

QLUCOQ ACADEMY

Industry Certificate Course

Life Insurance Underwriting and Claims Management

Foundation Level



**EDUCATE
ADVOCATE
CONNECT**

The ALUCA Academy Industry Certificate Course

Life Insurance Underwriting Foundation Certificate

Life Insurance Claims Management Foundation Certificate

Course Information

Welcome to the ALUCA Academy Industry Certificates in Life Insurance. These foundational courses focus on industry knowledge specific to both life insurance underwriting and claims professionals. There are four common modules, with the fifth module being specific to either Underwriting or Claims depending on the certificate you have selected.

The aim of the courses is to enable students to synthesise their learning across each of the modules, achieving an understanding of life insurance fundamentals specific to underwriting or claims management, and being able to apply these.

Designed by industry experts, this course will add value to your ongoing professional development by building on the knowledge and skills you may have already developed through your life insurance industry experience. As an industry graduate of this program, it is expected that you will be able to perform effectively at a foundational level in life insurance, and upon successful completion, will gain automatic entry into ALUCA's accredited CPLI program at Affiliate level.

This course is intended to help you reflect on the role of life insurance, drawing on key concepts, issues and principles in the industry. As a result, you will understand how integrating and effectively managing foundational life insurance competencies empowers you to be more effective in achieving your underwriting or claims goals in a rapidly changing regulatory and micro-environment.

Course Learning Outcomes

The learning materials and assessments of this course are linked to ALUCA's Life Insurance industry competency framework at the foundational level.

After successfully completing this course, you can work effectively and sustainably in the life insurance industry by being able to:

1. Identify key foundational concepts and basic principles relevant to life insurance underwriting, claims and rehabilitation managers in Australia.
2. Identify and understand current regulatory and legislative information that impacts the Australian life insurance market.
3. Identify and understand basic life insurance product knowledge, including describing each stage in the life insurance value chain to inform own work practices and explain the role of the Actuary within life insurance.
4. Identify and understand key medical conditions and common disorders and how these impact, and are supported by the life insurance industry.
5. Identify, understand, and apply basic life insurance financials, occupations and pastimes and the importance of these.
6. Identify and understand the importance of ethics and community standards in life insurance.
7. Identify and understand the importance of regulators in the life insurance industry and the role that ASIC, APRA, and other bodies such as AFCA and CALI all play.
8. Identify and outline key factors impacting the sustainability of the life insurance industry.
9. Understand the key principles of life insurance underwriting and underwriting assessment - specific to the Underwriting Certificate.
10. Understand the key principles of life insurance claims management, claims assessment, case management and functional/capacity assessment and rehabilitation - specific to the Claims Management Certificate.

Course Format and Modules

The course features 5 online modules, to be completed over 6 months at your own pace. ALUCA educational courses are 100% online, giving you the flexibility to adapt your training to suit your professional and personal needs. Each course module requires that you work through the online materials, comprising assessment activities via multiple choice questions. In addition, there will be an online introduction to the course, plus for each module there are recorded lessons from industry experts to watch.

DESCRIPTION	
MODULE 1: Industry, Product and Sustainability	
	<p>This module is designed to provide an overview of the life insurance industry and an understanding of life insurance products and their design at a foundational level. It also explores the stages that are required to develop life insurance products. Upon completion of this module, you will be able to:</p> <ul style="list-style-type: none"> • Outline the primary purpose of life insurance • Understand the key activities in the life insurance value chain • Understand and can describe the different life insurance covers and their purpose • Understand the basic sum of the considerations that go into each different product design and pricing • Understand some of the basic terms and conditions of a life insurance policy • Understand and can explain how life insurance products are developed • Know about community expectations and the importance of the customer • Understand Life insurance sustainability
MODULE 2: Legislation, Regulations and Ethics	
	<p>This module is designed to provide an overview of the legal and regulatory framework in the Australian life insurance industry. It links to the legal knowledge competency in ALUCA's Life Insurance Capability Framework, as well as the regulatory compliance and operational risk competency. Upon completion of this module, you will be able to:</p> <ul style="list-style-type: none"> • Explain the purpose of life insurance regulation, the regulatory structures, and the roles of the relevant authorities – ASIC, APRA, AFCA and CALI • Understand what is meant by professionalism, ethical behaviour and ALUCA's Code of Professional Conduct • Understand the different laws affecting life insurance • Understand the importance of ethics in life insurance

