Asian Institute of Insurance

EV Battery Management System for Claim and Loss Adjuster

PROGRAMME DATES:
Level 1: 6 – 9 April 2026 (4 days)
Level 2: 11 – 14 May 2026 (4 days)

EXAMINATION DATES:
Level 1: 9 May 2026
Level 2: 6 June 2026

VENUE:
Kuala Lumpur

TOTAL CPD HOURS:
64 Hours

PROFICIENCY LEVEL:
Intermediate & Proficient

FSF FUTURE SKILLS FRAMEWORK MALAYSIA

21 Prime Skills
7 Power Skills

HRD CORP REGISTERED TRAINING PROVIDER

HRD CORP CLAIMABLE

Training Programme no:
10001592695

PROGRAMME STRUCTURE

PROGRAMME DATE:

Level 1: 6 – 9 April 2026 (4 days)

Level 2: 11 – 14 May 2026 (4 days)

EXAM DATE:

Level 1: 9 May 2026

Level 2: 6 June 2026

TRAINING VENUE & DELIVERY MODE:

Level 1: Aii Training Room, Level 2, AICB Building, Kuala Lumpur (Classroom)

Level 2: Aii Training Room, Level 2, AICB Building, Kuala Lumpur (Classroom & On-Site Learning)

CPD HOURS (TOTAL 64):

Level 1: 32 Hours

Level 2: 32 Hours

PROGRAMME OVERVIEW

As the automotive industry undergoes a transformative shift towards sustainability, a deep understanding of electric vehicles (EVs) has become increasingly vital for professionals in **claims and loss adjustment.**

The Asian Institute of Insurance (Aii) and Beijiao Asia Tech (Beijing) Energy Technology Co. Ltd, the implementation and delivery arm for Beijing Jiaotong University School of Electrical Engineering New Energy Institute, proudly present a specialised training programme designed specifically for Claims and Loss Adjusters. This comprehensive programme aims to enhance participants' expertise in handling claims related to electric vehicles (EVs).

Key Learning Areas:
Participants will gain knowledge in thorough understanding of claim and loss adjustment processes unique to EVs. They will learn the standards for accident investigation involving EVs, including procedures for various scenarios such as collisions, bottoming out, wading, and fire incidents. The programme will also cover crucial anti-fraud knowledge, enabling participants to recognise typical fraudulent cases in the EV sector and develop effective countermeasures to combat such practices in repair shops.

Skill Development: Participants will learn how to conduct thorough on-site investigations for EVs, ensuring accuracy and comprehensiveness in the loss adjustment process. By drawing on examples from typical cases, participants will be equipped to identify fraudulent behaviour in real business contexts, effectively minimizing fraud risk.

This Certification Programme will deepen their understanding of the EVs ecosystem and enhance the practical application of their learned skills and elevate their capabilities in claims adjustment for electric vehicles and strengthen their role in the evolving insurance landscape.

PROGRAMME OBJECTIVE

This programme is structured into two levels and will be **conducted entirely in English**. Upon successful completion of all levels, participants will receive a certification issued by the **Asian Institute of Insurance (Aii)**. **Beijiao Asia Tech (Beijing) Energy Technology Co. Ltd.** is our official learning partner responsible for delivering this certification program.

By the end of the programme, you will be equipped with below knowledge and skills.

Knowledge Acquisition:

1. Claim and Loss Adjustment: Comprehensively understand the unique aspects of claim and loss adjustment for electric vehicles and grasp the key points in the claim and loss adjustment process.

2. Accident Investigation Standards: Learn the investigation operation norms for common accidents involving electric vehicles such as collisions, bottoming out, wading, and fire, and understand the standard procedures for investigation in different accident scenarios.

3. Anti-Fraud Knowledge: Be aware of typical anti-fraud cases in electric vehicles, clearly recognise the means and characteristics of fraud, and master effective countermeasures against common fraudulent practices in electric vehicle repair shops.

Skill Enhancement:

1. Investigation and Loss Adjustment: Accurately complete on-site investigation work for electric vehicles, ensuring the comprehensiveness and accuracy of the investigation and loss adjustment.

2. Identification of Fraudulent Behaviour: Based on learning from typical cases and mastering countermeasures against fraudulent practices, be able to identify fraudulent behaviour in actual business and effectively reduce fraud risk.

