

**MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION,
MUMBAI - 51**

1	Name of Course	Certificate Course in INSURANCE ASSISTANT (408210)																																																														
2	Max. Nos. of	25 Students																																																														
3	Duration	1 Year																																																														
4	Type	Full Time																																																														
5	Nos. of Days / Week	6 Days																																																														
6	Nos. of Hours	7 Hrs																																																														
7	Space Required	Theory Class Room – 200 sqft Practical – 800 sqft																																																														
8	Entry Qualification	S.S.C. Passed																																																														
9	Objective Of Syllabus/ introduction	To enable the students to- 1. Study role of Insurance in commerce and society. 2. Learn scope and important functions of Insurance. 3. Know needs of Insurance. 4. Learn the procedure of underwriting and claim settlement. 5. Learn the skill of preparing necessary documents used in Insurance business. 6. Know Insurance Legislation. 7. create awareness and importance of Insurance in the customers.																																																														
10	Employment Opportunity	A) Wage Employment i) Assistant ii) Inspectors, Development Officers B) Self Employment i) Insurance Agent ii) Consultant iii) Surveyor, Investigator iv) Career Agent v) Marketing Salesman vi) Broker																																																														
11	Teacher’s Qualification	Lecturer - M.com. IInd Class with 3 years Teaching or Professional Experience or Both combine																																																														
12	Training System	<table><tr><th colspan="7">Training System Per Week</th></tr><tr><td>Theory</td><td>Practical</td><td colspan="5">Total</td></tr><tr><td>18 Hours</td><td>24 Hours</td><td colspan="5">42 Hours</td></tr></table>							Training System Per Week							Theory	Practical	Total					18 Hours	24 Hours	42 Hours																																							
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13	Exam. System	<table><tr><th>Sr. No.</th><th>Paper Code</th><th>Name of Subject</th><th>TH/PR</th><th>Hours</th><th>Max. Marks</th><th>Min. Marks</th></tr><tr><td>1</td><td>40821011</td><td>Life Insurance</td><td>TH-I</td><td>3 hrs</td><td>100</td><td>35</td></tr><tr><td>2</td><td>40821012</td><td>General Insurance</td><td>TH-II</td><td>3 hrs</td><td>100</td><td>35</td></tr><tr><td>3</td><td>40821013</td><td>Insurance Accounting & Marine, Accident Insurance</td><td>TH-III</td><td>3 hrs</td><td>100</td><td>35</td></tr><tr><td>4</td><td>40821021</td><td>Life Insurance</td><td>PR-I</td><td>3 hrs</td><td>100</td><td>50</td></tr><tr><td>5</td><td>40821022</td><td>General Insurance</td><td>PR-II</td><td>3 hrs</td><td>100</td><td>50</td></tr><tr><td>6</td><td>40821023</td><td>Insurance Accounting & Marine, Accident Insurance</td><td>PR-III</td><td>3 hrs</td><td>100</td><td>50</td></tr><tr><td></td><td></td><td>Total</td><td></td><td></td><td>600</td><td>255</td></tr></table>							Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Min. Marks	1	40821011	Life Insurance	TH-I	3 hrs	100	35	2	40821012	General Insurance	TH-II	3 hrs	100	35	3	40821013	Insurance Accounting & Marine, Accident Insurance	TH-III	3 hrs	100	35	4	40821021	Life Insurance	PR-I	3 hrs	100	50	5	40821022	General Insurance	PR-II	3 hrs	100	50	6	40821023	Insurance Accounting & Marine, Accident Insurance	PR-III	3 hrs	100	50			Total			600	255
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THEORY I
PART A
Life Insurance

1. Insurance

Definition & nature of Insurance, Origin & History of Insurance, Role & Importance of Insurance, Insurance Contract, Nature of Insurance contract, its features, Recent trends in Life Insurance and General Insurance Business in India

2. Kinds of Insurance

Classification of Insurance, Business point of view, Risk point of view, concepts of Insurance - insured, Insurer, Premium subject matter

3. Principles of Insurance

Basic principles applicable to Insurance: Utmost good faith, Insurable interest, principle of indemnity, principle of contribution, principle of subrogation, proximate cause, Importance in Insurance contract

