

**Revised Syllabus
with Option for
Specialization in:**

- Motor Insurance
- Non Motor Insurance

BASIC CERTIFICATE COURSE IN INSURANCE LOSS ADJUSTING (BCCILA) BCCILA: 28 Hours

OVERVIEW

To provide a high level of service in this competitive market, a loss adjuster requires extensive knowledge of the products and a high commitment to professionalism. This course is designed to provide individuals engaged in insurance loss adjusting with the necessary working knowledge and competency to ensure that they can support efficient loss-adjusting operations. It will also provide a strong knowledge foundation for staff in the loss-adjusting sector to progress in their careers, in line with their career development and the strategic direction of their companies.

COURSE OBJECTIVE

1. Understand risk, insurance and marketplace.
2. Understand the key aspects of regulatory and legal environment within which loss adjusters operate.
3. Understand the similarities and differences between conventional and Takaful insurance as well as advantages and disadvantages.
4. Identify the principles of Insurance, Reinsurance and Takaful.
5. Understand Insurance products and key features, and covers available.
6. Understand basic underwriting and claims process.
7. Identify and explain the typical role and responsibilities of a loss adjuster.
8. Identify and explain the steps in the loss adjusting process.
9. Describe the general insurance and legal knowledge a loss adjuster needs to possess.
10. List the key elements of a loss adjuster's terms of engagement.

COURSE OUTLINE

PART A: FUNDAMENTALS OF INSURANCE

- Risk And Insurance
- Insurance Principles and Market Practices
- Legislation Governing Insurance
- Insurance Law and Contract
- Introduction to Loss Adjusting
- Business Ethics and Code of Conduct for Loss Adjusters
- Negotiating Effective Settlement
- Customer Service Excellence

PART B: MOTOR INSURANCE

- Motor Insurance Key Features and Cover Available
- Motor Insurance Documentation
- Identification of Vehicles
- Vehicle Construction & Terminology
- Estimation System
- Investigation And Verification of Motor Claims (Theft and Bodily Injury)
- Guidelines on Claims Settlement Practices

PART C: NON-MOTOR INSURANCE

- Non-Motor Insurance Key Features and Covers Available
- Non-Motor Insurance Documentation
- Investigation and Verification of Non-Motor Claims
- Loss Adjuster Reports

COURSE STRUCTURE

Participants may choose to enroll the course according to their area of specialization either Motor Insurance (Part A and B) or Non Motor Insurance (Part A and C). Only one specialization is allowed per intake session.

Specialization	Parts	Duration
BCCILA - Motor Insurance	Part A and Part B	8 days (28 Hours) 9.00 a.m. - 12.30 p.m.
BCCILA - Non- Motor Insurance	Part A and Part C	

1. Learning Methods
 - Lectures, discussions and examination
2. Examination and Attendance
 - Class attendance is compulsory. Participants need to attain at least 80% class attendance to meet HRD Corp claimable requirement

ENTRY REQUIREMENTS

1. Minimum entry requirement are as follows:
 - I. SPM/SVM/UEC(Unified Examination Certificate-Senior Middle level for Chinese Independent high schools) or its equivalent OR
 - II. 2 years certified skill based training (Technical/Vocational schools) OR
 - III. 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.

A copy of the following MUST be attached with each registration form:

- Certified certificate for entry requirement I or II
 - Confirmation letter from Company for entry requirement III
- MII reserves the right to request the original certificate for verification as and when necessary.

2. Proficient in written and spoken English

COURSE ADMINISTRATIVE DETAILS

Intake	Time	Class Closing Date	Examination	Fee (Inclusive 6% SST)	Examination Closing Date
13 Feb - 16 Feb & 20 Feb - 23 Feb	9.00 a.m. to 12.30 p.m.	9 February	4 March (VCBE/KL/PG/JB/KC/KK)	Local Participants RM750	16 February
8 May - 11 May & 15 May - 18 May		2 May	27 May (VCBE/KL/JB/IP/MI)	International Participants USD320	11 May
24 - 27 July & 31 July - 3 Aug		17 July	12 August (VCBE/KL/PG/JB/IP)	Repeat Fee Local Participants RM150	27 July
16 Oct - 19 Oct & 23 Oct - 26 Oct		9 October	4 November (VCBE/KL)	International Participants USD100	19 October
20 - 23 Nov & 27 - 30 Nov		13 November	2 December (VCBE/KL/KK)		17 November

