
POSITION: ASSISTANT MANAGER

Field	Details
Total Assessment Marks	200 Marks
Written Examination	100 Marks Duration: 3 Hours
Presentation	50 Marks
Interview	50 Marks
Written Exam Mode	MCQs + Short Answer + Long Answer + Case Study

A. WRITTEN EXAMINATION [100 Marks]

Section 1: Insurance & Risk Management [35 Marks]

- Insurance fundamentals: principles and types of insurance
- Reinsurance fundamentals: types (proportional and non-proportional) and methods (treaty and facultative)
- Nepal Insurance Authority (NIA): role, licensing, supervision, and regulatory compliance
- Insurance Act of Nepal: key provisions, consumer protection, and grievance redressal mechanisms
- Risk management: identification, assessment, and mitigation techniques (avoidance, reduction, retention, and transfer)
- Enterprise Risk Management (ERM): frameworks and application in the insurance context
- Recent insurance sector reforms, market trends, and InsurTech developments in Nepal

Section 2: Management, Strategy & Communication [25 Marks]

- Management functions: planning, organizing, leading, and controlling
- Strategic management: SWOT, PESTLE analysis, balanced scorecard, and change management
- Leadership theories and team dynamics; conflict management and negotiation
- Business writing: reports, memos, meeting minutes, and official correspondence in Nepali and English
- Institutional representation: presenting IIN in meetings, conferences, and training events

Section 3: Financial & Quantitative Skills [20 Marks]

- Financial statements: balance sheet, income statement, and cash flow statement; ratio analysis
- Budgeting, cost control, and variance analysis; time value of money (present value, future value, annuities)
- Descriptive statistics: mean, median, mode, standard deviation; probability basics
- Data interpretation: tables, graphs, and charts; index numbers

Section 4: General Awareness, Reasoning & IIN Knowledge [20 Marks]

- Current economic, financial, and insurance sector affairs — Nepal and global context
 - Government annual budget, fiscal policy, and insurance-related government policies and the role of regulators
 - Research and training basics: overview of research methodology, training needs assessment, and curriculum design
 - Role, mandate, programs, and publications of the Insurance Institute of Nepal (IIN); IIN CertiFi digital learning platform.
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POSITION: OFFICER

Field	Details
Total Assessment Marks	150 Marks
Written Examination	100 Marks Duration: 3 Hours
Interview	50 Marks
Written Exam Mode	MCQs + Short Answer + Long Answer + Analytical Essay

SYLLABUS [100 Marks]

Section 1: Management, Organizational Behavior & Strategy [25 Marks]

- Management functions: planning, organizing, leading, and controlling
- Strategic management: SWOT, PESTLE, balanced scorecard; change management and organizational development
- Leadership theories — transformational, transactional, and servant leadership — and team dynamics
- Decision-making models, conflict management, and negotiation skills
- Human resource management basics: recruitment, performance appraisal, and motivation theories (Maslow, Herzberg, McClelland)
- Project management basics: planning, monitoring, and evaluation

Section 2: Economics, Finance, Public Policy & Current Affairs [20 Marks]

- Financial systems in Nepal: banking sector, capital markets, and insurance industry; role of regulators
- Nepal Insurance Authority (NIA): role, initiatives, and insurance-related plans and policies
- Current national and international economic, insurance, and financial sector affairs; key regulatory updates
- International organizations relevant to insurance

Section 3: Insurance Knowledge & IIN Institutional Context [25 Marks]

- Insurance principles: utmost good faith, indemnity, subrogation, insurable interest, and proximate cause
- Types of insurance: Life, Non-Life, Reinsurance, and Microinsurance; underwriting and claims basics
- Reinsurance: types (proportional and non-proportional) and methods (treaty and facultative)
- Recent developments in Nepal's insurance and financial sector; InsurTech and digital insurance trends
- Role, mandate, programs, and publications of IIN; IIN CertiFi digital learning platform

Section 4: Research Methodology [30 Marks]

- Types of research: qualitative, quantitative, and mixed methods; research design — exploratory, descriptive, and causal
 - Data collection: primary vs secondary sources; sampling techniques — random, stratified, and purposive
 - Survey and questionnaire design; research ethics — plagiarism prevention, informed consent, and confidentiality
 - Data analysis: descriptive statistics (mean, median, mode, SD); inferential basics (t-test, chi-square, and correlation)
 - Research report writing: structure (abstract, methodology, findings, and conclusions); APA/Harvard citation standards
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POSITION: SENIOR ASSISTANT

Field	Details
Total Assessment Marks	150 Marks
Written Examination	100 Marks Duration: 2.5 Hours
Interview	50 Marks
Written Exam Mode	MCQs + Short Answer + Practical/Case + Writing Task

SYLLABUS [100 Marks]

Section 1: Office Administration & Management [25 Marks]

- Dart, chalani, filing, and document management procedures
- Meeting coordination: agenda preparation, minutes writing, and action follow-up
- Stock, inventory, and resource management basics
- Records management: digital and physical filing systems; confidentiality and data protection
- Office communication etiquette, professional conduct, and time management

Section 2: Basic Accounting & Finance [20 Marks]

- Accounting concepts: debit, credit, journal entries, and ledger posting
- Petty cash management and voucher preparation; financial records — revenue and expenditure
- Bank reconciliation statement basics
- Taxation basics: TDS and VAT
- Budget preparation support and expenditure tracking

Section 3: Communication, & General Awareness [35 Marks]

- Business and official correspondence: emails, formal letters, and memos in Nepali and English
- Data interpretation: tables, bar charts, and pie charts
- Current affairs of Nepal: economic, social, and insurance sector developments
- Insurance fundamentals: concept, core principles, and types of insurance
- Role and functions of Nepal Insurance Authority (NIA) and overview of the insurance sector in Nepal

Section 4: Information Technology & Digital Tools [20 Marks]

- Computer fundamentals: hardware components, software types, and file and data management
 - MS Office: Word (document formatting and official document creation), Excel (basic formulas — SUM, AVERAGE, COUNT, IF; data entry and simple tables), PowerPoint (slide design), Outlook (email management)
 - Internet and digital communication tools: email, Google Workspace, Microsoft Teams, and Zoom
 - Digital filing and document management; basic cyber safety and password hygiene
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