



CASE STUDY

Know-how boosts competence and confidence

THE CHALLENGE

Fraudulent and dishonest claims are a major problem for the insurance industry.

Our client, a UK Top 100 law firm, needed to embed a clear understanding across a range of staff of the growing challenge fraudulent claims pose to insurance companies.

A long-standing relationship with this business that had already seen Kaplan Altior deliver a broad spectrum of other training programmes for their employees, made our business a natural fit to undertake this work and assist the client in developing a course to address the increasing challenge they now faced.

OUR SOLUTION

Our specialist design team worked in partnership with key stakeholders to design a bespoke, firm specific programme.

The solution was a blend of online training modules and a final assessment to ensure the learning had been properly embedded.

The training was devised to specifically address the client's priorities and issues and raise staff awareness of the risk to their insurance clients'

businesses caused by the increasing number of fraudulent claims.

Content was tailored to the specific contexts in which participants might encounter fraudulent claims in their day to day business activities.

END RESULT

A key priority for the firm was the ability to be able to demonstrate unequivocally to their insurance clients that all relevant staff had received training and that their knowledge had been assessed in this area.

The solution provided enabled the firm to accurately produce evidence of this which could be efficiently and easily passed on to their clients.

The programme was deemed a great success and has been integrated into the learning and development plans for any individual joining their insurance team.

Contact us for more information
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