PROGRAMME CONTENT

Level 1 **: EV Battery Management System for Claim and Loss Adjuster**

Date : **6 – 9 April 2026 (4 days)**
Time : 9:00 am – 5:00 pm
Venue : Aii Training Room, Level 2, AICB Building, KL
Training Hour : 32 hours

Programme Outline:

1. Understand the basic knowledge of electric vehicles and distinguish between the structural differences of pure electric vehicles and hybrid vehicles.
2. Master common fault cases of electric vehicle power batteries and the functions and structures of other high-voltage components.
3. Understand the key points and precautions in the investigation of electric vehicles.
4. Be able to adjust losses for electric vehicle power batteries, charging ports, high-voltage modules, etc.

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 1	1.Basic knowledge of EVs	1.1 Current Situation and Development Trends of the EVs Market	1.1 The current situation of the Electric Vehicles market	In Class	2
			1.1.2 Development trends of Electric Vehicles		
		1.2 Classification of EVs	1.2.1 Battery Electric Vehicles	In Class	1
			1.2.2 Hybrid Electric Vehicles		
			1.2.3 Fuel cell Electric Vehicles		
			1.2.4 Other types of Electric Vehicles		
		1.3 Structure and Working Principle of Pure EVs	1.3.1 The structure of Battery Electric Vehicles	In Class	2
			1.3.2 The working principle of Battery Electric Vehicles		
		1.4 Structure and Working Principle of HEVs	1.4.1 The structure of Hybrid Electric Vehicles	In Class	1
			1.4.2 The working principle of Hybrid Electric Vehicles		

Continue...

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Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 1	2. Introduction of EVs Power Battery	2.1 Introduction to the Structure of Power Battery Packs	2.1.1 Power battery module (Battery PACK)	In Class	2
			2.1.2 Battery Management System (BMS)		
			2.1.3 Auxiliary components of power batteries		
			2.1.4 Power battery box		
Day 2		2.2 Precautions for Power Batteries	2.2.1 Precautions for the use of power batteries	In Class	2
			2.2.2 Precautions for the maintenance, storage, recycling and transportation of power batteries		
		2.3 Use of Insulation Tools for EVs and Diagnostic and Testing Tools for Power Batteries	2.3.1 Introduction to the Use of Fault Diagnostic Equipment for Electric Vehicles	In Class	2
			2.3.2 Data collection process of the upper computer for power batteries		
			2.3.3 Introduction to the use of multimeters and insulating tools		
		2.4 Case Studies of Power Battery Fault Diagnosis	2.4.1 Case analysis of common problems in power batteries (such as excessively high or low voltage, electrolyte leakage of cells, short - circuit between the positive and negative electrodes inside the cells, etc.)	In Class	2
	3. Introduction of the drive motor and the control system	3.1 Structure and Functions of Drive Motor and Motor Controller	3.1.1 Introduction to the structure and functions of drive motors in Electric Vehicles	In Class	1
			3.1.2 Introduction to the structure and functions of motor controllers in Electric Vehicles		

Continue...

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Venue : Aii Training Room, Level 2, AICB Building, KL
Training Hour : 32 hours

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 2	4. Introduction of the high-pressure components	4.1 Structure and Functions of High-Voltage Components	4.1.1 Introduction to the structure and functions of on-board chargers	In Class	1
			4.1.2 Introduction to the structure and function of DC/DC		
			4.1.3 Introduction to the Structure and Function of the Power distribution unit		
Day 3	5. Survey and Loss Assessment of EVs Accidents	5.1 On-Site Survey	5.1.1 Vehicle inspection links and precautions	In Class	2
			5.1.2 Key points for inspecting Electric Vehicles		2
			5.1.3 Survey and inspection of electric vehicles (fix evidence and prevent further damage)		2
		5.2 The Loss Assessment Process for Accidents Involving EVs	5.2.1 Loss assessment of Electric Vehicle power battery		2
Day 4			5.2.2 Loss assessment of the charging ports of electric vehicles	In Class	2
			5.2.3 Loss assessment of high-voltage wire harnesses of new energy vehicles		2
			5.2.4 Loss assessment of other high-voltage modules of electric vehicles		2
In 1 month	Q&A	Q&A Online (Chat Group)			
Exam Date		**9 May 2026**			

- End -

PROGRAMME CONTENT

Level 2 **: EV Battery Management System for Claim and Loss Adjuster**

Date : **11 – 14 May 2026 (4 days)**
Time : 9:00 am – 5:00 pm
Venue : Aii Training Room, Level 2, AICB Building, Kuala Lumpur (Classroom & On-Site Learning)
Training Hour : 32 hours

Programme Outline:

1. Understand the cutting-edge technologies for electric vehicles.
2. Master solutions for battery degradation and be able to diagnose common faults in battery management systems.
3. Master the processes and key points of charging pile insurance claims.
4. Be able to identify and handle common damages to the chassis and electrical components of electric vehicles.
5. Be able to conduct standardised analyses of traces and investigations for collisions, bottoming out, wading, and fire incidents in electric vehicles.

