

**Continuing Professional Development (CPD) Hours for Life Insurance Courses Conducted
by the Malaysian Insurance Institute (MII)**

Life Insurance Courses

No.	Courses	Durations	No. Of Hours	CPD
1	MII Technical Course In Medical And Health Insurance	2 Days	16	16
2	MII Basic Course In Life Insurance	2 Days	16	16
3	MII Basic Course In Life Insurance Principles	2 Days	16	16
4	MII Basic Course In Life Insurance Company Operations	2 Days	16	16
5	MII Technical Course In Legal Aspects Of Life Insurance	4 Days	32	30
6	MII Technical Course In Life Insurance Claims	3 Days	24	24
7	MII Basic Course In Life Insurance Underwriting	2 Days	16	16
8	MII Basic Course In Life Reinsurance	2 Days	16	16
9	Life Insurance Solutions For The Individual	2 Days	16	16

Soft Skill Courses

No.	Courses	Durations	No. Of Hours	CPD
1	Programme For Unit And Agency Manager	2 Days	16	16
2	Managing Man Power And Recruitment	2 Days	16	16
3	Handling Difficult And Angry Customer	2 Days	16	16
4	Negotiation Skills	2 Days	16	16
5	Art Of Persuaive Communication	2 Days	16	16
6	Customer Service	2 Days	16	16
7	Presentation Skills	2 Days	16	16
8	Interpersonal And Mentoring Skills	2 Days	16	16
9	Managing People And Team	2 Days	16	16
10	Managing Sales Performance For Life Insurance Agents	2 Days	16	16
11	Basic Selling Skills For Life Insurance Agents	2 Days	16	16
12	Concept Selling: Life Insurance Solutions For Sole-Proprietors	2 Days	16	16
13	Concept Selling: Life Insurance Solutions For Individual	2 Days	16	16