Claims Technician Course
CTC

SINGAPORE INSURANCE INSTITUTE

AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

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-today 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, analyze and settle claims in accordance with company procedure.

Topics

Unit 1 **Processing Claims**
Unit 2 **Registering, Receiving and Recording Claims**
Unit 3 **Analyzing 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

The course fee is SGD 1,800 and is inclusive of the study notes and first attempt examination fees. Examination fee of SGD 150 is payable for each module re-sit.

SUBSIDY:

This course is accredited under Financial Training Scheme (FTS) by the Institute of Banking and Finance (IBF) for company-sponsored professionals (Singapore Citizens or Singapore Permanent Residents and physically based in Singapore). Company-sponsored Singapore Citizens aged 40 years old are eligible for 90% subsidy and are required to pay a net fee of SGD 180 only. Company-sponsored Singapore Citizens or Singapore Permanent Residents are eligible for 80% subsidy and are required to pay a net fee of SGD 360 only.

ENROLMENT AND REGISTRATION

Follow these steps to enroll:

1. Complete the Registration Form attached with this brochure.
2. Pay the course fee per payment instructions provided hereunder.
3. Email the filled Registration form, a copy of NRIC and payment details to SII Secretariat at: enquiry@sii.org.sg.

An acknowledgement email will be sent to you.

PAYMENT

Payment can be made by any of the following three methods:

PAYNOW

We would encourage you to make payment via PayNow. Please select to pay via UEN No.: 197400030E. Please provide us with the reference number.

INTERNET BANKING TRANSFER

Payee Name : Singapore Insurance Institute
DBS Current account no. : 001-001-7764
Swift address : DBSSSGSG

Please provide us with the reference number.

CHEQUE

Made payable to 'Singapore Insurance Institute' and mail it to 6 Raffles Quay, Level 14-06, Singapore 048580. Please provide us with the reference number.

FOR ENQUIRIES

Contact SII Secretariat at: enquiry@sii.org.sg

Telephone: 9178 7666

COURSE SCHEDULE

Modules	24th Intake Timetable
Module 1: The Working Environment	7 March 2022, Monday
	21 March 2022, Monday
Module 2: Workplace Communication & Interaction	4 April 2022, Monday
	18 April 2022, Monday
Module3: Claims Processes & Procedures	2 May 2022, Monday
	16 May 2022, Monday
Examination - All 3 modules	6 June 2022, Monday

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 enroll?

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 handing 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?

Employers 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.

SINGAPORE INSURANCE INSTITUTE

www.sii.org.sg

6 Raffles Quay, Level 14-06, Singapore 048580

All information is correct at the time of print.