

# BASIC CERTIFICATE COURSE IN INSURANCE LOSS ADJUSTING (BCCILA)

## Part C – Non Motor Insurance



8 Prime Skills  
4 Power Skills  
**Proficiency Level:**  
Novice



**Training Programme No.:**  
10001395775

## 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. Non-motor Insurance Features and Cover Available.
2. Non-motor Insurance Documentation.
3. Investigation and Verification of Non-motor Claims.
4. Loss Adjusters' Reports for Non Motor Claims.

## CLASS SCHEDULE

Intake	Class Registration Closing Date	Examination Date	Re-Sit Examination Closing Date
10 & 11 March 2026 (Virtual Class)	27 February 2026	28 March 2026 (VCBE)	9 March 2026
5 & 6 May 2026 (Virtual Class)	24 April 2026	23 May 2026 (VCBE)	4 May 2026
7 & 8 July 2026 (Virtual Class)	26 June 2026	25 July 2026 (VCBE)	6 July 2026
13 & 14 October 2026 (Virtual Class)	25 September 2026	24 October 2026 (VCBE)	5 October 2026

- **Learning Duration:**

14 hours virtual class.

- **Exam Method:**

- 50 multiple choice questions for Part C and the passing mark is 50%.
- Virtual Computer-Based Examination (VCBE)
- Duration of 1 Hour (9.30 am – 10.30 am)

- **Target Audience:**

Anyone who intends to pursue a career as an insurance loss adjuster.

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

Prior to registering for BCCILA Part C (Non-Motor Insurance), candidate must complete the online learning module for BCCILA Part A – Fundamentals of Insurance and pass the corresponding examination.

## REGISTRATION DETAILS

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

Fee                      Local Participant: RM 600  
                             International Participant: USD 140  
                             Exam Re-Sit: RM 150 / USD 40

1. Registration can be done via at <https://aai4u.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**.
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 made after the registration closing date.

# FUTURE SKILLS FRAMEWORK



8 Prime Skills  
4 Power Skills  
Proficiency Level: Novice

## 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/wp-content/uploads/2022/07/HRD-Corp\\_SBL\\_Grant-Helper.pdf](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](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:





# REGISTER NOW

**Asian Institute of Insurance**

197701004772 (35445-H),  
Level 6, Bangunan AICB,  
No.10 Jalan Dato' Onn,  
50480 Kuala Lumpur, Malaysia

For further information, please contact:  
Email: [sales@aiaasia.org](mailto:sales@aiaasia.org)

[www.aiaasia.org](http://www.aiaasia.org)  
[@aiaasiaorg](https://www.aiaasia.org)