Asian Institute of Insurance
(Formerly known as Malaysian Insurance Institute)

BASIC CERTIFICATE COURSE IN INSURANCE LOSS ADJUSTING (BCCILA)

COURSE OVERVIEW

Basic Certificate Course in Insurance and Loss Adjusting (BCCILA) has undergone a comprehensive review and update in collaboration with the Association of Malaysian Loss Adjusters (AMLA) and in line with Bank Negara Malaysia's (BNM) guidelines. These revisions provide a significant step towards offering an even more relevant and beneficial educational experience to our esteemed insurance professionals. Effective December 2023, the BCCILA will be based on the revised framework, syllabus and course materials. These enhancements have been designed to equip our candidates not only with a theoretical understanding of loss adjusting but also the technical expertise required for performing loss adjusting processes and activities.

KEY HIGHLIGHTS OF THE REVISED BCCILA PROGRAM

Part A - Fundamentals of Insurance & Loss Adjusting

- Introduction to Insurance, The Principles and Market Practices
- Insurance Legislation, Law and Contract
- Introduction to Loss Adjusting, Business Ethics and Code of Conduct
- Negotiating Effective Settlement
- Customer Service Excellence
- Planning, Organising and Problem-solving Skills (NEW topic)
- Evidence and Data Analysis Techniques and Procedures (NEW topic)
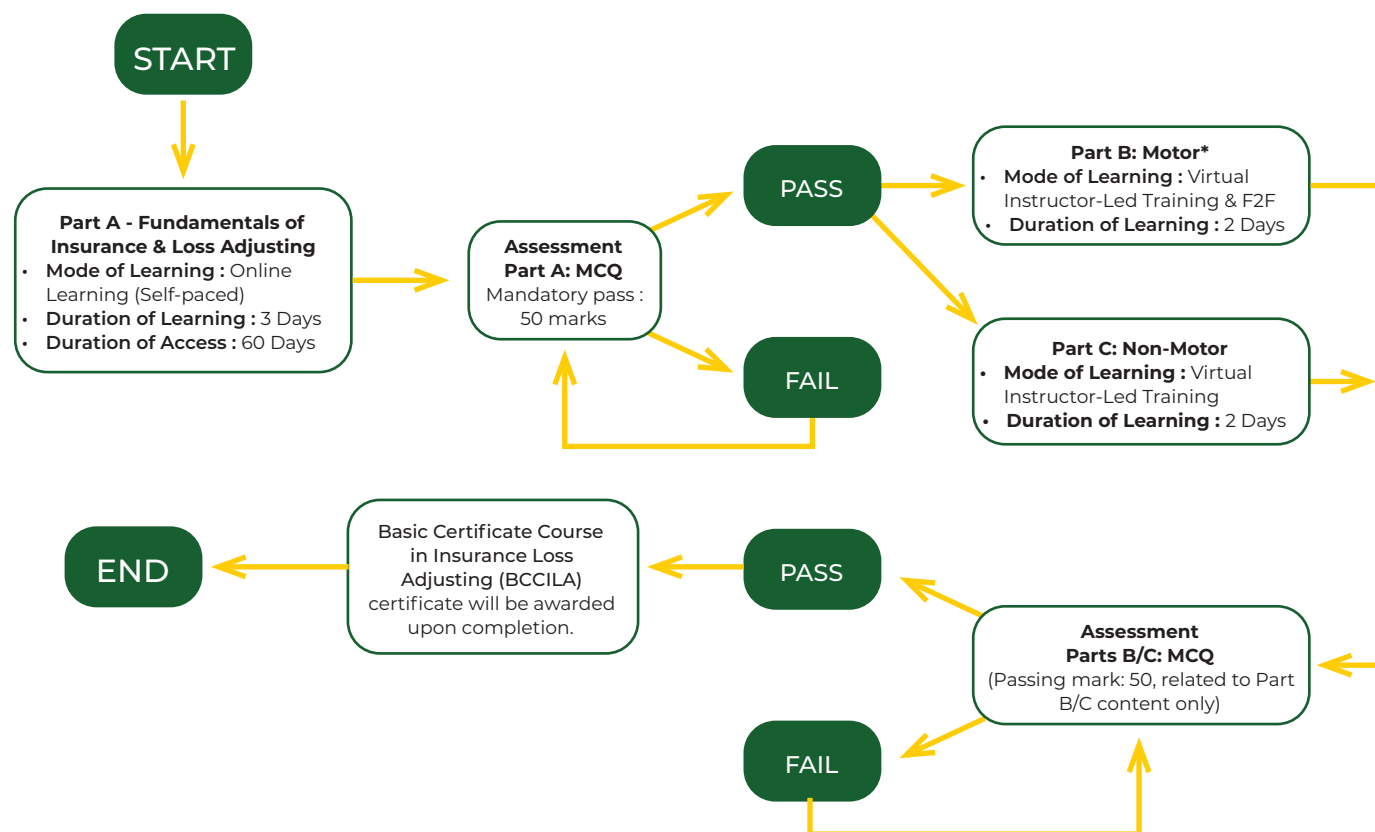
Part B - Motor Insurance

