



EMPODERA
Training Academy

2026



Insurance Claims Administrator or Assessor

NQF Level 4 | SAQA ID 99668 | 131 Credits



EMPODERA
Training Academy

Empowering Skills, Driving Growth

Empodera Training Academy is a forward-thinking skills development and training provider specializing in accredited learnerships, customised corporate solutions, and workforce development. We partner with leading South African organisations to deliver training that drives transformation, enhances workforce readiness, and ensures a measurable ROI.

Accreditations and Alignment



Duration
12 Months



Course Overview

This qualification develops skills required to manage and assess insurance claims. Learners gain knowledge of investigation processes, policy wording interpretation, fraud indicators, claims validation, and customer service in a regulated environment.



Learning Outcomes and Competencies

Learners will be able to:

- Assess claim validity
- Investigate and verify supporting documents
- Apply legislation and compliance
- Communicate with clients and service providers
- Maintain accurate claims records



Entry Requirements

Republic of South Africa

- NQF Level 3 or 4
- RPL available

International Comparability

- UK: CII Claims Foundation
- Australia: Certificate IV in Insurance
- NZ: Insurance Services Certificates



Certification

Occupational Certificate: Claims Administrator/Assessor (NQF 4)

Duration
12 Months



Career Opportunities

- Claims Administrator
- Claims Assessor
- Policy Support Officer



Learning Options

Classroom • Blended • Workplace learning • EISA



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**Let's build the
future together**

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