



TTII MICIA Graduate Tracer Report

(Beyond Graduation 2017)

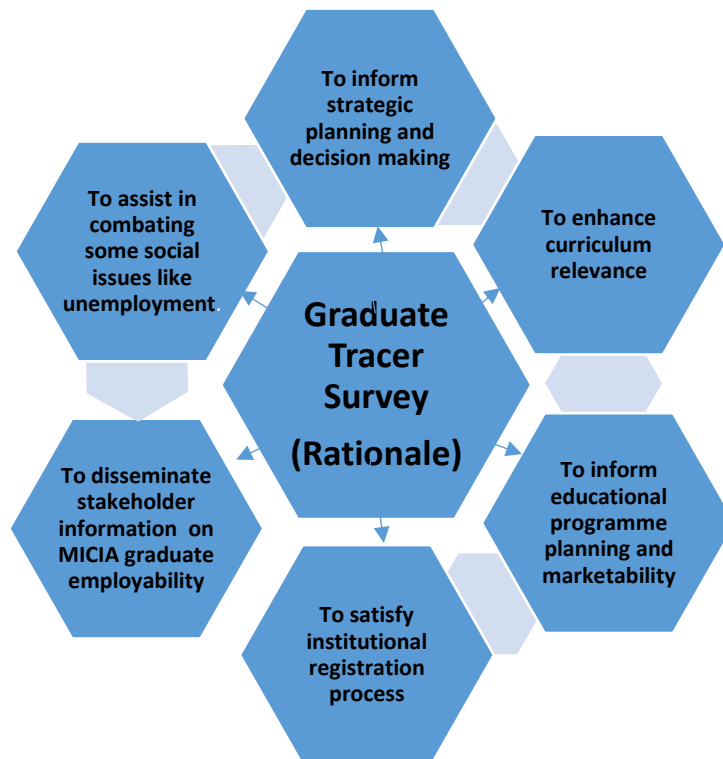
Introduction

The Trinidad and Tobago Insurance Institute (TTII) Graduate Tracer Survey constitutes one form of empirical study which was used to provide evidenced based information on the education obtained from the TTII and the employability of the Institute’s graduates, after obtaining the diploma in Motor Insurance Claims Investigation and Adjusting (MICIA) qualification. This report represents a summary of those findings and was disseminated to all stakeholders (including John Public).

Rationale/Objectives

See Figure 1 below with rationale for conducting the graduate survey, as well as, the objectives of the same.

Figure 1-Rationale for graduate survey



Objectives

The MICIA Graduate Survey has seven objectives, they are as follows:

1. To determine the profile of the MICIA graduates
2. To determine employment status of the MICIA graduates
3. To determine if graduates have put into practice what they have learnt
4. To determine the recognition received from their immediate employer or recruiters
5. To determine the relevance of these studies to their specific work assignments from employers
6. To present the results of this study for improvements in quality assurance and overall services.
7. To enhance the skills and thus the competitiveness of the MICIA graduates.

Methodology

The TTII graduate tracer survey was conducted for a period of two months (June-July 2019) and began with the creation of the survey questionnaire by the Quality Assurance Department and Director of Education; and approved by the TTII Education Sub-Committee. The questionnaire was comprised of closed and open ended questions designed to capture pertinent information about the application of the programme content in graduate work assignments, and graduate experiences in their field of work two years after their graduation. Thus a database of graduate attributes was created and populated and information was solicited from 25 graduates. The data was then analysed for interpretation and a report generated based on the procedures highlighted in the TTII Graduate Tracer Policy. The steps of the methodology are as follows:

Step 1: Developing the address data bank

An accurate and comprehensive address data bank repository was created to host graduate profile information. This was sourced using TTII records, and through the use of emails and telephone calls (where needed) to determine the location of graduates before the survey began.