4. Principles and practice of Life Insurance

Brief history of Life Insurance, Nature of life insurance contract, objects of Life Insurance, Basic principles as applicable to Life Insurance, Elements of Protection & investment

5. Classification of Policies

Meaning, features of whole life and Endowment policies, annuities and its advantages and disadvantages, Types of policies

6. Underwriting of Life Insurance

Meaning of proposal form, contents of life insurance proposal form, importance of proposal form, Types of proposal form, Provisions for Medical, Non-medical proposals, Selection of Risk, Measurement of Risk, Types of Hazards : Moral & Physical, underwriting procedure, Life Insurance Policy: Importance of life insurance policy contents in life policies

7. Life Insurance Corporation Of India

Insurance Organization & development before and after Nationalization & its objectives, Organizational set up of life Insurance corporation, Managing Directors, Zonal Officers, Branches sub-officers: Role & function

8. Computer -Including Computer Knowledge

Use of different packages for development officer & Insurance agent

THEORY I

PART B

1. Life Insurance

Meaning, Objectives, role & importance of Life Insurance, Life Insurance Contract, Types of Life Insurance, Role of Insurance in Privatization, Globalization and Liberalization Processes

2. Life Insurance Administration

Policy Privileges, conditions & Scope, factors affecting Risk, sources of risk information, Endorsement : meaning, Scope, Alteration of policies, Loss of policies, Duplicate Policy, Transfer of policy Loan, procedure of Loan, causation of policy, Bonus : Meaning of distribution of Bonus

3. Nomination

Meaning, necessity, rights, Assignment - meaning, importance, rights & privileges acquired from assignment, Paid-up-value-meaning & features, Surrender value-meaning & features

4. Application of Life Insurance

Identification of needs and application of all ordinary long term insurance contracts to the need of individuals family and business organization key man Insurance, Deferred compensation plans, salary saving scheme, characteristics of Group Insurance schemes, master policy rating profit participation superannuating benefits, private pension plans and insured pension plan

5. Tax Saving Through Life Insurance

Concessions available to individuals, self employed persons under the provisions of Income Tax Act 1961, Wealth Tax Act 1957, Married women property Act, 1874, Estate duty Act 1957, Gift Tax Acts 1958, with latest amendments, Life Insurance Taxation on retirement provisions, taxation provisions of group term insurance policies and other business Insurance policies meaning, Tax rating- relation to Life Insurance

6. Law of Life Assurance

Life Insurance Agent : Definition, necessity role in Insurance business, Function of agents, authority of agent, commission, Heredity Commission, Insurance Agent & Commercial Agent, Concept of Career Agent Acts:- Life Insurance Corporation Act.Sec-3,4,5,6,30,32 and 43, Insurance Rules - Rules 11,16B and 32

7. Settlement of Life Insurance Claims

Claims, necessity to settle claims by insurance contract, procedure, necessary documents, types of claims etc.

PRACTICAL I PART A

1. Preparation of Life Insurance proposal form
2. Scrutiny of proposal form and preparation of acceptance advice, and other formalities till the issue of policy
3. Preparation of Agents Confidential Report
4. Preparation of premium payment slip
5. Preparation of premium received receipt
6. Making of posting in cash book
7. Preparation of register
8. Preparation of policies and checking
9. Feeding data to computer
10. Docketing and transfer to policy holder section
11. Six visits to Insurance Company and other organization considering the risk factor

PRACTICAL I PART B

1. Life Insurance Administration

- Preparation of proposal Forms, and relative reports, preparation of nomination form, preparation of endorsement form Preparation of application for new policy, Notice for Loss of policy, Notice for premium, renewal of policy, Application for policy. Preparation of application for loan.
2. Study of arithmetical calculation in Life Insurance.
 3. Study of calculation of concession available under - Income Tax Act, Gift Tax, and Married women property Act, Estate duty Act.
 4. Study of claim form, fulfillment of claim forms, making entry in claim register, Preparation of payment vouchers, discharge vouchers preparation of cheques.
 5. Preparation of various types of registers; preparation of commission statements, Maintenances of records.
 6. Evaluation of different types of forms, Register, Vouchers, Calling and opening of tenders, job assignment, proof-reading, checking and receipt of printing material, stocking and supplying stationery.
 7. Case study related to Life Insurance.
 8. 6 Visits to Insurance Company & other Organizations considering the risk factor

