



Qualification Specification for Claims and Underwriting functions (Life Insurance)

The preferred qualifications and working experiences, duties, required competencies, matching with existing Units of Competency, and the suggested training programme regarding the six principal jobs are listed as follows:

Note: The section on (1) Education / Professional Qualifications and (2) Years of Experience under “Entry Requirement” is further divided into required and preferred. Required qualifications and experience refer to the abilities an employee must possess in order to handle and accomplish daily routine tasks. On the other hand, preferred qualifications and experience are not prerequisites for the job, but those practitioners / candidates having such additional skills tend to have a higher chance of being employed, or tend to perform better on the job than those without.

Qualification Specification for Claims function (Life Insurance)

Claims Assessor

A Claims Assessor takes up responsibility for the entire claims assessment process including claims input into the computer system, liaison with internal departments and follow-up with any claims related action in line with company’s policies and regulatory guidelines.

Competency Requirements:

- Possess knowledge in claims philosophy and processing including basic medical knowledge
- Apply hands-on PC skills to process claims application
- Understand customer centric approach on claims processing
- Understand the standard workflow of handling claims request
- Understand the service pledges of the company and contract provisions
- Possess product knowledge and basic Information and Communication Technology skill
- Understand regulatory guidelines and relevant requirements

Duties:

Claims Processing	<ul style="list-style-type: none"> ▪ Carry out detailed assessments in line with established standards, procedures and guidance provided ▪ Approve claims within designated authority level ▪ Possess red flag awareness on fraud claims ▪ Meet service turnaround time and accuracy ▪ Handle enquiries and complaints from customers distribution channels and other departments ▪ Make recommendations on improvement plan
Legal & Control	<ul style="list-style-type: none"> ▪ Follow company policy, guidebook and regulatory requirements



Support	<ul style="list-style-type: none"> ▪ Provide administrative support for the department ▪ Settle payment to vendor ▪ Participate in team projects of claims issues
---------	--

Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ DSE level of education or equivalent <p><u>Preferable Professional Qualifications:</u></p> <ul style="list-style-type: none"> • LOMA 280 introduces the principles of insurance, the process of becoming insured, and the policy owner’s contractual rights. The course includes information on the features of individual and group life insurance, health insurance, and annuity products. • LOMA 290 describes how life insurance companies operate in today’s global environment: how they are organized, how they are managed, and the roles of functional and support units in developing, distributing, issuing, and administering life insurance and annuity products. Learners who take this course will better understand how an individual job fits into the entire scope of the company as well as the importance of each employee’s contribution to overall organizational success.
Years of Experience	<ul style="list-style-type: none"> ▪ Fresh university graduate without experience in insurance field is acceptable <p><u>Preferable Experience</u></p> <ul style="list-style-type: none"> ▪ 2 years’ experience in claims or insurance operation

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Understand insurance terminologies	105458L1	1	29
2	Understand insurance market		2	
3	Maintain up-to-date claims records	105466L2	2	38
4	Process life insurance claims applications	105670L3	3	70
5	Open and review life insurance claims files	105674L4	4	110



Certificate in Life Insurance Claims Handling

Target Occupation:	Claims Assessor
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Equip learners to understand the local insurance market ▪ Equip learners with knowledge, skills and tools to support the claims processing ▪ Enable learners to execute the related policies and regulations, and process the general claims transactions independently ▪ Provide opportunities for learners to develop their competences and acquire essential skills to start a career in the claims department
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Understand local insurance market</p> <p>LO2 : Understand the insurance claims environment and relate the claims philosophy and processing knowledge to their role</p> <p>LO3 : Deliver quality service by applying the customer principles and skills through standard workflow</p> <p>LO4 : Know the service pledges and product knowledge, and apply them on claims operation.</p> <p>LO5 : Comply with the insurance company's procedures, the relevant regulations and code of conduct when delivering claims assessing services</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Local insurance market ▪ Claims philosophy and processing knowledge ▪ Customer approach and standard workflow ▪ Service pledges and product knowledge ▪ Compliance and regulatory requirements
Entry Requirements:	<ul style="list-style-type: none"> ▪ DSE level of education or above AND ▪ Is interested in starting a career in the insurance industry as a Claims Assessor
Employment Pathway:	<p>The learning programme associated with the Certificate in Life Insurance Claims Handling (QF Level 3) is committed to developing employable graduates by ensuring that career development skills are embedded in all learning activities and work-related intelligence are widely available to learners. Learners of this Certificate can continue to widen and strengthen their employable competencies by attaining other related qualifications in the future in accordance to their career aspiration.</p> <p>Upon completion of this Certificate, graduates will have the competencies to take up job positions as claims assessors.</p> <p>With working experience obtained from a claims assessor role plus additional training to meet occupational requirements, there are many opportunities available in both claims and other back-office operations areas. The most common occupations available at next higher rank are “Senior Claims Assessor” and “Assistant Claims Manager”. For those who would like to further move up to other occupations with more complex job responsibilities, opportunities in</p>



	various insurance sectors will also be available for the graduates; depending on their personal career goals.
QF Level:	3
QF Credits: (Indicative only)	8 (based on UoC mapping)

Core UoCs Mapping with Certificate Learning Outcomes (Claims Assessor)								
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	LO4	LO5
Claims	Understand insurance terminology	1	1		✓	✓		
	Understand insurance market	2	1	✓				
	Maintain up-to-date claims records	2	2			✓	✓	
	Process life insurance claims applications	3	2		✓		✓	✓
	Open and review life insurance claims files	4	2		✓		✓	✓

Total credit = 8

Notes:

- The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training function of individual insurance companies may make necessary adjustment based on the actual needs of learners.*
- By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.*



Assistant Claims Manager

The Assistant Claims Manager is responsible for supporting Senior Claims Manager regularly; ensures claims operational activities being run smoothly and efficiently; provides training and supervision within the team and maintains good relations with internal customers.

Competency Requirements:

- Possess broad health and medical knowledge
- Possess advanced knowledge in claims management
- Apply people management skills to manage team performance
- Understand the criteria in making claims decision
- Understand the standard of claim assessment for major and minor claims
- Understand the concept on applications of contract provisions

Duties:

Claims Processing	<ul style="list-style-type: none"> ▪ Assess claims and manage suspected fraudulent claims ▪ Review claim assessment quality and make recommendations to supervisor in order to improve the quality of claim assessment ▪ Monitor the productivity, quality and efficiency of the team ▪ Review the performance log, audit reports and management reports ▪ Ensure consistent, accurate and efficient output in claims processing ▪ Perform claims operation management of the team ▪ Achieve target turnaround time, satisfactory productivity and accuracy ▪ Approve the claims decision of the assessor ▪ Communicate with claims specialists, agency and distribution channels on claim decisions ▪ Handle complex claims enquiries and complaints from internal and external parties
Legal & Control	<ul style="list-style-type: none"> ▪ Supervise staff to carry out regulatory risk control ▪ Follow company guidelines and regulatory requirements
Support	<ul style="list-style-type: none"> ▪ Assist team manager to handle regular claims reports ▪ Assist team manager to monitor the claims operational flow ▪ Arrange training for agency, distributor and other working partners ▪ Organize in-house training programs to various channels ▪ Provide on-the-job training to the juniors ▪ Arrange job rotation ▪ Assess team performance ▪ Provide claims training support to agency, distributor and other working partners ▪ Promote good service standards in claims assessment ▪ Analyze claims data and trends



Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none">▪ Higher Diploma or University degree in any discipline <p><u>Preferable Professional Qualifications:</u></p> <ul style="list-style-type: none">• Fellow, Life Management Institute (FLMI)
Years of Experience	<ul style="list-style-type: none">▪ 5 years' or above experience in life insurance claims of which over 2 years in supervisory role

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Assess claims applications for life insurance	105675L4	4	111
2	Apply insurance technology for operational efficiency		4	
3	Evaluate performance of appointed experts/specialists	105574L5	5	204
4	Handle and manage suspected fraudulent claims#	105576L5	5	208
5	Manage the application of insurance technology		5	



