

# Claims Management Online



## Course Overview:

**Claims Management Online** has been developed by the Service and Hospitality Safety Association of Saskatchewan to educate members about the claims management process, including information about incident investigation, document management, and modified work programs for injured workers.

## Who Should Take the Course?

This course is appropriate for anyone who has claims management responsibilities within the workplace, including supervisors, managers, and OH&S members.

## Course Objectives:

Upon completion of the course, participants will have the skills needed to:

- Develop a procedure for handling injury claims
- Implement processes designed to keep the best interest of the business and the injured worker in mind
- Challenge those outside of the business who do not cooperate with established procedures and those who attempt to interfere in bad faith

## Evaluation Process:

The course is presented in three modules. At the end of each module, there is a mandatory test. Participants must successfully complete each test in order to progress through the course and complete training. Participants that do not achieve 100% on a test can review module content and re-test. There is no limit on the number of re-tests. Test questions are randomly selected from a test bank, making each testing experience unique.

**Upon successfully completing all modules, there is a printable certificate for your records.**

## Course Duration:

This online course is self-paced. Participants may leave the course at anytime and can resume where they left off. The duration will depend on the individual participant and their prior knowledge of the subject matter. Many participants will be able to complete their training in less than an hour.