



Study. **Learn.** Earn.

ETP0198 · TVET 000700 · HRDC

12-WEEK PROFESSIONAL COURSE

Introduction to Healthcare & Healthcare Benefits Administration

Behind every approved claim is someone who understood it.

Learn how medical schemes, managed care, coding and claims assessment work — and how careful administration protects members.

12 Weeks · Level 3 · Distance · Online

Register today
myiab.link/appy



THE OPPORTUNITY

02

A foundation for those aspiring to become proficient in medical claims assessing.

This course is designed to equip individuals — particularly those with education at or below Botswana General Certificate of Secondary Education (BGCSE) level — with the essential knowledge and skills required in the medical schemes industry.

It is ideal for those who may not hold a professional medical qualification or who lack industry-specific administrative experience, introducing the medical scheme sub-sector and the function of medical schemes, including the options and benefits available to members.

Students gain an understanding of the healthcare market, medical coding systems, the role of managed care, medical claims assessment, fraud prevention, and administrative policies and procedures.

Competent healthcare-benefits professionals.

10,000+

PROFESSIONALS
TRAINED

20+

CORPORATE
CLIENTS

10+

YEARS OF DELIVERY

BQA

ETP0198

12 Weeks

One structured journey.
A stronger foundation in healthcare
benefits administration.

Progress through five focused modules, eleven weekly
assignments and a final examination, on a structured
pathway designed to build knowledge week by week.

 DURATION

12 Weeks

 DELIVERY

**Distance ·
Online**

 ASSIGNMENTS

11 weekly

 EXAMINATION

Closed-book

5

Modules

Healthcare Cover in
Botswana through to
medical claims
assessing

11

Assignments

Weekly formative
assessments

30%

Continuous

Weekly assignments

70%

Final exam

Closed-book · 40%
minimum

CERTIFICATION

Certificate upon successful completion and fulfilment of
applicable requirements.

LANGUAGE

English

Who is this course for?

For people who want to understand this work properly – and to be trusted with it.



01 Entering the sector

Individuals seeking to enter the healthcare benefits administration sector.

02 Medical claims assessing

Those looking to build a career in medical claims assessing.

03 Medical scheme employees

Employees of medical schemes who require specialised knowledge and skills.

04 Medical professionals

Medical professionals transitioning into the administrative side of healthcare.

WHAT YOU NEED TO REGISTER

Complete the registration form, then send us three documents.

Send your documents to registrations@iab.co.bw

- ✓ A copy of your Omang or passport
- ✓ A copy of your highest education certificate
- ✓ Proof of payment of your first instalment or full course fees



LEARNING OUTCOMES

What you will be able to understand

By the end of this programme you will have developed the introductory knowledge to operate more confidently and responsibly in your role.

01 **The healthcare market**

How healthcare cover is structured and delivered in Botswana.

02 **Medical schemes and managed care**

The administration subsector and how managed care is applied.

03 **Medical coding systems**

How coding is used in healthcare benefit administration.

04 **The claim cycle**

How a medical claim moves from submission to settlement.

05 **Claims assessment**

Assessing medical claims through applied case studies.

06 **Fraud prevention**

The control of fraud in healthcare benefit administration.

Understanding the system is the first step towards operating confidently within it.

This course provides introductory knowledge and does not, by itself, confer a professional licence or authorisation to provide regulated financial advice.

The five-module learning journey

A connected curriculum that progresses from healthcare cover in botswana through to medical claims assessing.

Healthcare Cover in Botswana 01

- Healthcare cover in Botswana
- The control of fraud in healthcare benefit administration

Medical Schemes & Managed Healthcare 02

- The medical schemes administration subsector
- Managed care in medical scheme administration

Coding in Healthcare Benefit Administration 03

- The use of coding in healthcare benefit administration

Medical Claims 04

- The cycle of a medical claim

Medical Claims Assessing 05

- Assessment of medical claims: case studies

Five modules. One connected foundation.

Certificate upon successful completion and fulfilment of applicable requirements.

