

Claims Academy



What is it?

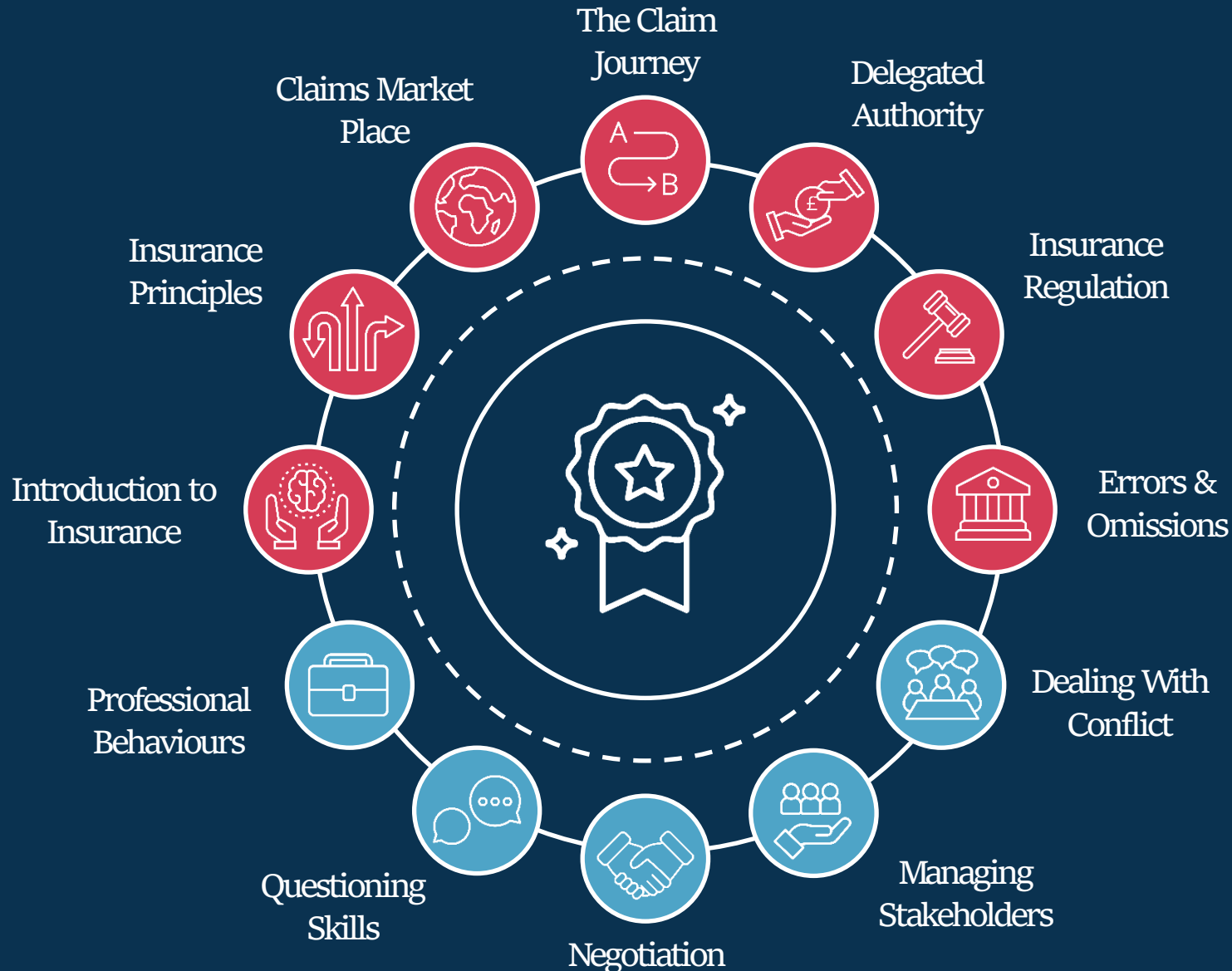
The Claims Academy is designed to be a bespoke programme for insurance claims professionals, and will provide learners with experience, knowledge, skills and professional qualifications.

The academy will work in line with workplace employment, meaning that it will provide a blended approach to learning. The programme will consist of a mix of trainer-led sessions, e-learning and CII exam support. Most importantly, it will allow learners to apply their learning into their daily roles, developing both technical and professional knowledge and skills.

To allow the flexibility, growth and development of all colleagues in the insurance claims function, there will be three levels that can be studied. That means that whether they are a new entrant to the industry, someone looking to move across into the claims function, or even someone looking to develop in their current role, the academy is suitable for everyone.

