



Harford Youth Workforce Investment

Insurance Help Desk Professional I Certificate Program

Spring 2023

The purpose of the Insurance Help Desk Professional I technical certificate is to provide the academic and occupational skills training necessary to prepare students for high-growth careers and entrepreneurial opportunities in the insurance and financial services industry. Students will take part in theory and practical experiences that emphasize competency in the following content areas: consultancy, customer service, front-line underwriting, quotations, claims, and agency management systems.

Certification: Property and Casualty Insurance Professional

Required Courses:

- Insurance Help Desk Professional I Certification Program (online course)
- Soft skills and professional training are built into course hours.

Location: HCC Main Campus, Joppa Hall 007

When: 1/3/23 – 5/18/23, B days, 11:15am – 1:15pm

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