Step 2: Data Collection

Conduct of the Graduate Survey was done using the aforementioned questionnaire by first making a series of telephone calls to introduce the purpose of the survey and to seek consent from the graduates asking for their participation in the survey. The questionnaire was then sent to the graduates via email with clear instructions on how to fill the fields of the electronic questionnaire. The survey was comprised of eleven (11) closed-ended and two (2) open-ended questions, for a total of 13 questions. And last, follow up phone calls were made where necessary to clarify questions by graduates and to enquire about any unanswered questions on the surveys forms retrieved from graduates.

Methodology-Continued

Step 3: Data analysis, interpretation and consolidation of significant of findings

The survey objectives were identified and a quantitative and qualitative description of findings were documented and presented as simple percentages, graphs and tables, analysed, then interpreted (explained meaningfully using text obtained from the responses). Further detailed analyses was done seeking relevance between the study programme and the graduates' transition to the job market, graduate specific work assignments and employment by sector.

Step 4: Results and conclusions

From the report key areas of interest were identified and suggested measures were presented for improving graduate competency, the educational programme and service.

Profile of graduates

Table 1: Profile of the graduates in terms of sex, total no. of graduates, year graduated and survey respondents.

Sex	Total no. of Graduates	Year Graduated	%	Total no. of Survey Respondents	%
Men	20	2017	83%	14	58%
Women	4	2017	16%	3	13%
Total	24		100%	17	71%

Table 2: Profile of the graduate survey respondents in terms of age.

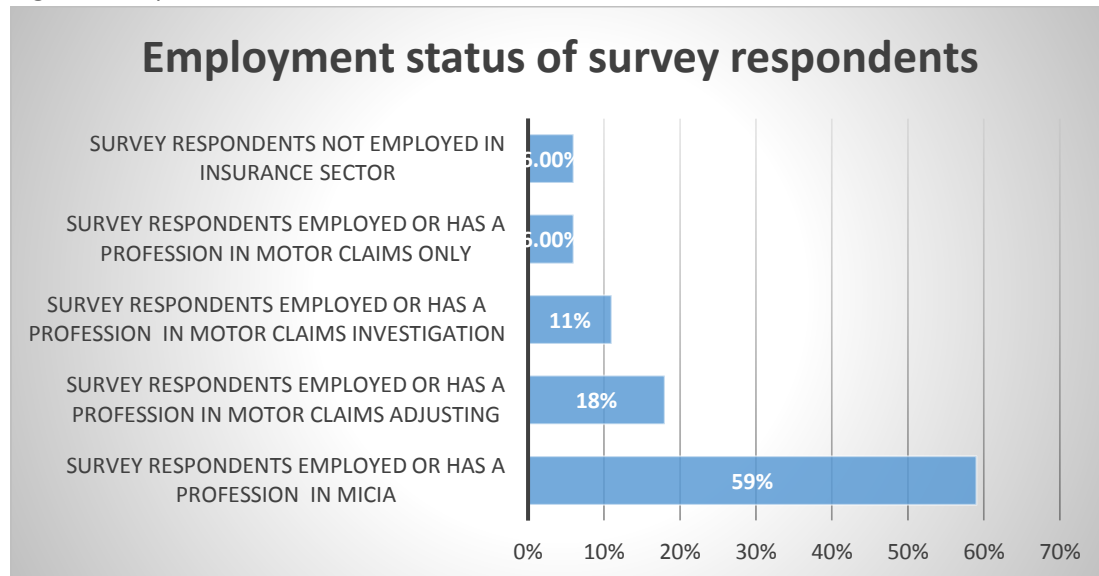
Sex	Below 20 years old	21-30 years old	31-40 years old	41-49 years old	50 years and above
Men	0	1	6	2	2
Women	0	0	3	0	0
Total	0	1	9	2	2

Table 3: Employment Status of graduate survey respondents. (See figure 2 with graph representing the same).

