

Cape Cod Community College

Departmental Syllabus

Prepared by the Department of Business

Date of Departmental Approval: May 8, 2017

Date approved by Curriculum and Programs: September 27, 2017

Effective: Fall 2018

1. **Course Number:** BUS138
Course Title: Agency Operations

Description: Students learn how to become a team player in an insurance agency. Agency operations and the dynamics with insurance organizations are covered. This class prepares the student to take the Agency Operations Exam.

2. **Student Learning Outcomes** (instructional objectives, intellectual skills):
Upon successful completion of this course, students are able to do the following.
- Describe an Insurance Agency and the workflow
 - Explain the insurance industry and marketplace
 - Explain legal and ethical requirements of the insurance industry
 - Demonstrate communication skills
 - Demonstrate account management techniques
 - Describe Errors and Omissions (O&E)

3. **Credit(s):** 1

4. **Satisfies General Education Requirement:** No

5. **Prerequisite(s):** ENL025 (Reading & Writing Essentials) or satisfactory basic skills assessment score

6. **Semester(s) Offered:** Varies

7. **Suggested General Guidelines for Evaluation:** Examinations and Case Study Analysis

8. **General Topical Outline** (Optional):