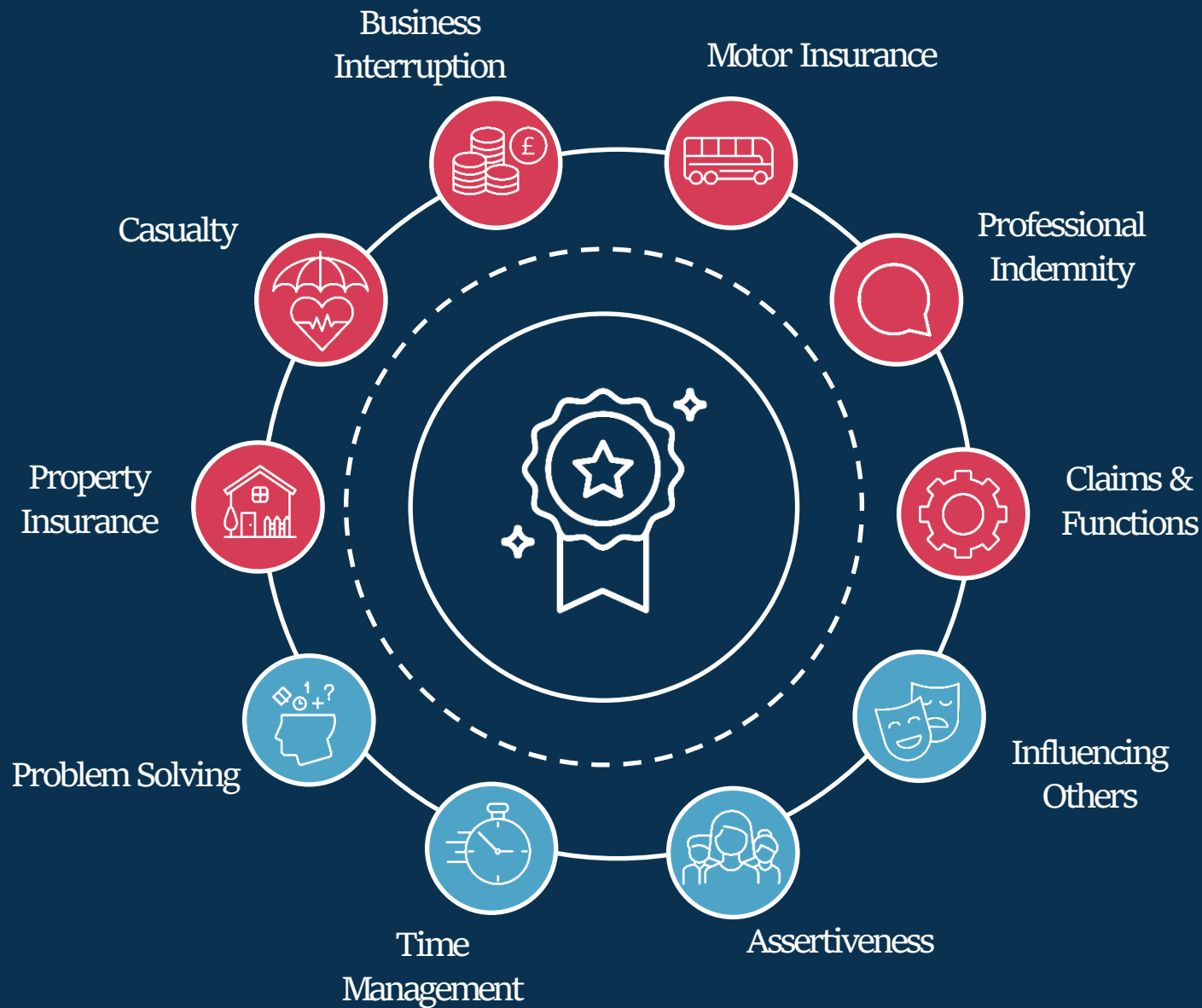
We have summarised how the academy will work, including a breakdown on the qualifications, duration of the academy and training modules.