MODULE 3: Key Medical Conditions

This module is designed to provide an understanding of the most frequently claimed life insurance medical conditions. Upon completion of this module, you will be able to:

- Understand the key life insurance medical conditions at a foundational level
- Explain at a high level the signs, symptoms and treatment for cardiovascular disease, diabetes, benign and malignant tumours, key mental health conditions, musculoskeletal and neurological disorders
- Understand how these conditions impact life insurance underwriting and claims managers

MODULE 4: Financials, Occupations and Pastimes

This module is designed to provide an understanding of the possible risks associated with the financial aspects of life insurance. Upon completion of this module, you will be able to:

- Explain why we financially assess in life insurance
- Understand insurable interest and the different reasons for life insurance
- Ask for relevant information and explain why
- Understand and apply principles of calculating sums insured for lump sum and income protection benefits

MODULE 5A: Underwriting Fundamentals

This module is only for students who choose to enrol in the Underwriting Foundation Certificate.

This module is designed to cover the key principles of underwriting and underwriting assessment specific to life insurance.

Upon completion of this module, you will be able to:

- Understand the role of underwriting, as well as risk classification and selection
- Identify risk factors that may result in additional premium charges or an exclusion
- Understand some basic principles of pricing
- Understand why some insurance applications need to be declined

MODULE 5B: Claims Management Fundamentals

This module is only for students who choose to enrol in the Claims Management Foundation Certificate.

This module is designed to cover the key principles of claims management specific to life insurance. Upon completion of this module, you will be able to:

- Understand the role of a Claims Manager and their key obligations in respect to the life insurance Code of Practice
- Demonstrate an understanding of the claims assessment process and the key considerations of this
- Demonstrate an understanding of key file notes and claim form inclusions
- Understand the role of rehabilitation management in life insurance and key rehabilitation principles
- Explain the key principles involved in case management
- Understand the importance of functional/capacity assessment

Course Complete

Course Assessments

Each module contains assessments that must be passed to continue to the next module. All the assessments are multiple choice questions that are completed in Moodle (ALUCA's online learning platform) and will be open book. Students have three attempts to pass the assessments for each module.

To pass this course, you must achieve a mark of at least 85% in each of the assessments.

Industry Certification and ALUCA Digital Badge

Please note that ALUCA, the leading Australasian life insurance member industry association, is not a registered training organisation. This course is not an AQF accredited award course - it is a specialised industry training course delivered by expert life insurance practitioners and provides a pathway to ALUCA's Certified Professional Life Insurance (CPLI) accreditation.

Upon successfully completing the course, you will be issued with an ALUCA Industry Certificate that delivers immediate results to you and your organisation with the use of an ALUCA digital badge.

Learning Resources

There are three major resources to help you learn:

1. The course materials, comprising the industry course modules with references and learning exercises. You will do much of your learning outside the classroom by working through the course materials, and by completing the exercises as they arise.
2. Your online recorded classes with industry experts.
3. Your fellow students. Your colleagues in the same online class are an invaluable source of learning. Their work and life, and their willingness to share their views and experiences, represent a great learning opportunity. They bring valuable insight to the learning experience.

ALUCA's Plagiarism and AI Policy

ALUCA has a zero-tolerance policy on plagiarism and the use of Artificial Intelligence (AI) platforms, such as ChatGPT, in completing this course. Plagiarism is where a student uses another person's ideas, words or work and passes this off as their own work without referencing the material. As per ALUCA's Code of Conduct, we expect all ALUCA members to uphold the principles of fairness, honesty, and authenticity, and that all work completed including assessments sat are by the person who enrolled for the course. In addition, ALUCA does not permit students to utilise AI or source third parties - either for writing services or other people to sit your online assessments and passing these off as your own. It is also prohibited to copy any of the course material or lecture/tutorial notes as students do not own the rights of this intellectual property.

eLearning

To access Moodle, go to: [https:// aluca.online-learning.net.au](https://aluca.online-learning.net.au)

Login with your student ID (username) and Password. Please keep these details secure.

ALUCA Moodle eLearning Support and Login Issues

Should you have any difficulties accessing your course online, please contact eLearning support: **Hours:** M - F: 9am – 5pm AEST E: secretariat@aluca.com Ph: +61 2 9431 8654

Continual Course Improvement and Feedback

ALUCA surveys students each time they complete a course. The data collected provides anonymous feedback on the quality of course content and materials, the learning platform, assessments, student support services and the program in general. This student feedback will be considered in all course revisions and all ALUCA course updates will be carried out in line with industry developments.

