



GOVERNANCE, RISK AND COMPLIANCE

Claims Management

5 day course

Classroom, online or in-house

Course overview

This course covers the management of claims, whether made against an organisation or by it. Delegates work through claim identification and notification, the evidence required to support or defend a claim, quantum assessment, reserving, negotiation and settlement, and the litigation or arbitration route where settlement fails. Insurance claims receive specific treatment, including policy interpretation, the consequences of late notification and the common grounds for repudiation. The course emphasises the contemporaneous record keeping that decides most claims, since the evidence available is fixed long before anyone realises a claim will arise.

What you will learn

- Identify a claim early and meet notification requirements
- Assemble the evidence required to support or defend a claim
- Assess quantum and set a defensible reserve
- Interpret policy wording and anticipate grounds for repudiation
- Negotiate and settle claims effectively
- Manage a claim through litigation or arbitration where needed
- Establish contemporaneous record keeping that protects a future position

Who should attend

- Claims and insurance professionals
- Risk managers
- Contract and commercial managers
- Legal and compliance staff
- Project managers on claims exposed contracts

Course outline

- 01 Claim identification and notification requirements
- 02 Evidence and the contemporaneous record
- 03 Quantum assessment and reserving
- 04 Insurance policy interpretation
- 05 Late notification and grounds for repudiation
- 06 Negotiation and settlement
- 07 Litigation and arbitration routes
- 08 Record keeping that protects a future position

Upcoming dates

Dates	Venue	Format	Fee per delegate
2 to 6 November 2026	Online	Online	R8,500
30 November to 4 December 2026	Pretoria, South Africa	Classroom	R19,950
25 to 29 January 2027	Cape Town, South Africa	Classroom	R19,950

Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request.



Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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