



PERSATUAN BROKER - BROKER INSURANS DAN TAKAFUL MALAYSIA  
MALAYSIAN INSURANCE AND TAKAFUL BROKERS ASSOCIATION

# CONTINUOUS PROFESSIONAL DEVELOPMENT PROGRAM

## | CPD Policy

4th VERSION



MARCH 2026



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## 1. REGULATORY BASIS

This CPD Policy is issued pursuant to and aligned with Bank Negara Malaysia's Policy Document on Prudent and Professional Conduct of Insurance and Takaful Brokers issued on 29 August 2025.

This Policy supersedes all previous CPD policies and guidelines

In the event of any inconsistency, the requirements of Bank Negara Malaysia (BNM) shall prevail.

This Policy is effective 1 January 2026. All broking staff are required to comply fully with this Policy.

## 2. OBJECTIVE

Continuing Professional Development (CPD) is a structured process of lifelong learning designed to ensure that broking staff maintain and enhance professional knowledge, technical capability, behavioural standards and takaful competencies necessary to discharge their duties competently and ethically.

This Policy supports ongoing professionalism and ensures compliance with regulatory requirements.

## 3. APPLICABILITY

This Policy is mandatory for all broking staff involved in:

- Business development
- Client servicing
- Claims management
- Advisory functions
- Chief Executive Officer and relevant Senior Management

Each approved broker is responsible for ensuring compliance with this Policy.

## 4. COMPETENCY FRAMEWORK

4.1 Technical Competencies – Knowledge, industry-specific skills and expertise required to perform insurance or takaful broking functions effectively.

4.2 Behavioural Competencies – Professional conduct, ethics, communication leadership and other soft skills necessary to support sound advisory practices.

4.3 Takaful Competencies – Knowledge and understanding of Shariah principles, contracts and takaful operational requirements where applicable.

4.4 The Company shall determine the appropriate mix of competencies annually based on business and staff development needs.

Employees are expected to reflect on the learning outcomes and relevance of each CPD activity to their professional responsibilities.

## 5. CPD HOURS REQUIREMENT

### 5.1 Minimum Requirement

Each broking staff must complete a minimum of Twenty (20) CPD hours per calendar year (January – December).

### 5.2 Key Rules

- CPD credit may only be earned once for the same programme within the same year.
- CPD hours are not permitted to be carried forward to the following year.
- CPD hours must be completed within the relevant calendar year.

## 6. QUALIFYING CPD ACTIVITIES

CPD activities must cover technical, behavioral or takaful competencies, be conducted by qualified trainers or recognized institutions, and where required, receive prior accreditation from MITBA.

## 7. APPROVED CPD ACTIVITIES

The list of approved CPD activities and the corresponding CPD hours awarded are as follows:

	APPROVED MITBA CPD ACTIVITIES	NO. OF CPD HOURS APPROVED
A	All / IBFIM Courses, Seminars, Workshops or Lectures (including online programmes) covering technical insurance competencies, behavioural competencies or takaful competencies	1 CPD hour for each hour
B	Basic Certificate Course in Insurance and Takaful Broking (BCCITB)	One (1) year CPD requirement upon passing
C	Fellowship of The Asian Insurance Institute (FAII) – Senior Status Route	One (1) year CPD requirement upon passing
D	Tutorials for Professional Insurance/Takaful examinations to qualification such as AAI, DAI, CTP, CII and ANZIIF	<ul style="list-style-type: none"> <li>• 1 CPD hour for each hour of tutorial attendance</li> <li>• Self-study: 5 CPD hours per subject passed</li> </ul>
E	In-house Online training Training involving Technical / Behavioural / Takaful Competencies.	CPD hours shall be determined by company management, with a maximum of three (3) CPD Hours per module or subject.

## 7. APPROVED CPD ACTIVITIES (Cont.)

	APPROVED MITBA CPD ACTIVITIES	NO. OF CPD HOURS APPROVED
F	<p>In-house training (Classroom / Physical)</p> <p>Courses, workshops, seminars, or conferences conducted by internal or external trainers covering technical insurance, behavioural or takaful competencies.</p> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>Course programme, training content, and trainer CV(s) must be submitted to MITBA for prior approval.</li> <li>Members must ensure comprehensive presentation materials and that trainers possess relevant experience.</li> </ul>	1 CPD hour for each hour of training
G	<p>Team building or similar programme</p> <p>(NB: No CPD hour for physical or sporting activities, whether indoor or outdoor)</p>	1 CPD hour for each hour of participation in indoor classroom or lecture based training only
H	<p>External training Behavioural Training</p> <p>Courses, workshops, or seminars on behavioural competencies conducted by reputable organizations. Subject to MITBA prior approval.</p>	1 CPD hour for each hour of training
I	<p>Trainers, Moderators or Speaking Engagements</p> <p>Includes members providing technical insurance or takaful training to clients or external organisations.</p>	<ul style="list-style-type: none"> <li>1 CPD hour for each training hour</li> <li>2 CPD hours for preparation time</li> </ul> <p><b>Note:</b> Preparation time CPD hours are not applicable for repeat assignments.</p>
J	<p>Conference/ Convention/ Seminar</p> <p>Organize by All, IBFIM, MITBA, in-house or other reputable organizers on insurance related subjects</p> <p>(NB: No CPD hour for travelling, site visits, sports events and dinners)</p>	1 CPD hour for each hour of attendance
K	<p>Insurance-Related Convention or Conferences</p>	1 CPD hour for each hour of participation