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 1	1. Advanced Knowledge of EVs	1.1 Introduction to Cutting-edge Technologies of EVs	1.1.1 Battery technology	In Class	2
			1.1.2 Charging technology		
			1.1.3 Intelligent driving technology		
			1.1.4 Electric drive system technology		
			1.1.5 Intelligent cockpit and vehicle networking technology		
	2. Power Storage Batteries of EVs	2.1 Types of Power Batteries for Vehicles	2.1.1 Types of power batteries	In Class	2
			2.1.2 Main parameters of power batteries		
		2.2 Working Principles and Structural Types of Power Batteries	2.2.1 Positive electrode of the battery		1
			2.2.2 Negative electrode of the battery		
			2.2.3 Electrolyte solution of the battery		
			2.2.4 Battery case		

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PROGRAMME CONTENT

Level 2 : **EV Battery Management System for Claim and Loss Adjuster**

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Training Hour : 32 hours

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 1	2. Power Storage Batteries of EVs	2.3 Battery Degradation and User Usage Recommendations	2.3.1 Causes of battery degradation	In Class	1
			2.3.2 User usage suggestions (Battery balancing)		
		2.4 Case Analysis of Common Problems in Power Batteries	2.4.1 Case analysis of common problems in Battery Management Systems (such as thermal management failures, BMS power supply line failures, etc.)		2
Day 2		2.5 Diagnostic tools of Power Batteries	2.5.1 Operating procedures of The internal resistance tester		2
			2.5.2 Usage of the capacity tester		
	3. Charging pile insurance	3.1 Introduction to Types of Charging Pile Insurance	3.1.1 Loss Insurance for Self - used charging piles	In Class	1
			3.1.2Liability Insurance for Self - used Charging Piles		1
		3.2 The Claim Settlement Process and Loss Assessment Key Points of Charging Pile Insurance	3.2.1 Insurance claim process for charging piles		1
			3.2.2 Key points for loss assessment of charging piles		1
	4. Practical Operations for Insurance Claims, Loss Assessment and Settlement of EVs	4.1 Common Damages of EVs and Their Disposal Methods	4.1.1 Knowledge of damages to common components of Electric Vehicles and their maintenance	In Class	2
Day 3			4.1.2 Common damages to chassis components of Electric Vehicles and their disposal		2
			4.1.3 Disposal of damages to electrical components of Electric Vehicles		2
			4.1.4 Disposal of damages cases		2

Continue...

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Time : 9:00 am – 5:00 pm
Venue : Aii Training Room, Level 2, AICB Building, Kuala Lumpur (Classroom & On-Site Learning)
Training Hour : 32 hours

Day	Topic Level 1	Topic Level 2	Topic Level 3	Mode	Hour
Day 3	4. Practical Operations for Insurance Claims, Loss Assessment and Settlement of EVs	4.2 Analysis, Discrimination and Survey Operation Specifications for Collision, Bottom Scraping, Wading and Fire Burn Marks of EVs	4.2.1 Operation specifications for analysis, identification and inspection of collision marks on Electric Vehicles	In Class	2
Day 4			4.2.2 Operation specifications for analysis, identification and inspection of bottom - scraping marks of Electric Vehicles		2
			4.2.3 Operation specifications for analysis, identification and inspection of water - immersion marks of Electric Vehicles		2
			4.2.4 Operation specifications for analysis, identification and inspection of fire - burn marks of Electric Vehicles		2
			4.3.1 Methods for verifying the repair prices of high- voltage battery packs		1
		4.3 Transparent Maintenance of EVs	4.3.2 Transparent maintenance of Electric Vehicles - ensuring maintenance quality inspection	In Class	1
In 1 month	Q&A	Q&A Online (Chat Group)			
Exam Date		**6 June 2026**			

- End -

TARGET AUDIENCE

- Claim assessor of insurance and reinsurance company.
- Loss adjusters.
- Professional who wants to pursue the knowledge and skills in this sector.

PROGRAMME FEE

	Aii Member	Non-Member
Registration Fee *(Closing Date: 31 March 2026)*	RM 8,500	RM 9,350
	USD 2,200	USD 2,420

The fee is inclusive of:

✓ 2 levels of programme (Including exam fee).

✓ 8% SST.