- Key Features of Motor Insurance and Cover Available
- Motor Insurance Documentation
- Identification of Vehicle
- Vehicle Construction and Terminology
- Vehicle Damage Assessment & Operation
- Investigation and Verification of Motor Claims
- Guidelines on Claims Settlement Practices
- Loss Adjusters' Reports for Motor Claims

Part C - Non - Motor Insurance

- Non-motor Insurance Features and Cover Available
- Non-motor Insurance Documentation
- Investigation and Verification of Non-motor Claims
- Loss Adjusters' Reports for Non-Motor Claims

LEARNING PATHWAY

We understand the diverse schedules of our working professionals. Hence, the new BCCILA offers blended learning experience to make it easy for candidates to plan for their time and commitment.

START

Part A - Fundamentals of Insurance & Loss Adjusting
- **Mode of Learning :** Online Learning (Self-paced)
- **Duration of Learning :** 3 Days
- **Duration of Access :** 60 Days

Assessment Part A: MCQ
Mandatory pass : 50 marks

PASS

FAIL

Part B: Motor*
- **Mode of Learning :** Virtual Instructor-Led Training & F2F
- **Duration of Learning :** 2 Days

Part C: Non-Motor
- **Mode of Learning :** Virtual Instructor-Led Training
- **Duration of Learning :** 2 Days

END

Basic Certificate Course in Insurance Loss Adjusting (BCCILA) certificate will be awarded upon completion.

PASS

Assessment Parts B/C: MCQ
(Passing mark: 50, related to Part B/C content only)

FAIL

*For Part B – Motor Insurance, the session will be conducted for 2 days:
- *One (1) day virtual class as per syllabus above.*
- *For topics on Identification of Vehicle, Vehicle Construction and Terminology and Vehicle Damage Assessment & Operation, it will be conducted in one (1) day face - to - face class by Motordata Research Consortium (MRC) at MRC's training facility.*
- *Visit https://www.mrc.com.my/ for more information about MRC.*

ADMISSION REQUIREMENTS

1. SPM/SVM/UEC (Unified Examination Certificate-Senior Middle level for Chinese Independent high schools) or its equivalent, *OR*
2. 2 years certified skill based training (Technical/Vocational schools), *OR*
3. For those who do not have any of the above qualifications, they must have at least 12 months work experience in the automotive, crash repair or relevant industry.
4. A copy of the following MUST be attached with each registration form:
   >> Certified certificate for entry requirement (1) or (2)
   >> Confirmation letter from Company for entry requirement (3)
   >> MII reserves the right to request the original certificate for verification as and when necessary
5. Written and oral proficiency of the English language.