THEORY II PART A General Insurance

1. Miscellaneous Insurance

History of Insurance, Classification of Insurance, Nature of Insurance contract, Insurance contract and Gambling, classification of Risk, Law of contract as applicable to insurance contract

2. General Insurance Corporation of India

Objectives of Nationalization, Organizational set up General Insurance company, Function of General Insurance Company, progress of Miscellaneous General Insurance

3. Principles and Practice of Motor Insurance

Principles and practice of Insurance applied to Motor insurance, physical & moral hazards, classification of Risk, method of rating, extra benefits and rebate, discounts, contingent liability, indemnities, reinsurance

4. Types of Motor Insurance

Classification of motor vehicles, Types of Motor Insurance: its features, advantages, conditions in policy

5. Underwriting and Claim Settlement: Motor Insurance

Proposal form - meaning, importance, types of proposal form, cover note - meaning, necessity, importance, contents of cover note, Insurance Certificate & policy - Its important use, necessity, Claim settlements - Necessary documents for settlement claim, its necessity & importance, investigation - inspecting the damages

6. Personal Accident Insurance and Sickness Insurance

Meaning, scope, conditions in policy, the basic principles applicable to Personal Accident Insurance, Advantages

7. Underwriting Claim Settlement

Proposal form - meaning, types of proposal form, its contents, policy, importance, its contents, Endorsement - meaning, advantages, classification of risk

8. Claim Settlement

Necessary Documents, Proximate cause, Investigation etc.

THEORY II

PART B

1. Principles of General Insurance

Short History of General Insurance, fire, marine, accident insurance and other types of Insurance, Definition of insurance (General), Scope and Importance of General insurance, Basic principles as applicable to General Insurance in details.

2. Fire Insurance

History of Fire Insurance, Definition, Nature and use of Fire Insurance, Fire Insurance contract, Basic principles as applicable to Fire Insurance, Difference between Fire Insurance & Life Insurance, Types of Policies, Types of Hazards

3. New Business Procedure

Theoretical knowledge for taking Fire Insurance Policy: essential documents, Endorsement, necessity theoretical procedure for renewal, Basis of rating, Fire Protection & loss minimization, policy conditions

4. General Fire Hazards

Hazards : meaning, types-Moral & Physical Hazards arising from construction, exposure lighting, ventilation, power (Boilers Engines, dynamos, motor, gas plants); Transmission & lubrication, cubical capacity, general hazards of industry arising from friction dust, inflammable vapor, liq-fuels, paints, accumulator charging methods of drying

5. Claim Settlement

Necessary documents for claim settlement procedure

6. Insurance Salesmanship

Meaning, General principles of salesmanship, Sales techniques Psychology in selling, Tips for successful salesman, scope for modern insurance business, Risk: Basic concept of insurance, scope of insurance in India, Insurance needs, qualification of agent

7. Correspondence relating to fire insurance: features of a letter, layout of a letter, necessity for correspondence etc.

PRACTICAL II

PART A

1. Underwriting of Motor Insurance

Preparation of Motor Insurance proposal form including valuation of motor vehicle. Scrutiny of proposal forms

2. Calculation of Insurance Premium: Knowledge of Rating (Tariffs) essential

3. Making entries in the receipt register, cash book, filling of various forms

4. Study of entries in cover note register

5. Preparation of Insurance certificates

6. Preparation of policy Drafting

7. Maintenance of Insurance stamp registers, Insurance premium registers Policy dockets

8. Registration of claims, processing of claims, and initial noting, investigating and inspecting the damage and losses, assessing and quantifying the losses in monetary terms.

