for maintenance of contract under the Guidelines on Minimum Qualitative Criteria for Family Takaful Agency Force and should be met on a yearly basis.
- 10.2. Every Takaful operator is required to keep a proper record of the CPD hours and types of training courses attached by each of its agents and financial institution employees.
- 10.3. The number of CPD hours earned would be reported to MTA annually (or any other period as may be defined from time to time) in a standard format to be prescribed by MTA.
- 10.4. Any Takaful agent and financial institution employees who fails to meet the yearly CPD hours specified under this set of Guidelines would be terminated. Takaful operator may exercise some flexibility in terms of extending the period for compliance of remaining CPD hours/mandatory training programmes on a case to case basis. Any decision made by the Takaful operator should be supported by valid reasons and this should be reported to MTA, where necessary.

11. Procedure for the CPD compliance reporting to MTA

- 11.1. MTA will provide a list of agents and financial institution employees registered as at 31 December YYYY to respective companies annually. For financial institution employees, Takaful operators are required to forward this list to the banks.
- 11.2. Takaful operators are required to confirm all Takaful agents have complied with the training requirement by completing a Declaration Form (refer to **Appendix IV**) and return to MTA.
- 11.3. For the financial institution employees, the banks are to confirm that these employees have complied with the training requirement by completing the Declaration Form (refer to **Appendix V**) which will then submit to MTA.

Appendix I : Minimum CPD Hours

General Requirements

Newly contracted agents and the financial institution employees (regardless their level) are required to complete minimum training of 20 hours for Family Takaful and 12 hours for General Takaful within the first 6 months of appointment.

For Family Takaful Agents

Agency Level	Requirements
Agents	a. 30 CPD hours every year b. Including 30 training hours for BAMC (used once)
Unit Managers	a. 30 CPD hours every year b. Including 30 training hours for BAMC
Agency Managers	30 CPD hours every year
Financial institution employees	30 CPD hours every year
Financial institution employees who marketing only mortgage reducing term Takaful and other credit-related products ¹	8 CPD hours every year
Agents / Career Agents / Unit Managers / Agency Managers / Financial institutions employees who promote Investment linked Takaful	Minimum 5 CPD hours every year (will form and credited as part of the minimum 30 CPD hours requirement)

Note : BAMC denotes Basic Agency Management Course

For a particular calendar year, CPD hours earned through seminars, congress, convention and conferences should not exceed 25% of CPD hours.

For General Takaful Agents

The minimum CPD hours a year to be completed by a General Takaful Agent is **20 hours**. Breakdown for the 20 CPD hours awarded for the various structure and unstructured courses will be as follows:

Type of training	Requirements
Technical Training	Minimum of 60% (12 hours)
Non-technical Training	Maximum of 40% (8 hours)

Breakdown for the Technical Training and Non-technical Training is in **Appendix II**.

For a particular calendar year, CPD hours earned through seminars, congress, convention and conferences should not exceed 40% of CPD hours. This 40% of CPD hours may be divided into technical and non-technical training depending on the topics covered.

¹Please refer to BNM/RH/CIR 008-8 - Marketing of Bancassurance/ Bancatakaful Products issued on 24 December 2008.

Appendix II : Syllabus and Scope

Note : This table serves as a minimum guide. This list is non-exhaustive.

