
Sweetpotato Pilot Insurance Program

Training Module Instructions



TRAINING MODULE INSTRUCTIONS

USING THE TRAINING MODULE

The Sweetpotato Training Module can be employed in a number of ways, all of which are equally effective. The web-deployed module offers Microsoft Word® and PowerPoint® files that can be presented electronically or in hard copy. All training materials can be accessed on the web site provided by RMA. In an effort to assist in the training process, five options for presentation of the training materials are outlined below.

Option 1

Using an LCD projector, the trainer can access the training materials electronically and project them on a wall screen. All trainees will have visual access to the material and the trainer can systematically walk through the module and supplement with lecture as needed.

Option 2

All training materials can be accessed electronically and printed for trainee review. In preparation for training sessions, printed training materials can be compiled into notebooks and distributed to agents.

Option 3

When given access to the web-deployed training materials, agents can receive their training via independent study.

Option 4

Regional training sessions can be held using web and telephone conferencing. While a trainer remains in one location, multiple parties can view and listen to the presentation simultaneously at their individual locations.

Option 5

Web and telephone conferencing also allows for remote training with the trainer driving the module from one location while a regional group of agents watch and listen from another central location.

PROGRAM OVERVIEW

The **Program Overview** includes the Pilot Program Overview and the Program Background and Overview.

The **Pilot Program Overview** is provided in PowerPoint® format. This presentation offers a brief history of the Sweetpotato Pilot Insurance Program. With a presentation

time of approximately 20 minutes, the Pilot Program Overview can be used to begin the training session or a meeting with a producer. The presentation can be shown with an LCD projector, or printed and distributed to the attending agents and/or producers.

The **Program Background and Overview** summarizes the history of Sweetpotato insurance. This is a Microsoft Word® document that provides a detailed discussion of the original Sweetpotato product and changes that have been implemented to produce the current Sweetpotato Pilot Insurance Program. The Program Background and Overview is provided for those agents who would like a deeper understanding of the sweetpotato product. This document is only supplemental and is not designed for review at training sessions. Trainers can distribute the document to agents so that they may review it at their leisure.

AGENT TRAINING MATERIALS

The **Agent Training Materials** includes the Agent Training Manual and a supplemental Agent Training PowerPoint® presentation.

The **Agent Training Manual** contains explanations of the Sweetpotato Basic Provisions and the Actuarial Documents. Examples of calculating indemnities are also included for the benefit of the agent. The Agent Training Manual is a Microsoft Word® document that can be printed, bound into notebooks, and distributed to agents in training. The trainer will also use this document to lead training sessions. The estimated review time of the Agent Training Manual is a maximum of two and one-half hours.

The **Agent Training PowerPoint®** presentation basically outlines the Agent Training Manual. Trainers can use this presentation as a visual tool in a classroom setting while lecturing on the content of the Agent Training Manual.

AGENT CERTIFICATION

The **Agent Certification** section of the training module includes the Agent Certification Exam.

After the Agent Training Manual has been fully reviewed, agents must complete and pass the **Agent Certification Exam**.

The exam is presented as a Microsoft Word® document and can be printed and distributed to the agents in training. It is suggested that the exam be taken immediately following the training session. The completed exam must be graded by a certified trainer. Most trainees should be able to complete this exam in 30 minutes.

ADJUSTER TRAINING

The **Adjuster Training Materials** includes the Adjuster Training Manual and a supplemental Adjuster Training PowerPoint® presentation.

The **Adjuster Training Manual** contains explanation of Sweetpotato loss adjustment. The Adjuster Training Manual is a Microsoft Word® document that can be printed, bound into notebooks, and distributed to adjusters in training. The trainer will also use this document to lead training sessions. The estimated review time of the Adjuster Training Manual is a maximum of four hours.

The **Adjuster Training Manual Overview PowerPoint®** presentation basically outlines the Adjuster Training Manual. Trainers can use this presentation as a visual tool in a classroom setting while lecturing on the content of the Adjuster Training Manual.

ADJUSTER CERTIFICATION

The **Adjuster Certification** section of the training module includes the Adjuster Certification Exam.

After the Adjuster Training Manual has been fully reviewed, adjusters must complete and pass the **Adjuster Certification Exam**. The exam is presented as a Microsoft Word® document and can be printed and distributed to the adjusters in training. It is suggested that the exam be taken immediately following the training session. The completed exam must be graded by a certified trainer. Most trainees should be able to complete this exam in 30 minutes.

PROGRAM MATERIALS

The **Program Materials** section includes **Actuarial Documents (no FCI-35), Basic Provisions, Crop Provisions, the Loss Adjustment Standards Handbook, Program**

Concepts, and the **Underwriting Guide**. These documents are from the Sweetpotato Pilot Insurance Program and are provided either with the training module or are on the RMA website.

SCOUTING MANUAL

The **Scouting Manual (Appendix to the LASH)** section includes a suggested example for a Scouting Manual for the Sweetpotato Pilot Insurance Program.

THE TRAINING MODULE

The web-deployed training module is structured in the following fashion:

- **Program Overview**
 - Pilot Program Overview
 - Program Background and Overview
- **Instructions for Trainer**
 - Training Module Instructions
- **Agent Training Materials**
 - Agent Training Manual
 - Agent Training Manual Overview
- **Agent Certification**
 - Agent Certification Exam
- **Adjuster Training**
 - Adjuster Training Manual
 - Adjuster Training Manual Overview
- **Adjuster Certification**
 - Adjuster Certification Exam
- **Program Materials**
 - Actuarial Documents (No FCI-35)
 - Basic Provisions
 - Crop Provisions
 - Loss Adjustment Standards Handbook
 - Underwriting Guide
 - Program Concepts
- **Scouting Manual**
 - Scouting Manual Example