Advanced Certificate in Life Insurance Claims Operation Management

Target Occupation:	Assistant Claims Manager
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Enable learners to acquire a broader knowledge base on claims operation support and supervision and in compliance with the insurance company's standards, procedures and regulatory requirements ▪ Enable learners to monitor quality of claims assessment including evaluation, approval, products explanation and internal customers' inquiries handling ▪ Enhance learners' ability to provide training and supervision within the team ▪ Enable learners to apply insurance technology for operational efficiency and manage the application of insurance technology
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Implement, supervise and support in a range of varied claims operational and handling procedures</p> <p>LO2 : Monitor claims service delivery and maintain good service quality by enhancing communication skills and problem-solving skills</p> <p>LO3 : Oversee compliance with defined standards in different units and ensure adherence to the insurance company's guidelines</p> <p>LO4 : Undertake a supervisory role to drive for excellent claims performance</p> <p>LO5 : Apply insurance technology for operational efficiency</p> <p>LO6 : Manage the application of insurance technology</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Claims operation management ▪ Customer services monitoring ▪ Compliance assurance ▪ Supervisory skills ▪ Insurance technology application ▪ Facilitation of using insurance technology
Entry Requirements:	<ul style="list-style-type: none"> ▪ Completed Certificate in Life Insurance Claims Handling OR ▪ Ample working experience as a Claims Assessor in insurance company
Employment Pathway:	<p>The learning programme associated with the Certificate in Life Insurance Claims Operation Management (QF Level 4) is commonly regarded as a next higher rank development for Claims Assessor. The design of this Certificate ensures that advanced career development skills are embedded in all learning activities and work-related intelligence are widely available to learners. Learners of this Certificate can continue to widen and strengthen their employable competencies by attaining other related qualifications in the future in accordance to their career aspiration.</p> <p>Upon completion of this Certificate, graduates will have the competencies to take up job positions as Assistant Claims Manager.</p> <p>With additional training to meet occupational requirements, other job opportunities in insurance operation management with more complex job</p>



	responsibilities will also be available for the graduates; depending on their personal career goals.
QF Level:	4
QF Credits: (Indicative only)	16 (based on UoC mapping)

Core UoCs Mapping with Certificate Learning Outcomes (Assistant Claims Manager)									
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	LO4	L05	L06
Claims	Assess claims applications for life insurance	4	3	✓	✓	✓			
	Apply insurance technology for operational efficiency	4	3					✓	
	Evaluate performance of appointed experts/specialists	5	3			✓	✓		
	Handle and manage suspected fraudulent claims	5	3	✓		✓	✓		
	Manage the application of insurance technology	5	4						✓

Total credit = 16

Notes:

- The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training function of individual insurance companies may make necessary adjustment based on the actual needs of learners.*
- By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.*



Senior Claims Manager

Reporting to the Head of Claims, this position is to ensure the smooth running of the claims operations of the team, covering areas of claims and corporation development, staffing, claims management and strategies. Key duties include monitoring claims service delivery, maintaining target levels, team supervision, problem resolution, compliance and control, staff development, productivity improvement and preparing various management reports on a regular basis.

Competency Requirements:

- Possess in-depth health and medical knowledge
- Understand the relationship between claims and corporation development
- Possess the advanced knowledge in risk control
- Possess basic legal knowledge in claims management
- Possess negotiation and mediation skills
- Understand the value of claims and apply the concept and logic of the contract provisions in claims for new product development
- Possess knowledge of portfolio management in claims
- Understand market trends and company claims strategies
- Possess knowledge of resource planning and budgeting

Duties:

Claims Processing	<ul style="list-style-type: none"> ▪ Implement continuous claims process improvement ▪ Monitor complex and suspected claims cases, as well as claims trends ▪ Ensure the claim department to handle the product rules, reinsurance support, compliance issue and risk assessments effectively ▪ Analyze claim ratio and claim data ▪ Review complicated and appeal cases ▪ Lead claims operation management ▪ Provide claims handling advice to the team ▪ Negotiate with claim specialists and distribution channels on claim decisions ▪ Approve the claims decision with high authority level ▪ Cooperate with Re-insurer, Actuarial and Legal Advisors to complete the case based on agreed service-level agreement ▪ Prioritize strategic planning on claims management
Legal & Control	<ul style="list-style-type: none"> ▪ Formulate and reinforce guidelines and policies
Support	<ul style="list-style-type: none"> ▪ Identify training and development needs of claims staff ▪ Provide professional advice on product development ▪ Promote the company's overall business strategic and operational goals ▪ Oversee the staff issues within the team ▪ Be able to achieve company profitability ▪ Provide project support in claims management ▪ Provide claims training to channels, distributor and other working partners ▪ Review the internal claims manuals, guidelines and practices ▪ Develop claims talent ▪ Formulate claims strategy



Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ University degree in any discipline <p><u>Preferable Professional Qualifications:</u></p> <ul style="list-style-type: none"> • Fellow, Life Management Institute (FLMI)
Years of Experience	<ul style="list-style-type: none"> ▪ 8 years' or above experience in life insurance claims of which over 4 years in managerial role

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Manage claims operations	105614L6	6	271
2	Assess performance and quality of insurance claims operations	105615L6	6	273
3	Establish procedures and guidelines on handling suspected fraudulent claims	105617L6	6	276
4	Identify insurance technology needs for better business performance		6	
5	Develop initiatives to manage emerging risks		6	



Professional Certificate in Life Insurance Claims Operation Management

Target Occupation:	Senior Claims Manager
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Enable learners to analyze, evaluate or synthesis information and issues by integrating the related policies and regulations into the claims operation activities ▪ Enable learners to apply advanced and specialized skills to perform tasks that involve planning, design and implementation of the claims operations strategies ▪ Enable learners to identify insurance technology needs for better business performance ▪ Enable learners to develop initiatives to manage emerging risks
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Review and design the daily operation procedures in alignment with the insurance company’s claims operational policies and regulations for better control and efficiency</p> <p>LO2 : Establish standards of claims service delivery and reinforce the culture of service excellence</p> <p>LO3 : Oversee claims operations and risk control in compliance with the insurance company’s guidelines and regulatory requirements</p> <p>LO4 : Employ people management skills to improve team engagement and productivity</p> <p>LO5 : Identify insurance technology needs for better business performance</p> <p>LO6 : Develop initiatives to manage emerging risks</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Claims operations control ▪ Service delivery and quality management ▪ Compliance and risk control ▪ People management ▪ Department’s technology needs identification ▪ Managing emerging risks
Entry Requirements:	<ul style="list-style-type: none"> ▪ Completed Advanced Certificate in Life Insurance Claims Operation Management OR ▪ Ample working experience as Assistant Claims Manager/ Claims Manager
Employment Pathway:	<p>The learning programme associated with the Professional Certificate in Life Insurance Claims Operations Management (QF Level 6) is an advance development for senior claims manager. It covers learning activities and work-related intelligence at more advanced level for learners who are aiming to take up overall claims operations management responsibilities. Learners of this Professional Certificate can continue to widen and strengthen their employable competencies by attaining other advanced qualifications in the future in accordance to their career aspiration.</p> <p>Upon completion of this Professional Certificate, graduates will have the competencies to take up job positions as Senior Claims Manager.</p>



	With additional advanced training to meet occupational requirements, job opportunities or other management positions at different disciplines of various insurance departments will also be available for the graduates; depending on their personal career goals.
QF Level:	6
QF Credits: (Indicative only)	24 (based on UoC mapping)

Core UoCs Mapping with Certificate Learning Outcomes (Senior Claims Manager)									
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	LO4	L05	L06
Claims	Manage claims operations	6	6		✓	✓	✓		
	Assess performance and quality of insurance claims operations	6	3			✓	✓		
	Establish procedures and guidelines on handling suspected fraudulent claims	6	5	✓		✓			
	Identify insurance technology needs for better business performance	6	5					✓	
	Develop initiatives to manage emerging risks	6	5						✓

Total credit = 24

Notes:

- The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training function of individual insurance companies may make necessary adjustment based on the actual needs of learners.*
- By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.*



Qualification Specification for Underwriting function
(Life Insurance)

Underwriter

An Underwriter is responsible for the entire underwriting assessment process including data input into the computer system, liaison with internal departments and follow-up with any underwriting related actions in line with company’s policies and regulatory guidelines.

