Vocational training in Germany (Ausbildung)

Social insurance clerk (Sozialversicherungsfachangestellte/r)

Sozialversicherungsfachangestellter / Sozialversicherungsfachangestellte

You inform and advise the members of an insurance fund: a 3-year training, paid from the first year, with a choice of specialism among five branches.

LEVEL	DURATION	GERMAN	PAY DURING TRAINING
Baccalaureate required	**3 years** 36 months	**B2** required level	**€1,281 to €1,395** gross / month, during the training

We are by your side from day one until you arrive in Germany.

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CAMEROON
+237 622 20 81 64

www.campus-allemagne.org

Douala office : Rond-point Maetur Bonamoussadi – Nice Cream building (4th floor), opposite the COGENI hardware store, Douala, Cameroon

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THE OCCUPATION IN 30 SECONDS

What a social insurance clerk does

They link insured people and the insurance body: they inform about membership and entitlements, process benefit claims and calculate and monitor contributions.

Inform

Inform insured people about their membership, their rights and the benefits they can claim.

Process

Examine benefit claims, for example in case of illness, and prepare the decisions.

Calculate

Calculate, monitor and collect contributions, in line with social insurance law.

This occupation is for you if...

- ✓ you like explaining complex rules in a simple way
- ✓ you are precise and comfortable with texts and calculations
- ✓ you want a useful job, serving the public
- ✓ you enjoy receiving and advising people

Less suitable if...

- – you do not like office work and written files
- – you struggle with many detailed rules of law
- – you want a job with little contact with the public

A TYPICAL DAY IN THE WORKSHOP

08:00 **Starting the shift and the day's files** : The trainer presents the pending claims and the rules to apply to each of them.

09:00 **Welcoming an insured person** : Listen to the request, check the membership situation and explain the steps to follow.

10:30 **Examining a benefit claim** : Analyse the documents in the file and check the conditions to be met for the benefit.

13:00 **Calculating contributions** : Calculate the amount due from the data received and check the result obtained.

14:30 **In-house lesson on the law** : Deepen the rules of the chosen insurance branch with the fund's other apprentices.

16:00 **Writing and data protection** : Write a clear reply to an insured person while strictly respecting data protection.

Social insurance law | Advising insured people | Calculating contributions | Examining benefits | Data protection | Management software | Accuracy | Discretion | Service mindset | Clear expression | Empathy

THE TRAINING

How the Ausbildung works

In Germany you learn by working: this is the “dual system”. You are an employee of a company and a student at a vocational school (Berufsschule) at the same time.

3 to 4 days a week at the company | **1–2 days school**

Year 1

The basics

- Social insurance and membership
- Contributions and benefits
- IT and data

Year 2

The specialism

- Law of the chosen branch
- Advising insured people
- Intermediate exam

Year 3

Independence

- Complete files handled alone
- Advisory interview
- Final exam

Exams and qualification

A written intermediate exam (Zwischenprüfung) takes place around the middle of the 2nd year. The final exam has written papers (insurance and financing, benefits, economics and society) and an advisory interview of at most 30 minutes. You obtain the end-of-training certificate as a social insurance clerk, issued by the competent public body.

YOU ARE PAID DURING THE TRAINING

What you need to apply

- ✓ Baccalaureate level is required.
- ✓ The required level is B2. Good technical vocabulary for the trade is a real plus.
- ✓ An office job, mostly sedentary, with contact with insured people at the counter, on the phone or on screen.

Documents to prepare

- ✓ CV and cover letter in German
- ✓ Translated baccalaureate diplomas and transcripts
- ✓ German B2 level certificate

AFTER THE TRAINING

Where it can lead

STRAIGHT AWAY

Insurance fund clerk

Work at a health insurer, a pension, accident or agricultural insurance body.

WITH EXPERIENCE

Social insurance Fachwirt

Further training to progress, for example towards management roles in a health insurance fund.

LONGER TERM

Social insurance studies

With access to higher education, a social insurance degree course is possible.

YOUR PATHWAY WITH CAMPUS GERMANY

We are by your side from day one until you arrive in Germany

1

CHECK MY ELIGIBILITY

Take the test online or at the office

The eligibility test is done online on our website, or by visiting our Douala office directly.

2

TALK TO AN ADVISOR

Talk to our team

Germany: **+49 (0) 7033 694 18 80**
Cameroon: **+237 622 20 81 64**

3

PREPARE YOUR GERMAN

DZK, our language centre

Deutschzentrum KAGEDEV (DZK) is our own language centre in Douala. Outside Douala: partner language centres, call us to find the nearest one.

4

GET THE CONTRACT

AZUFA is always us

AZUFA is our platform: it connects you with German companies that recruit apprentices and follows your application through to the training contract.

Douala office

Rond-point Maetur Bonamoussadi – Nice Cream building (4th floor), opposite the COGENI hardware store, Douala, Cameroon

From German A1 to the first day of training in Germany

Each step is run by one of our structures. You keep the same contact from start to finish.

1 — **Check my eligibility**
The test is done online on our website or at our Douala office.
RUN BY CAMPUS GERMANY

2 — **Talk to an advisor**
Review your profile, your wishes and the chosen occupation.
RUN BY CAMPUS GERMANY

3 — **Learn German, from A1 to B2**
Courses adapted to your starting level, up to the required B2 level. In Douala at our own language centre; elsewhere, with our partner centres.
RUN BY DZK

4 — **Prepare the application file**
CV and cover letter in German, translated baccalaureate diplomas and transcripts, B2 level certificate.
RUN BY CAMPUS GERMANY

5 — **Find the company and sign the training contract**
We connect you with German companies that recruit apprentices, and follow your application through to the contract.
RUN BY AZUFA

6 — **Prepare the visa and paperwork**
Support to gather the documents and complete the administrative steps.
RUN BY CAMPUS GERMANY

7 — **Prepare your departure and settling in**
Travel, housing and first steps in Germany: we prepare you before you leave.
RUN BY KAGEDEV E.V.

8 — **First day of training in Germany**
You arrive prepared and supported, with a team that has known you since day one.
RUN BY AZUFA

Contact us

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