Areas	Topics
Technical Subjects	
Product Knowledge	<p><i>Family Takaful Plans</i></p> <ul style="list-style-type: none"> • Individual • Investment Linked • Group business • Annuity • Credit related <p><i>General Takaful Plans</i></p> <ul style="list-style-type: none"> • Properties / Engineering • Liability • Marine • Healthcare / Medical • Miscellaneous • Motor
Takaful Operations and Customer Services	<ul style="list-style-type: none"> • Customer services • New business and underwriting process • Policy servicing administration • Policy Claims • Risk Management • Investment & Fund Management • Quality business and Persistency • Application forms, claims forms and other various forms
Shariah aspects of Takaful	<ul style="list-style-type: none"> • The objectives of Shariah (Maqasidal-Shari'ah) • Basic Islamic Jurisprudence • Basic Islamic school of jurisprudence • Basic Islamic Commercial contracts
Legal and compliance aspects of Takaful	<ul style="list-style-type: none"> • Basic Islamic Risk Management • Takaful Contract • Ethics and Practice Standards • Associated Legal Aspects <ul style="list-style-type: none"> ○ Law of Agency ○ Takaful Act • Faraid, wills and trusts • Laws affecting sales and services of takaful and financial planning • Financial and tax planning
Sales, marketing and after sales services	<ul style="list-style-type: none"> • Selling Skills (Basic and advanced) <ul style="list-style-type: none"> ○ Sales Cycle ○ Use of Sales Tools, e.g. Software presentation tools • Marketing Systems <ul style="list-style-type: none"> ○ Sales/Marketing Management ○ Customer Relationship Management (CRM) • After sales services
Non-Technical	
Management skills and Development Programme	<ul style="list-style-type: none"> • Business Management & Entrepreneurial Development • Agency Goal Setting & Planning • Budget Management • Recruitment and Selection • Training and Coaching • Supervision and Motivation • Leadership and Team Building
Sales & Marketing	<ul style="list-style-type: none"> • Effective Selling Skills • Handling difficult and angry customers • Negotiation skills • Art of persuasive communication • Customer care program / CRM • Presentation skills
People Management	<ul style="list-style-type: none"> • Interpersonal and mentoring skills • Managing change with self and staff

GUIDELINES ON THE CONTINUING PROFESSIONAL DEVELOPMENT (CPD) HOURS

Areas	Topics
	<ul style="list-style-type: none">• Manage people and teams• Effective listening• Effective leadership
Personal Development	<ul style="list-style-type: none">• Time Management• Business English• Personal effectiveness• Personal grooming• Organization and planning• Business Ethics• Communication / Interaction Skills
General Knowledge	<ul style="list-style-type: none">• Finance for non-financial managers• Project Management• Stress Management
Agency Development	<ul style="list-style-type: none">• Budget management• Compliance issues• Operational Management• Business Management & Entrepreneurial Development• Agency Goal Setting & Planning• Recruitment and Selection• Training and Coaching• Supervision and Motivation• Leadership and Team Building

Appendix III : Courses organised by other professional bodies or institutions

As a general guide but not limited to the ones stated below shall be granted CPD hours

1. Islamic Banking & Finance Institute Malaysia:

- Corporate Governance Practice for Takaful Operators
- Audit for Takaful Company
- Risk Management in Takaful Operations
- Global Development and Opportunities Ahead for Takaful
- Financial Accounting and Reporting for Takaful
- Marketing of Takaful Products and Services
- Claims Management
- Retakaful Concept and Operational System
- General Takaful Concept and Operational System
- Family Takaful Concept and Operational System
- Legal Aspect – Supervisory and Regulatory Authorities
- Takaful Company Operations

2. Centre for Research & Training (CERT)

- Takaful (Islamic Insurance)
- Legal Documentation for Islamic Financing
- Islamic Banking & Capital Markets: Products & Instruments
- Shariah Audit for Islamic Financial Institutions
- Islamic Funds and Sukuk
- Shariah & Legal Issues in Islamic Banking & Capital Market
- Islamic Trade Finance
- Islamic Treasury Products
- Islamic Finance & Investment
- Islamic Banking System and Operation
- Shariah Audit for Islamic Finance
- Sukuk and Securitization
- Accounting for Islamic Financial Institutions
- Islamic Finance: Structures & Instruments
- Islamic Structured Products & Derivative

Appendix IV : Declaration Forms for Non-bancatakaful agents

Declaration Form MTA-NBCPD-FT
For Non-bancatakaful Family Takaful agents

<LETTER HEAD>

**CONTINUING PROFESSIONAL DEVELOPMENT (CPD) PROGRAM
FOR FAMILY TAKAFUL AGENT FOR CALENDAR YEAR _____**

DECLARATION FORM

We hereby confirm that all Family Takaful agents with our company as at 31 December YYYY have attended at least 30 CPD training hours as part of their continuing professional development.