Competency Requirements:

- Possess basic underwriting knowledge including financial and medical knowledge
- Possess knowledge in assessing insurance application
- Understand the underwriting manual and guidelines
- Understand the basic product knowledge
- Understand the service pledges of the company
- Apply hands-on PC skills in technical underwriting
- Know market updates and trends
- Understand regulatory guidelines and relevant requirements

Duties:

Underwriting	<ul style="list-style-type: none"> ▪ Underwrite cases from all distribution channels and provide technical underwriting ▪ Assess and approve new business application under the underwriting authority ▪ Meet department benchmark and accuracy based on company standards ▪ Handle email and telephone enquiries from internal and other departments ▪ Provide support to sales channels in order to achieve business target ▪ Ensure cases underwritten are in compliance with manual and guidelines
Legal & Control	<ul style="list-style-type: none"> ▪ Follow the underwriting guidelines and policy ▪ Understand the relevant guidelines and regulatory requirements
Support	<ul style="list-style-type: none"> ▪ Provide constructive input in streamlining workflow (if any) ▪ Provide technical advice to support agents



Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ DSE level of education or equivalent <p><u>Preferable Professional Qualifications:</u></p> <ul style="list-style-type: none"> • LOMA 280 introduces the principles of insurance, the process of becoming insured, and the policy owner’s contractual rights. The course includes information on the features of individual and group life insurance, health insurance, and annuity products. • LOMA 290 describes how life insurance companies operate in today’s global environment: how they are organized, how they are managed, and the roles of functional and support units in developing, distributing, issuing, and administering life insurance and annuity products. Learners who take this course will better understand how an individual job fits into the entire scope of the company as well as the importance of each employee’s contribution to overall organizational success.
Years of Experience	<ul style="list-style-type: none"> ▪ Fresh university graduate without experience in insurance field is acceptable <p><u>Preferable Experience</u></p> <ul style="list-style-type: none"> ▪ 1-2 years’ experience in underwriting

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Understand insurance terminologies	105458L1	1	29
2	Understand insurance market		2	
3	Maintain up-to-date underwriting records	105465L2	2	37
4	Process life insurance applications	105668L3	3	57
5	Prepare and issue insurance documents	105483L3	3	59
6	Review insurance applications and supporting materials	105491L3	3	69
7	Approve life insurance applications involving standard risks	105673L4	4	105
8	Assess life insurance applications involving standard risks	105680L5	5	173



Certificate in Life Insurance Basic Underwriting

Target Occupation:	Underwriter
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Equip learners to understand the local insurance market ▪ Equip learners with knowledge, skills and tools to support the underwriting needs ▪ Enable learners to execute the related policies and regulations, and process the insurance applications independently ▪ Provide opportunities for learners to develop their competences and acquire essential skills to start a career in underwriting
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Understand local insurance market</p> <p>LO2 : Understand the insurance underwriting environment and relate the underwriting philosophy and processing knowledge to their role</p> <p>LO3 : Deliver quality service by applying customer principles and skills through standard workflow</p> <p>LO4 : Know service pledges and product knowledge, and apply them on underwriting</p> <p>LO5 : Comply with the insurance company's procedures, the relevant regulations and code of conduct when delivering underwriting services</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Local insurance market ▪ Underwriting philosophy and processing knowledge ▪ Customer approach and standard workflow ▪ Service pledges and product knowledge ▪ Compliance and regulatory requirements
Entry Requirements:	<ul style="list-style-type: none"> ▪ DSE level of education or above AND ▪ Is interested in starting a career in the insurance industry as an Underwriter
Employment Pathway:	<p>The learning programme associated with the Certificate in Life Insurance Basic Underwriting (QF Level 3) is committed to developing employable graduates by ensuring that career development skills are embedded in all learning activities and work-related intelligence are widely available to learners. Learners of this Certificate can continue to widen and strengthen their employable competencies by attaining other related qualifications in the future according to their career aspiration.</p> <p>Upon completion of this Certificate, graduates will have the competencies to take up job positions as Underwriters.</p> <p>With working experience obtained from an underwriter role plus additional training to meet occupational requirements, there are many opportunities available in both underwriting and other back-office operations areas. The most common occupations available at next higher rank are “Senior Underwriter” and “Assistant Underwriting Manager”. For those who would like to further move up to other occupations with more complex job</p>



	responsibilities, opportunities in various insurance sectors will also be available for the graduates, depending on their career goals.
QF Level:	3
QF Credits: (Indicative only)	17 (based on UoC mapping)

Core UoCs Mapping with Certificate Learning Outcomes (Underwriter)								
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	LO4	L05
Underwriting	Understand insurance terminology	1	1			✓		
	Understand insurance market	2	1	✓				
	Maintain up-to-date underwriting records	2	2			✓	✓	
	Process life insurance claims applications	3	3		✓	✓	✓	
	Prepare and issue insurance documents	3	2		✓	✓	✓	
	Review insurance applications and supporting materials	3	2		✓		✓	✓
	Approve life insurance applications involving standard risks	4	3		✓		✓	✓
	Assess life insurance applications involving standard risks	5	3		✓		✓	✓

Total credit = 17

Notes:

- The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training function of individual insurance companies may make necessary adjustment based on the actual needs of learners.*
- By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP-based programme, all of the UoCs mapped here should be included in the programme.*



Assistant Underwriting Manager

The Assistant Underwriting Manager is responsible for supporting Senior Underwriting Manager regularly; ensures underwriting activities being run smoothly and efficiently; provides training and supervision within the team and maintains good relations with internal customers.

Competency Requirements:

- Possess broad financial and medical underwriting knowledge
- Possess knowledge in handling appeal cases
- Possess liaison and negotiation skills
- Understand the criteria of risk assessment
- Understand the logic and principles of calculating premium
- Apply supervisory skills to manage team performance

Duties:

Underwriting	<ul style="list-style-type: none"> ▪ Underwrite the selection of risk in accordance with the authority limit ▪ Manage daily underwriting process ▪ Conduct regular audit to the underwriting performance ▪ Analyze underwriting details and trends, then make recommendations on improvement strategies ▪ Review complicated or appeal cases ▪ Handle meeting, email and telephone enquiries from various distribution channels and internal departments ▪ Supervise a team of underwriters ▪ Process appeal / special cases in fair and flexible manner ▪ Promote good service standards in underwriting assessment and decisions
Legal & Control	<ul style="list-style-type: none"> ▪ Monitor the team performance to ensure rules and regulations are complied ▪ Analyze risk parameter
Support	<ul style="list-style-type: none"> ▪ Develop sufficient validation rules in underwriting ▪ Organize underwriting training to staff from different channels ▪ Provide coaching to junior underwriters ▪ Provide project support for underwriting areas ▪ Liaise with IT for system enhancement



Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ Higher Diploma or University degree in any discipline <p><u>Preferable Professional Qualifications:</u></p> <ul style="list-style-type: none"> • Fellow, Life Management Institute (FLMI)
Years of Experience	<ul style="list-style-type: none"> ▪ 5 years' or above experience in life insurance underwriting of which over 2 years in supervisory role

UoC Mapping:

	Title	Code	QF Level	Page
1	Apply insurance technology for operational efficiency		4	
2	Approve life insurance applications involving non-standard risks	105681L5	5	174
3	Decline life insurance applications involving non-standard risks	105682L5	5	176
4	Evaluate quality of insurance underwriting operations against service	105558L5	5	179
5	Produce risk exposure reports	105560L5	5	182
6	Control risk exposures	105561L5	5	183
7	Provide risk assessment training	105562L5	5	185
8	Manage the application of insurance technology		5	



Advanced Certificate in Life Insurance Underwriting Management

Target Occupation:	Assistant Underwriting Manager
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Enable learners to acquire a broader knowledge base on underwriting support and supervision and in compliance with the insurance company’s standards, procedures and regulatory requirements ▪ Enable learners to monitor quality of underwriting assessment including evaluation, approval, products explanation and internal customers’ inquiries handling ▪ Enhance learners’ ability to provide training and supervision within the team ▪ Enable learners to apply insurance technology for operational efficiency and manage the application of insurance technology
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Implement, supervise and support in a range of varied underwriting procedures</p> <p>LO2 : Monitor underwriting service delivery and maintain good service quality by enhancing communication skills and problem-solving skills</p> <p>LO3 : Oversee compliance with defined standards in different units and ensure adherence to the insurance company’s guidelines</p> <p>LO4 : Undertake a supervisory role to drive for excellent underwriting performance</p> <p>LO5 : Apply insurance technology for operational efficiency</p> <p>LO6 : Manage the application of insurance technology</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Underwriting management ▪ Customer services monitoring ▪ Compliance assurance ▪ Supervisory skills ▪ Insurance technology application for operational efficiency ▪ Facilitation of using insurance technology
Entry Requirements:	<ul style="list-style-type: none"> ▪ Completed Certificate in Life Insurance Basic Underwriting OR ▪ Ample working experience as an underwriter in insurance company
Employment Pathway:	<p>The learning programme associated with the Advanced Certificate in Life Insurance Underwriting Management (QF Level 5) is commonly regarded as a next higher rank development for Underwriter. The design of this Certificate ensures that advanced career development skills are embedded in all learning activities and work-related intelligence are widely available to learners. Learners of this Certificate can continue to widen and strengthen their employable competencies by attaining other related qualifications in the future in accordance to their career aspiration. Upon completion of this Certificate, graduates will have the competencies to take up job positions as Assistant Underwriting Manager. With further training to meet occupational requirements, other job opportunities in insurance operation management with more complex job</p>



	responsibilities will also be available for the graduates, depending on their career goals.
QF Level:	5
QF Credits: (Indicative only)	27 (based on UoC mapping)