Sex	Unemployed	Working outside the insurance Sector	Employed in, or has profession in Motor Insurance Claims	Employed in, or has a profession in Motor Insurance Claims Investigation	Employed in, or has a profession in Motor Insurance Claims Adjusting and Surveying.	Employed in, or has a profession in Motor Insurance Claims Investigation & Adjusting
Men	0	1 or (6%)	2 or (11%)	1 or (6%)	3 or (18%)	7 or (41%)
Women	0	0	0	0	0	3 or (18%)
Total	0	1	2	1	3	10 or 59%

Profile of graduates-Continued

Figure 2-Emploment Status



Putting into practice what they have learnt

Based on the survey fifty-nine percent (59%), or 10 of the graduate respondents were employed in the profession of Motor Insurance Claims Investigation and Adjusting. This constitutes the application and practice of the skills acquired in the MICIA programme.

Eight (8) of those graduates were involved in court proceedings as an expert witness as part of their job function. That is, two (2) of the eight (8) who were involved as expert witnesses won one hundred percent (100%) of their cases. One (1) won 75% of their cases, and another won 50% of their cases. The other 4 respondents were either not privy to the court rulings, or still awaiting an outcome of the same. Two (2) of the respondents (from the 10) were not required to be in court.

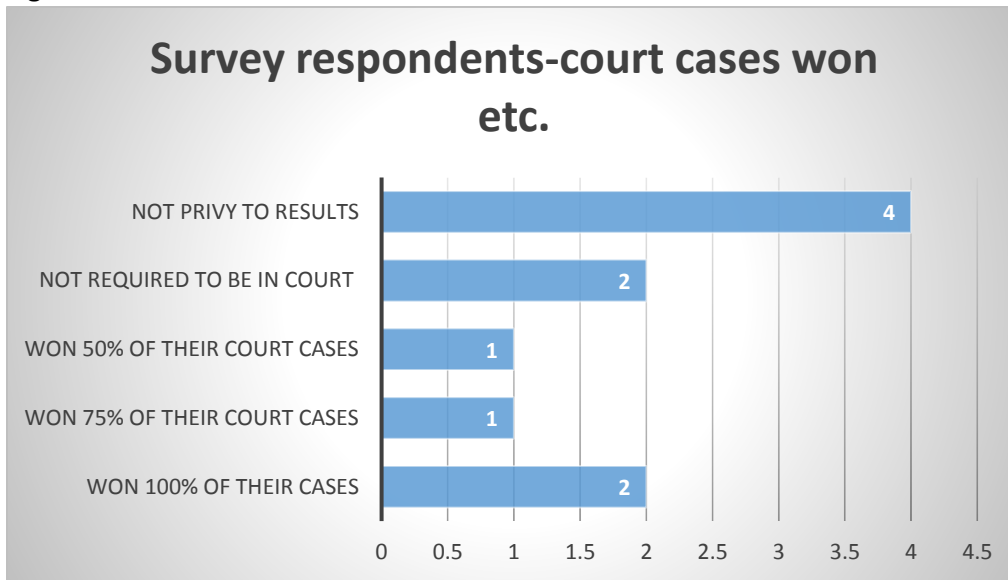
Graduates who's profession involved Motor Claims Adjusting/and or Surveying only, comprised eighteen percent (18%), or 3 of the graduate survey respondents. Job functions ranged from advising clients on repair procedures techniques, quantifying parts and labour, adjustments to claim estimates, to appearing in court, conducting surveys (valuations) and writing Adjuster reports.

Respondents involved in Motor Claims only comprised twelve percent (12%), or 2 respondents in the survey. The job functions, or work assignments ranged from the application of insurance principles, contract law, and applying claims principles to resolving motor claims, accident cause analysis, advising clients on repair procedures techniques and quantifying parts and labour.