## 7. APPROVED CPD ACTIVITIES (Cont.)

	APPROVED MITBA CPD ACTIVITIES	NO. OF CPD HOURS APPROVED
L	Working Committees, Council, Board Memberships for insurance / takaful related associations	10 CPD hours per committee per year  (Subject to active participation and documented attendance)
M	Industry Discussion Groups or Forum Related to insurance / takaful	1 CPD hour for each hour of participation
N	Training Conducted by Insurance / Takaful Companies  Training covering technical, behavioural or takaful competencies  (Note: Members must ensure comprehensive presentation materials are provided)	1 CPD hour for each hour of training
O	Other Activities  Any Others CPD activities not listed above must obtain prior approval from MITBA.	To be determined by the MITBA Board of Directors

**Note:**

1	Members intending to conduct internal training or enroll employees in external training programmes (other than AII/IBFIM), must submit full supporting documents (course programme, content and trainer CVs) to MITBA at least one (1) month prior to the training date for accreditation.
2	For training programmes conducted from 9.00am to 5.00pm inclusive of coffee and lunch breaks, participants are entitled to a maximum of eight (8) CPD hours. No CPD hours shall be awarded for any follow-up dinners.
3	The above list of approved activities is not exhaustive and may be revised by the Board of Directors from time to time. Members should refer to the Secretariat for the latest guidance.

1	<p><b>NON Approved CPD Activities:</b></p> <p>The following activities shall not qualify as CPD activities:</p> <p>Briefings or training on procedural processes or systems, including but not limited to accounting system, broking system, office &amp; HR procedures, claims submission processes, employee declarations, shipment declarations, document issuance, or similar administrative activities.</p>
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## 8. RECORD KEEPING

The Company shall maintain complete CPD records for each employee, retain supporting evidence, and ensure records are available for review by MITBA or BNM upon request.

All CPD records must be retained for a minimum period of Seven (7) years.

## 9. MONITORING AND SUBMISSION

The Company must review CPD training needs annually, monitor completion of CPD hours, and retain documented evidence of compliance.

MITBA Members must submit the CPD Record Submission Form to MITBA by 31 January of the following year. Retrospective accreditation applications are not permitted.

## 10. EXTENSION OF TIME

The Company may exercise discretion to extend the completion period for outstanding CPD hours on a case-by-case basis, subject to valid documented reasons and proper record keeping.

## 11. NON-COMPLIANCE AND PENALTIES

It is the responsibility of Insurance and Takaful Broking Companies to ensure that their relevant employees achieve the required annual CPD hours by attending approved CPD activities.

The following shall be deemed non-compliant with the CPD Guidelines:

- a) Failure of an employee to achieve the required annual CPD hours for more than two (2) consecutive years without valid reasons. Workload shall not be acceptable as a valid reason.
- b) Participation in CPD activities that are not aligned with the approved list of CPD activities, do not cover technical insurance, behavioural or takaful competencies and/or are not conducted by appropriately qualified and experienced trainers.
- c) Failure to submit the annual CPD Record Submission Form by 31 January of the following year without valid reasons.
- d) Any other non-compliance identified by the Board of Directors during its review of CPD records.

## 11. NON-COMPLIANCE AND PENALTIES (Cont.)

Instances of non-compliance, after due enquiry by the Board of Directors, shall be dealt with as follows:

First Offence	<ul style="list-style-type: none"> <li>(i) Any failure to meet the original or approved extended deadline shall result in a monetary penalty of RM500 per affected employee.</li> <li>(ii) The penalty shall be paid by the Member Company to MITBA within one (1) month from the date of the written notice.</li> <li>(iii) The employee concerned shall remain required to complete the outstanding CPD hours by the end of the following calendar year.</li> <li>(iv) For cases of non-compliance falling under items (b), (c) or (d) in Section 7 above, the penalty imposed on the Member Company shall be RM1,000.</li> </ul>
Second Offence	<ul style="list-style-type: none"> <li>(i) Where the same employee fails to complete the required CPD hours for a second time, the penalty imposed on the Member Company shall be RM1,000 per affected employee.</li> <li>(ii) For other cases of non-compliance, the penalty imposed on the Member Company increases to RM2,000.</li> </ul>
Third Offence	<ul style="list-style-type: none"> <li>(i) Where the same employee fails to complete the required CPD hours for the third time, the employee and the Member Company shall will be reported to BNM for further regulatory action.</li> </ul>