UoCs Mapping with Certificate Learning Outcomes (Assistant Underwriting Manager)									
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	LO4	L05	L06
Underwriting	Apply insurance technology for operational efficiency	4	3					✓	
	Approve life insurance applications involving non-standard risks	5	3	✓	✓	✓			
	Decline life insurance applications involving non-standard risks	5	3	✓	✓	✓			
	Evaluate quality of insurance underwriting operations against service	5	3	✓	✓	✓			
	Produce risk exposure reports	5	3	✓		✓	✓		
	Control risk exposures	5	5	✓		✓	✓		
	Provide risk assessment training	5	3			✓	✓		
	Manage the application of insurance technology	5	4						✓

Total credit = 27

Notes:

1. The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training function of individual insurance companies may make necessary adjustment based on the actual needs of learners.
2. By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.



Senior Underwriting Manager

Reporting to the Head of Underwriting, this position is to ensure the smooth running of the underwriting team, covering areas of underwriting development, staffing, underwriting management and strategies. Key duties include monitoring underwriting service delivery, maintaining target levels, team supervision, problem resolution, compliance and control, staff development, productivity improvement and preparing various management reports on a regular basis.

Competency Requirements:

- Possess in-depth financial and medical underwriting knowledge
- Possess knowledge of portfolio management in underwriting
- Understand the relationship between underwriting and corporation development
- Possess negotiation and mediation skills
- Understand the application of new technologies in modifying the workflow and underwriting procedures
- Possess legal knowledge in underwriting areas
- Understand the value of underwriting in insurance product development
- Understand the market trends and company strategies
- Apply analytical skills in data and content analysis

Duties:

Underwriting	<ul style="list-style-type: none"> ▪ Manage the productivity, quality and efficiency of the team ▪ Review the productivity report, reissue, audits ▪ Monitor the turnaround time of the team ▪ Exercise judgment on underwriting terms and conditions ▪ Underwrite the selection of risk in accordance with the authority limit ▪ Review suggested cases from underwriters ▪ Lead underwriting team on technical underwriting ▪ Achieve company targets on monthly basis with high attainment rate ▪ Negotiate with reinsurers on complicated new business applications ▪ Provide underwriting advice to the team ▪ Follow up complex and appeal cases with fair and just decision ▪ Perform risk assessment on complicated and jumbo business ▪ Monitor service pledge with high attainment rate
Legal & Control	<ul style="list-style-type: none"> ▪ Review suggested cases from underwriters ▪ Grasp all relevant regulatory guidelines ▪ Ensure company's rules and regulations are strictly adhered ▪ Review underwriting guidelines and make necessary changes ▪ Formulate underwriting rules for new products



Support	<ul style="list-style-type: none"> ▪ Identify the training and development needs of underwriting staff ▪ Conduct underwriting training to staff from different channels ▪ Oversee the staff issues of the team ▪ Monitor operations performance of team ▪ Achieve the company’s business targets and growth ▪ Perform data analytics and impact analysis
---------	--

Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ University degree in any discipline <p><u>Preferable Professional Qualifications:</u></p> <ul style="list-style-type: none"> • Fellow, Life Management Institute (FLMI)
Years of Experience	<ul style="list-style-type: none"> ▪ 8 years’ or above experience in life insurance underwriting of which over 4 years in managerial role

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Manage underwriting operations	105557L5	5	177
2	Develop underwriting manuals	105559L5	5	180
3	Manage reinsurance activities	105566L5	5	192
4	Establish risk assessment guidelines	105564L5	6	189
5	Establish underwriting policies	105611L6	6	265
6	Identify insurance technology needs for better business performance		6	
7	Develop initiatives to manage emerging risk		6	



Professional Certificate in Life Insurance Underwriting Management

Target Occupation:	Senior Underwriting Manager
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Enable learners to analyze, evaluate or synthesis information and issues by integrating the related policies and regulations into the underwriting activities ▪ Enable learners to apply advanced and specialized skills to perform tasks that involve planning, design and implementation of the underwriting strategies ▪ Enable learners to identify insurance technology needs for better business performance ▪ Enable learners to develop initiatives to manage emerging risks
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Review and design the daily operation procedures in alignment with the insurance company’s underwriting policies and regulations for better control and efficiency</p> <p>LO2 : Establish standards of underwriting and reinforce the culture of service excellence</p> <p>LO3 : Oversee underwriting and risk control in compliance with the insurance company’s guidelines and regulatory requirements</p> <p>LO4 : Employ people management skills to improve team engagement and productivity</p> <p>LO5 : Identify insurance technology needs for better business performance</p> <p>LO6 : Develop initiatives to manage emerging risks</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Underwriting control ▪ Service delivery and quality management ▪ Compliance and risk control ▪ People management ▪ Department’s technology needs identification ▪ Managing emerging risks
Entry Requirements:	<ul style="list-style-type: none"> ▪ Completed Certificate in Life Insurance Underwriting Management OR ▪ Ample working experience as Assistant Underwriting Manager or Underwriting Manager
Employment Pathway:	<p>The learning programme associated with the Professional Certificate in Life Insurance Underwriting Management (QF Level 6) is an advanced development for senior underwriting manager. It covers learning activities and work related intelligence at more advanced level for learners who are aiming to take up overall underwriting management responsibilities. Learners of this Professional Certificate can continue to widen and strengthen their employable competencies by attaining other advanced qualifications in the future in accordance to their career aspiration.</p> <p>Upon completion of this Certificate, graduates will have the competencies to take up job positions as Senior Underwriting Manager.</p> <p>With further training to meet occupational requirements, job opportunities or</p>



	other management positions at different disciplines of various insurance departments will also be available for the graduates, depending on their career goals.
QF Level:	6
QF Credits: (Indicative only)	37 (based on UoC mapping)

Core UoCs Mapping with Certificate Learning Outcomes (Senior Underwriting Manager)									
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	LO4	L05	L06
Underwriting	Manage underwriting operations	5	5		✓	✓	✓		
	Develop underwriting manuals	5	5	✓		✓			
	Manage reinsurance activities	5	6			✓	✓		
	Establish risk assessment guidelines	6	6	✓	✓	✓			
	Establish underwriting policies	6	5	✓	✓	✓			
	Identify insurance technology needs for better business performance	6	5					✓	
	Develop initiatives to manage emerging risks	6	5						✓

Total credit = 37

Notes:

1. The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training function of individual insurance companies may make necessary adjustment based on the actual needs of learners.
2. By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.



Qualification Specification for Claims and Underwriting functions (General Insurance)

The Qualification Specification for the three levels of job roles for underwriting and claims functions are listed as follows:

Qualification Specification for Claims function (General Insurance)

Claims Assessor

Claims assessor is responsible for handling the whole claims cycle in line with company's procedures and guidelines. Key duties include processing and settling claims, cross verify claims adjusters and surveyors with claims instructions; exercise reserve and payment authority; identify subrogation, reinsurance recovery and legal actions; establish and update reserves; monitor adequacy against company's guidelines; identify and report to supervisors on adverse clients' experiences and claims trends.

