

Pathfinder, RGA's professional claims training program, allows you to take control and build your own learning experience by choosing specific learning modules that are relevant to your role and the claims you manage.

The Pathfinder program has been created by RGA claims, medical, and learning experts from across the globe, and is suitable for any level of claims experience. As well as being customizable, Pathfinder accommodates multiple learning styles by using a variety of media to help claims professionals absorb new information in a more stimulating way. Real life claims case studies have been included in the modules to enhance critical thinking skills. These place the participant in the role of problem solver, where they can apply their learning in the most practical way.



- Interactive case studies
- Visually engaging
- Sound bites
- Podcasts
- Articles
- Downloadable guidance material
- Knowledge checks

Earn CPD points in 4 easy steps

Step 1: Access Pathfinder via RGA's Global Claims Manual/Guide.

Step 2: Select your course and choose the modules relevant to your role.

Step 3: Complete the course online at your own pace.

Step 4: Download your certificate and use this as validation for CPD points.



Each learning module concludes with the completion of a short knowledge test. Upon achieving the required pass mark, participants are awarded RGA Pathfinder formal certification which can be used to apply for continuing professional development points.

Topics currently available include cancer, heart attack, mental health conditions, accidental death, overseas death, suicide, and homicide, and managing difficult claims conversations with additional content coming soon.

Pathfinder modules can be accessed via RGA's [Global Claims Manual/Guide](#). For more information about Pathfinder, please email us at globalclaimsmanualhelp@rgare.com.

