

VOCATIONAL BACHELOR'S DEGREE



INSURANCE INDUSTRY CUSTOMER SERVICE MANAGER



INTRODUCTION

This course was created in response to high demand from professionals in the industry who expect to increase recruitment following structural changes in the industry and a large number of retirements. Partnership with professional environments:

- AGEA: the French National Federation of Associations of General Insurance Agents.
- Trade associations
- AXA Entreprises
- GROUPAMA S.A.
- IDEUM
- Syndicat Méditerranéen des Courtiers en Assurances
- ADREA Mutuelle

OBJECTIVES

The course should enable participants to acquire the skills required for good asset management.

ENTRY REQUIREMENTS

- **Year 2, Bachelor's degree in Law, Economics, Management.**
- **Tertiary IUTs (University Institutes of Technology): Legal careers, corporate and public management, sales techniques, etc**
- **Generalist and specialist tertiary BTS (Advanced technician certificates).**



SKILLS AND EXPERTISES

Customer service managers should eventually be able to offer professionals and the general public a range of products specific to insurance, and banking products sold by insurance companies.

POSSIBLE CAREER PATHS

Current and future professions at level II and even III of the INSEE classification.

These professions may be exercised as an employee, self-employed professional or sales representative in the insurance industry.

- Insurance clerk, insurance agent
- Sales agent
- Adviser
- Producer
- Technical sales engineer
- Credit inspector
- Area manager
- Office manager
- Sales representative
- Branch manager (insurance)



KEY FIGURES

82.6%
of students
graduated in 2017.

97.3%
of graduates
were employed
30 months after
completing
the Licence
Professionnelle.

Source: OVIE (Unimes Student Life and Employment Observatory) surveys of graduates from 2012, 2013 and 2014

ECTS credits: 180

Duration: 1 year

Level of studies: BAC +3

ENTRY REQUIREMENTS

- Introductory course / apprenticeship / further education
- Validation of prior experience (VAE)

INTERNSHIP

- 14 weeks

CONTACT

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