



Velonetic Learning Modules Syllabus for brokers 1 May 2024

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Learning programmes

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

- Broker
- Carriers 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

Learning programme for brokers

Premium modules - 1 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"> 1. An introduction and overview to IPOS 2. Understand new functionality and how that can be applied 3. Overview of the <u>NEW</u> IPOS enquiry portal
V001 Accounting & Settlement (A&S) - Refresher on current process	<p><i>This module provides individuals with a reminder of the the skills and knowledge required to submit premiums to Velonetic using the A&S function within the Insurance Market Repository (IMR). This is important to support data quality and query rates.</i></p> <ol style="list-style-type: none"> 1. Introduction to the A&S function 2. How to complete the A&S direct load function within the IMR 3. The various documents and premium payment types used in the London insurance market 4. How to identify stamps and codes for carriers in the Company market
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 submissions using the <u>NEW</u> Queries portal within IPOS.</i></p> <ol style="list-style-type: none"> 1. An introduction to the Queries portal 2. How notifications are received from the Queries portal 3. How to respond and manage queries from the Queries portal

Course name	Learning aims
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"> 1. What are corrections? 2. Submitting corrections via the A&S process 3. Submitting corrections via e-mail 4. Other corrections-related services
V028 Release for settlement	<p><i>This module provides individuals with the skills and knowledge of the process of releasing delinked entries for settlement using the new 'Release for Settlement' application in the NEW IPOS portal.</i></p>

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 submit a First Notice of Loss (FNOL) and subsequent claims transactions using the NEW ICOS portal.</i></p> <ol style="list-style-type: none"> 1. Accessing the ICOS portal 2. Raising an FNOL transaction 3. Raising a subsequent transaction (advice, settlement or file closure) 4. Searching for UCRs, UMR and/or claims transactions
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 NEW Queries portal within ICOS.</i></p> <ol style="list-style-type: none"> 1. An introduction to the Queries portal 2. How notifications are received from the Queries portal 3. How to respond and manage queries from the Queries portal

Course name	Learning aims
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"> 1. What are corrections? 2. Submitting corrections using the appropriate process
V020 Scheme Canada	<p><i>This module provides individuals with the knowledge and skills to submit a claim following the Scheme Canada process using the NEW ICOS portal.</i></p>

Proportional Treaty - ½ Day

Course name	Learning aims
V016 Proportional Treaty	<p><i>This module provides individuals with the knowledge and skills to submit an FDO or Statement following the current or NEW Proportional Treaty process.</i></p>

LORS (Lloyd's Outward Reinsurance Scheme)- ½ Day

Course name	Learning aims
V014 Lloyd's Outward Reinsurance Scheme (LORS)	<p><i>This module provides individuals with the knowledge and skills to submit outward reinsurance transactions following the current or NEW LORS process.</i></p>

Support modules - E-learning only

Course name	Learning aims
V026 Velonetic Education learning platform - Overview	<i>This module provides an overview of the NEW Velonetic Education learning platform and how to complete each learning module effectively.</i>
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 NEW Parties application. This enables users to access the portals.</i></p> <ol style="list-style-type: none"> 1. Accessing the Parties application as an administrator 2. Using the Parties application to provide access to the Portals to a new user in your organisation 3. Editing selected attributes of an existing user in your organisation 4. Removing the user access of an existing user in your organisation
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 NEW Qlik Sense reporting tool</i></p> <ol style="list-style-type: none"> 1. The Qlik Sense set-up process, including the use of multi-factor authenticator 2. Report notifications, exporting reports to Microsoft Excel and various other functions
V025 Service Now	<p><i>This module provides an overview on how to raise a request for support or information through the NEW Service Now portal.</i></p> <ol style="list-style-type: none"> 1. Overview of Service Now 2. How to raise a ticket and the data required