



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
4 to 8 September 2026	Lilongwe, Malawi	Classroom	R11,995
12 to 16 September 2026	Gaborone, Botswana	Classroom	R11,995
30 September to 4 October 2026	Kampala, Uganda	Classroom	R11,995

Fees and how to register

Online **from R6,500** per delegate, classroom **from R11,995** per delegate, 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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