ASSESSMENT STRUCTURE

Level	Format	Passing Rate	Grade
Level 1	100% Multiple Choice Questions	50%	Pass/Non-Pass
Level 2	100% Multiple Choice Questions	50%	Pass/Non-Pass

SPEAKER PROFILE

Denzel Chew Hock Teong
Key Facilitator

Denzel serves as the key facilitator for the Electric Vehicle (EV) training programme, bringing with him over 20 years of extensive experience in workshops, coaching, training, and business presentations.

His passion for helping individuals grow and organisations prosper has made him an invaluable resource throughout the three-level programme in collaboration with stakeholders from China.

With a rich background in conducting training across multiple countries and cultures, that included Malaysia, China, Singapore, Indonesia, Thailand, Brunei, and Vietnam, Denzel has developed a deep understanding of diverse workplaces and business practices. His international exposures allow him to align the programme's objectives with the unique goals of participating corporations.

Denzel's professional experiences include:

- **Consultative Leadership**: Collaborating with senior management to maximise performance, improve productivity, and increase profitability.
- **Organisational Assessment**: Conducting diagnostic evaluations to develop corporate-wide key performance indicators aimed at enhancing productivity.
- **Coaching & Mentoring**: Supporting the professional growth and development of sales teams in areas such as motivation, training, skills development, and sales management.
- **Holistic Development**: Guiding non-sales teams in management, administration, and operations across various business units and departments.
- **Inspiring Growth**: Facilitating the professional and personal development of learners, helping them realise their aspirations, dreams, and potential.

SPEAKER PROFILE

Li Gang
Key Trainer

Li Gang was the Team Leader of the EV Claim Innovation Department at PICC Finance Service Co. Ltd, where he has been instrumental in driving innovations and business development in the electric vehicle insurance sector since December 2019.

Li spearheads various EV innovation projects that utilise big data analysis for effective claim risk management. With a proven track record of achievements in 2023 and 2024, Li has made significant contributions to the field, including:

Development of Guidelines for Inspection and Damage Assessment: He established a seminar with the Insurance Association of China and leading battery manufacturers to publish comprehensive guidelines for inspecting and assessing damage to power batteries in EV insurance claims.

Flood Damage Assessment: Li led technical support initiatives for examining residual value and repair costs for flood-damaged EVs, resulting in improved efficiency and cost savings for PICC branches.

NEV Workshop Audit Guidelines: As the primary leader, he coordinated efforts with the China Certification & Accreditation Association to create guidelines that enhance service and capacity audits for EV workshops.

Training Initiatives: He collaborated with industry leaders to develop a robust EV training system, ensuring that industry professionals are updated on best practices and technical knowledge.

Online Diagnostic Models: Li has worked with BINEI to develop an online diagnostic model for damaged power batteries, offering innovative inspection services that improve customer support.

Anti-Fraud Research: Leveraging big data, he played a crucial role in developing an anti-fraud model for NEVs that utilises advanced analytics to identify fraudulent claims.

With over 20 years of experience in the automotive and insurance industries, including significant roles at Volvo Truck Group Asia, Li brings a wealth of expertise to the EV programme. His leadership in innovation and commitment to enhancing industry standards positions him as a key player in shaping the future of EV insurance.

ALIGNMENT TO THE FUTURE SKILLS FRAMEWORK

21 Prime Skills
7 Power Skills
Proficiency Level:
Intermediate & Proficient

Skills Developed by Attending this Programme	
Prime Skills	
Customer Experience Management	1. Customer Experience Design 2. Customer Profiling
Digital & Data Integration	3. Big Data Analytics 4. Data Collection and Analytics
Financial Products & Services	5. Product Advisory 6. Product Design & Development 7. Product Performance Management 8. Quality Assurance
Growth & Partnerships	9. Continuous Improvement and Process Re-Engineering 10. Global Perspective 11. Scenario Planning & Analysis
Investments & Financial Management	12. Budget Management 13. Financial Analysis & Modelling 14. Insurance Claims Processing
Risk Management, Governance & Regulatory Compliance	15. Fraud Risk Management 16. Monitoring & Surveillance 17. Operational Risk Management 18. Policy Implementation & Revision 19. Regulatory Compliance 20. Risk Governance 21. Risk Management
Power Skills	
Innovation & Delivery	1. Adaptability and Resiliency 2. Business Acumen 3. Digital Fluency 4. Innovative Thinking 5. Learning Agility 6. Problem Solving 7. Sustainability Awareness

Asian Institute of Insurance

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/wp-content/uploads/2022/07/HRD-Corp_SBL_Grant-Helper.pdf

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.
- The company shall bear full responsibility for the programme fee balance if the HRDC claim is not approved or claimable for any reason.

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

REGISTER NOW

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