



Academic Policies

PIA Academy

Insurance Service Representative (ISR) Training School

Tuition/Scholarships/Financial Aid

Tuition is as follows: \$1,500.00 for members of the Professional Insurance Agents Association of Virginia and DC; \$2,000.00 for those who are not members of the PIAA of VA & DC. Tuition includes a non-refundable deposit of \$100.00.

The above fee structure covers all charges for your enrollment in the training. You will not be responsible for any additional fees related to course attendance.

Scholarships are available through a simple application process. Scholarships are to be used toward the cost of attending the Insurance Service Representative Training School only. They are not to be used toward any other program that PIA of VA & DC offers. They have no cash value and must be used within one year of receiving the scholarship. Students are not required to pay back any scholarship award. Loans are not available for the ISR Training School.

Refund Policy

Registrants must pay tuition (includes non-refundable deposit of \$100) in advance of attending the course. Refunds will be provided using the following scale:

- Student attends up to 3 days of class = 75% refund
- Student attends up to 7 days of class = 50% refund
- Student attends up to 10 days of class = 25% refund
- Student attends over 10 days of class = no refund

Students have up to three business days prior to the start of the first day of class to cancel registration without financial penalty. (This does not include the non-refundable deposit of \$100.)

Grievance Policy

It is our goal to make sure that each of our students is completely satisfied with the experience and the education that they receive while attending the ISR Training. Please contact Lori Lohr, Education Manager to log a complaint. Complaints are quickly addressed by our staff and board of directors to ensure fair handling of any complaints. If you are not ultimately satisfied with the outcome of a complaint, you have the right to contact the following agency:

State Council of Higher Education for Virginia
James Monroe Building
101 N. 14th Street
Richmond, VA 23219

Course Objectives/Requirements

This course is designed to train students on the basics of the insurance industry and on customer service skills and duties. The course is made up of 103 hours of classroom time and students must be present for 90% of that time – a total of no less than 92 hours – in order to qualify for certification. A certificate of completion is awarded to those students who complete at least 92 hours of class time.

Course Curriculum Review

It is the purpose of this course to provide you with the most current and up-to-date information concerning the insurance industry. To ensure that this is indeed the case, the course curriculum is reviewed and amended periodically in order to reflect the most current and up-to-date information that is available to us to ensure that the proper information is being relayed to our students.

Career Advising/Placement

Many of our students are already employed when they choose to attend this training. If you are not employed, the staff and faculty will work with you on career advisement. This includes classroom preparation for the Virginia Insurance Exam (as well as help with coordinating the exam time and place) interview skills, resume writing, and general office etiquette. We will also assist with placement by marketing the availability of certificate holders to our members, who can contact us in order to set up an interview with those successfully completing the training.

Student Rights and Responsibilities

All students have the right to a proper education. If for some reason you feel like that is not the case, you have the right to log a formal complaint. (Please see the Grievance Policy for details.)

There are certain behaviors and expectations that come along with attending this training.

Students are expected to:

- Be on time
- Dress in a manner that is appropriate (no jeans, cutoffs, tank tops, etc.) Dress as if you were going to an office job that requires business attire.
- Shut off cell phones and not use them during class time. This includes texting and instant messaging.

- Not smoke in the building. Designated smoking areas are found outside of both entry/exit doors.
- Respect figures of authority as well as other students in the class.

Student Access to Faculty

It is understood that often students may need additional time with the instructor for clarification, help, review, etc. Students have the right to ask the instructor or the Education Manager for this additional time. The faculty and staff work hard to provide students with access to faculty at all times. Ideally a time will be worked out between the student and the current instructor that is convenient for both parties.

Main Campus Location and Contact Information

Insurance Service Representative Training School
PIA Academy
8751 Park Central Drive, Suite 140
Richmond VA 23228
(804) 264-2582
(804) 266-1075 fax
www.piavadc.com

The PIA Academy and the Insurance Service Representative Training School was developed by the Professional Insurance Agents Association of Virginia & DC in 2006 as a response to the growing need of well qualified Customer Service Reps in the Insurance Industry. Agency owners repeatedly told PIA of VA & DC that they needed good CSR's that they didn't need to train "from the ground up" as they put it. They were finding that they, along with other agency employees, were spending an exorbitant amount of time training new employees. Couldn't PIA of VA & DC develop some type of training that would help them?

Working closely with the Independent Insurance Agents of Houston, PIA of VA & DC developed the first of its kind training to be held in the Commonwealth of Virginia – The Insurance Service Representative Training School. Our first class was made up of five students – ranging from those with up to one year of experience in the industry to a former janitor to a stay at home mom who was suffering from "empty nest syndrome" after her youngest headed off to college. At the conclusion of the initial training, all five students were employed in an insurance agency. While we could have never anticipated 100% job placement after our first class, that's exactly what happened. Success!

Professional Insurance Agents Association of Virginia & DC wholly owns the PIA Academy and the Insurance Service Representative Training School. All of the school records are maintained at the PIA of VA & DC offices located in Richmond, VA. The program and related information is administered by the instructor, Jeannie R. Powell, CISR under the management and direction of Lori M. Lohr, Education Manager.