

## PROFESSIONAL CERTIFICATION

# BASIC CERTIFICATE COURSE IN INSURANCE LOSS ADJUSTING (BCCILA)

Part B - Motor Insurance



TRAINING PROGRAMME NO: 10001373589

## 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.

## COURSE OBJECTIVE

- Enhance your organizational and problem-solving capabilities to handle claims investigation efficiently.
- Acquire proficiency in collecting, analyzing, and interpreting evidence and data relevant to claims.
- Develop a clear understanding of motor insurance and non-motor policies and documentation.
- Learn how to verify information and evidence associated with motor and non-motor claims.
- Develop the ability to identify vehicles accurately, understand their construction, and use industry terminology effectively.
- Enhance your technical knowledge for evaluating and assessing damages for motor claims.
- Understand the best practices and comply with industry guidelines for ethical claims handling.
- Develop the ability to create comprehensive and well-structured reports for motor and non-motor insurance claims.

## COURSE OUTLINE

1. Key Features of Motor Insurance and Cover Available
2. Motor Insurance Documentation
3. Identification of Vehicle
4. Vehicle Construction and Terminology
5. Estimation System
6. Investigation and Verification of Motor Claims
7. Guidelines on Claims Settlement Practices
8. Loss Adjusters' Reports for Motor Claims

## CLASS SCHEDULE

Intake	Class Registration Closing Date	Examination Date	Re-Sit Examination Closing Date
3 March 2025 (Virtual Class) & 10 March 2025 (F2F @ MRC Office)	21 February 2025	22 March 2025 (VCBE)	18 March 2025
5 May 2025 (Virtual Class) & 14 May 2025 (F2F @ MRC Office)	28 April 2025	24 May 2025 (VCBE)	30 April 2025
7 July 2025 (Virtual Class) & 14 July 2025 (F2F @ MRC Office)	26 June 2025	26 July 2025 (VCBE)	4 July 2025
6 October 2025 (Virtual Class) & 13 October 2025 (F2F @ MRC Office)	26 September 2025	25 October 2025 (VCBE)	3 October 2025

- **Learning Duration:**  
14 hours (7 hours virtual class & 7 hours practical class at MRC).
- **Exam Format:**  
50 multiple choice questions for Part B and the passing mark is 50%.
- **Venue for F2F class:**  
Motordata Research Consortium Sdn. Bhd.  
No. 7, Jalan Pelukis U1/46A  
Temasya Industrial Park, Glenmarie,  
40150 Shah Alam, Selangor Darul Ehsan

### Information about MRC:

Motordata Research Consortium Sdn Bhd (MRC) is a Malaysian company that provides automotive repair and collision theory education and training.



## 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

Class Timing      9:00 a.m. - 5:00 p.m. per session

Fee                      Local Participant: RM 900  
                              International Participant: USD 210  
                              Exam Re-Sit: RM 150 / USD 40

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.

# 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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