



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aatikd.co.za · Website: www.aatikd.co.za

COURSE BROCHURE

Short Term Insurance Evidence Gathering and Preservation

Business, Commerce and Management Studies / Finance, Economics and Accounting

Unit Standard 255856 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the technical knowledge and practical skills required to gather and preserve evidence related to short-term insurance claims. Participants will learn to apply proper procedures to ensure evidence integrity, supporting fair and accurate claim settlements. The course is aligned with SAQA unit standard 255856 and focuses on the South African insurance regulatory environment.

Category	Business, Commerce and Management Studies
Subfield	Finance, Economics and Accounting
Unit Standard	255856
Accreditation	SAQA Accredited · NQF Level 5 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply technical knowledge to identify and collect relevant evidence for short-term insurance claims.
- Demonstrate proper procedures for preserving evidence to maintain its integrity and admissibility.
- Analyze evidence to support accurate claim assessment and decision-making.
- Evaluate the effectiveness of evidence gathering techniques in different claim scenarios.
- Implement documentation and reporting standards for evidence gathered during claims investigations.

WHO SHOULD ATTEND

- This course is designed for claims handlers, insurance investigators, loss adjusters, and other professionals involved in the short-term insurance claims process.
- It is also suitable for individuals seeking to formalize their skills in evidence gathering and preservation within the insurance sector.

COURSE OUTLINE

Day 1: Introduction to Evidence Gathering and Preservation

- Overview of the insurance regulatory environment in South Africa
- Legal definitions and types of evidence (documentary, physical, digital, witness statements)
- The importance of evidence in claims management
- Chain of custody: principles and documentation
- Ethical considerations and confidentiality
- Introduction to evidence preservation techniques
- Common challenges in evidence gathering
- Case studies of evidence mishandling

Day 2: Techniques for Gathering and Preserving Evidence

- Scene assessment and securing the area
- Evidence collection procedures: physical, digital, and documentary
- Photography and videography best practices
- Note-taking and report writing
- Packaging and labeling evidence
- Digital evidence: emails, social media, CCTV footage
- Preservation of perishable or fragile evidence
- Role-play: gathering evidence from a simulated vehicle accident

Day 3: Reporting, Analysis, and Integration

- Structuring evidence reports: templates and formats
- Analyzing evidence for consistency and credibility
- Linking evidence to policy terms and conditions
- Presenting evidence to stakeholders (underwriters, investigators, legal)
- Evidence management systems and databases
- Quality assurance and audit trails
- Case study: resolving a complex claim using evidence
- Final assessment and course wrap-up

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **6 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 18,800.00	R 18,800.00
1	In-House	R 24,500.00	R 24,500.00
1	On-Campus (Pretoria)	R 28,100.00	R 28,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Mauritius
12 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	19 Aug 2026	On-Campus	Shenzhen, China
17 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 255856) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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