



APPLIES TO ACADEMIC YEAR 2012/2013

FAK 2622 English for the life insurance market

Programme

Bachelor in Insurance

Responsible for the course

Gillian Warner-Søderholm

Department

Department of Communication - Culture and Languages

Term

According to study plan

ECTS Credits

7,5

Language of instruction

English

Introduction

The course has been developed to offer practical language and communication training to people working in the life insurance market. The course has been specially designed for insurance business people who feel that they need to improve their writing skills and speaking skills in order to feel more confident when dealing with non-Norwegian speaking colleagues and customers. The overall objective is to enable course participants to develop the English skills needed to communicate effectively in an international life insurance business environment.

Learning outcome

Acquired knowledge: Students will be able to define and identify in proper and appropriate English:

1. Key principles of risk management and life insurance
2. Current trends in life insurance, group insurance and retirement plans
3. National health insurance vs. private health insurance
4. Global cultural perspectives in business English.

Acquired skills

Through group work discussions and presentation practice, students will acquire increased cultural awareness and a more comprehensive business vocabulary. They will be able to apply key insurance terminology in an appropriate and convincing manner in business meetings and negotiations. Students will also develop their written skills in relation to letters, reports and e-mails.

Reflection

Students will ideally develop improved presentation skills, diplomacy and a better insight into communication approaches in life insurance matters in English.

Prerequisites

No special.

Compulsory reading

Books:

Rejda, George E. 2010. Principles of risk management and insurance. 11th ed. Pearson

Other:

Classroom handouts and Lecture notes. It's Learning

Recommended reading

Books:

Bennett, Carol. 2004. Dictionary of insurance. 2nd. ed. Prentice Hall/Financial Times

Course outline

Vocabulary development in:

1. Principles of risk management
2. Fundamentals of life insurance, annuities and contractual provisions, health insurance and retirement plans
3. Social insurance

4. Global cross cultural issues in negotiations
5. Presentation skills

Computer-based tools

Students are expected to use Internet during the course.

Learning process and workload

The course comprises 38 hours of classroom teaching. In order to manage the requirements of the course it is essential that students attend the seminar sessions. Individual teachers will set written assignments for individual appraisal and feedback. Students will complete a mandatory mid term report writing assignment with a pass / fail grade. This must be completed in order to sit the final exam.

Activity	Hours used
Classroom participation	38
Preparation for class & practice exam	46
Writing assignments & checklist assessment	10
Task presentation (oral or written)	10
Online multiple choice tasks (content and language) and discussion groups	10 + 16
Self-study and study groups (offline)	30
Contextualization of feedback	10
Examination preparation	30
Total time	200

Examination

An oral examination concludes the course (30 minutes).

Examination code(s)

FAK 26221 - Oral examination, which accounts for 100% of the final grade in the course FAK 2622 English for the life insurance market, 7.5 credits.

Examination support materials

No support materials allowed.

Re-sit examination

A re-sit examination is offered the next time course is offered.

Students that have not passed the course work requirement must re-take the whole course.

Students that have not passed the written exam or who wish to improve their grade can retake just the written examination in connection with the next scheduled course.

Additional information