Travel Insurance and Global Assistance 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

As global travel continues to rise, the need for reliable travel insurance and global assistance services has never been more crucial. With risks such as medical emergencies, trip cancellations, and lost baggage, travelers demand comprehensive coverage and rapid support. Training Course on Travel Insurance and Global Assistance equips professionals with the in-depth knowledge and practical tools to navigate the intricacies of international insurance policies, risk management, and emergency support systems.

Whether you are an insurance agent, travel consultant, or a member of a travel assistance team, this course delivers expert insights and industry best practices. Learn how to evaluate and offer tailored insurance packages, manage crisis response, and provide value-added services that build trust and customer satisfaction. Stay ahead in a dynamic sector with essential, market-relevant skills and global compliance knowledge.

Programme Curriculum

Travel Insurance and Global Assistance Training Course

Introduction

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market-relevant skills and global compliance knowledge.

Course Objectives

1. Understand the fundamentals of travel insurance policy structures.
2. Explain different types of coverage options and exclusions.
3. Identify key components of emergency medical evacuation services.
4. Evaluate claims processing and documentation procedures.
5. Assess global risk management strategies for travelers.
6. Navigate the legal framework governing international travel insurance.
7. Interpret COVID-19 travel coverage and new risk paradigms.
8. Learn how to design custom insurance solutions for diverse traveler profiles.
9. Explore innovations in digital claims and virtual assistance.
10. Develop effective communication strategies with insured clients in crisis.
11. Examine best practices in fraud detection and prevention.
12. Utilize data analytics and AI in travel insurance underwriting.
13. Apply ethical standards in the sale and marketing of travel insurance.

Target Audience

1. Travel Insurance Agents
2. Insurance Underwriters
3. Customer Support Representatives
4. Travel Consultants
5. Corporate Travel Managers
6. Emergency Response Coordinators
7. Tour Operators
8. Medical Evacuation Service Providers

Course Duration: 5 days

Course Modules

Module 1: Introduction to Travel Insurance

- Definition and purpose of travel insurance
- Key terminologies and concepts
- Categories of policies: individual, family, corporate
- Overview of policy inclusions and exclusions
- Role of insurers and brokers
- **Case Study**: Evaluating a multi-trip policy for a frequent business traveler

Module 2: Emergency Medical Coverage

- Scope of emergency medical expenses
- Medical evacuation and repatriation
- Pre-existing conditions clause
- Medical provider networks abroad
- Coverage for COVID-19-related incidents
- **Case Study**: Handling a medical emergency in a remote travel destination

Module 3: Trip Cancellation and Interruption

- Trip delay, cancellation, and interruption benefits
- Causes covered (weather, illness, terrorism)

- Proof of loss documentation
- Time-sensitive benefits and claim windows
- Non-refundable costs and reimbursements
- **Case Study**: Reimbursing a canceled international student tour

Module 4: Baggage and Personal Effects

- Coverage for lost, stolen, or damaged luggage
- Valuation of personal belongings
- Delayed baggage compensation
- High-value item limitations
- Filing claims and documentation
- **Case Study**: Replacing equipment for a traveling journalist

Module 5: Travel Assistance Services

- 24/7 emergency support systems
- Multilingual call centers
- Local medical and legal referral services
- Evacuation logistics coordination
- Concierge and destination services
- **Case Study**: Assisting a family stranded during a natural disaster abroad

Module 6: Legal and Regulatory Considerations

- International insurance regulations
- GDPR and data protection in insurance
- Licensing and policy disclosure requirements
- Cross-border insurance sales compliance
- Government-mandated travel insurance
- **Case Study**: Ensuring policy compliance for EU travelers

Module 7: Digital Innovations and AI in Insurance

- Online policy issuance platforms
- AI-assisted underwriting and risk profiling
- Mobile-first claim submissions
- Blockchain for travel insurance contracts
- Chatbots in customer engagement
- **Case Study**: Automating claim processing for flight delays

Module 8: Ethics and Fraud Prevention

- Ethical selling practices in insurance
- Identifying red flags in false claims
- Fraud detection tools and analytics
- Legal actions and consequences
- Customer transparency and consent
- **Case Study**: Detecting fraudulent claims in student travel insurance

Training Methodology

- Interactive workshops with real-world scenarios
- Case study analysis and group presentations
- Industry guest speakers and expert panels
- Hands-on policy comparison exercises

- Online quizzes and certification exams
- Role-play simulations for claims and assistance calls

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
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