



BCONSULT

Occupational Certificate

INSURANCE CLAIMS ADMINISTRATOR (INSURANCE CLAIMS ASSESSOR)

NQF Level 4 | SAQA ID 99663 | 131 Points | 12 Months

Occupational Certificate:

Insurance Claims Administrator (Insurance Claims Assessor) – NQF Level 4

SAQA ID: 99663 | Credits: 131 | Duration: 12-month | QCTO Learnership

1. Course Overview

The Occupational Certificate: Insurance Claims Administrator (Insurance Claims Assessor) is designed to prepare learners to competently manage and assess insurance claims across the Short-term, Long-term, Health, and Statutory insurance sectors.

Learners will acquire the knowledge, practical skills, and workplace experience required to investigate, assess, and finalise claims in accordance with industry standards, policies, and legal frameworks.

This qualification addresses a recognised skills shortage in the South African insurance industry and supports the development of professional, ethical claims assessors who contribute to efficient claims management and improved service delivery.

2. Learning Outcomes

On completion of this qualification, learners will be able to:

- Receive and verify notifications of insurance claims.
- Investigate, analyse, and validate claims in accordance with policy terms and conditions.
- Assess, calculate, and determine the extent of loss or damage.
- Recommend appropriate claim settlements, conditional settlements, or rejections.
- Finalise and close claims while providing feedback on potential risk improvements.

KNOWLEDGE MODULES

| Curriculum Code | Knowledge Module | NQF Level | Credits |
|-----------------|---|-----------|---------|
| 431204001-KM-01 | Basics of insurance | 4 | 17 |
| 431204001-KM-02 | Claims handling procedures | 4 | 11 |
| 431204001-KM-03 | Professional Behaviour and Financial literacy | 4 | 13 |

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PRACTICAL SKILLS MODULES

| Curriculum Code | Practical Skills Module | NQF Level | Credits |
|-----------------|---|-----------|---------|
| 431204001-PM-01 | Receive a basic claim in order to assess the loss/ damage and verify the validity of the contract | 4 | 20 |
| 431204001-PM-02 | Assess the claim to determine Validity | 4 | 10 |
| 431204001-PM-03 | Recommend to settle, conditionally settle or reject the claim | 4 | 5 |
| 431204001-PM-04 | Comment on risk improvements where applicable | 4 | 5 |

WORKPLACE MODULES

| Curriculum Code | Workplace Module | NQF Level | Credits |
|-----------------|---|-----------|---------|
| 431204001-WM-01 | Verification processes regarding Statutory claims | 4 | 10 |
| 431204001-WM-02 | Receipt of notifications and verification processes regarding Health Care | 4 | 20 |
| 431204001-WM-03 | Receipt of notifications and verification processes regarding Long-term insurance | 4 | 15 |
| 431204001-WM-04 | Verification processes regarding Short-term insurance | 4 | 15 |
| 431204001-WM-05 | Assessment processes regarding Statutory claims | 4 | 15 |
| 431204001-WM-06 | Assessment processes regarding Health care claim | 4 | 25 |
| 431204001-WM-07 | Assessment process regarding Long-term insurance | 4 | 20 |
| 431204001-WM-08 | Participation of assessment process regarding Short-term insurance | 4 | 25 |
| 431204001-WM-09 | Finalisation processes of statutory claims | 4 | 25 |

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| | | | |
|-----------------|---|---|----|
| 431204001-WM-10 | Decisions for payments to relevant stakeholder regarding Health Care claims | 4 | 5 |
| 431204001-WM-11 | Decisions for payments to relevant stakeholders regarding Long-term insurance | 4 | 15 |
| 431204001-WM-12 | Making recommendation regarding Short- term insurance | 4 | 10 |

3. A Qualified Learner Will Be Able To:

- Apply knowledge of insurance principles, claims procedures, and professional conduct.
- Verify policy details, insured events, exclusions, and claims histories.
- Complete and process assessment forms, inventories, and quantum calculations accurately.
- Provide well-substantiated recommendations on claim outcomes.
- Contribute to the enhancement of operational efficiency within claims departments.

Entry Requirements

- A **National Senior Certificate (NQF Level 4)**, or
- At least **three (3) years of relevant work experience** in the insurance industry.

Recognition of Prior Learning (RPL) may be applied for access to the qualification or the external integrated summative assessment.

4. International Comparability

This qualification compares favourably with similar qualifications in Australia, New Zealand, and Canada:

- **Australia:** Certificate IV in General Insurance (FNS41411), focusing on claims handling and customer service.
- **New Zealand:** Insurance Claims Officer qualification, covering claims management across general and life insurance sectors.
- **Canada:** Insurance Adjusters and Claims Examiners (NOC 1312), focusing on claims investigation, assessment, and settlement.

While titles, structures, and duration vary, all qualifications share a focus on claims assessment, minimising losses to insurers, and ensuring efficient claim resolution.

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5. Occupational Trainer – NQF Level 4 Certification

Learners must complete the **Foundational Learning Competence (FLC)** at **NQF Level 4**, as required for occupational qualifications.

6. Potential Career Opportunities

Graduates of this programme will be able to pursue careers in:

- Insurance Claims Administrator
- Insurance Claims Assessor
- Claims Negotiator
- Claims Officer
- Claims Examiner (across Short-term, Long-term, Health, and Statutory insurance sectors)

This qualification also provides opportunities for progression into supervisory or specialist roles in claims management.

7. Learning Options

This programme is available through accredited training providers and workplace-based learning environments. Delivery options may include:

- **Classroom-based training** (knowledge modules).
- **Practical workshops and simulations** (practical skills modules).
- **Workplace experiential learning** (work experience modules).

An **external integrated summative assessment**, conducted by a QCTO-registered assessor, is required for certification.

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