Start your registration

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How the 12-week course works

MONDAY

New study week begins

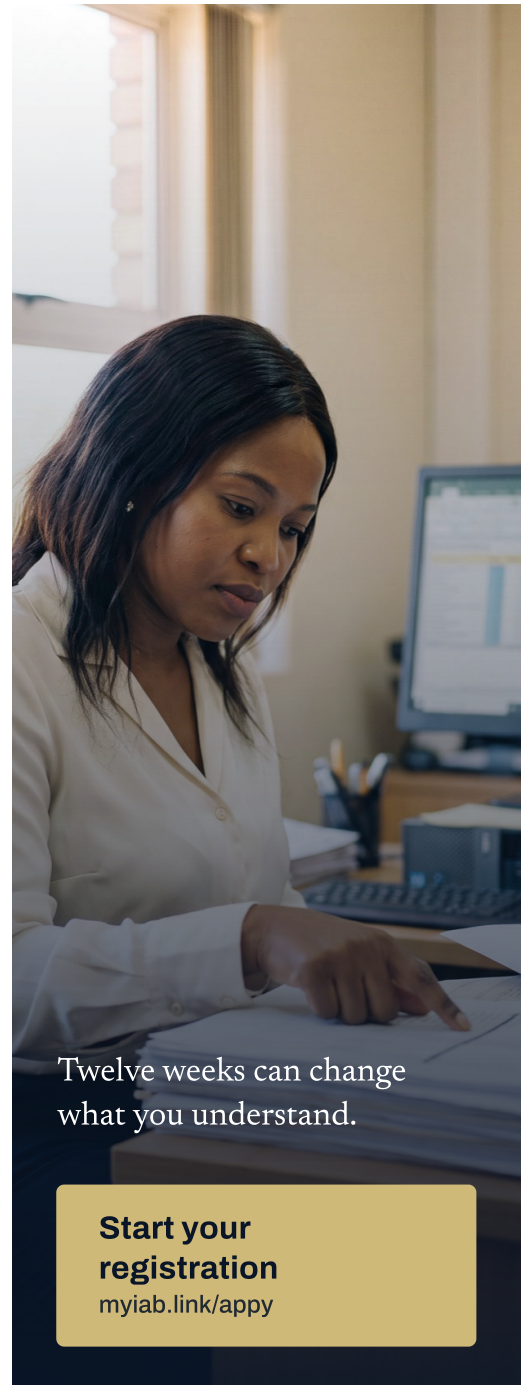
FRIDAY · 12:00

Assignment opens

SUNDAY · 23:45

Assignment closes

Week 01	Module 1 · Section 1	
Week 02	Module 1 · Section 2	
Week 03	Module 1 · Section 3	
Week 04	Module 2 · Section 1	
Week 05	Module 2 · Section 2	Second instalment due
Week 06	Module 3 · Section 1	
Week 07	Module 3 · Section 2	
Week 08	Module 4 · Section 1	
Week 09	Module 4 · Section 2	
Week 10	Module 5 · Section 1	Third instalment due
Week 11	Module 5 · Section 2	
Week 12	Revision · Mock examination	Assessment week



Twelve weeks can change what you understand.

Start your registration

myiab.link/appy

WEEK 12 · MOCK EXAMINATION

A practice examination under examination conditions, timed 15:30 – 18:30.

FINAL EXAMINATION

Your final examination date and session details will be communicated for your registered intake.

Assessment that reinforces learning

Weekly assignments help you consolidate knowledge throughout the course, while the final examination evaluates your understanding across the complete programme.

30%

Continuous assessment

Weekly formative assignments throughout the programme

- Failure to submit an assignment results in 0% for that assignment.

70%

Final examination

Closed-book · 40% minimum required

- No re-assessment or re-submission opportunities are granted.

IMPORTANT — COMPETENCY REQUIREMENT

Students who fail to achieve a minimum of **40% on the final examination** will be found Not Yet Competent — deemed to have failed — even if their overall course mark is above 50%.

SUPPORTED THROUGHOUT YOUR JOURNEY

01 Orientation

Platform access and course introduction.

02 Communications

Assessment updates and exam reminders by email.

03 Academic guidance

Facilitator and academic support where applicable.

04 Administration

Registration, fees and contact-detail support.

Structured flexibility, built around your life

This course is delivered by distance · online learning, following a structured implementation plan issued at the start of your course.

Distance learning

Structured flexibility using prescribed course material, scheduled milestones and weekly assessments. Ideal for working professionals who need maximum location and study-time flexibility.

Online learning

Digitally supported learning combining course material, virtual facilitation and remote learner engagement. Ideal for learners who want flexibility with structured online interaction.

