

Internship Curriculum

Sample Curriculum: The following are areas of suggested training and practical experience. The host agency customizes their own internship curriculum based on the needs of both the agency and the student. The IIABKC Internship program was developed with the goal to promote the numerous careers in the insurance industry.

The 2009 Internship used the following learning objectives:

“The internship will provide training and experience in all areas of managing an independent insurance agency. Throughout the internship, projects will be assigned to familiarize the intern with the departments within the company. The main areas where projects and training will be provided include human resources, agency administration, accounting, commercial lines insurance, life insurance, individual and group health benefits, physician’s medical malpractice, agency technology, reception and clerical, sales and marketing, principles of insurance, claims handling, agency licensing, and regulatory requirements. The intern will meet and interview department managers, customer account managers, sales executives and insurance company personnel to gain an understanding about each of their roles within the company. When the internship is completed, the intern should feel comfortable with their knowledge of insurance to the point where they feel as though they have a foot in the door of the industry. In addition, they should have a thorough understanding of how an independent insurance agency operates on a daily basis. “

AGENCY ORIENTATION

Main Mentor - Intern supervisor

- Agency tour
- Directory of all personnel
- Locate all personnel and introductions
- Workstation set up
- Maintain daily journal
- Agency management system (AMS)
- Field trip to two other agencies

HUMAN RESOURCES

Main Mentor – Admin. Department Manager

- Employment application
- Employment interview
- Employment agreement
- Employee benefits
- Agency policies and procedures manual
- Office protocol
- Confidentiality
- Personnel recruitment
- Headhunters

FRONT DESK/RECEPTION

Main Mentor – Admin. Department Manager

Phones
Mail work flow/processing
Scanning
Scheduling conference rooms
Greeting clients
File room

ADMINISTRATION

Main Mentor – Admin. Department Manager

Basic principles of Accounting(Agency payables, receivables, banking)
Invoicing
Payroll and taxes
Quarterly reports
Budget
Insurance company payables
Chart of organization
Personnel recruitment
Headhunters
Salary surveys
Agency profit sharing plan or 401K
City, county, state and federal taxes

AGENCY OWNERS

Mission statement
Insurance company agreements & profit sharing
Agency disaster plan
Agency financial statements
Sales/producers agreements & noncompetes
Service goals of agency
Sales goals of agency
Agency management
General insurance concepts
Agency loss ratio
Agency perpetuation
Interview CEO
Attend meeting of local civic organization ie Chamber of Commerce, Downtown Business Association

PERSONAL LINES DEPARTMENT

Main mentor – Personal Lines Manager

PL definitions
PL procedures
Insurance PL rating
Insurance quote proposal
Dwelling R/C estimator
PL policy forms & endorsements
Marketing and remarketing
Cross Selling
PL coverage checklist
Acord Apps
Expiration lists
Suspense
PL E&O risk management
Job shadowing
PL claims
Insurance needs in society

BENEFITS DEPARTMENT

Main Mentor – Benefits Department Manager

Life/health/disability definitions
Department job procedures
Rating
Insurance quote proposal/benefits comparisons
Life/health/disability policy forms
Marketing
Life/Health/disability coverage checklist
Expiration lists
Suspense
Life/health/disability E&O risk management
Job shadowing
Life/health/disability claims
Insurance needs in society

COMMERCIAL LINES DEPARTMENT

Main mentor – Commercial Lines Manager

CL definitions
Department job procedures
Rating
Insurance quote proposals
CL policy forms
Marketing
CL coverage checklist
Expiration lists
Suspense
CL form letters
Surplus lines filing
Finance agreements
Audits
WSRB
CL invoicing
Cross selling
ACORDS
Certificates of insurance
Non pays
Building replacement cost estimators
Occurrence vs claimsmade
Bonds
Multiple lines of insurance
Med/Mal
CL E&O risk management
Job shadowing
CL claims
Insurance needs in society

PRODUCERS

Mentors – Sales agents

Client retention
Generating leads
Producers role in servicing accounts
Broker of records
Attending an agency sales meeting
Attending a client meeting
Attending a meeting with company marketing reps
Inspecting prospects property location

TECHNOLOGY

Main Mentor- Tech manager

Agency website
Workflow and technology
Electronic filing
Cyber liability
Data base
Outlook/emails
Third party software
Servers
Downloaded policies
Prospect Target lists
Pdf creator
Image writer

INSURANCE LAW

Main Mentor – Intern Supervisor

Interview with Office of Insurance Commissioner staff
OIC audits and consequences
RCWs and WACs
Filing rates
Licensing requirements
OIC's legislative agenda
Insurance ethics

INSURANCE COMPANIES

Mentors from all departments

Company websites
Underwriting manuals
Company project brochures
Attend a company marketing meeting
Attend a company product workshop
Interview an underwriter
Field trip to a general agency (wholesaler)
Risk management and loss control

CLAIMS HANDLING

Mentors from all Departments

Find an article in a news publication regarding a claim and whether claim was covered and speculate what would happen if no coverage

Talk to a claims adjuster about bodily injury claim

Talk to a claims adjuster about property damage claim

Insured's duties in the event of a claim

Lawsuits

TRADE JOURNALS/RESOURCES/WEBSITES/ASSOCIATIONS

Main Mentor – Intern Supervisor

Trusted Choice

WA Insurance Council

Insurance Information Institute

Actuarials

Vertafore

Insurancejournal.com

Claimsjournal.com

Virtual University

Silverplume

AM Best

ARM

National underwriter

Insurance law newsletter

Big I, IIABWA, IIABKC

CUSTOMER SERVICE

Main Mentor – Intern Supervisor

Create a customer service survey based on customer service standards learned during Internship
Development a customer's Bill of Rights

FINAL PORTFOLIO by Student

Main Mentor – Intern Supervisor