Level 1 – Trainee (3 month programme)



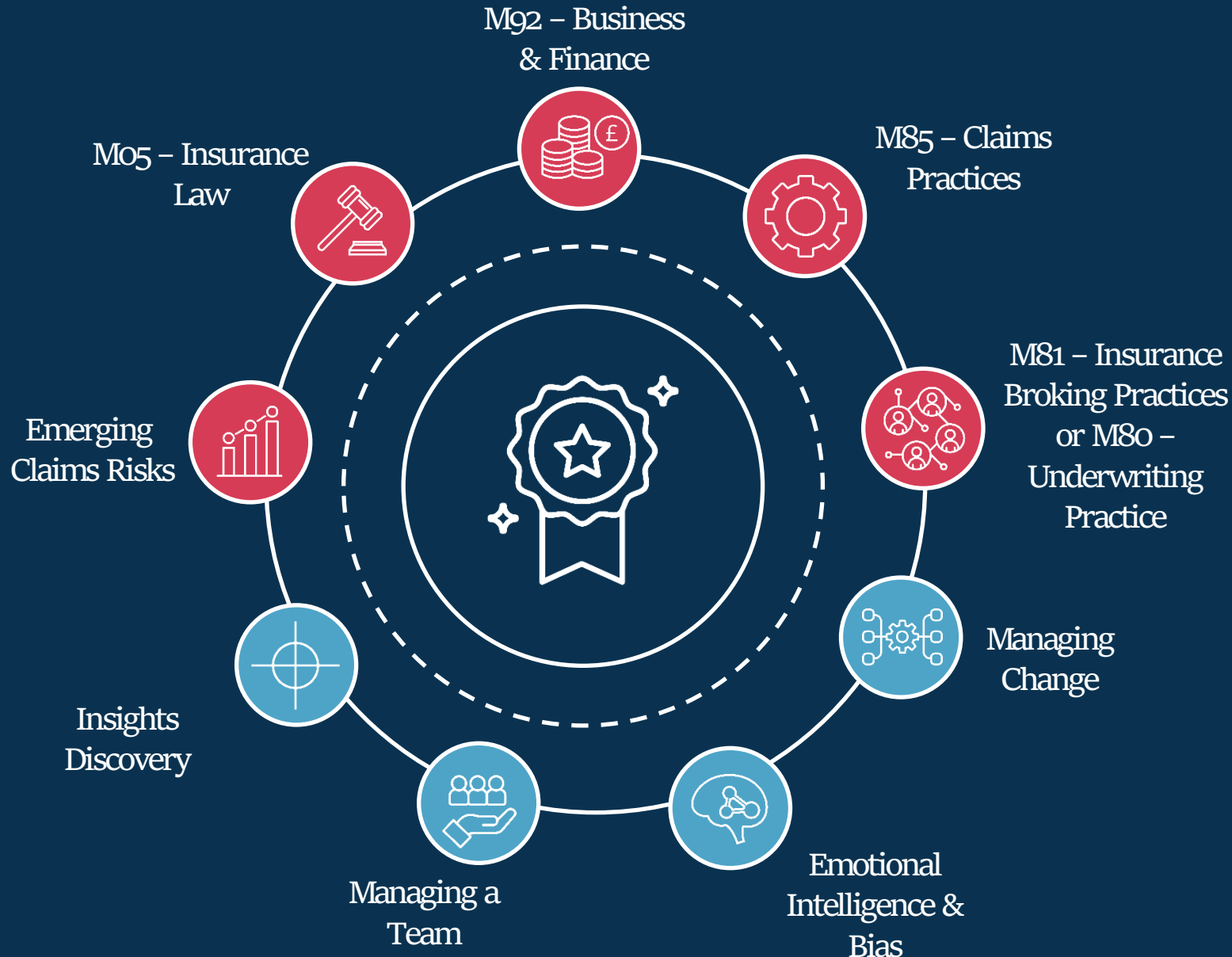
- Designed for new starters
- Learners will sit IF9 at end of programme, providing them with 15 credits towards Cert CII
- IF9 exam support
- Technical and soft skills
- Each weekly module is 3 hours (36 hours total over the course of the programme)
- This is presented as a mixture of tutor led sessions and online content

Level 2 – Intermediate (9 month programme)



- Designed for claims professionals wishing to gain a deeper claims knowledge within specific classes of business
- IF1 and IF4 exam support (15 credits each)
- Technical and soft skills
- Cert CII status
- 6 technical modules covered in either 6 full days or 12 half days with a live tutor
- 4 soft skills modules covered in two half days with a live tutor
- Intensive IF1 and IF4 one day tutor led revision sessions
- Supporting online material

Level 3 – Advanced (2 Year programme)



- Designed for claims professionals dealing with all types of claims, with the potential of moving into a managerial role
- M05, M92, M81 and M85 exam support with half a day per month tutor led sessions
- Dip CII status
- 4 leadership skills day courses to support professional development
- Additional half day tutor led training focused on new and emerging claims risks
- Supporting online material