

# COIDA CLAIMS MANAGEMENT

PROFESSIONAL ONLINE COURSE

SGTAEC25041



## About this course

The effective management of Compensation for Occupational Injuries and Diseases Act (COIDA) claims is a critical legal, financial and human responsibility for employers in South Africa. Incorrect reporting, late submissions, poor documentation and lack of procedural knowledge often result in rejected claims, delayed compensation, unnecessary costs and increased employer liability.

This course equips employers, HR practitioners, safety officers and claims administrators with the practical knowledge required to correctly manage COIDA claims from incident occurrence through to claim closure. The programme focuses on **real-world claims handling**, including document control, submission timelines, medical reporting, follow-ups with the Compensation Fund and return-to-work coordination.

Using practical case studies and examples from industry, learners will gain confidence in navigating the COIDA system, preventing common claim failures and ensuring injured employees receive the benefits they are legally entitled to.

By the end of this course, learners will understand how to protect both the employer and the employee while maintaining full legal compliance.

## Accreditation & Alignment

This course supports legal and compliance requirements under:

- Compensation for Occupational Injuries and Diseases Act (COIDA), Act 130 of 1993
- Occupational Health and Safety Act 85 of 1993
- Department of Employment and Labour reporting requirements
- Employer duties relating to injury-on-duty (IOD) and occupational disease claims

While not aligned to a single SAQA unit standard, the content is delivered at an equivalent NQF Level 4–5 applied administrative and supervisory competency, exceeding basic awareness training by covering:

- End-to-end COIDA claims processing
- Legal reporting timelines and compliance risks
- Medical documentation management

- Employer liability and financial implications
- Return-to-work coordination and claim closure

## Who should do this course?

This course is ideal for:

- Employers and business owners
- HR managers and HR administrators
- Safety Officers and HSEQ practitioners
- Payroll and finance staff handling COIDA matters
- Claims administrators
- Line managers and supervisors involved in incident reporting

No prior COIDA experience is required.

## What you will learn – Course Modules

### **Module 1: COIDA Legal Framework & Employer Responsibilities**

Purpose of COIDA, employer obligations, employee rights, reporting duties, penalties and enforcement.

### **Module 2: Incident Reporting & Injury on Duty (IOD) Processes**

Immediate actions, incident classification, documentation requirements and reporting timelines.

### **Module 3: COIDA Claim Documentation & Submission**

W.CL forms, medical reports, employer declarations, supporting evidence and submission procedures.

### **Module 4: Medical Management & Claims Follow-Up**

Medical reporting cycles, temporary and permanent disablement, communication with healthcare providers and the Compensation Fund.

### **Module 5: Compensation Benefits & Financial Implications**

Compensation calculations, wage replacement, medical costs, employer assessments and cost control.

### **Module 6: Claim Rejections, Disputes & Appeals**

Common reasons for claim rejection, objection processes and dispute resolution.

### **Module 7: Return-to-Work & Claim Closure**

Rehabilitation, modified duties, final medical assessments and formal claim closure.

### **Module 8: Recordkeeping, Audits & Continuous Improvement**

Document retention, audits, trend analysis and improving claims management systems.

## Mode of delivery & duration

This programme is delivered 100% online via the SAFCON Learning Management System.

- Self-paced learning
- Approximate duration: 8–12 hours
- Accessible on any device
- Downloadable templates, forms and checklists included

## Course Assessment

Assessment is completed online and includes:

- Knowledge checks
- Scenario-based application questions
- Final summative assessment

A minimum 70% pass mark is required to achieve competence.  
Results are automatically recorded for compliance and audit purposes.

## Course Certificate

Learners who successfully complete the programme receive:

SAFCON Group Training Academy  
Certificate of Competence: COIDA Claims Management (SGTACOIDA25041)

Your certificate includes:

- Digital PDF format
- Unique certificate number
- Recognition for audits, HR compliance, ISO systems and labour inspections

## Why choose SAFCON's Excavation Supervisor course?

- Developed by experienced HSEQ and claims management professionals
- Focused on practical, real-world claims handling
- Reduces rejected claims and employer liability
- Includes templates and step-by-step guidance
- Suitable across all industries

## How to Enrol

### ✓ Instant Enrolment (Pay Once)

Register securely via PayFast and receive immediate access.

Ideal for:

Employers, HR staff, safety practitioners and administrators

### ✓ **3-Month Subscription (Pay in Instalments)**

Spread the cost over three monthly instalments while receiving full access immediately. Certificate issued after subscription completion.

Best for:

Self-funded learners and small businesses

### ✓ **Corporate / Group Bookings**

For bulk registrations, VAT invoices, purchase orders and reporting support, select Request Corporate Booking.

## What happens after enrolment?

You will receive:

- Welcome email
- LMS login details
- Immediate course access
- Ongoing learner support

Study at your own pace and download your certificate upon completion.

“All courses are tax-deductible as professional training.”



## Contract Information

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