## 12. QUALIFICATIONS

12.1 An approved broker shall ensure that its general insurance broking business or general takaful broking business, as the case may be, is only carried on by broking staff that have obtained at least one of the following qualifications:

ADVISORY AREA	MINIMUM QUALIFICATION
(a) General Insurance	<ul style="list-style-type: none"> <li>(i) Fellow/Associate of the Chartered Insurance Institute;</li> <li>(ii) Fellow/Associate/Diploma of the Australian Insurance Institute;</li> <li>(iii) Fellow/Associate/Diploma of the Asian Institute of Insurance (All) (previously known as Malaysian Insurance Institute);</li> </ul>

## 12. QUALIFICATIONS (Cont.)

ADVISORY AREA	MINIMUM QUALIFICATION
(a) General Insurance	<ul style="list-style-type: none"> <li>(iv) Fellow/Associate of The Institutes (previously known as Insurance Institute of America);</li> <li>(v) Fellow/Associate of the Insurance Institute of Canada;</li> <li>(vi) Fellow/Associate of the Life Management Institute;</li> <li>(vii) Chartered Property &amp; Casualty Underwriter (USA);</li> <li>(viii) Diploma in Insurance Broking from Australian and New Zealand Institute of Insurance and Finance (ANZIIF);</li> <li>(ix) Diploma/Degree in Insurance/Actuarial Science qualifications from higher learning Institutions (accredited by the Malaysian Qualifications Agency (MQA));</li> <li>(x) Diploma/Degree in Business Studies or Risk Management – Major in Insurance from higher learning institutions (accredited by MQA);</li> <li>(xi) Basic/Intermediate Certificate Course in Insurance Broking from All;</li> <li>(xii) Basic Certificate Course in Insurance and Takaful Broking from All;</li> <li>(xiii) Bachelor of Risk Management and Insurance from Universiti Utara Malaysia;</li> <li>(xiv) Bachelor of Business Administration (Insurance) from Universiti Teknologi MARA (UiTM);</li> <li>(xv) Diploma in Business Study (Insurance) from UiTM; or</li> <li>(xvi) Have relevant experience in the insurance or takaful broking industry for at least five consecutive years prior to 2006.</li> </ul>

## 12. QUALIFICATIONS (Cont.)

ADVISORY AREA	MINIMUM QUALIFICATION
(b) General Takaful	<ul style="list-style-type: none"> <li>(i) Basic Certificate Course in Insurance and Takaful Broking from All;</li> <li>(ii) Basic Certificate in Takaful Broking from Islamic Banking and Finance Institute Malaysia;</li> <li>(iii) Bachelor of Risk Management and Insurance from Universiti Utara Malaysia;</li> <li>(iv) Bachelor of Business Administration (Insurance) from UiTM;</li> <li>(v) Bachelor degree in Mualamat from UiTM;</li> <li>(vi) Diploma in Business Study (Insurance) from UiTM; or</li> <li>(vii) Have relevant experience in the insurance or takaful broking industry for at least five consecutive years prior to 2006</li> </ul>

12.2 An approved broker shall ensure that its life insurance broking business or family takaful broking business, as the case may be, is only carried on by broking staff that have obtained at least one of the following qualifications:

QUALIFICATION	MANDATORY AREAS OF KNOWLEDGE
<p>(a) <u>For broking staff who carry on advisory on life insurance:</u></p> <ul style="list-style-type: none"> <li>(i) Registered Financial Planner offered by the Malaysian Financial Planning Council (MFPC); or</li> <li>(ii) Certified Financial Planner offered by the Financial Planning Association of Malaysia (FPAM)</li> </ul>	<ul style="list-style-type: none"> <li>1. Foundation of Financial Planning</li> <li>2. Risk Management</li> <li>3. Insurance Planning</li> <li>4. Investment Planning</li> </ul>
<p>(b) <u>For broking staff who carry on advisory on family takaful</u></p> <ul style="list-style-type: none"> <li>(i) Shariah Registered Financial Planner offered by MFPC; or</li> <li>(ii) Islamic Financial Planner offered by the Islamic Banking &amp; Finance of Malaysia and FPAM</li> </ul>	<ul style="list-style-type: none"> <li>1. Foundation of Financial Planning</li> <li>2. Risk Management</li> <li>3. Insurance Planning</li> <li>4. Investment Planning</li> </ul>

12.3 Notwithstanding paragraph 12.1 and 12.2, an approved broker may appoint broking staff with a qualification from a higher learning institution equivalent to the qualifications listed above in paragraph 12.1 and 12.2.