Robotic Process Automation (RPA) in Insurance Training Course

Professional Development Training Course Outline

Category	Insurance	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The insurance industry is undergoing a digital revolution, and Robotic Process Automation (RPA) is at the forefront of this transformation. Training Course on Robotic Process Automation (RPA) in Insurance is specifically designed to empower professionals in the insurance sector with practical, hands-on knowledge of RPA tools, technologies, and strategies to improve operational efficiency, minimize errors, and enhance customer satisfaction. Leveraging intelligent automation, this course helps participants streamline policy administration, claims processing, underwriting, and compliance activities.

With an emphasis on AI-driven automation, insurance workflow optimization, and data-driven decision-making, the course offers an end-to-end overview of how RPA can radically improve insurance operations. It combines theoretical frameworks with real-world applications and case studies to ensure learners are prepared to deploy automation solutions within their organizations. This course is essential for professionals aiming to lead innovation and efficiency in the evolving insurance landscape.

Programme Curriculum

Robotic Process Automation (RPA) in Insurance Training Course

Introduction

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Course Objectives

1. Understand the fundamentals of Robotic Process Automation (RPA) in insurance operations.
2. Explore the impact of AI and RPA integration on insurance workflows.
3. Learn how to automate claims processing and underwriting using RPA.
4. Identify key business process bottlenecks suitable for RPA deployment.
5. Master popular RPA tools like UiPath, Automation Anywhere, and Blue Prism.
6. Develop strategies for cost reduction and process optimization.
7. Evaluate compliance and risk management in RPA applications.
8. Enhance customer experience through automated support and service processes.
9. Analyze real-world RPA use cases in insurance.
10. Understand RPA governance and implementation best practices.
11. Learn to design and manage bots for repetitive insurance tasks.
12. Interpret data from automated dashboards and analytics tools.
13. Foster organizational readiness and change management for digital transformation in insurance.

Target Audience

1. Insurance Operations Managers
2. Process Improvement Analysts
3. Claims Adjusters and Underwriters
4. Business Analysts in Insurance
5. IT Professionals in Insurance Sector
6. Insurance Consultants
7. Automation Project Managers
8. Data Analysts and Compliance Officers

Course Duration: 5 days

Course Modules

Module 1: Introduction to RPA in Insurance

- Define RPA and its relevance in the insurance industry
- Key drivers of automation in insurance
- Overview of automation maturity levels
- Industry trends: digital transformation in insurance
- RPA lifecycle overview
- **Case Study**: Automating policy data entry at a health insurance firm

Module 2: Identifying RPA Opportunities

- Process selection criteria for automation
- Measuring ROI from automation
- High-volume, rules-based processes
- Tools for process discovery
- Risk assessment for automation
- **Case Study**: Process mapping and automation selection for auto insurance claims

Module 3: Claims Processing Automation

- Automating FNOL (First Notice of Loss) processes
- Fraud detection with AI-enhanced RPA
- Integrating legacy systems
- Reducing turnaround time for claims
- Improving customer satisfaction through automation
- **Case Study**: End-to-end RPA solution for claims adjudication in life insurance

Module 4: Underwriting Transformation with RPA

- Automating risk data collection
- Policy decision-making with AI
- Integration with underwriting engines
- Automating documentation and compliance checks
- Speeding up customer onboarding
- **Case Study**: AI-enabled underwriting automation in property insurance

Module 5: RPA Tools and Platforms

- UiPath, Blue Prism, Automation Anywhere overview
- Tool selection matrix
- Designing bots: drag-and-drop workflows
- API integrations and data scraping
- Cloud vs on-premise deployment
- **Case Study**: Using UiPath to automate premium calculations for a major insurer

Module 6: Compliance and Risk Management in RPA

- Regulatory requirements and audit trails
- Data privacy in automation
- Risk models and control frameworks
- Mitigating bot failure risks
- Ensuring traceability and transparency
- **Case Study**: Automating compliance checks in Medicare Advantage programs

Module 7: Customer Experience Enhancement

- Automating customer service chats
- Personalization via automated data processing
- Reducing hold times in call centers
- Self-service portals and automation
- Consistent and error-free communication
- **Case Study**: RPA-based virtual assistant for insurance policy inquiries

Module 8: RPA Governance and Change Management

- Establishing RPA Centers of Excellence (CoEs)
- Change management strategies for automation adoption
- Defining roles: bot developers, analysts, managers
- Monitoring and continuous improvement
- Training and upskilling teams for RPA
- **Case Study**: Scaling RPA across departments in a multinational insurance company

Training Methodology

- **Interactive lectures** with real-world insurance RPA applications

- **Hands-on labs** using UiPath and Automation Anywhere
- **Case study analysis** to reinforce practical learning
- **Peer discussions** and group projects for collaborative problem solving
- **Assessments and quizzes** to evaluate knowledge and progress

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com