Competency Requirements:

- Possess basic knowledge in general insurance, policy and claims handling
- Understand insurance terminology
- Proficient at applying technology to process claims application
- Understand customer centric approach and possess tactful communication skill to claims processing

Duties:

Claims Processing	<ul style="list-style-type: none"> ▪ Handle the whole claims cycle in line with company's procedures and guidelines ▪ Process and settle claims in line with limit of authority and level of complexity. If exceeding authority, claims assessor will seek approval from his or her supervisor. ▪ Exercise reserve and/or payment authority within designated thresholds ▪ Assign loss adjusters and surveyors based on a panel list and prescribed guidelines ▪ Identify appropriate subrogation, reinsurance recovery and legal actions to maximize benefits of company ▪ Identify and report to supervisors on adverse clients' experiences and claims trend ▪ Cross verify claims adjusters and surveyors with claims instructions ▪ Establish and update reserves and monitor their adequacy against company's guidelines ▪ Meet service turnaround time and accuracy
Legal & Control	<ul style="list-style-type: none"> ▪ Comprehend company's procedures and guidelines of claims settlement ▪ Settle approved claims in accordance with company's guidelines



Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ DSE level of education or equivalent <p><u>Preferable Education Qualification</u></p> <ul style="list-style-type: none"> ▪ University or post-secondary graduate in any discipline ▪ Possess professional general insurance qualifications
Years of Experience	<ul style="list-style-type: none"> ▪ Fresh university graduate without experience in insurance field is acceptable <p><u>Preferable Experience</u></p> <ul style="list-style-type: none"> ▪ 1 to 2 years' experience in claims

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Understand insurance terminologies	105458L1	1	29
2	Understand insurance market		2	
3	Maintain up-to-date customer records to support daily operation	105462L2	2	34
4	Maintain up-to-date claims records	105466L2	2	38
5	Process general insurance claims applications	105492L3	3	69
6	Open and review general insurance claims files	105513L4	4	104
7	Assess claims applications for general insurance	105514L4	4	106
8	Review claims reserves and close claims files	105515L4	4	108
9	Settle general insurance claims	105516L4	4	109



Certificate in General Insurance Claims Handling

Target Occupation:	Claims Assessor
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Enable learners to have a basic understanding of local insurance market and a thorough understanding of general claims principles, legal aspects of claims and policy conditions ▪ Enable learners to have thorough understanding of claims handling, process, adjustments and settlements and apply to a range of insurance such as marine, motor and property
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Understand local insurance market</p> <p>LO2 : Handle the whole claims cycle including handling, processing, adjusting and settling claims and exercising reserve and payment authority</p> <p>LO3 : Identify appropriate subrogation, reinsurance recovery and legal actions</p> <p>LO4 : Cross-verify claims adjusters and surveyors against claims instructions</p> <p>LO5 : Establish and update reserves and monitor their adequacy</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Local insurance market ▪ General claims principles and legal aspects of claims ▪ Policy conditions, claims handling, process, adjustments and settlements ▪ Establishing, updating and monitoring reserve ▪ Role and functions of adjusters and assessors in claims settlement
Entry Requirements:	<ul style="list-style-type: none"> ▪ DSE level of education or equivalent
Employment Pathway:	<p>The learning program associated with the Certificate in General Insurance Claims Handling (QF Level 4) is a foundation program for claims handler. It covers learning activities and work related intelligence at foundation level for learners who are aiming to take up claims handler responsibilities. Learners of this Certificate can continue to widen and strengthen their employable competencies by attaining other advanced qualifications in the future according to their career aspiration.</p> <p>Upon completion of this Certificate, graduates will be equipped with the competencies to take up job positions as claims assessors or claims handlers</p> <p>With further training to meet occupational requirements, job opportunities such as claims manager or other comparable positions at different areas of General Insurance will also be available for graduates, depending on their career goals.</p>
QF Level:	4



QF Credits: (Indicative only)	19 credits
--	------------

Core UoCs Mapping with Certificate Learning Outcomes								
Claims Assessor								
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	LO4	LO5
Claims	Understand insurance terminologies	1	1		✓			
	Understand insurance market	2	1	✓				
	Maintain up-to-date customer records to support daily operation	2	2		✓			
	Maintain up-to-date claims records	2	2		✓			
	Process general insurance claims applications	3	2		✓			
	Open and review general insurance claims files	4	2		✓			
	Assess claims applications for general insurance	4	3		✓	✓		
	Review claims reserves and close claims files	4	2		✓			✓
	Settle general insurance claims	4	4		✓		✓	

Total credit = 19

Notes:

- The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training functions of individual insurance companies may make necessary adjustments based on the actual needs of learners.*
- By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.*



Claims Manager

Claims Manager is responsible for leading and managing claims operations and monitor claims trends in compliance with company’s philosophies, strategies and policy terms. Key duties include assigning claims cases to subordinates; assigning solicitors involving litigations and loss adjusters and surveyors based on panel list and prescribed guidelines; ensuring team setting appropriate subrogation, reinsurance recovery and legal actions; team setting, monitoring and updating adequate reserve; exercising reserve and payment authority; handling suspected fraudulent and complex claim cases; and providing inputs to the write-up of manuals, standard operating procedures and best practices.

Competency Requirements:

- Possess in-depth knowledge in general insurance especially in claims handling
- Possess a holistic view on claims and its relationship with general insurance and other business units
- Proficient at handling complex cases with minimum supervision
- Proficient at conducting in-depth claims process review in own areas
- Proficient at analyzing claims and perform necessary reporting
- Proficient at applying people management skills to manage team performance and conduct face-to-face meeting with customers
- Proficient at handling enquiries and complaints related to claims

Duties:

Claims Processing	<ul style="list-style-type: none"> ▪ Provide on-the-job training for claims assessors ▪ Lead and manage claims operation and monitor trends in compliance with company’s philosophy, strategies and policy terms ▪ Assign claims cases to subordinates in line with individual abilities and level of complexity ▪ Exercise reserve and/or payment authority within designated thresholds ▪ Exercise authority to reject claims applications ▪ Handle and manage suspected fraudulent and complex claim cases ▪ Ensure team setting appropriate subrogation, reinsurance recovery and legal actions to maximize benefits of company ▪ Ensure team setting, monitoring and updating adequate reserves on portfolio basis ▪ Approve and validate claims within limits of authority ▪ Assign solicitors and interact with them on cases involving litigation ▪ Work with surveyors to provide risk management and/or risk acceptable solution for underwriters’ considerations ▪ Assign loss adjusters and surveyors based on a panel list and prescribed guidelines ▪ Achieve target turnaround time with satisfactory productivity and accuracy
-------------------	---



Legal & Control	<ul style="list-style-type: none"> ▪ Provide input to the write-up of manuals, standard operating procedures or best practices ▪ Ensure team complying with claims instructions and adhering to authority limits and procedures ▪ Ensure claims adjusters, surveyors and external solicitors in compliance with claims instructions ▪ Ensure team meeting company’s standards and objectives such as claims service standards and agreed turnaround time ▪ Analyze claims reports to provide forecast on claims trends, company liability and profitability
-----------------	--

Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ University or post-secondary graduate in any discipline <p><u>Preferable Education /Professional Qualifications</u></p> <ul style="list-style-type: none"> ▪ Possess professional insurance qualifications such as Associate of the Chartered Insurance Institute (CII) or Associate of the Australian and New Zealand Institute of Insurance and Finance (ANZIIF) or equivalent
Years of Experience	<ul style="list-style-type: none"> ▪ Minimum 5 years general insurance claims experiences of which 2 years are in supervisory level <p><u>Preferable Experience</u></p> <ul style="list-style-type: none"> ▪ Three years’ experience in certain classes of general insurance

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Pursue claims recovery after claims payments	105517L4	4	111
2	Analyze claims records to forecast company liability and profitability	105573L5	5	203
3	Evaluate performance of appointed experts/specialists	105574L5	5	204
4	Develop claims operation manuals and best practices	105575L5	5	206
5	Handle and manage suspected fraudulent claims	105576L5	5	208
6	Manage the application of insurance technology		5	



