

## **INTRODUCTION AND DESCRIPTION OF THE CURRICULUM AND COURSE AREAS to be delivered at AGRIP Institutes and Conferences and at the PRIMA Annual Conference**

To meet the educational needs throughout the pooling community, AGRIP is establishing a multi-year education plan for its members. Our objective is to offer governing body members and pool staff a multi-year training program of sequential, progressive courses. Members should also have reasonable assurance that the training has a purpose and attendance has professional relevance. This is the basis of the curriculum for the AGRIP Education Plan.

The intent of program completion is to equip members with the knowledge and information they need to more effectively manage and operate pools.

The AGRIP Educational Curriculum consists of four key areas. They are:

- A. Governance
- B. Human Relations
- C. Coverage
- D. Operations.

Learning Outcomes for each of these four curricula areas are included. These learning outcomes – 125 in total - state specifically what participants should be able to accomplish upon completion of each course area. Topics and sessions will achieve these stated educational goals.

The curriculum has a long-range focus, but its broad framework provides the flexibility to address current needs and pending developments. Sessions use basic, intermediate or advanced concepts, depending upon the target audience. The following section describes each of the major curriculum area.

### **A. Governance Curriculum –**

The Governance Curriculum enhances the management and leadership of governing bodies throughout the pooling community. Often, there is little time between appointment or election, and assuming very significant responsibilities on the board. The governance curriculum aims to arm both new and existing members with valuable knowledge and information. Sessions will deal with defining the governing body's roles and responsibilities, monitoring the pool's financial condition, identifying trends among the pooling community, planning for the pool's success and longevity, exploring the latest in leadership principles, and addressing a host of other issues that impact the governance of pools. Because of the close working relationship among a pool's governing body members and staff members, various topics within each of these course areas of the curriculum will be applicable to both groups.

### **Course Areas**

1. **Governing Process** - identify strategies and techniques for enhancing the effectiveness of a governing body in its oversight of pool operations.
2. **Pool Staffing and Service Provider Management** - equip the governing body with the knowledge base they need to oversee the direction and management of pool staff and service providers.
3. **Pool Administration** - enable the governing body effectively to handle pool administrative tasks and responsibilities.
4. **Pool Risk and Insurance Management** - educate governing body members on risk and insurance matters to improve decision-making capabilities concerning insurance product and service offerings by a pool.

## B. Human Relations Curriculum –

The Human Relations Curriculum touches upon every facet of pool management and operations. The courses offered as a part of this curriculum will improve the productivity of those working within the pooling community. Both governing body members and staff members will discuss such relevant issues as how to hire and select quality employees, how to conduct effective education and training programs, how to maximize performance and productivity, and how to motivate and compensate those serving the pool. In addition, a number of professional development courses will improve business and interpersonal skills.

### Course Areas

1. **Human Resource Responsibilities** - address numerous employee issues including selection, hiring, and performance.
2. **Service Provider Relationships** - address numerous provider relationship issues to maximize performance and delivery of services to the pool.
3. **Professional Development** – offers to pooling professionals an opportunity to choose from a variety of sessions designed to improve overall job performance.

## C. Coverage Curriculum –

The Coverage Curriculum will address numerous aspects related to the coverages and services offered by pools. Major lines of coverage addressed include workers' compensation, property, casualty, and employee benefits. Participants will explore such topics as terms and definitions, contract review and analysis, the commercial marketplace versus alternative funding programs, and the latest industry trends and developments affecting pools. These courses will be particularly relevant to staff serving member needs. Sessions will enable them to be more knowledgeable in the pool's coverage offerings. The information will also enable governing body members to consider and discuss the addition of new coverages and services on a more informed basis. Many courses will provide a technical framework, and offerings will range from introductory fundamentals to advanced concepts:

### Course Areas

1. **Workers' Compensation** - deals with a host of issues that will enable pooling professionals to make informed decisions regarding pool workers' compensation coverage and services.
2. **Casualty** - deals with a host of issues that will enable pooling professionals to make informed decisions regarding pool casualty coverages and services.
3. **Property** - deals with a host of issues that will enable pooling professionals to make informed decisions regarding pool property coverages and services.
4. **Employee Benefits** - deals with a host of issues that will enable pooling professionals to make informed decisions regarding pool employee benefits coverages and services.
5. **General Coverage Issues** - deals with a host of insurance matters designed to increase the knowledge of pool professionals relating to numerous types of insurance coverages and services.

## D. Operations Curriculum –

The Operations Curriculum will discuss pool operational issues on a comprehensive and in-depth basis. The value of these discussions will be in context of being pool related. Key operational areas that will be addressed include: general administration, marketing, finance, law, information management, and risk management. The topics discussed as a part of this curriculum will have particular relevance to pool staff members, and sessions will be offered to accommodate varied levels of experience. Staff members can come away with a complete understanding of a pool's operations and how they interface. Advanced operational issues will also be discussed.

### Course Areas

1. **General Administration** - designed to equip pool professionals with the knowledge and tools they need to handle pool administrative tasks and responsibilities more effectively.
2. **Marketing** - designed to improve the marketing and communications skills of pool professionals to better respond to member needs and ensure desired membership levels.
3. **Finance** - addresses numerous accounting and finance principles needed to protect and manage pool assets and resources.
4. **Law** - designed to equip pool professionals with the legal knowledge they need to effectively manage and operate pools.
5. **Information Management** - provides pool professionals with the information and knowledge they need to utilize technology in a way to benefit the pool environment.
6. **Risk Management** - designed to provide pool professionals with a strong foundation in key risk management principles and concepts. The objective of this course area is better to enable pool professionals to deliver products and services and to respond to member needs. Topics to be addressed in the Risk Management course area are:
  - General Risk Management
  - Risk Control
  - Risk Finance
  - Claims Management
  - Underwriting