9. Procuring the documents

Office procedure, Filing and indexing record maintenances

10. Personal Accident and Sickness Insurance

Underwriting procedure

i) Preparation of proposal forms

ii) Classification of risk

iii) Calculation of premium

iv) Scrutiny of proposal form

v) Drafting policy

11. Settlement of Claim

Registration of claims, Investigation and investing, scrutiny of documents, Determining the causes of loss, Payment of claims

12. Maintenance of Registers

Making entries in various registers e.g. Proposal form register, claim register, processing the documents, office procedure and routine, filing and indexing

13. Burglary Insurance & Fidelity Guarantee Insurance

14. Visits to Insurance Company & other organizations considering the risk factor

PRACTICAL II

PAT B

1. i) Preparation of proposal form.

ii) Scrutiny of proposal form.

iii) Valuation of property.

iv) Calculation of premium.

v) Payment of premium.

vi) Insurance cover notes

Entries in concerned registers, e.g. Proposal register, premium register, policy,

Stamp register, preparation of policy dockets.

2. Affixation of stamps, dispatch of policy: making entries in dispatch register, policy register, stamp register, preparation of policy dockets.

3. Application for endorsement, renewal procedure - intimation, calculation of premium, rebate benefit, alteration of policy.

4. Study of claim for loss, Insurance claim form, Preparation of claim form, investigation & inspection of damages & losses, assessing & qualifying losses in monetary terms, determining the cause of loss and ascertaining the recovery on behalf of the client from carrier- ship, air, railways, road carriers & postal authorities, scrutiny of bills, quotations, verification of facts.

5. Making entries in claim form register, preparation of report & submission of the report to the company, office procedures, filing Indexing record maintenance.

6. Study of general principle of salesmanship, personality - sales

7. Preparation of complete list of prospective clients through personal and social contact and business directories.

8. Interviewing.

To contact prospective client, attempting to sell insurance by explaining benefits of various suitable insurance plans.

Procuring : To canvass sale of insurance policies by explaining various suitable plans, use of skill, selling techniques.

Inspection : Making arrangements for risk inspection if necessary.

Proposal form : Getting proposal form filled in by the clients, getting the premium deposited in cash collecting centre, sales after

service : Assisting the policyholders and servicing policy, keeping record of the business booked. Helping the insured in getting their claims properly assessed, surveyed & settled

9. Drafting letter layout of a Business letter - drafting a letter to corporation, other insured parties relating to change in policy amount, change of address, accident notice and any correspondence relating to insurance.

10. Case study related to Fire Insurance.

11. 6 visits to Insurance Company and other organizations considering the risk factor.

THEORY III
PART A
Insurance Accounting & Marine, Accident Insurance

1. Elements of Book-keeping

Objectives, Importance and utility of Book-Keeping, accounting of business transactions, relationship between Book-Keeping & Accounting, accounting cycle

2. Types of Accounts

Rules of journalizing, rules of debit & credit, simple journal entries, compound journal entries

3. Ledger

Utility of ledger, types of ledger, posting of ledgers, Balancing of L.A, Preparation of Trial Balance

4. Cash Book

Utility of maintaining Cash Book, types of Cash Book, single, double & triple Cash Book, contra entry utility and preparation of Petty Cash Book

5. Trial Balance

Trial balance: meaning & needs, methods of preparation of Trial Balance

6. Final Accounts

Trading account, profit and loss account and balance sheet with simple Adjustments

7. General Insurance Account

Revenue A/c, profit & loss A/c, Balance Sheet premium, Bonus, Re-Insurance Commission, specimens of all types of account

THEORY III
PART B

1. Insurance Legislation in India

History : Replacement Act of 1912; Workmen's compensation Act 1923, Sale of goods Act 1930, the Insurance Act 1938, Motor Vehicle Act. 1939, Employees state Insurance Act 1948, Fatal Accident Act 1955, - features & scope, the Life Insurance Corporation Act 1956, features, scope, study of various provisions under this Act. The Marine Insurance Act 1963, The General Insurance Business Act 1972

2. Marine Insurance

History, scope & importance, Definition, Nature, Basic principles applicable to Marine Insurance, Market structure, protection & indemnity Association, Basic of rating, types of policies

3. Marine Insurance Underwriting

Theoretical knowledge for underwriting: Necessary documents & its procedure, Classification of risk, policy conditions, Warranties

4. Institute clauses

Application of clauses issued by the institute of London under writers including the clause agreed with trade associations - its meaning, effect on policy.

