

Core Competencies for Risk Managers

The following list of core competencies was developed via insight from current practitioners in the field of university risk management. Staff from United Educators and URMIA membership contributed significant feedback to this project.

The Risk Manager should start with some type of official risk management certification. Options identified include:

Associate in Risk Management (ARM)

The three-course Associate in Risk Management program deals with identification and evaluation of exposures to both accidental losses and business risks, analysis of risk control and financing techniques for each exposure, selection of the most effective risk management alternative, and ways to implement and monitor selected risk control and risk financing techniques. It can be of value to those responsible for controlling and financing risks of loss that their firms face, to corporate and government safety personnel, to insurance producers and consultants who are interested in providing risk management counseling for their clients, and to underwriters seeking to sharpen their risk selections and loss control recommendations. The purpose of the ARM program is to enable completers to apply a risk management decision-making process to any organization's exposures to accidental and business losses. Successful completers earn the ARM designation.

<http://www.ieatraining.com/programs/arm.asp>

Certified Risk Manager Program (CRM)

The Certified Risk Manager (CRM) Program is a fully recognized, independent professional designation program designed by and for individuals in the risk management field who wish to enhance their professional skills and recognition.

Comprised of five separate but interdependent courses, the curricula will benefit all levels of experience, however, two or more years of prior experience or knowledge in the field is recommended. CRM courses include Risk Management Essentials, Risk Analysis, Risk Control, Risk Financing, and Risk Administration. Offered across the United States in major cities throughout the calendar year, each course consists of 2½ days of instruction followed by an optional examination. The successful completion of all five examinations earns you the distinction of becoming a Certified Risk Manager (CRM). Retaining the CRM designation requires the fulfillment of an annual continuing education requirement to assure that each CRM remains at the highest level of knowledge and achievement. The CRM designation is visible recognition of professionalism, knowledge, and commitment to continuing excellence.

For more information: <http://www.scic.com/CRM/CRMmain.htm>

Additional certification, and training in emergency preparedness is also suggested. See - http://www.fema.gov/tab_education.shtm

Understanding the multiple element aspects of claims and losses – suggested training/education on the cascading properties of catastrophic losses.

Recognizing that the campus environment changes and that the challenges we face as administrators are impacted by those changes, it is important to stay abreast of core issues. Higher Education Specific Competencies identified include but should not be limited to:

Appendix 4

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1. Alcohol abuse
2. Effective planning of events involving alcohol
3. Defensive driving curriculum
4. Emergency response processes and systems
5. Understanding and responding to workplace violence
6. Facility management principles
7. Environmental Risk factors that affect the broader campus community (alcohol poisoning, vandalism, sexual violence, stalking, suicide)
8. Understanding institutional administrative judicial processes

Additional knowledge areas identified include:

Knowledge of insurance coverage
Knowledge of claims handling
Knowledge of best practices in safety/loss control
Knowledge of current organizational trends related to campus safety
Knowledge of risk management process
Knowledge of Higher Education Law
Knowledge of best practices for crisis response protocols

Specific skill sets identified

Negotiation
Team leadership ability
Motivation
Written and verbal communication
Attention to detail
*Analytical strategies and tactics
Organizational skills
Ability to work independently
Computer/technology
Excellent interpersonal skills
Desire to assist and inspire others to assist
Ability to develop networks and effective partnerships

**Ability to analyze how a situation occurred and what steps can be put on place to prevent the same thing from happening again*

The Student Affairs Risk Management Team at Arizona State University will utilize this information to develop a strategic staff-development plan. As strategies for developing competencies, enhancing knowledge and building skills are identified, the RMT will provide updates to interested persons.

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