

PROFESSIONAL CERTIFICATION

# BASIC CERTIFICATE COURSE IN INSURANCE LOSS ADJUSTING (BCCILA)

Part A - Fundamentals of Insurance  
& Loss Adjusting (e - Learning)



TRAINING PROGRAMME NO: 10001489264

## COURSE OVERVIEW

Our licensing course is meticulously crafted to equip professionals engaged in insurance loss adjusting with the essential knowledge and expertise required to enhance and streamline their roles within the field. We understand the critical importance of a well-prepared loss adjusting operation in the insurance sector, and our program is designed to elevate your competence in this crucial domain; not only with theoretical understanding but also the technical expertise in performing loss adjusting process and activities.

Completing BCCILA Part A - Fundamentals of Insurance & Loss Adjusting is compulsory before you can continue your preferred stream of Motor or Non Motor adjusting.

## COURSE OBJECTIVE

- Understand the fundamental concepts of insurance, including principles and market practices.
- Develop a comprehensive knowledge of the legal and regulatory frameworks that govern the insurance industry.
- Acquire an in-depth understanding of how legal principles impact insurance claims and settlements.
- Gain insight into the core principles of loss adjusting & explore the ethical considerations and professional code of conduct that guide loss adjusters in their practice.
- Master the art of negotiation to achieve efficient and fair claim settlements.
- Understand the importance of client satisfaction in the insurance industry.

## COURSE OUTLINE

1. Introduction to Insurance, Insurance Principles and Market Practices
  2. Insurance Legislation, Law and Contract
  3. Introduction to Loss Adjusting, Business Ethics and Code of Conduct
  4. Negotiating Effective Settlement
  5. Customer Service Excellence
  6. Planning, Organising and Problem-solving Skills
  7. Evidence and Data Analysis Techniques and Procedures
- **Learning Duration:** 14 hours. Duration of access to eLearning is for 60 days.
  - **Exam Format:** 50 multiple choice questions for Part A and the passing mark is 50%.
  - **Target Audience:** Anyone who intends to pursue a career as an insurance loss adjuster.
  - **Exam Mode:** Virtual Based Examination (VCBE)
  - Whether you're new to the field or seeking refresher to enhance your existing expertise, our course offers the ideal platform for you to embark on or advance in this dynamic profession.

## 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.

## REGISTRATION DETAILS

Fee	Remarks
RM 330 / USD 80	<ul style="list-style-type: none"> <li>• Receive access to eLearning lessons for 60 days</li> <li>• Receive access to eBook BCCILA full course for 365 days Select date of examination for Virtual Computer Based Examination (VCBE)</li> </ul>
RM 150 / USD 40	Select date of examination for Virtual Computer Based Examination(VCBE)

*\*After completed and passed assessment for Part A, candidates may choose to register and pay for part B or C.*

*\*After 365 days, access to eBook may be purchased separately at RM10 for 365 days.*

1. Registration can be done via at [www.mii4u.org/ilms/user/login](http://www.mii4u.org/ilms/user/login).
2. 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.
3. Cancellation after the closing date **WILL NOT BE ENTERTAINED**. However, substitute participant(s) is/are always welcome.
4. The organiser reserves the right to reschedule or cancel the course due to unforeseen circumstances and will notify the contact person accordingly.
5. 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.

## CLASS SCHEDULE

Month	Class Registration Closing Date	Examination Date
January 2025	30 December 2024 9 January 2025 16 January 2025	13 January 2025 20 January 2025 27 January 2025
February 2025	30 January 2025 6 February 2025 13 February 2025	10 February 2025 17 February 2025 24 February 2025
March 2025	27 February 2025 6 March 2025 13 March 2025	10 March 2025 17 March 2025 24 March 2025
April 2025	25 March 2025 3 April 2025 10 April 2025 17 April 2025	7 April 2025 14 April 2025 21 April 2025 28 April 2025
May 2025	24 April 2025 8 May 2025 15 May 2025	5 May 2025 19 May 2025 26 May 2025
June 2025	22 May 2025 5 June 2025 12 June 2025 19 June 2025	9 June 2025 16 June 2025 23 June 2025 30 June 2025
July 2025	23 June 2025 3 July 2025 10 July 2025 17 July 2025	7 July 2025 14 July 2025 21 July 2025 28 July 2025
August 2025	24 July 2025 31 July 2025 7 August 2025 14 August 2025	4 August 2025 11 August 2025 18 August 2025 25 August 2025
September 2025	21 August 2025 28 August 2025 4 September 2025 11 September 2025 18 September 2025	1 September 2025 8 September 2025 15 September 2025 22 September 2025 29 September 2025
October 2025	25 September 2025 2 October 2025 14 October 2025	6 October 2025 13 October 2025 27 October 2025
November 2025	23 October 2025 30 October 2025 6 November 2025 13 November 2025	3 November 2025 10 November 2025 17 November 2025 24 November 2025
December 2025	20 November 2025 27 November 2025 4 December 2025 11 December 2025	1 December 2025 8 December 2025 15 December 2025 22 December 2025

# FUTURE SKILLS FRAMEWORK

## Skills Developed by Attending this Programme

### Prime Skills

Customer Experience Management	<ol style="list-style-type: none"> <li>1. Customer Profiling</li> <li>2. Customer Screening and Onboarding</li> </ol>
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Digital and Data Integration	<ol style="list-style-type: none"> <li>1. Data Collection and Analytics</li> </ol>
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Financial Products and Services	<ol style="list-style-type: none"> <li>1. Product Advisory</li> </ol>
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Investment and Financial Management	<ol style="list-style-type: none"> <li>1. Insurance Claims Processing</li> </ol>
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Risk Management, Governance, and Regulatory Compliance	<ol style="list-style-type: none"> <li>1. Fraud Risk Management</li> <li>2. Regulatory Compliance</li> <li>3. Risk Management</li> </ol>
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### Power Skills

Innovation & Delivery	<ol style="list-style-type: none"> <li>1. Critical Thinking</li> <li>2. Problem-Solving</li> </ol>
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Social Intelligence	<ol style="list-style-type: none"> <li>1. Conflict Management</li> <li>2. Influencing and Negotiating</li> </ol>
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# 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 **1<sup>st</sup> 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](http://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](mailto:ithelpdesk@hrdcorp.gov.my)

## Application Process





## **Asian Institute of Insurance**

*(Formerly known as Malaysia Insurance Institute)*

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