Putting into practice what they have learnt-Continued

For the profession of Motor Claims Investigator only, the graduate survey yielded one (1) response or 6%. The work assignments involved the application of insurance principles, contract law, and claims principles to the resolving motor claims, accident cause analysis, investigation report writing and survey/valuations. However, work assignments for motor claims collision investigation was not part of their job scope. After a telephone interview with the respondent, it was revealed that the job function was for the purpose of underwriting.

Figure 3-Court Cases won



The recognition received from their immediate employers

From the graduate survey the immediate recognition from their employers after obtaining the MICIA qualification were compiled as follows. Eighteen percent 18%, or three (3) of the respondents were promoted (vertically) on their jobs as a result of obtaining the MICIA qualification. Two (2) of which were appointed Managers and one (1) to a senior technical position. In addition, six percent (6%), or one (1) graduate from the survey was moved to another arm of their department (lateral promotion) and assumed more responsibility.

For other graduate accomplishments thirty-five percent (35%), or six (6) of the graduate survey respondents were involved in entrepreneurship and opened new companies as a result. From these six (6), two (2) were appointed Directors (as part of partnerships) in the newly formed Motor Claims Investigation & Adjusting companies, two (2) assumed the role of Managers/Adjusters/Owners ("sole traders") of the same type of companies, and two (2) assumed the role of Managers/Adjusters/Owners of Claims Adjusting businesses only.

Other graduate accomplishments

Further, twelve percent (12%), or Two (2) of the survey respondents indicated they now have a higher level competence; twelve percent (12%, or) Two (2) of the survey respondents indicated that Motor Insurance Claims Investigation & Adjusting has become a rewarding career path since qualifying as adjusters; and twelve percent (12%) or two (2) survey respondents indicated that they were able to develop new problem solving strategies and procedures in the role of management since graduating and obtaining the MICIA qualification. See figures 8, 9 and 10 with those who gained promotion, who became entrepreneurs, who gained a rewarding career path and who developed new problem solving strategies and procedures.

