



CASUALTY INSURANCE PRACTICE

Frequently asked questions

- **Who would benefit from this course?**

Anyone who is involved in, or interested in, insurance or risk management will benefit from the training. The course is structured in such a way that it will be suitable for risk managers, attorneys, advocates, accounts executives, or claims technicians at intermediaries (brokers), underwriters and claims technicians at insurance companies, loss adjusters, or students who are still studying towards, or have just completed their qualifications and are considering a career in financial services, (which includes the insurance industry).

- **Do you need previous experience in the insurance industry to benefit from this course?**

The course addresses both basic concepts as well as more advanced concepts and has been structured to provide a foundation in basic principles which is then gradually built up with more advanced concepts. No previous casualty insurance is necessary and both novices and experienced insurance professionals will benefit from the course.

- **Will experienced professionals still benefit from the course?**

Even experienced insurance or legal professionals will benefit from this course as the course deals extensively with more advanced concepts of casualty insurance.

- **Will this course help me on a practical level to do my day-to-day work?**

The course was designed specifically to provide vocational training, to equip students with the tools they need to enhance their workplace skills and to get "workplace ready" faster and more effectively. While it does not replace the need for "on the job training", it will provide a structured way in which students can build their knowledge base. The course aims to address the "gap" between theoretical knowledge which may have been gained at university level and the practical application of such knowledge in the workplace. It will teach you how to apply insurance concepts to solve real insurance problems. It uses many practical examples to illustrate and solve problems that students who are working in the insurance industry may encounter daily. For students who have not yet gained experience in the industry, it provides them with skills which they will be able to use practically to accelerate their proficiency level.

- **Which career opportunities will this course open up for me?**

The financial services sector comprises about 23% of the total formal employment sector in South Africa, of which insurance is a substantial portion, yet skills shortages have plagued

the short-term insurance industry for many years. There are very few insurance-specific training courses available in the South African market and even less for the specialised classes such as Casualty Insurance. There are thus many job opportunities for skilled insurance professionals. The industry needs a variety of skilled professionals such as accounts executives and claims staff at intermediaries (brokers), underwriters or claims staff at insurers or underwriting managers, loss adjusters, insurance litigators such as insurance attorneys and advocates and risk managers. While the course focuses on the work done at insurers and brokers, legal practitioners who are interested in getting involved in insurance work will also benefit from the course. Risk managers who are responsible for making decisions on risk management and risk transference will also find the course insightful.

- **Is the course just for lawyers and must I have a law degree to understand the content?**

While casualty insurance by its very nature will require some legal knowledge, this course provides sufficient training on basic legal concepts to enable students who have not studied law to understand the material and build on these concepts. Even students with law degrees will benefit as the course provides a refresher on legal concepts and the context in which those concepts will find practical application in the workplace to solve insurance problems.

- **Will I have to complete the individual modules and the course within a specified timeframe?**

The course is aimed at students who are already in the workplace and as such it allows for flexibility so that you can structure your studies around your work and personal commitments. The course will be presented fully online and you can access the material at any time. Your access to the course will be valid for 12 months after you have registered, so **you have 12 months in which to complete the course**, assessments included.

- **Do I have to attend classes or lectures, and will I have to take time off work?**

The course is presented as a fully online course which you can structure around your work and personal commitments. All the study material you may need is available on the UCT Law@work learning platform. You will be granted access to the course once you have registered and paid. There are some interesting videos of industry experts explaining concepts discussed in the material that you can watch at a time that is convenient for you. You are however not required to attend in-person or online lectures. All assessments are fully online and will use an automated marking system.

- **Is there a deadline for registration?**

There is no closing date for registration and you can register online on any day. In this way you can structure the course around your work and personal life and register when it is most convenient for you.

- **How many hours will I need to spend every day?**

The course material is broken down into Modules and Lessons and the estimated learning time for the full course content is **38 hours**. You can choose how many lessons you want to complete in a day and structure your study programme according to your work/life schedule. You will have access to the course for 12 months post registration.

- **What happens if I don't complete the assessments or do not achieve the minimum pass mark?**

The focus of the course is vocational training and to assist you in becoming more proficient in your day-to-day duties. It is thus up to you if you only want to work through the material for your own development and skip the assessments in which case you will obtain a certificate of participation. If you choose to complete the assessments and you pass, you will obtain a certificate of completion from UCT. If you do not achieve the minimum pass mark for the assessments, you will only receive a certificate of participation and you will have to re-register for the course if you want to obtain a certificate of completion.

- **Why should I do this course rather than a degree or diploma at another institution?**

This is a one-of-a-kind insurance training course in South Africa. It is fully online and uses a blended learning format with stimulating infographics and animated videos to enhance your learning experience. We also provide links to online videos and additional reading material such as case law, legislation and interesting articles. In addition, we have included short explanatory videos by industry experts who will discuss some interesting concepts you may encounter in your work environment. There are very few specialist insurance training courses available in South Africa and even fewer that will assist you in getting work ready by equipping you with the skills you will need to advance your career and accelerate your learning. This course is a practical hands-on course which uses real life practical examples to solve insurance problems. We are developing further courses which will add onto, and build on the knowledge you have acquired in this course and in this way you can become a highly skilled insurance professional by selecting the courses that are most appropriate to your chosen career trajectory.