

## **CRAFT CERTIFICATE COURSE IN INSURANCE**

**Unit Name: Fundamentals of insurance Practice**

**Unit Code: CCI 101**

### **SAMPLE QUESTION**

Maggy is a financial advisor at ABC Insurance Company Ltd. The Company has recently been reviewing their risk acceptance criteria for various fire insurance products. They have also embarked on a policy of embracing fire insurance related special products recently introduced in the insurance market.

- a. Highlight four duties of a financial advisor in an insurance company. ( 8 Marks)
- b. Explain four special perils that could be covered under the extended fire policy. ( 8 marks)
- c. List four players operating in the insurance market (4 Marks)

## **CRAFT CERTIFICATE COURSE IN INSURANCE**

**Unit Name: General insurance Practice**

**Unit Code: CCI 102**

### **SAMPLE QUESTION**

John owns a building where he operates his retail business. He has approached you intending to purchase a fire policy on long term basis to cover the building, stock and loss of income in the event of a fire damage.

- (a) Explain to John three perils covered in a standard fire policy. (6 marks)
- (b) Identify the appropriate policies that will cover:
  - i.. Loss of stock (1 mark)
  - ii.. Loss of income and profit following fire damage to the building (1 mark)
  - iii. Loss of stock by John's employees (1 mark)
- (c) Outline two advantages of long-term agreement to John. (4 marks)
- (d) Explain two effects in the event John is in breach of the long-term agreement before expiry of the policy. (4 marks)
- (e) List three exclusions under a standard fire policy. (3 marks)

## **CRAFT CERTIFICATE COURSE IN INSURANCE**

**Unit Name: Long Term Business**

**Unit Code: CCI 103**

### **SAMPLE QUESTION**

Moses and Mary a newly married couple are contemplating purchasing a life insurance policy. They approach Lucy to advice on an appropriate product. Lucy recommends that they consider purchasing an endowment assurance policy. The couple is wondering if there are any additional benefits they could add to their standard endowment policy.

- a) Explain four type of products that Lucy is likely to have discussed with the couple.  
( 8 marks)
- b) Discuss four additional benefits that Lucy is likely to recommend to the couple.  
(8 marks)
- c) Explain two forms of underwriting likely to have been discussed.( 4 marks)

## **CRAFT CERTIFICATE COURSE IN INSURANCE**

**Unit Name: Communication Skills**

**Unit Code: CCI 104**

### **SAMPLE QUESTION**

You are a clerical officer in XYZ Insurance Company and you have realized that the company has been facing many communication challenges that have affected its operations. You have been requested by your supervisor to investigate the matter and write a report. After writing the report, you were invited to a meeting that was to discuss the recommendations of the report.

- a) As a clerical officer, write a report on the challenges that could be facing the Company. (8 marks)
- b) Make recommendations to your supervisor on the possible measures that may be taken to address the communication challenges. (6 marks)
- c) As the Secretary to the meeting that discussed the recommendations, write the possible minutes of the meeting. (6marks)

## **CRAFT CERTIFICATE COURSE IN INSURANCE**

**Unit Name: Entrepreneurship**

**Unit Code: CCI 107**

### **SAMPLE QUESTION**

Jacky, an aspiring entrepreneur, is determined to start her own business in the field of personalized event planning. She intends to incorporate personalized and creative elements for each client. She believes that her unique approach will help her survive in the competitive event planning business. Jacky intends to recruit competent entrepreneurial team to help her in the business.

- a) Explain four ways in which Jacky may encourage a culture of creativity within her team to ensure personalized solutions for clients (8marks)
- b) Highlight four key competencies that Jacky need to develop as an entrepreneur to manage challenges of starting and running her business .(8marks)
- c) Explain three ways Jacky may use in-order to cope with competition in the operating environment. (6 marks)

## **CRAFT CERTIFICATE COURSE IN INSURANCE**

**Unit Name: Financial accounting**

**Unit Code: CCI 201**

### **SAMPLE QUESTION**

ABC Insurance company has set up a new branch office in Sunline town and you have been recruited as an office clerk. During the month of January 2023, the following transactions took place in the branch:

January 1 The branch deposited Ksh 100,000 into business bank account.

January 5 The branch withdrew Kshs. 50,000 from the bank for office use.

January 10 The branch purchased furniture worth Kshs. 20,000 from Torr furnitures on credit

January 15 The branch sold motor insurance product worth Kshs 60,000 to Shah traders on credit.

January 20 Shah traders settled their account after being allowed 5% cash discount.

Using the above information;

- a. Prepare relevant journal entries (4 Marks)
- b. Prepare relevant ledger accounts (4 marks)
- c. Extract a trial balance (4 Marks)
- d. Prepare a cash book (6 Marks)

**CRAFT CERTIFICATE COURSE IN INSURANCE**  
**Unit Name: Fundamentals of management**  
**Unit Code: CCI 202**

**SAMPLE QUESTION**

Wekesa, a Clerical officer at ABC Insurance Company has been facing challenges in his office bordering on planning, controlling and leadership of his section. This has resulted into low production leading to failure to achieve the monthly targets and as a result of this, his supervisor has served him with a warning letter.

- a) Explain how Wekesa would ensure that the work plans developed at his section are achievable. (6 marks)
- b) Explain how Wekesa would ensure that the control processes are effective. (6marks).
- d) Highlight four leadership style that Wekesa's supervisor could embrace one from. (8 marks)

## **CRAFT CERTIFICATE COURSE IN INSURANCE**

**Unit Name: Information Communication Technology**

**Unit Code: CCI 205**

### **SAMPLE QUESTION**

Omenya, a Clerk working with ABC Insurance Company in Mombasa uses a laptop that contains clients' data that is often transferred and shared with the Heads Office in Nairobi. Periodically, records are updated by use of a Computer-Based Information System (CBIS) software installed at both ends. The company has several branches spread in major towns in the country and has been in operation for five years. Recently, there have been complaints by employees on delayed responses between the branches and the head office computer network, making decision the procedure Ken may follow to ensure proper clients' data management process

- a) Explain three areas where ABC customers may gain by using this software in data processing  
(6 marks)
- b) Advise the company on four devices required to improve connectivity between the two-office computers.  
(8 marks)
- c) Describe possible security threats that could have caused the delayed data transfer. (6 marks)