Professional Certificate in General Insurance Claims Management

Target Occupation:	Claims Manager
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Enable learners to have thorough understanding of managing claims operations on team basis by integrating related policies and regulations into claims operation activities ▪ Enable learners to apply advanced and specialized skills to manage claims processing and legal and control functions on team basis ▪ Enable learners to understand how to manage the application of insurance technology
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Lead and manage claims operation on team basis</p> <p>LO2 : Handle and manage suspected fraudulent and complex claim cases</p> <p>LO3 : Provide inputs to the write up of manuals, standard operating procedures and best practices</p> <p>LO4 : Assign solicitors, surveyors and loss adjusters</p> <p>LO5 : Analyze claims reports to provide forecast on claims trends, company liability and profitability</p> <p>LO6 : Ensure team setting appropriate subrogation, reinsurance recovery and legal actions</p> <p>LO7 : Manage the application of insurance technology</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Team management on claims handling, process, adjustments and settlements ▪ Team risk and compliance management ▪ Analyzing complex claims cases ▪ Reviewing claims process ▪ Performance evaluation on appointed experts/specialists ▪ Insurance technology application for operational efficiency ▪ Facilitation of using insurance technology
Entry Requirements:	<ul style="list-style-type: none"> ▪ University or post-secondary graduate in any discipline
Employment Pathway:	<p>The learning program associated with the Professional Certificate in General Insurance Claims Management (QF Level 5) is a professional program for claims management. It covers learning activities and work related intelligence at professional level for learners who are aiming to take up claims management responsibilities. Learners of this Professional Certificate can continue to widen and strengthen their employable competencies by attaining other advanced qualifications in the future in accordance to their career aspiration.</p> <p>Upon completion of this Certificate, graduates will be equipped with the competencies to take up job positions as claims manager.</p> <p>With advanced training to meet occupational requirements, job opportunities such as senior claims manager or other comparable positions at different areas of General Insurance will also be available for</p>



	graduates; depending on their career goals.
QF Level:	5
QF Credits: (Indicative only)	22 credits

Core UoCs Mapping with Certificate Learning Outcomes Claims Manager										
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	LO4	L05	L06	L07
Claims	Pursue claims recovery after claims payments	4	3	✓					✓	
	Analyze claims records to forecast company liability and profitability	5	4					✓		
	Evaluate performance of appointed experts/specialists	5	3				✓			
	Develop claims operation manuals and best practices	5	5			✓				
	Handle and manage suspected fraudulent claims	5	3		✓					
	Manage the application of insurance technology	5	4							✓

Total credit = 22

Notes:

- The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training functions of individual insurance companies may make necessary adjustments based on the actual needs of learners.*
- By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.*



Senior Claims Manager

Senior Claims Manager is responsible for leading and managing claims department in line with company’s policies, philosophies, strategies and policy terms. Key duties include managing all classes of general insurance claims and crisis situations; validating and approving claims settlements; handling complex legal, recovery and fraud cases; providing company’s stance on litigation matters; exploring feasibility of adopting InsurTech in enhancing claims workflow and handling procedures; formulating guidelines, standard operating procedures and best practices; ensuring department’s full compliance with relevant guidelines; standard operating procedures and best practices; and formulating department’s future strategy.

Competency Requirements:

- Possess in-depth general insurance knowledge
- Understand the relationship between claims and corporate development
- Possess innovative thinking in applying InsurTech to claims workflow and handling procedures
- Proficient at managing complex claims cases independently
- Possess workflow management knowledge
- Proficient at conducting in-depth process review in claims handling procedures
- Proficient at applying legal knowledge to claims processing
- Proficient in reviewing new products and policy wordings
- Possess vision, strategic thinking and business acumen to lead the department
- Proficient at promoting organizational changes
- Proficient at applying negotiation and mediation skills in claims handling

Duties:

Claims Processing	<ul style="list-style-type: none"> ▪ Lead and manage claims department in line with company’s policies, philosophies, strategies and policy terms ▪ Manage all classes of general insurance claims; validate and approve claims settlements ▪ Handle complex legal, recovery and fraud cases ▪ Interact with solicitors on cases involving litigation and take advice or provide company's stance on litigation matters ▪ Explore the feasibility to adopt InsurTech in enhancing the claims workflow and handling procedures ▪ Handle large-scale or complex claim cases ▪ Manage crisis situation
Legal & Control	<ul style="list-style-type: none"> ▪ Formulate guidelines, standard operating procedures and best practices ▪ Ensure department’s full compliance with relevant guidelines, standard operating procedures and best practices ▪ Establish corporate claims policies and control measures ▪ Set up claims authority limits



	<ul style="list-style-type: none"> ▪ Manage department’s portfolio and feedback to underwriters when appropriate ▪ Monitor the overall smooth functioning of the system used in the department ▪ Formulate department’s future strategy such as setting up a new reporting system ▪ Engage in future planning such as perform scenario financial analysis and develop tools to improve efficiency
--	---

Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ University or post-secondary graduate in any discipline or holders of Bachelor of Law (LLB) or other legal qualifications or have legal training <p><u>Preferable Education/Professional Qualification</u></p> <ul style="list-style-type: none"> ▪ Master of Business Administration ▪ Possess professional insurance qualifications such as Fellow of the Chartered Insurance Institute (CII) or Fellow of the Australian and New Zealand Institute of Insurance and Finance (ANZIIF) or equivalent
Years of Experience	<ul style="list-style-type: none"> ▪ Minimum 8 years’ experiences in general insurance claims of which 3 years are at managerial level

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Assess performance and quality of insurance claims operations	105615L6	6	274
2	Establish procedures and guidelines on handling suspected fraudulent claims	105617L6	6	277
3	Manage claims litigation cases and legal panel for general insurance	105619L6	6	280
4	Identify insurance technology needs for better business performance		6	
5	Develop initiatives to manage emerging risks		6	
6	Formulate insurance claims reserving policies	105642L7	7	320



Postgraduate Certificate in General Insurance Claims Management

Target Occupation:	Senior Claims Manager
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Enable learners to synthesize broad range of knowledge and advanced skills to deal with comprehensive management of a claims department ▪ Enable learners to use critical evaluation to perform complex tasks that involve strategies formulation and implementation in managing a claims department ▪ Enable learners to identify insurance technology needs for better business performance ▪ Enable learners to develop initiatives to manage emerging risks
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Lead and manage claims department</p> <p>LO2 : Handle complex legal, recovery and fraud cases</p> <p>LO3 : Formulate guidelines, standard operating procedures and best practices and ensure full compliance of the department</p> <p>LO4 : Identify insurance technology needs for better business performance</p> <p>LO5 : Develop initiatives to manage emerging risks</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Department strategy formulation and implementation ▪ Department risk and compliance management ▪ Department's operation management ▪ Department's performance evaluation ▪ Department's accounting and financial management ▪ Department's technology needs identification ▪ Managing emerging risks
Entry Requirements:	<ul style="list-style-type: none"> ▪ University or post-secondary graduate in any discipline or holders of Bachelor of Law (LLB) or other legal qualifications or have legal training or preferably holders of MBA ▪ Possess professional insurance qualifications such as Fellow of the Chartered Insurance Institute (CII) or Fellow of the Australian and New Zealand Institute of Insurance and Finance (ANZIIF) or equivalent
Employment Pathway:	<p>The learning program associated with the Postgraduate Certificate in General Insurance Claims Management (QF Level 6) is the professional development for Claims Managers. It covers learning activities and work related intelligence at more advanced level for learners who are aiming to take up overall claims department management responsibilities. Learners of this Postgraduate Certificate can continue to widen and strengthen their employable competencies by attaining other advanced qualifications in future according to their career aspiration.</p> <p>Upon completion of this Certificate, graduates will be equipped with the competencies to take up job positions as Senior Claims Manager.</p> <p>With advanced training to meet occupational requirements, job opportunities such as chief claims officer or other comparable positions at different areas of</p>



	General Insurance will also be available for graduates; depending on their career goals.
QF Level:	6
QF Credits: (Indicative only)	26 credits

Core UoCs Mapping with Certificate Learning Outcomes Senior Claims Manager								
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	L04	L05
Claims	Assess performance and quality of insurance claims operations	6	3	✓				
	Establish procedures and guidelines on handling suspected fraudulent claims	6	5			✓		
	Manage claims litigation cases and legal panel for general insurance	6	3		✓			
	Identify insurance technology needs for better business performance	6	5				✓	
	Develop initiatives to manage emerging risks	6	5					✓
	Formulate insurance claims reserving policies	7	5				✓	

Total credit = 26

Notes:

- The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training functions of individual insurance companies may make necessary adjustments based on the actual needs of learners.*
- By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.*



Qualification specification for Underwriting function
(General Insurance)

Underwriter

Underwriter is responsible for performing basic underwriting duties in line with underwriting guidelines and company’s policies. Key duties include gathering information to process general insurance application; reviewing files and assessing risks; providing premium and terms and conditions; preparing quotation documents in pre-buy and post-buy stages against terms and conditions; and ensuring acceptability of risk in accordance with underwriting guidelines, risk policies, standards and sanction regulations.