We hereby confirm that all Family Takaful agents with our company as at 31 December YYYY have attended at least 30 CPD training hours as part of their continuing professional development except for the following:

No	Name	New NRIC No	Co. Code	MTA Agent No	Current CPD Hours

Signature : _____

Name of authorised signatory : _____

Designation : _____

Name of Takaful operator : _____

Date of Declaration : _____

Notes:

The Declaration form must be submitted to MTA annually after the end i.e. 31st December of each calendar year.

Declaration Form MTA-NBCPD-GT
For Non-bancatakaful General Takaful agents

<LETTER HEAD>

**CONTINUING PROFESSIONAL DEVELOPMENT (CPD) PROGRAM
FOR GENERAL TAKAFUL AGENT FOR CALENDAR YEAR _____**

DECLARATION FORM

We hereby confirm that all General Takaful agents with our company as at 31 December YYYY have attended at least 20 CPD training hours as part of their continuing professional development.

We hereby confirm that all General Takaful agents with our company as at 31 December YYYY have attended at least 20 CPD training hours as part of their continuing professional development except for the following:

No	Name	New NRIC No	Co. Code	MTA Agent No	Current CPD Hours

Signature : _____

Name of authorised signatory : _____

Designation : _____

Name of Takaful Operator : _____

Date of Declaration : _____

Notes:

The Declaration form must be submitted to MTA annually after the end i.e. 31st December of each calendar year.

Appendix V : Declaration Forms for Bancatakaful Intermediaries

Declaration Form MTA-BCPD-FT
For Bancatakaful Family Takaful Intermediaries

<LETTER HEAD>

To : _____
(Name of Takaful Operator)

**CONTINUING PROFESSIONAL DEVELOPMENT (CPD) PROGRAM
FOR BANK EMPLOYEES FOR CALENDAR YEAR _____**

DECLARATION FORM

We hereby confirm that all the employees who are registered as Family Takaful agents with your company as at 31 December YYYY have attended at least 30 CPD training hours as part of their continuing professional development.

We hereby confirm that all the employees who are registered as Family Takaful agents with your company as at 31 December YYYY have attended at least 30 CPD training hours as part of their continuing professional development except for the following:

No	Name	New NRIC No	Co. Code	MTA Agent No	Current CPD Hours

Signature : _____
 Name of authorised signatory : _____
 Designation : _____
 Name of bank : _____
 Date of Declaration : _____

Notes:

The Declaration form must be submitted to MTA annually after the end i.e. 31st December of each calendar year.

Declaration Form MTA-BCPD-GT
For Bancatakaful General Takaful Intermediaries

<LETTER HEAD>

To : _____
(Name of Takaful Operator)

**CONTINUING PROFESSIONAL DEVELOPMENT (CPD) PROGRAM
FOR BANK EMPLOYEES FOR CALENDAR YEAR _____**

DECLARATION FORM

We hereby confirm that all the employees who are registered as General Takaful agents with your company as at 31 December YYYY have attended at least 20 CPD training hours as part of their continuing professional development.

We hereby confirm that all the employees who are registered as General Takaful agents with your company as at 31 December YYYY have attended at least 20 CPD training hours as part of their continuing professional development except for the following:

No	Name	New NRIC No	Co. Code	MTA Agent No	Current CPD Hours

Signature : _____
Name of authorised signatory : _____
Designation : _____
Name of bank : _____
Date of Declaration : _____

Notes:

The Declaration form must be submitted to MTA annually after the end i.e. 31st December of each calendar year.