



# Financial Service and Insurance Training

Insurance Industry

## Insurance Industry



CommLab India has developed a course for an insurance company that supports its clients in group principle activities by providing banking, general and life insurance, superannuation and funds management products and related services to retail, commercial and corporate sector.

### **Project Context:**

The course deals with providing employee training about insurance, its origin and evolution, terminology, risks and underwriting, duration of insurance policy, its payments and details of various insurance documents.

### **Learning Requirement:**

After completing the course, learners should be able to explain various insurance terms, differentiate between risk and underwriting and define various insurance documents.

### **Project Requirement:**

- The training is mainly for the employees of Australia and New Zealand.
- Tips to be provided on each screen.
- The course should be interactive.
- Course menu should be provided for learner to select and access the content.
- Help button on each screen.
- The course should be built considering the file size and optimization of artwork/assets as a constraint.
- Audio needed on each screen.
- Video clip template required.

### **Technology Specification:**

- Operating system : Windows XP
- Browse : Internet Explorer
- Video size : 400 X 300
- Video codec : On2 VP6
- Key frame placement : Automatic
- Audio data rate : 64kbps (mono)

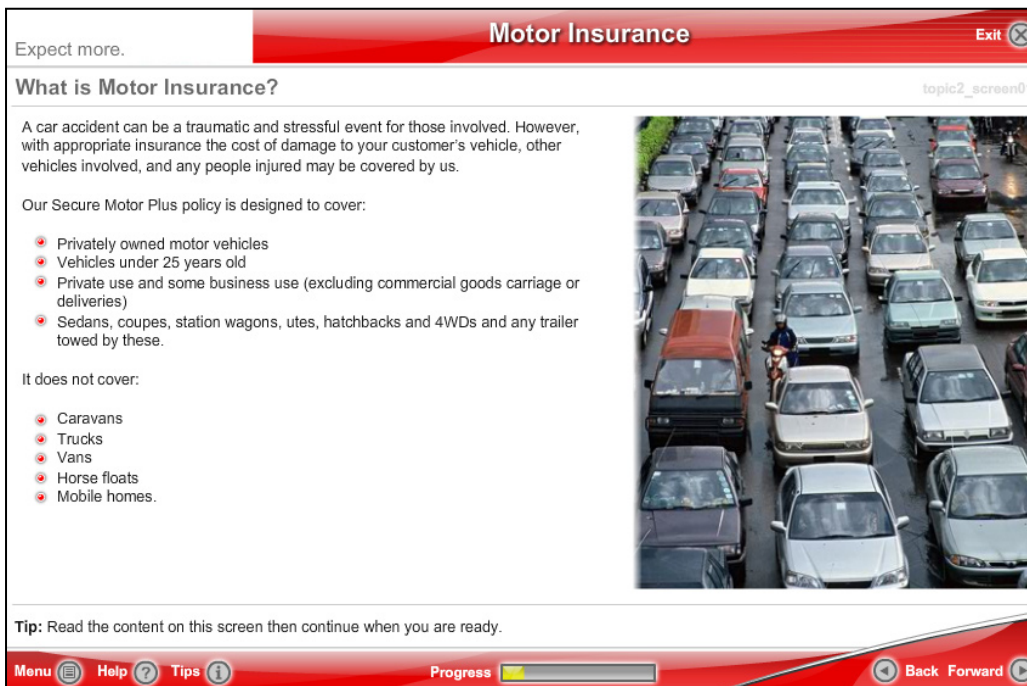
### **Key Challenges:**

- The learners were from different backgrounds.
- They had some basic knowledge of computers.
- Some learners were not very familiar with e-learning.

## Approaches:

A simple instructional learning approach was implemented for this course. A number of interactivities were included, contributing to active participation of learners. The course was designed with a motive to explain and familiarize the complex terms. Also, a common context was built to address different types of learners. Keeping in mind, the learners with basic knowledge of computers, the course was designed with user friendly features. Formative assessments were used to test the learner's knowledge at every level.

## Sample Screenshots:



Expect more. **Motor Insurance** Exit

What is Motor Insurance? topic2\_screen01

A car accident can be a traumatic and stressful event for those involved. However, with appropriate insurance the cost of damage to your customer's vehicle, other vehicles involved, and any people injured may be covered by us.

Our Secure Motor Plus policy is designed to cover:

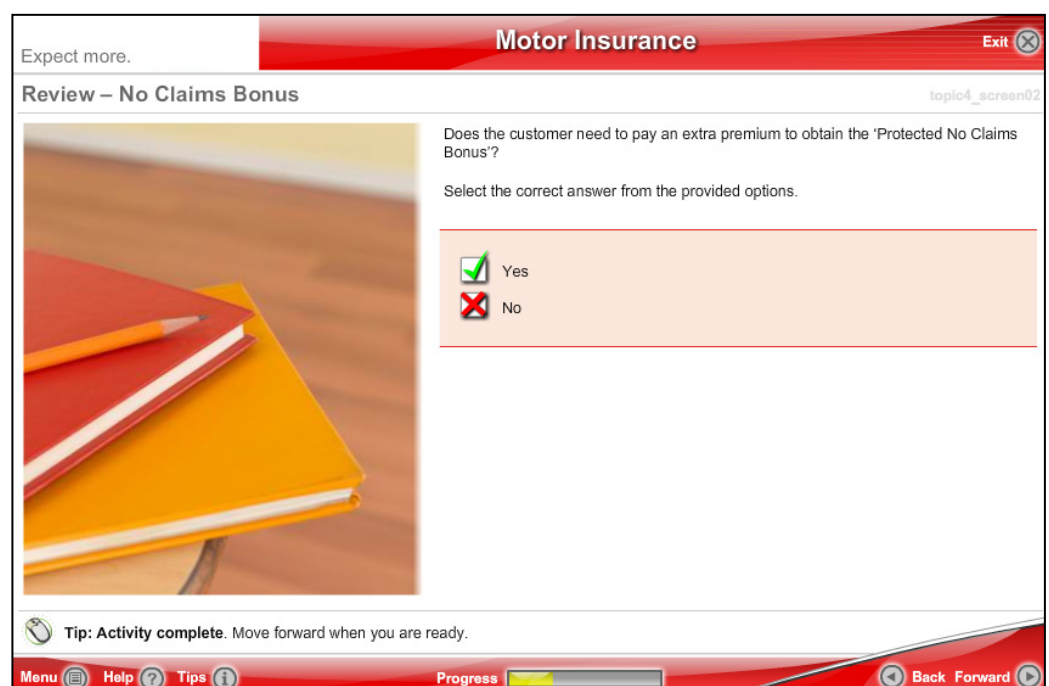
- Privately owned motor vehicles
- Vehicles under 25 years old
- Private use and some business use (excluding commercial goods carriage or deliveries)
- Sedans, coupes, station wagons, utes, hatchbacks and 4WDs and any trailer towed by these.

It does not cover:

- Caravans
- Trucks
- Vans
- Horse floats
- Mobile homes.

Tip: Read the content on this screen then continue when you are ready.

Menu Help Tips Progress Back Forward



Expect more. **Motor Insurance** Exit

Review – No Claims Bonus topic4\_screen02

Does the customer need to pay an extra premium to obtain the 'Protected No Claims Bonus'?

Select the correct answer from the provided options.

Yes

No

Tip: Activity complete. Move forward when you are ready.

Menu Help Tips Progress Back Forward