Competency Requirements:

- Understand company’s underwriting concepts, risks and exposure
- Possess basic knowledge in general insurance and technology skills
- Proficient in utilizing applicable tools to identify risks
- Proficient at applying risk identification and assessment skills in underwriting
- Proficient at supporting different stakeholders in the underwriting process
- Possess inquisitive mind and fact-finding mentality
- Possess good communication and interpersonal skills

Duties:

Underwriting	<ul style="list-style-type: none"> ▪ Collect information to process general insurance applications ▪ Provide premium and terms and conditions according to underwriting guidelines and company’s policies ▪ Support senior underwriters to perform information gathering, file review and risk assessment ▪ Prepare quotation documents and issue acceptance and confirmation with terms and conditions
Legal & Control	<ul style="list-style-type: none"> ▪ Process insurance applications in accordance with underwriting guidelines and risk policies and standards ▪ Ensure acceptability of risk that falls within company’s limit and seek approval for out of scope cases by escalating to appropriate level ▪ Assist in updating underwriting manuals to reflect changes in current practices ▪ Ensure compliance with sanction regulations such as Office of Foreign Asset Control (OFAC)



Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ DSE level of education or equivalent <p><u>Preferable Education Qualification</u></p> <ul style="list-style-type: none"> ▪ University or post-secondary graduate in any discipline
Years of Experience	<ul style="list-style-type: none"> ▪ Fresh university graduate without experience in insurance field is acceptable <p><u>Preferable Experience:</u></p> <ul style="list-style-type: none"> ▪ 2 to 3 years' experience in general insurance

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Understand insurance terminologies	105458L1	1	29
2	Understand insurance market		2	
3	Maintain up-to-date customer records to support daily operation	105462L2	2	34
4	Maintain up-to-date underwriting records	105465L2	2	37
5	Process general insurance applications	105482L3	3	57
6	Prepare and issue insurance documents	105483L3	3	59
7	Process policy renewal for general insurance	105484L3	3	60
8	Calculate general insurance premium	105510L4	4	100



Certificate in General Insurance Basic Underwriting

Target Occupation:	Underwriter
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Enable learners to have a basic understanding of local insurance market and a thorough understanding and application of General Insurance underwriting and special consideration for different classes of business ▪ Enable learners to have thorough understanding of underwriting cycle, underwriting strategies, underwriting decision-making process, legal principles, hazards, general and specific policy terms.
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Understand local insurance market</p> <p>LO2 : Understand and apply the General Insurance underwriting principles and practices</p> <p>LO3 : Understand and apply the underwriting cycle and decision-making process</p> <p>LO4 : Understand and apply the risk-based pricing and reserving</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Local insurance market ▪ General Insurance underwriting principles and legal aspects of underwriting ▪ Underwriting cycle including impact on capacity, competition, prices and profits, influences on the cycle and managing the cycle ▪ Underwriting strategies including corporate and underwriting, main influences: environmental, business and individual risks and implementing underwriting strategies ▪ Underwriting decision-making process including decision options available to underwriters
Entry Requirements:	<ul style="list-style-type: none"> ▪ DSE level of education or equivalent
Employment Pathway:	<p>The learning program associated with the Certificate in General Insurance Basic Underwriting (QF Level 3) is a foundation program for underwriters. It covers learning activities and work-related intelligence at foundation level for learners who are aiming to take up underwriter responsibilities. Learners of this Certificate can continue to widen and strengthen their employable competencies by attaining other advanced qualifications in the future according to their career aspiration. Upon completion of this Certificate, graduates will be equipped with the competencies to be an Underwriter.</p> <p>With advanced training to meet occupational requirements, job opportunities such as underwriting manager or other comparable positions at different areas of General Insurance will also be available for graduates, depending on their career goals.</p>



QF Level:	3
QF Credits: (Indicative only)	17 credits

Core UoCs Mapping with Certificate Learning Outcomes Underwriter							
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	L04
Underwriting	Understand insurance terminologies	1	1		✓		
	Understand insurance market	2	1	✓			
	Maintain up-to-date customer records to support daily operation	2	2			✓	
	Maintain up-to-date underwriting records	2	2			✓	
	Process general insurance applications	3	3			✓	
	Prepare and issue insurance documents	3	2			✓	
	Process policy renewal for general insurance	3	3			✓	
	Calculate general insurance premium	4	3				✓

Total credit = 17

Notes:

- The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training functions of individual insurance companies may make necessary adjustments based on the actual needs of learners.*
- By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.*



Underwriting Manager

Underwriting Manager is responsible for supervising junior underwriters and making risk-based decisions on portfolio basis. Key duties include exercising underwriting authority to approve/reject applications; arranging reinsurance placement on risk and treaty arrangement over company's capacity; developing new products and revamping existing products; reviewing underwriting manuals and guidelines and ensuring teams to comply with relevant manuals and guidelines.

Competency Requirements:

- Possess good knowledge in general insurance and different insurance products
- Possess subject matter expertise in specific lines of insurance as required
- Possess risk assessment skill to determine acceptability of a risk and protect company's bottom lines
- Proficient at setting appropriate pricing based on submitted information and add terms and conditions according to company's strategies
- Proficient at using loss trend knowledge to mitigate risks
- Proficient at making risk-based decisions independently
- Proficient at work flow operation management
- Proficient at applying people management skills to manage team performance
- Proficient at applying technology
- Possess critical thinking and problem solving abilities
- Possess strong commercial sense

Duties:

Underwriting	<ul style="list-style-type: none"> ▪ Assess risks ▪ Provide on-the-job training for underwriters ▪ Produce, review and monitor statistics on portfolio performance ▪ Collect market information to develop new products or revamp existing products ▪ Exercise underwriting authority within specific thresholds ▪ Handle complex risks ▪ Arrange reinsurance placement on risk over company's acceptance capacity
Legal & Control	<ul style="list-style-type: none"> ▪ Provide guidance to teams to follow internal compliance rules, underwriting guidelines and risk policies and standards ▪ Review underwriting manuals and guidelines and assist to raise concerns



Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ University or post-secondary graduate in any discipline <p><u>Preferable Education/Professional Qualifications</u></p> <ul style="list-style-type: none"> ▪ Possess professional insurance qualifications such as Associate of the Chartered Insurance Institute (CII) or Associate of the Australian and New Zealand Institute of Insurance and Finance (ANZIIF) or equivalent
Years of Experience	<ul style="list-style-type: none"> ▪ Minimum 5-6 years' experience in underwriting of which 2-3 years are at supervisory level

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Approve general insurance applications involving non-standard risks	105553L5	5	171
2	Decline general insurance applications involving non-standard risks	105554L5	5	173
3	Develop premium tables for different business lines	105555L5	5	174
4	Produce risk exposure reports	105560L5	5	181
5	Control risk exposures	105561L5	5	182
6	Provide risk assessment training	105562L5	5	184
7	Manage risk assessment activities	105563L5	5	186
8	Implement coinsurance, reinsurance and fronting arrangements	105565L5	5	190
9	Manage coinsurance, reinsurance and fronting activities	105566L5	5	191
10	Manage the application of insurance technology		5	



Professional Certificate in General Insurance Underwriting Management

Target Occupation:	Underwriting Manager
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Enable learners to have thorough understanding of managing underwriting function on team basis by integrating related policies and regulations into underwriting operation activities ▪ Enable learners to apply advanced and specialized skills to manage underwriting and perform legal and control functions on team basis ▪ Enable learners to manage the application of insurance technology
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Manage underwriting function</p> <p>LO2 : Assess risk and exercise underwriting authority to approve/reject applications for different business lines</p> <p>LO3 : Provide on-the-job training to junior underwriters</p> <p>LO4 : Produce, review and monitor statistics on portfolio performance</p> <p>LO5 : Arrange coinsurance, reinsurance and fronting activities on risk and treaty arrangement over company's acceptance capacity</p> <p>LO6 : Review underwriting manuals and guidelines and ensuring teams compliance with these manuals and guidelines</p> <p>LO7 : Manage the application of insurance technology</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Underwriting cycle on team basis ▪ Underwriting strategies on team basis ▪ Underwriting decision-making process on team basis ▪ Team risk and compliance management ▪ Complex risk underwriting ▪ Performance evaluation on portfolio basis ▪ Insurance technology application for operational efficiency ▪ Facilitation of using insurance technology
Entry Requirements:	<ul style="list-style-type: none"> ▪ University graduate or post-secondary graduate in any discipline
Employment Pathway:	<p>The learning program associated with the Professional Certificate in General Insurance Underwriting Management (QF Level 5) is a professional program for underwriting managers. It covers learning activities and work related intelligence at professional level for learners who are aiming to take up underwriting managers' responsibilities. Learners of this Professional Certificate can continue to widen and strengthen their employable competencies by attaining other advanced qualifications in future according to their career aspiration.</p> <p>Upon completion of this Certificate, graduates will be equipped with the competencies to take up job positions as underwriting manager.</p> <p>With advanced training to meet occupational requirements, job opportunities such as senior underwriting manager or other comparable positions at different areas of General Insurance will also be available for graduates, depending on their career goals.</p>