LEARNING PATHWAY

Modules	Course Fee	Exam Re-Sit
Part A - Fundamentals of Insurance & Loss Adjusting	RM 306 / USD 100	RM 150 / USD 50
Part B - Motor Insurance	RM 900 / USD 300	
Part C - Non - Motor Insurance	RM 600 / USD 200	

1. The fees are split and paid upon registration of each section. E.g.: Candidates pay RM306 to register for eLearning and assessment for part A. Upon passing, candidates can select which stream to follow (B or C) and pay for class and assessment for the respective part only.
2. Registration can be done via at www.mii4u.org/ilms/user/login.
3. A **FULL FEE** is chargeable if no written notice of cancellation is received after the closing date or if the participant fails to report for the course.
4. Cancellation after the closing date **WILL NOT BE ENTERTAINED**. However, substitute participant(s) is/ are always welcome.
5. The organiser reserves the right to reschedule or cancel the course due to unforeseen circumstances and will notify the contact person accordingly.
6. Confirmation of the course will be notified to the contact person/registered participant(s).

REFUND POLICY

1. Refund applies only for:
   Rejected applications or Class not commencing on the stated date and time due to unforeseen circumstances. Take note that administrative charges apply.
2. No Refund:
   Aii will not refund any fees for programme withdrawal after the registration closing date.

HRD Claim Application

Asian Institute of Insurance (Aii) courses have been granted the status of Approved Training Programme (ATP) under the Human Resources Development Act 1992. Based on Training Providers Circular No. 3/2021, PSMB has imposed a requirement that training providers need to register their training programme under the HRD Corp Claimable Course Scheme to offer training to the employers who are registered under the Human Resource Development Corporation (HRD Corp).

1. What is HRD Corp Claimable Courses?

HRD Corp Claimable Courses formerly known as SBL Khas is a scheme to assist registered employers, especially those with limited resources to train and upskill their employees in line with their operational and business requirements. Under this scheme, HRD Corp will pay the course fee (subjected to 4% service fee from 1st April 2021) directly to the training providers by deducting the amount from the employers' levy account. HRD Corp will also pay other claimable allowances to the employer.

2. How are Training Providers or Employers to submit for HRD Corp Claimable Courses?

Asian Institute of Insurance (Aii) will submit their Courses registration via the HRDC e-Tris system. Once course is approved as Claimable Course (previously known as SBL Khas course), the approved course will appear in the HRDC e-Tris system.

Employers will need to access the e-Tris system to select the course and submit to HRDC for grant approval. The total claimable amount is subject to the approval of each Employer individual grant application, Once HRDC approves Employer grant, the company must provide the approved grant code to Asian Institute of Insurance (Aii).

After the training is conducted, Employers are required to complete HRDC Attendance Reports eg. JD14 and submit necessary documents to ensure HRDC settlement of Asian Institute of Insurance (Aii) invoice.

Asian Institute of Insurance (Aii) will submit the invoice directly to HRDC with the approved grant code for each participant or Employer.

3. How to submit the grant application?

Please click on link for information on training grants application: **https://hrdcorp.gov.my/employer-guidelines/**

4. What are the supporting documents required?

Please click on link for information on training grants application:
 https://hrdcorp.gov.my/skim-bantuan-latihan-khas-sbl-khas-2/

Important Notice

· Effective **1st August 2019**, training programmes must commence within six (6) months from the date of training grant applications are made and training claim submissions must be made not more than six (6) months from the date the training programmes are completed.
· Application must be submitted by employers before training date commencement

For more information and updates on HRDC, please refer to its official webpage at www.hrdcorp.gov.my. Should you have any problem in accessing your e-Tris account, kindly forward the issue to HRDC IT Help Desk at **ithelpdesk@hrdcorp.gov.my**

Application Process

01 — Application via e-TRis

Documents Required:
· Quotation / Invoice
· Training Schedule / Course Content
· Trainer Profile

02 — Approval

Documents Required:
· To share Grant ID to Training Provider

01 — Claim

Documents Required:
· Itinerary (airfare) - if any
· Receipt & Invoice (transportation) - if any