



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support
2 Days Training



**Pension Fund Risk
Management and Risk
Associated with Pension
Schemes Course**

OVERVIEW



Pension fund risk management involves a special focus on operational risks. Operational risk management is the practice of identifying and designing various procedures and processes to help assess, monitor and control operational risks.

Risk management frameworks for organisations are influenced by the actions of the organisations' board of directors, senior management, employees, etc.

Effective pension fund risk management provides management with clarity and security in operation and management of the pension fund, beneficiaries with transparency and integrity in the fund scheme and the risk management of it, etc. Thus, successful pension schemes are those with processes and systems to efficiently identify, assess, control and mitigate risks.

This training course will empower you with a detailed understanding and information about pension fund risk management and the various pension scheme risks.

Through this course, you will acquire the required experience and knowledge to partake and successfully oversee pension fund risk management, thus proving your potential to your organisation, fostering rapid career growth and progression. The course content affords global exposure and will set you up for challenges at a global level.



COURSE OBJECTIVES

The key objective of this Pension Fund & Pension Scheme Risk Management training course is to empower professionals with:

- Detailed knowledge and information regarding pension and relevant pension plans and funds worldwide
- A comprehensive understanding of various methods for pension fund risk management
- An enhanced perspective and greater maturity to analyse situations and circumstances and predict future risks to be able to set controls in place in the present day
- The required confidence and knowledge to coach other professionals on pension fund risk management
- The ability and experience to regularly audit existing processes and systems of one's organisation to stay updated with the newest methods and concepts related to pension fund risk management for one's organisation
- The overall skill set and capabilities to oversee end-to-end pension fund risk management, thereby helping one's organisation stay relevant and conduct effective risk assessments for greater success, in turn, building trust in one's capabilities and potential to grow to higher positions within the organisation
- The necessary exposure to global practices and standards to be able to compete with fellow professionals at a global level, thus securing one's future as a professional in pension fund risk management
- adequate analytical skills to accurately assess all data points before drawing conclusions in building a framework or managing risks for the fund
- The overall ability and potential to contribute to organisational success through effective and successful management of pension funds and pension fund risks

TRAINING METHODOLOGY

- Training extremely effective for professionals because of the unique approach it adopts in its training program. Courses are highly customisable to suit the professional backgrounds and experience of the training audience. The course content is delivered through detailed and well-prepared audio-visual presentations by experienced professionals from the relevant domain.
- Trainee participation is encouraged through the assignment of projects and tasks in groups, which also fosters interaction among the trainees. Role-plays and case study discussions form an active part of the training methodology.





ORGANISATIONAL BENEFITS

With professionals undergoing this Pension Fund & Pension Scheme Risk Management training course, organisations will derive the following benefits:

- Trained and experienced professionals managing pension funds and associated risks
- Structured processes and documentation in place to help define, identify, monitor and control risks in time
- Effective risk management strategies providing assurance of continuity and sustainability, in turn contributing to organisational growth and development
- Regular training of other employees on best practices for effectively identifying and managing risks to prevent business loss
- Frequent audits and checks to ensure that organisational practices and systems for risk management are at par with existing standards at the industry level, thus helping the organisation stay relevant
- Global exposure and potential to compete at a global level because of experienced professionals managing key functions related to pension fund risks
- Adherence to relevant and updated international, universally accepted standards and benchmarks

PERSONAL BENEFITS

Professionals opting for this Pension Fund & Pension Scheme Risk Management training course will benefit in the following ways:

- Complete understanding and information about pension funds and pension fund risks
- Increased confidence and knowledge to train other professionals on best practices for effective pension fund risk management
- Enhanced analytical skills and foresight to predict future risks and place controls to mitigate a negative impact in future
- A greater understanding of global practices and standards and regular review of existing organisational processes to ensure adherence to help one's organisation stay relevant, proving one's potential and securing one's career growth and progression
- Increased understanding and confidence to handle end-to-end pension fund risk management, thereby inviting greater opportunities for growth and progression not just from within the organisation but also from other organisations
- A sense of pride and satisfaction from contributing to organisational growth and development through advanced and effective systems for risk management

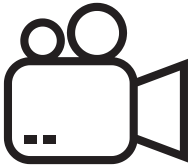




WHO IS THIS PROGRAMME FOR?

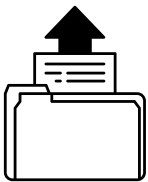
- Senior management of organisations involved in offering pension schemes and plans
- Professionals managing pension fund risks for organisations
- Other pension scheme providers who need to stay relevant in a competitive industry
- Human resource professionals managing employee pensions and benefits
- Legal advisors responsible for ensuring security to organisations against liabilities arising from pension funds
- Other professionals in an organisation dealing with employee benefits
- Any other professional interested in understanding pension scheme risks and pension fund risk management in detail

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Types of Pension Designs

Module 2 : Types of Pension Plans

Module 3 : Common Pension Risk Factors

Module 4 : Benefits of Enterprise Risk Management

Module 5 : Core Aspects Associated with Pension Risk Management

Module 6 : Steps in the Risk-Based Supervision Process

Module 7 : Four Broad Categories of Risk Management Frameworks

Module 8 : Components/Phases of a Pension Risk Management Strategy Framework

Module 9 : Elements of a Comprehensive Investment Policy



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapaun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.





Jakarta International Customer Service Institute

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

JI Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

JI Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M:0858-833-833-83

E:marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