Figure 8-graduates who gained promotion after obtaining MICIA qualification

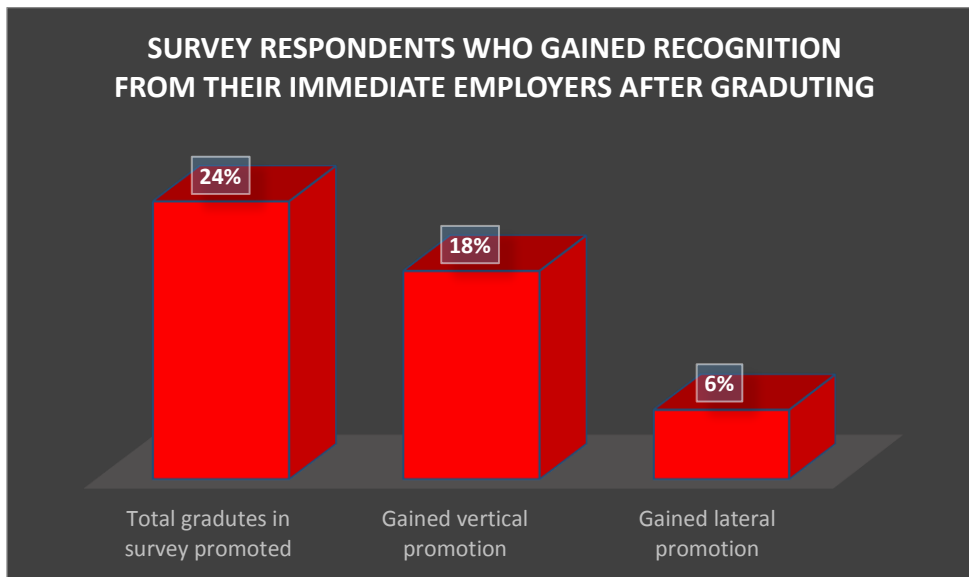


Figure 9-Graduates who became entrepreneurs after obtaining MICIA qualification

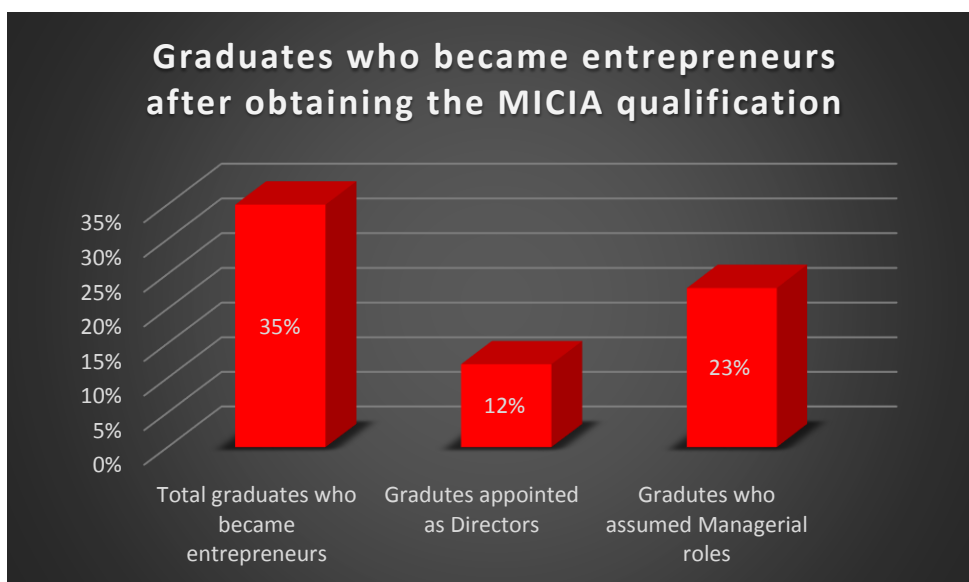
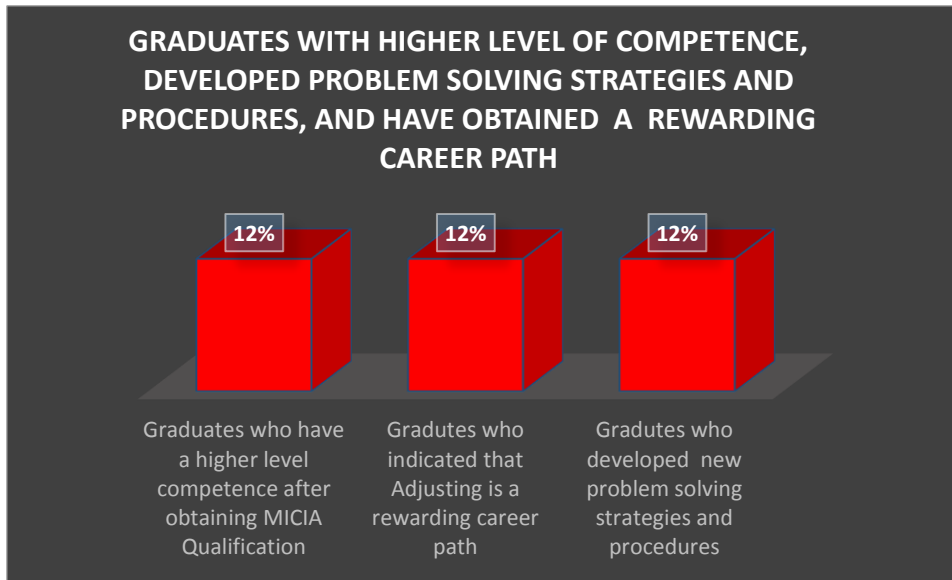


Figure 10-Graduates who gained a higher level of competence etc.



