



Claims Technician Course CTC



SINGAPORE
INSURANCE
INSTITUTE



AUSTRALASIAN INSTITUTE OF
CHARTERED LOSS ADJUSTERS

ABOUT THIS COURSE

The Singapore Insurance Institute (SII) in collaboration with the Australasian Institute of Chartered Loss Adjusters (AICLA) is delivering the Claims Technician Course (CTC) for the general insurance Claims handlers in Singapore. This is a three-module programme developed by AICLA with modules covering essential technical knowledge in general insurance principles and the application of specialist claims skills particularly in relation to property and liability insurances. The programme is most suitable for new aspirants entering the claims profession, as well as those who already have some claims handling experience and who wish to obtain a formal qualification in claims handling.

PROGRAMME CONTENT

The Claims Technician Programme is a 3-module course to be completed in three months. Comprehensive learning materials are provided by Singapore Insurance Institute to the candidates.

Tutorials in classroom-setting are conducted to prepare the candidates for the examination.

Modules are undertaken in the following order:

► **MODULE 1 - THE WORKING ENVIRONMENT**

This module provides candidates with the knowledge and skills to enable them to apply industry standards, company policies and procedures in their day-to-day claims handling work.

Topics

Unit 1 **Introduction to the Financial Services Industry**

Unit 2 **Industry Terminology**

Unit 3 **Financial Services Industry Guidelines, Procedures and Legislation**

Unit 4 **Working to Industry and Company Standards**

Unit 5 **Company Policies, Guidelines and Procedures**

► **MODULE 2 - WORKPLACE COMMUNICATION AND INTERACTION**

This module covers the essential communication skills required to work effectively and efficiently in a claims technician role.

Topics

Unit 1 **Work-Related Interactions**

Unit 2 **Following Routine Instructions**

Unit 3 **Receiving and Relaying Messages**

Unit 4 **Reading and Interpreting Documents**

Unit 5 **Verbal and Non-Verbal Communication**

Unit 6 **Correspondence, Notes and Records**

Unit 7 **Participating in Negotiations**

► **MODULE 3 - CLAIMS PROCESSES AND PROCEDURES**

This module provides candidates with the competencies to receive, register, analyse and settle claims in accordance with company procedure.

Topics

Unit 1 **Processing Claims**

Unit 2 **Registering, Receiving and Recording Claims**

Unit 3 **Analysing Insurance Claims**

Unit 4 **Settling Claims**

TUTORIAL

Each Course intake is limited to 15-20 candidates. Evening tutorial sessions are scheduled at the end of each module to assist students in their preparation for the examinations. There will be two tutorial sessions for each module. Each session is 2 hours. Attendance is compulsory.

EXAMINATION AND EXAMINATION RESULT

The 50 multiple-choice examination for each module is set by AICLA and conducted in one (1) day. The examination is scheduled at the end of the three (3) months study programme.

Examination result will be emailed to the candidate's email address as specified in his/her Course Application Form.

SII does not reissue any result slip. For loss of result slip replacement, a Letter of Certification can be applied online via SII website.

The administrative fee is \$20.00.

COURSE FEE

\$1,800 is inclusive of the study notes and first attempt examination fees. Examination fee is \$150 is payable for each module re-sit. The course is: FTS – Eligible this programme is approved for listing on the Financial Training Scheme (FTS) Programme Directory and is eligible for FTS claims subject to all eligibility criteria being met. Please note that in no way does this represent an endorsement of the quality of the training provider and programme. Participants are advised to assess the suitability of the programme and its relevance to

participants' business activities or job roles. The FTS is available to eligible entities, at a 50% funding level of programme fees subject to all eligibility criteria being met. FTS claims may only be made for programmes listed on the FTS Programme Directory with the specified validity period. Please refer to www.ibf.org.sg for more information.

ENROLMENT AND REGISTRATION

Follow these easy steps to enrol :

1. Go to SII's Home Page, www.sii.org.sg
2. Download the Claims Technician Course form.
3. Complete the form and email to enquiry@sii.org.sg
4. An acknowledgement email will be sent to you.
5. Once your enrolment is approved, candidates can collect the study materials from the Singapore Insurance Institute during office hours on Monday to Friday.
6. Thereafter, you can begin your course study programme.

PAYMENT

Payment is by cheque only and made payable to 'Singapore Insurance Institute' Mailing address is: 105 Cecil Street #06-01, The Octagon, Singapore 069534. CANCELLATION, WITHDRAWAL, RESCHEDULING OR DEFEREMENT OF any registered applications will not be allowed, and no refund of fees will be made. No substitution or replacement of any applicant will be allowed.

FOR ENQUIRIES

Contact Yen Yen @ enquiry@sii.org.sg
Tel: 6827 9626 • Mobile: 9178 7666

FREQUENTLY ASKED QUESTIONS

1. What is the course about? This 3-module Claims Technician Course was developed by AICLA for claims handlers. Duration for the self-study certification course is 3 months to completion. Each module is to be completed in one month and a tutorial is scheduled at the end of each module for course revision.

It covers essential technical knowledge in general insurance and the application of specialist claims skills in relation to commercial and personal lines insurance.

At the end of the course, candidates will sit for a 50 multiple-choice examination set by AICLA. A Certificate will be issued by AICLA to successful candidates.

2. Who can enrol? Any person engaged in insurance claims work.

3. What benefits do I get from attending this course? Candidate will learn about the best practices in claims handling and acquire the essential knowledge and skills to enhance their understanding in claims handling. It is also suitable for person wishing to make a career in the insurance claims profession, as well as, those who currently handling claims and wish to obtain a formal certification issued by AICLA.

4. What guidance do I get during the 3 months self-study course in preparation for the Modules 1, 2 and 3 examination? The candidates attend classes at SII training room two times a month for study revision of each module. In total, the candidates are required to attend 12 hours of tutorials for all three modules. This will be an opportunity for the candidates to meet with an assigned tutor to revise the study material.

5. How will the examination be conducted? At the end of the 3-month course, an examination covering Modules 1, 2 and 3 will be held at a classroom. The CTC examination is conducted in one (1) day, based on 50 multiple-choice questions per module and to be completed in one (1) hour per paper. The passing mark is 70% and candidates need to pass all the 3 modules to qualify for the AICLA Qualified Claims Technician Certificate.

6. How would the course benefit any claims staff? As an employer, you will appreciate the importance of a competent claims handler, capable of processing claims, handle difficult claimants and negotiate a desired “win-win” outcome. Learning on the job often requires much time and this may commonly involve going through unnecessary “bad learning experiences”. (receiving complaints from unsatisfied and demanding customers) This Claims Technician Course provides both theoretical and practical aspect, such as, understanding body language and negotiation skills that will quicken your claims handler’s learning curve and value add to your company.

7. How does the company benefit from sponsoring a staff who had successfully completed the course? The Claims Technician Course is examination based and passing it is a good indicator of the proficiency of students in understanding the overall handling of insurance claims. Improvements in turn-a-round time in claims handling, process management and the final closure of claims filed. Reduction in complaints received from customers and others over claims services. Satisfactory claims settlement times as a result of improved claims handling skills and processes. A recognizable reduction in the overall number of current claims files against monthly average active files.

This course is especially designed for those engaged in insurance claims in an insurance, reinsurance, broking and agency organizations.

Candidates who successfully complete the course will be awarded the Certificate in Claims Management which will be eligible to join the Institute of Claims Technicians as a Qualified Claims Technician member and use the post nominal of QCT.





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All information is correct at the time of print.