

# Claims Management Strategy

*Claims Management Strategy* is designed to provide students with a comprehensive understanding of how a strategic approach to claims management plays a vital role in reshaping the culture, processes, systems and alliances that enables the effective, efficient management of compensation schemes. The objective of this unit is to provide students with an advanced knowledge and understanding of different claims management techniques available to improve accident compensation schemes.

## Who should study Claims Management Strategy?

The subject would be particularly suitable to personal injury professionals who are involved in the management of claims cohorts, scheme performance and/or the development of business practices.

*Claims Management Strategy* is part of the second year in the Master of Management (Personal Injury) and Master of Business (Personal Injury). It can also be undertaken as professional development, meaning that a student can enrol in the subject as a single, stand-alone subject (not requiring an enrolment into the whole Masters course). It is highly recommended that this unit is studied in conjunction with *MPM741 Scheme Assessment and Economics*.

## What is involved?

*Claims Management Strategy* will be studied in Trimester 1, commencing 8 March 2010. As with all distance units, pre-reading and group work is required in order to effectively participate in a group assignment at the residential, as well as being necessary for the completion of an individual assignment.

The five day residential is an essential part of the unit and is run in conjunction with the unit *MPM742 Claims Management Strategy*. It allows the opportunity for intensive, concentrated study and a chance for networking and peer group learning. This five day program is split between *MPM742 Claims Management Strategy* and *MPM741 Scheme Assessment and Economics* and will run from Sunday 2 May to Friday 7 May 2010, at the Deakin Management Centre in Geelong.

## How to enrol

The last day for enrolment into this professional development opportunity is 7 February 2010.

For a copy of the required paperwork, please contact the DeakinPrime Personal Injury Management Helpdesk as per contact details below.

## Contact ...

Personal Injury Management Helpdesk

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