QF Level:	5
QF Credits: (Indicative only)	40 credits

Core UoCs Mapping with Certificate Learning Outcomes Underwriting Manager										
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	LO4	LO5	LO6	L07
Underwriting	Approve general insurance applications involving non-standard risks	5	3		✓					
	Decline general insurance applications involving non-standard risks	5	3		✓					
	Develop premium tables for different business lines	5	3		✓					
	Produce risk exposure reports	5	3				✓			
	Control risk exposures	5	5						✓	
	Provide risk assessment training	5	3			✓				
	Manage risk assessment activities	5	5	✓	✓					
	Implement coinsurance, reinsurance and fronting arrangements	5	5					✓		
	Manage coinsurance, reinsurance and fronting activities	5	6					✓		
	Manage the application of insurance technology	5	4							✓

Total credit = 40

Notes:

- 1. The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training functions of individual insurance companies may make necessary adjustments based on the actual needs of learners.*
- 2. By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.*



Senior Underwriting Manager

Senior Underwriting Manager is responsible for leading and managing the department in line with company’s policies, philosophies, strategies and policy terms. Key duties include formulating and implementing strategies for the department; driving the performance of the department by concentrating on key performance indicators; exercising underwriting authority; engaging in annual treaty reinsurance arrangement; exploring the feasibility to adopt InsurTech in enhancing underwriting workflow and procedures; and establishing, reviewing and updating underwriting manuals, guidelines and policies.

Competency Requirements:

- Possess in-depth general insurance knowledge
- Proficient at structuring insurance solutions
- Possess innovative thinking in applying InsurTech to underwriting workflow and handling procedures
- Possess complex portfolio management skills
- Proficient at managing the department to reach key metrics
- Proficient at developing and supporting new insurance products
- Proficient at exploiting business opportunities present in the environment
- Possess strategic thinking and business acumen to lead the department
- Proficient at risk assessment to develop propositions
- Possess vision to drive innovation in the department

Duties:

Underwriting	<ul style="list-style-type: none"> ▪ Responsible for the overall management, strategies and performance of the department by concentrating on key macro areas such as profitability of different lines of business, major risk areas, future growth areas and business segments to be exited ▪ Exercise underwriting authority within designated thresholds ▪ Engage or assist in annual treaty reinsurance arrangement ▪ Explore the feasibility to adopt InsurTech in enhancing the underwriting workflow and handling procedures
Legal & Control	<ul style="list-style-type: none"> • Address compliance issues through membership in company’s compliance committee or risk management committee • Establish, review and update underwriting manuals, guidelines and policies • Assess external environment to exploit business opportunities and counteract threats



Entry Requirement:

Education / Professional Qualifications	<ul style="list-style-type: none"> ▪ University or post-secondary graduate in any discipline ▪ Possess professional insurance qualifications such as Fellow of the Chartered Insurance Institute (CII) or Fellow of the Australian and New Zealand Institute of Insurance and Finance (ANZIIF) or equivalent
Years of Experience	<ul style="list-style-type: none"> ▪ Minimum 10 years' experience in underwriting of which 5 years are at managerial level

Core UoC Mapping:

	Title	Code	QF Level	Page
1	Maintain up-to-date lists of non-standard risks and exclusions for general insurance	105556L5	5	175
2	Develop underwriting manuals	105559L5	5	179
3	Establish risk assessment guidelines	105564L5	6	188
4	Establish risk premium tables and policies for general insurance	105609L6	6	262
5	Establish underwriting policies	105611L6	6	266
6	Establish risk exposure policies	105612L6	6	268
7	Establish reinsurance policies	105613L6	6	270
8	Identify insurance technology needs for better business performance		6	
9	Establish profitability for different business lines	105641L7	7	318
10	Develop initiatives to manage emerging risks		6	



Postgraduate Certificate in General Insurance Underwriting Management

Target Occupation:	Senior Underwriting Manager
Certificate Objectives:	<ul style="list-style-type: none"> ▪ Enable learners to synthesize broad range of knowledge and advanced skills to deal with comprehensive management of an underwriting department ▪ Enable learners to use critical evaluation to perform complex tasks that involve strategies formulation and implementation in managing an underwriting department ▪ Enable learners to identify insurance technology needs for better business performance ▪ Enable learners to develop initiatives to manage emerging risks
Learning Outcomes:	<p>Learners will be able to:</p> <p>LO1 : Lead and manage underwriting department</p> <p>LO2 : Responsible for the overall strategies and performance of the department including profitability of different business lines</p> <p>LO3 : Engage in annual treaty reinsurance arrangement</p> <p>LO4 : Establish, review and update underwriting manuals, guidelines and policies including set up of premium tables, standard and non-standard risks</p> <p>LO5 : Identify insurance technology needs for better business performance</p> <p>LO6 : Develop initiatives to manage emerging risks</p>
Scope of Learning:	<ul style="list-style-type: none"> ▪ Department strategy formulation and implementation ▪ Department risk and compliance management ▪ Department operation management ▪ Department’s accounting and financial management ▪ Department’s performance evaluation ▪ Department’s technology needs identification ▪ Managing emerging risks
Entry Requirements:	<ul style="list-style-type: none"> ▪ University or post-secondary graduate in any discipline ▪ Possess professional insurance qualifications such as Fellow of the Chartered Insurance Institute (CII) or Fellow of the Australian and New Zealand Institute of Insurance and Finance (ANZIIF) or equivalent
Employment Pathway:	<p>The learning program associated with the Postgraduate Certificate in General Insurance Underwriting Management (QF Level 6) is the professional development for Underwriting Managers. It covers learning activities and work-related intelligence at more advanced level for learners who are aiming to take up overall underwriting department management responsibilities. Learners of this Postgraduate Certificate can continue to widen and strengthen their employable competencies by attaining other advanced qualifications in the future in accordance to their career aspiration.</p> <p>Upon completion of this Certificate, graduates will have the competencies to take up job positions as senior underwriting manager.</p> <p>With additional advanced training to meet occupational requirements, job opportunities such as chief underwriting officer or other comparable positions at different areas of General Insurance will also be available for graduates; depending on their career goals.</p>



QF Level:	6
QF Credits:	49 credits

Core UoCs Mapping with Certificate Learning Outcomes Senior Underwriting Manager									
UoC Category	UoC Title	Level	Credit	LO1	LO2	LO3	LO4	L05	L06
Underwriting	Maintain up-to-date lists of non-standard risks and exclusions for general insurance	5	3	✓			✓		
	Develop underwriting manuals	5	5	✓			✓		
	Establish risk assessment guidelines	6	6	✓			✓		
	Establish risk premium tables and policies for general insurance	6	5	✓			✓		
	Establish underwriting policies	6	5	✓			✓		
	Establish risk exposure policies	6	5	✓			✓		
	Establish reinsurance policies	6	5	✓		✓	✓		
	Identify insurance technology needs for better business performance	6	5						✓
	Develop initiatives to manage emerging risks	6	5						✓
	Establish profitability for different business lines	7	5	✓	✓				

Total credit = 49

Notes:

- The UoCs listed here is for reference only; there is no intention to represent an industry standard. Training providers or training functions of individual insurance companies may make necessary adjustments based on the actual needs of learners.*
- By making reference to the UoCs exhibited above, training providers or training function of individual insurance companies have a flexibility to design a job-specific training programme for their targeted learners according to their genuine needs (e.g. job role design, division of job responsibilities, business needs, etc.) However, for any job-specific programme to be qualified as a VQP course, all of the UoCs mapped here should be included in the programme.*