The relevance of these studies to their transition in the job market and specific work assignments

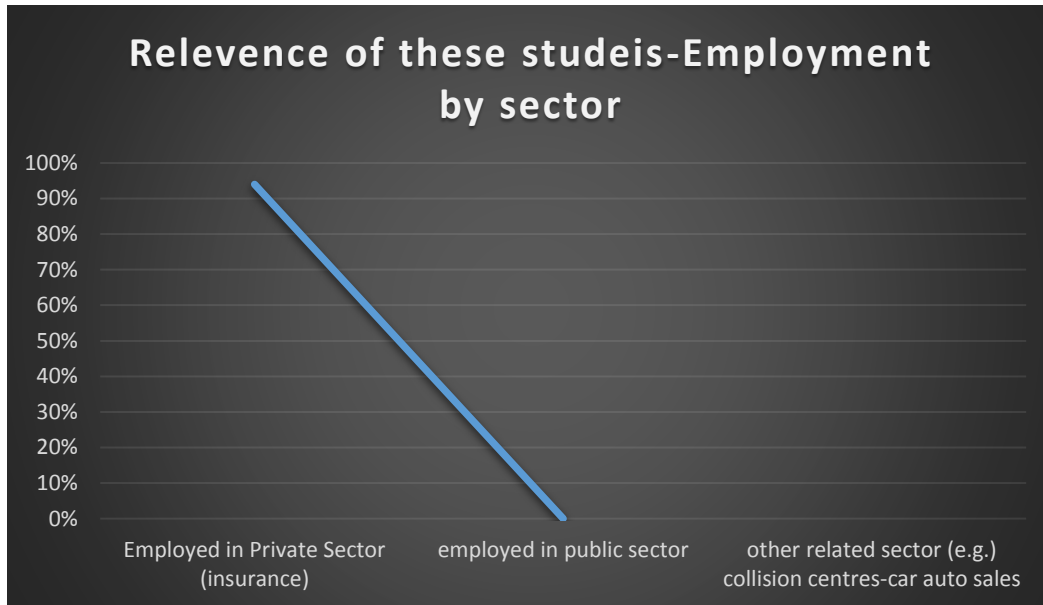
Interpretation of findings

The findings of these studies revealed that there is correlation between graduates achieving the MICIA qualification and their transition to (or shift on) the Job market. Thirty-five percent (35%), or 6 of the survey respondents made the transition from working for companies to the process of opening a business; while eighteen percent (18%), or 3 respondents gained vertical promotion and six percent (6%), or one (1) graduate assumed more responsibilities (in technical positions) at their place of employment. Thus the decision by graduates to contribute to society as entrepreneurs, or employers to recognise graduate skills and competence is linked to obtaining the MICIA qualification through its programme of study. This constitutes more than half (59%) of the sampled graduates in the survey.

These studies also revealed that potential graduates have several options (career choices) to consider when obtaining the MICIA qualification to obtain work in the insurance sector. Some examples of occupational title findings (associated with several work assignments) from the survey are the Subrogation Officer, Claims Manager, Underwriting Manager, Senior Claims Adjuster, Managing Director, Claims Technician, Senior Legal Officer, Claims Assessor and Operations Manager. Thus, ninety-four percent (94%) of the survey respondents were employed in the insurance sector (i.e. private sector). Note also, that no graduate in the survey was unemployed; however, none were employed in the public sector, or related sectors. See figure 11 with graph representing the same below.

The relevance of these studies to their transition in the job market and specific work assignments-Continued

Figure 11- Employment of MICIA Graduates by sector



Conclusion

In conclusion, the findings presented in this report presents a source of rich feedback from alumni and provide some indication of their progress since graduating in 2017. It provides useful information on their socio-biography, employment status, entrepreneurial pursuits, work experience and the skills gap. Additionally, empirical evidence on the achievements of TTII graduates, such as this report, provides an important marketing tool to be used for student recruitment. Results from this studies will be used along with other institutional research information to strengthen the TTII's MICIA curriculum and improve the overall quality of TTII educational offerings.