

**El Paso Community College**  
**Syllabus**  
**Part II**  
**Official Course Description**

<b>SUBJECT AREA</b>	<u><b>Business Management</b></u>
<b>COURSE RUBRIC AND NUMBER</b>	<u><b>INSR 1217</b></u>
<b>COURSE TITLE</b>	<u><b>Insurance Customer Service Representative</b></u>
<b>COURSE CREDIT HOURS</b>	<u><b>2                      2                      :</b></u> <b>Credits                      Lec                      Lab</b>

**I. Catalog Description**

Fundamental front-line customer service support for the delivery of information and quality service. Includes information about general insurance policies, terminology, and customer service procedures. May prepare students to take the licensing exam sponsored by the Texas Department of Insurance. **(2:1)**.

**II. Course Objectives**

Upon satisfactory completion of this course, the student will be able to:

- A. Practice excellent customer service by utilizing excellent communication skills, i.e., written, oral, and listening.
- B. Use Microsoft Office software and specific industry-driven software to create necessary documents.
- C. Maintain an assertive telephone manner by utilizing headsets, logging in and out of the phone queues, managing wait times, and using other telephone settings such as auto in and auxiliary settings and/or utilizing industry-driven systems.
- D. Utilize the various functions of the telephone system, such transferring calls, putting calls on hold, and setting up conference calls.
- E. Maintain excellent written and oral communication skills in communicating with agency principals, other colleagues, and insured parties.
- F. Maintain proper computerized written interactions with customers and ensure documentation is properly stored for record keeping.
- G. Respond appropriately to the different types of customer calls and interactions a customer service representative will receive, including greeting customers, determining the nature of the customer's request, routing the customer to the appropriate area, and ending the interaction.
- H. Maintain excellent listening and probing skills to gather necessary personal/insurance information.
- I. Demonstrate a professional attitude and personality for dealing with the insurance customer and for handling difficult calls and crisis situations.
- J. Demonstrate self-motivation and function as a team player to carry out assigned job duties.
- K. Explain basic insurance concepts such as authorization of services, claims processing, premiums, co-insurance, deductibles, coverage types, and networks in order to assist insurance customers.
- L. Identify the fundamentals and basic characteristics of the insurance industry.
- M. Define and utilize insurance industry terminology.
- N. List the components and characteristics of an insurance premium and insurance claims.
- O. Identify common elements of insurance policies.
- P. Describe the steps in, and assist with the process of, settling various types of insurance claims.

**III. THECB Learning Outcomes (WECM)**

1. Define insurance terms and concepts.
2. Identify and explain violations of insurance regulations.
3. Demonstrate, through mock calls, customer service techniques.
4. Explain applicable policy provisions.

**IV. Evaluation****A. Class Grading:**

1.	Attendance	10%
2.	Quizzes and Homework	30%
3.	Major Exams	60%

**B. Grade Schedule:**

A	90-100
B	80-89
C	70-79
D	60-69
F	59 and below

**V. Disability Statement (Americans with Disabilities Act [ADA])**

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Room C-112 (831-2426); TM Room 1400 (831-5808); RG Room B-201 (831-4198); NWC Room M-54 (831-8815); and MDP Room A-125 (831-7024).

**VI. 6 Drop Rule**

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.

**VII. Title IX and Sex Discrimination**

Title 9 (20 U.S.C. 1681 & 34 C.F.R. Part 106) states the following "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance." The Violence Against Women Act (VAWA) prohibits stalking, date violence, sexual violence, and domestic violence for all students, employees and visitors (male and female). If you have any concerns related to discrimination, harassment, or assault (of any type) you can contact the Assistant to the Vice President for Student and Enrollment Services at 915-831-2655. Employees can call the Manager of Employee Relations at 915-831-6458. Reports of sexual assault/violence may also be reported to EPCC Police at 915-831-2200.