5. Shipping practice

Import -Export Trade - Meaning, procedure, role & importance of Insurance in import-export trade, contract of affreightment, bill of lading, charger files, freight, charging of vessels, mercantile & banking procedure

6. Claim settlement

Determination of loss - types of marine losses, its meaning, features and difference, Necessary documents, its importance, investigation & inspecting cause, of loss, assessing & qualifying the losses in monetary terms, the causes of loss & ascertaining how far it falls under the policy condition.

7. Accident Insurance

History, meaning, nature and scope of accident Insurance, legal aspects relating to Accident Insurance, Basic principle applicable to Accident Insurance, its Provisions, Types of Accident Insurance, its features, other types, Miscellaneous Insurance.

8. Underwriting Accident Insurance

Importance of contents, basis for rating element, benefits for non accident, classification of risk

PRACTICAL III

PART A

1. Preparation of basic Vouchers such as cash memo, receipts, bill invoices, account sales, debit notes, credit notes, bills of exchange, promissory notes, cheque, ledger accounts, use of (columnar) binder ledger.
2. Writing simple cash book, two & three columns cash book and petty cash book.
3. Performing through practice set activities covering preparation of trial balance and final accounts passing with adjustment entries.
4. Preparation of bills payable, bills receivable book.
5. Preparation of General Insurance A/c, Revenue A/c, Profit & Loss A/c., Balance Sheet.
6. 6 Visits to various types of Companies and Bank.

PRACTICAL III

PART B

1. Preparation of proposal form or Marine Insurance, Scrutiny of proposal forms, Calculation of premium, payment & receipt of premium, Preparation of cover note.
2. Drafting policy, Stamp affixing, checking signature, dispatching
3. Preparation of Claim form: scrutiny, investigation, determination of loss - Minimization of loss, preparation of other vouchers.
4. Study of various types of registers e.g. - proposal form register, cover note register, premium register, claim register, its procedure, stamp register, policy register, payment of cheque register, Preparation of vouchers & other reports e.g. discharge voucher, survey report, investigation report.
5. Preparation of necessary documents for Accident Insurance, plate glass, Insurance - contractors all risk insurance, fidelity guarantee insurance, workmen's compensation, third party insurance. Classification of risk, calculation of premium, scrutiny of proposal forms, valuation of property, Preparation of cover note issuing certificate of Insurance.
6. Draft the policy, Stamp affixation, dispatch of policy.
7. Intimation of accident, preparation of claim forms, spot survey, investigation, inspection determination of loss, cause of loss, minimize the loss, supervision on damaged goods. Scrutiny of claim form & bills, quotations, determination of compensation in monetary terms, payment of claim.
8. Case study related to Marine Insurance
9. Six visits to Insurance Company & other organizations considering the risk factor.

List of Reference Books

1. Principles of Practice of Insurance
C.S.Panda, Kalyani Publishers - New Delhi.
2. Insurance Principles and Practice
M.N. Mishra,
S.Chand & Company Ltd., Ram Nagar, New Delhi.
3. Text Book of Insurance
L.S. Kanwal,
Kalyani Publishers, New Delhi - Ludhiana.
4. All Books published by Federation of Insurance Institute.
5. Book-Keeping & Accountancy - Choudhary & Chopde
6. Book-keeping & Accountancy- Prof. Parkar
7. A Text Book of Insurance - Janardhanrao & Das.

List Of Tools And Equipments Numbers

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|--|--------------------|
| 1. Furniture | |
| (a) Benches and Desk | 20 |
| 2. Typewriter | |
| (a) English | 04 |
| (d) Marathi | 02 |
| (e) Electronic | 01 |
| 3. Typing Tables and stools | 07 |
| 4. Steel Racks | 01 |
| 5. Files, Register & Cash book | as per requirement |
| 6. Calculators | 20 |
| 7. Computer with printer, U.P.S. with Internet connection
(Fax, Telephone line) | 02 |
| 8. Cyclostyling Machine | 01 |
| 9. Xerox Machine | 01 |
| 10. Computer Cabin with furniture | 02 |
| 11. Overhead projector | 01 |
