

Personal Injury Strategic Claims Management

7102GBS

Course details

The objective of *Personal Injury Strategic Claims Management* is to advance participants' knowledge and understanding of the different claims management strategies and techniques available to improve personal injury compensation schemes. It is designed to equip participants with the core strategic and business planning skills to effectively manage scheme outcomes and costs, as well as help develop their knowledge of and skills in the management of personal injury claims.

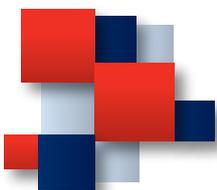
Learning outcomes

On completion of this course, participants should be able to:

- » apply the principles of business planning and strategy development to the management of personal injury claims;
- » use their developed knowledge and skills in the management of personal injury claims to contribute to the management of scheme outcomes and costs;
- » contribute to the development of claims management intervention strategies and understand the process to implement and evaluate these strategies;
- » develop key performance indicators and measures in claims management; and
- » explain and develop strategic approaches to claims management in the field of personal injury across Australia and New Zealand.



One of the main activities in personal injury insurance schemes is the management of claims: claims for compensation by an individual injured at work, on our roads or, in some jurisdictions, at home. A substantial component of total scheme running costs are spent on claims management functions and it has been estimated that best practice claims management can decrease costs by up to 20%. As such, it is important to have policies, work practices and clear instructions as to how to perform the operation of claims management. However, operational work practices are not where the process of claims management ends or, perhaps more accurately, it is not where it should start. The process by which individual claims and claims cohorts should be managed must be drawn out of a thoughtfully considered strategy.



Personal Injury
Education Foundation



Target audience

This course would be particularly suited to personal injury professionals who are involved in the management of claims cohorts, scheme performance or the development of business practices.

Personal Injury Strategic Claims Management is part of the Master of Personal Injury Management. It can also be undertaken as professional development, meaning that a student can apply to undertake the course as a single, stand-alone course (including the residential component). A corequisite of this course is *7101GBS Personal Injury Scheme Evaluation*.

When and where?

Personal Injury Strategic Claims Management will be delivered in Semester 1 each year (March–June). It consists of seven weeks of online learning, involving online discussions, an individual paper and a group research project, followed by a residential. A commitment to independent reading and shared group work is required both to participate effectively in a group assignment at the residential and to complete the course.

The residential is a compulsory part of this course and runs over five days in conjunction with the course *7101GBS Personal Injury Scheme Evaluation*. It allows the opportunity for intensive, concentrated study as well as networking and peer-group learning. This five-day program is split between *7101GBS Personal Injury Scheme Evaluation* (2.5 days—Friday 6 May to Sunday 8 May 2016) and *7102GBS Personal Injury Strategic Claims Management* (2.5 days—Sunday 8 May to Tuesday 10 May 2016) and will be held in the Melbourne CBD.

Fees

This is a full-fee paying course and there is no assistance (FEE-HELP) available when taken as a Single Course of Study.

The fee is due to be paid prior to the end of Week 4 of the semester in which you are enrolled.

The course charge is \$3,937.50, which covers the course fee of \$2,937.50 and the accommodation component of \$1,000.

If completed in conjunction with *7101GBS Personal Injury Scheme Evaluation*, the charge for both courses, including the five-day residential, is \$7,775 (course fees of \$5,875 and accommodation component of \$1,900).

Contact us

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Apply

Complete an Application for Admission to a Single Course of Study:

💻 griffith.edu.au/pathways/alternative-entry/single-course-study

The last day to apply to undertake this professional development opportunity is **31 January 2016**.