

Occupational Certificate: Insurance Claims Administrator (Insurance Claims Assessor) NQF 4

^ PURPOSE

The Insurance Claims Administrator NQF Level 4 qualification is designed to prepare learners to operate as an Insurance Claims Administrator (Insurance Claims Assessor). This qualification was developed by the Insurance Sector Education and Training Authority (INSETA) after wide consultation with professional bodies such as the Insurance Institute of South Africa (IISA) and the Financial Planning Institute (FPI).

^ COURSE CONTENT

Module 1: Insurance Processes

- Basics of insurance
- Receipt of notifications and verification processes regarding long-term insurance
- Verification processes regarding short-term insurance
- Assessment process regarding long-term insurance
- Participation of assessment process regarding short-term insurance
- Making recommendations regarding short-term insurance

Module 2: Claims Handling Procedures

- Claims handling procedures
- Receive a basic claim in order to assess the loss / damage and verify the validity of the contract
- Assess the claim to determine validity
- Recommend to settle, conditionally settle or reject the claim
- Verification processes regarding statutory claims
- Assessment processes regarding statutory claims
- Assessment processes regarding health care
- Finalisation processes of statutory claims

Module 3: Financial Literacy and Ethics

- Professional behaviour and financial literacy
- Comment on risk improvements where applicable
- Decisions for payments to relevant stakeholders regarding health care claims
- Decisions for payments to relevant stakeholders regarding long-term insurance

Module 4: Health Care Verifications

- Receipt of notifications and verification processes regarding health care

DELIVERY

- Duration: 12 Months
- Delivery: Classroom/online/blended

^ ENTRY LEVEL REQUIREMENTS

- Entry Requirements NQF Level 4 qualification or 3 years work experience in the Insurance industry.

^ CAREER POSSIBILITIES

Qualifying learners could follow a career in:

- Insurance claims administrator/assessor
- Claims adjuster
- Claims analyst
- Customer service representative

^ ACCREDITATION

- Occupational Certificate – Insurance Claims Administrator
- Accreditation: QCTO
- SAQA ID: 99668
- NQF Level: 4

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