YOUR WEEKLY ASSIGNMENT RHYTHM

During Weeks 1 to 11 you will complete one online assignment each week. Assignment information and a reminder are sent to your registered email address every Friday morning. The assignment link opens at 12:00 on Friday and remains available until 23:45 on Sunday. Once you begin, you must complete your attempt within the time allowed for your course.

Plan to complete your assignment early. The link closes automatically at 23:45 on Sunday, and late submissions cannot be made through an expired link.

WEEK 12 · REVISION & MOCK

A full review, then a practice examination under examination conditions.

FINAL EXAMINATION

Your final examination date and session details will be communicated for your registered intake.

Important: course information is communicated by email. Learners are responsible for keeping their contact details current.

A qualification you can plan for

Many students take advantage of our instalment arrangement. If you choose to pay in instalments, your milestones are set out below.

DISTANCE / ONLINE

P2,250

3 instalments of P750

INSTALMENT SCHEDULE

First instalment	Second instalment	Third instalment
On enrolment	Week 5	Week 10

PAYMENT COMPLIANCE

Please ensure payments are made by the stipulated dates. iAB reserves the right to terminate your enrolment agreement and/or restrict entry to training and examination sessions should your student account fall into arrears.

FEES & ACCOUNTS

If you experience difficulty, contact our financial management department at the earliest opportunity to make suitable arrangements.

fees@iab.co.bw

Payments are made directly into the iAB bank account. Payments are not accepted at our offices.

Why study with iAB?

iAB exists for one sector. We deliver accredited, industry-specific education that turns study into competence – and competence into a career in insurance and financial services.

01 A specialist institution

Botswana's dedicated insurance and financial-services academy, grounded in Botswana's legislation and market.

02 Accredited and recognised

Accredited by the Botswana Qualifications Authority (ETP0198) and the Human Resource Development Council, and registered as a technical and vocational provider (TVET 000700).

03 Built around working learners

Distance and online delivery on a structured weekly rhythm, so study fits around the job you already have.

04 Practical and assessed

Weekly assignments and a final examination make sure knowledge is applied, not simply covered.

05 Levy-claimable for employers

HRDC accreditation supports employer skills-levy claims for eligible training.

BQA · ETP0198

TVET · 000700

HRDC ACCREDITED

REG. BW0000132853

Training supports professional and regulatory readiness. Licensing, appointment and regulatory approval remain subject to the applicable employer and NBFIRA requirements.

Credentials that carry weight

iAB is a formally accredited and registered education provider. Our standing gives employers confidence that training is recognised, quality-assured and eligible for skills-levy support.

BOTSWANA
QUALIFICATIONS
AUTHORITY

ETP0198

Accredited education &
training provider

TVET REGISTRATION

000700

Registered technical &
vocational provider

HRDC

Accredited

Levy-claimable training
eligibility

WHAT EACH CREDENTIAL MEANS

01 Legal name

Insurance Academy of Botswana
(Pty) Ltd

02 Company registration

Reg. No. BW0000132853

03 Accreditation

Confirms the quality of our training materials, assessment policies and practices.

04 Levy status

HRDC accreditation supports employer skills-levy claims for eligible training.

Training supports professional and regulatory readiness. Licensing, appointment and regulatory approval remain subject to the applicable employer and NBFIRA requirements.



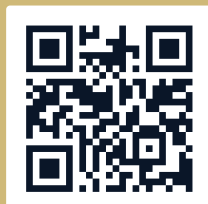
REGISTER NOW

Your next step starts here

You do not need to wait for the perfect moment. Whether you are entering the industry, strengthening your professional foundation or developing the capability of your team, this course gives you a structured way to move forward.

REGISTER TODAY
myiab.link/appy

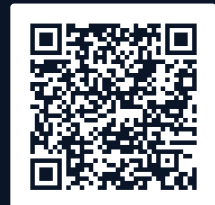
Scan to open the
registration form



 **Speak to iAB on WhatsApp**

+267 78 135 922

Scan to start a chat about
this course



REGISTRATIONS
registrations@iab.co.bw



TELEPHONE
+267 311 7200



WEBSITE
iab.co.bw



Unit 1, Plot 102, Light Industrial, Commerce Park, Gaborone

Care is administered by people who understand it.
Start today.

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INSURANCE ACADEMY OF BOTSWANA

Study. Learn. Earn.