Course Acknowledgements

Course Coordinators

ALUCA's industry courses have Course Coordinators who are responsible for the overall educational integrity of the course. Course Coordinators select content and take responsibility for specific educational issues related to the course when it is being offered. Course Coordinators oversee Course Authors and ensure that the ongoing standard of content in the course is consistent with the quality requirements of the program.

The Foundational Industry Course Coordinators are:

Carola Moore

Head of Retained Client Claims Operations at AIA Australia, ALUCA Assoc Fellow, Masters, BSc.

Carola has a strong and diverse background across learning and development, leadership, business operations and transformation roles across five industry sectors and three countries. She has spent time in the Canadian rehabilitation and Australian life insurance sectors. Carola has postgraduate qualifications in Psychology and Leadership, as well as completing courses in Behavioural Economics and Human-Centered Design. She has also been the winner of 2 key industry awards, including ALUCA's Education Excellence Award. Carola joined ALUCA's Board in September 2020.

Clare Vieitas

Claims Operations Manager at Swiss Re, ALUCA CPLI Affiliate.

Prior to working as the Claims Operations Manager at Swiss Re, who she has been with for 19 years, Clare worked as a Claims Specialist across both Australia and the UK including many years in the direct clients' offices namely Royal&Sun Alliance (Asteron) and Tower (TAL).

As a long-standing employee in the life insurance industry across the UK, Australia & New Zealand, her passion is ensuring our industry continues to educate its members for the betterment of our society. Clare is a passionate people leader and loves watching people excel in their chosen field. Clare joined ALUCA's Board in November 2023.

Course Project Management

ALUCA's industry courses are managed by the Course Project Manager and Coordinators, who are responsible for ensuring that the overall project is delivered to set standards in an agreed timeframe. The Course Project team takes responsibility for ensuring that the course delivered meets set standards and manages specific educational, student and administrative issues related to the course when it is being offered. The Course Project team works with the Course Coordinators.

The Foundational Industry Course Project Manager is:

Amanda McKernan

ALUCA Consulting CEO, BSC hon, MComm, Cert IV Training & Assessment, QPR

Amanda was appointed as ALUCA's consulting CEO in July 2016 and runs her own strategic consultancy practice. A specialist thought leader in marketing, membership and strategy, Amanda taught business strategy and marketing in the MBA program at UNSW and ran a business line of CEO Forum Group, focusing on a membership network for senior executives in foreign-owned multinationals. Previously, she held senior leadership roles in strategic marketing with NRMA, BT and Optus.

Project Coordinators:

Nicole Pettit, ALUCA Executive Manager and **Lynley Hamblen**, ALUCA Digital Consultant

Course Authors:

John O'Leary, Underwriting and Claims Technical Services, TAL

John has over 25 years' insurance industry knowledge and experience, with an extensive background in claims and underwriting. An influential leader who has contributed on an industry-wide basis to the professional development of claims assessors and underwriters, he was previously the Chair of ALUCA's Board.

Howard Williams, Senior Claims Professional

Howard is an experienced life insurance professional who has more than 25 years' life insurance industry experience, both here and overseas. He is semi-retired and is an accomplished life insurance course writer, specialising in claims management. Howard was previously an ALUCA Board member who oversaw the ALUCA conference and content portfolio.

Acknowledgements

We wish to acknowledge the valuable contribution of:

Devi Uka

for her leadership and support in developing ALUCA's first pilot course

Tony O'Leary

from G & T Risk Management, who provided material for use in this course

TAL Life

for kindly providing content and materials for this course

Onepath/Zurich

for kindly providing content and materials for this course

Lucy Hartley

from SwissRe, for kindly providing content and materials for this course

Alph Edwards

from Turks Legal for kindly providing content and materials for this course

We would also like to thank ALUCA's Education Working Group, led by ALUCA Board Members Carola Moore and Clare Vietas. The Group acted as the overall course coordinators and reviewers in the development of this course.

The Education Working Group comprised the following ALUCA members:

- Shane Burdack, SwissRe
- Tracy Cunningham, GenRe
- Kathleen Jordan, MetLife
- Paula Ramsay, MLC
- Peter Kelly, MetLife
- Clare Vieitas, SwissRe

It is important to note that the above individuals were acting in their roles as insurance professionals and members of ALUCA, rather than representing any views of their employers.