



# **Velonetic Learning Modules**

## **Syllabus for Lloyd's managing agents**

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## Learning programmes

The programmes included in the Velonetic Education learning platform use the following broad categories:

- Broker
- Carrier in the Company market
- Lloyd's managing agent

Within each category the modules are further subcategorised by function. These include:

- Premium modules
- Claims modules
- Support modules (including User Administration)
- Proportional Treaty
- LORS (Lloyd's Outward Reinsurance Scheme)

## Learning programme for Lloyd's Managing Agents

### Premium modules - ½ Day

Course name	Learning aims
Overview of the International Premium Orchestration Service (IPOS)	<p><i>This module provides individuals with an overview of the new IPOS portal and knowledge on specific changes.</i></p> <ol style="list-style-type: none"> <li>1. An introduction and overview to IPOS</li> <li>2. Understand new functionality and how that can be applied</li> <li>3. Overview of the <b>NEW</b> IPOS enquiry portal</li> </ol>
V011 Digital Processing Services (DPS) queries for premiums	<p><i>This module provides individuals with the skills and knowledge needed to respond to queries regarding premium submission using the <b>NEW</b> Queries portal within IPOS.</i></p> <ol style="list-style-type: none"> <li>1. An introduction to the Queries portal</li> <li>2. How notifications are received from the Queries portal</li> <li>3. How to respond and manage queries from the Queries portal</li> </ol>
V018 Premium Correction submissions – refresher on current process	<p><i>This module provides individuals with a reminder of the knowledge and skills required to submit premium corrections using a range of methods. This is important to improve data quality and rejection rates.</i></p> <ol style="list-style-type: none"> <li>1. What are corrections?</li> <li>2. Submitting correction requests via e-mail</li> <li>3. Other corrections-related services</li> </ol>

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**Claim modules - 1 Day**

Course name	Learning aims
V002 Claims submission in the International Claims Orchestration Service (ICOS)	<p><i>This module provides individuals with the knowledge and skills required to review and respond to First Notice of Loss (FNOL) and subsequent claims transactions using the <b>NEW</b> ICOS portal.</i></p> <ol style="list-style-type: none"> <li>1. Overview of the ICOS portal</li> <li>2. Understand key terminology used in the ICOS portal</li> <li>3. The process of logging into the ICOS portal</li> <li>4. Steps involved in reviewing claims</li> <li>5. The process of responding to a claim transaction</li> </ol>
V021 Digital Processing Services (DPS) queries for ICOS	<p><i>This module provides individuals with the skills and knowledge needed to respond to queries regarding claims transactions using the <b>NEW</b> Queries portal within ICOS.</i></p> <ol style="list-style-type: none"> <li>1. An introduction to the Queries portal</li> <li>2. How notifications are received from the Queries portal</li> <li>3. How to respond and manage queries from the Queries portal</li> </ol>
V022 Claims corrections	<p><i>This module provides individuals with the knowledge and skills required to submit claims corrections using a range of methods.</i></p> <ol style="list-style-type: none"> <li>1. What are corrections?</li> <li>2. Submitting corrections using the appropriate process</li> </ol>
V020 Scheme Canada	<p><i>This module provides individuals with the knowledge and skills to a review and agree a claim following the Scheme Canada process using current or the <b>NEW</b> process/portal.</i></p>

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**Support modules - Virtual instructor-led and e-learning training - ½ Day**

Course name	Learning aims
V026 Velonetic Education learning platform - Overview	<i>This module provides an overview of the <b>NEW</b> Velonetic Education learning platform and how to complete each learning module effectively.</i>
V017 Digital Processing Services (DPS) - Introduction to Qlik Sense	<p><i>This module provides individuals with the skills and knowledge to compile and export reports using the <b>NEW</b> Qlik Sense reporting tool</i></p> <ol style="list-style-type: none"> <li>1. The Qlik Sense set-up process, including the use of multi-factor authenticator</li> <li>2. Report notifications, exporting reports to Microsoft Excel and various other functions</li> </ol>
V003 Digital Processing Services (DPS) User Administration	<p><i>This module prepares Individuals with the skills needed to create and manage user profiles within the <b>NEW</b> Parties application. This enables users to access the portals.</i></p> <ol style="list-style-type: none"> <li>1. Accessing the Parties application as an administrator</li> <li>2. Using the Parties application to provide access to the DPS to a new user in your organisation</li> <li>3. Editing selected attributes of an existing user in your organisation</li> <li>4. Removing the user access of an existing user in your organisation</li> </ol>
V025 Service Now	<p><i>This module provides an overview on how to raise a request for support or information through the <b>NEW</b> Service Now portal.</i></p> <ol style="list-style-type: none"> <li>1. Overview of Service Now</li> <li>2. How to raise a ticket and the data required</li> </ol>

**Still to be defined and course times / syllabus to be shared at a later date.**

V014 Lloyd's Outward Reinsurance Scheme (LORS)	This module provides individuals with the knowledge and skills to submit outward reinsurance transactions following the current or <b>NEW</b> LORS process.
V016 Proportional Treaty	<i>This module provides individuals with an overview of any changes following the current or <b>NEW</b> Proportional Treaty process.</i>