Final Resit Date For those who fail the assessment based on current syllabus

Examination Date	14 December 2023
Closing Date	6 December 2023

*Virtual Class via Zoom application

*Price inclusive of 6% SST

LECTURER PROFILE



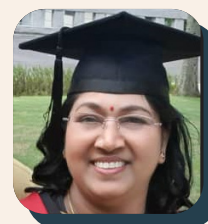
TAN ENG HYE, JEFFERY
View Profile



SIVAKUMAR A/L SATHIAMURTHY
View Profile



WONG KAH LING, KENNETH
View Profile



KALARANY NATHAN
View Profile

EXAMINATION ADMINISTRATIVE DETAILS

Title	Description
Format	Computerized examination conducted at authorized Examination Center for two specializations: 1. Part A & B – Motor Insurance 2. Part A & C – Non Motor Insurance
Number of Questions	50 multiple-choice questions for each specialization
Examination Mode	<ul style="list-style-type: none"> Computer-Based Examination (CBE) at MII CBE Centre VCBE subject of meeting the technical requirements
Examination Duration	1 Hour
Examination Passing Mark	50%
Examination Passing Mark	A: Passed with distinction B: Pass with Credit C: Passed Y & Z: Failed X: Absent From Exam with Valid reason

EXAMINATION MODE

Mode	Description																								
<p>Computer Based Examination</p>	<p>Examination Centre</p> <table border="1" data-bbox="580 338 1434 669"> <tr> <td>Kuala Lumpur</td> <td rowspan="6">3.00 p.m. - 4.00 p.m.</td> <td>Kota Kinabalu</td> <td rowspan="6">3.00 p.m. - 4.00 p.m.</td> </tr> <tr> <td>Johor Bahru</td> <td>Kuching</td> </tr> <tr> <td>Penang</td> <td>Sibu</td> </tr> <tr> <td>Ipoh</td> <td>Miri</td> </tr> <tr> <td>Kuantan</td> <td>Kota Bharu</td> </tr> <tr> <td>Melaka</td> <td></td> </tr> </table> <p>Effective July 2018 examination session, the Examinations will be conducted in the stated examination centers ONLY. Seats are limited and based on first come first serve basis. Participants MUST choose their correct examination center accordingly during the course registration.</p> <p>After Registration Closing Date Cancellation, withdrawal, postponement and change of examination center are not allowed. However, MII has the authority or right to change the location and exam center depending on the number of available candidates sitting for the exam per center.</p> <p>Importance Notice Due to limited number of seats in outstation examination centers, registrations received after the closing date will be scheduled for examinations in Kuala Lumpur examination centers.</p> <p>Examination Entry Permit Notification of examination entry permit will be sent to registered students 6 days before the examination date.</p>	Kuala Lumpur	3.00 p.m. - 4.00 p.m.	Kota Kinabalu	3.00 p.m. - 4.00 p.m.	Johor Bahru	Kuching	Penang	Sibu	Ipoh	Miri	Kuantan	Kota Bharu	Melaka											
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Melaka																									
<p>Virtual Computer Based Examination (VCBE)</p>	<p>Virtual Computer Based Examination allows candidates to take MII examinations anytime, anywhere, However, to ensure the best experience and uninterrupted examination sessions, candidates will be required to meet the technical requirements as shown below:</p> <table border="1" data-bbox="588 1473 1428 1946"> <thead> <tr> <th>Type</th> <th>Minimum</th> <th>Recommended</th> </tr> </thead> <tbody> <tr> <td>Web Camera</td> <td>640x480 resolution</td> <td>1280x720 resolution</td> </tr> <tr> <td>PC Users</td> <td>Windows 7</td> <td>Windows 10 (10 S mode is not supported)</td> </tr> <tr> <td>Mac Users</td> <td>OS x 10.5 or higher</td> <td>OS x 10.13 or High Sierra</td> </tr> <tr> <td>Internet Connection Type</td> <td>Broadband</td> <td>Broadband</td> </tr> <tr> <td>Internet Download Speed</td> <td>300 Mbps</td> <td>1.5GB</td> </tr> <tr> <td>Internet Upload Speed</td> <td>200 Mbps</td> <td>1GB</td> </tr> <tr> <td>RAM</td> <td>4GB</td> <td>8GB</td> </tr> </tbody> </table>	Type	Minimum	Recommended	Web Camera	640x480 resolution	1280x720 resolution	PC Users	Windows 7	Windows 10 (10 S mode is not supported)	Mac Users	OS x 10.5 or higher	OS x 10.13 or High Sierra	Internet Connection Type	Broadband	Broadband	Internet Download Speed	300 Mbps	1.5GB	Internet Upload Speed	200 Mbps	1GB	RAM	4GB	8GB
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REGISTRATION POLICY

- Registration can be done via at www.mii4u.org/ilms/user/login.
- 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.
- Cancellation after the closing date WILL NOT BE ENTERTAINED. However, substitute participant(s) is/ are always welcome.
- The organiser reserves the right to reschedule or cancel the course due to unforeseen circumstances and will notify the contact person accordingly.
- Confirmation of the course will be notified to the contact person/registered participant(s).
- Repeat Examination
 - » This is only applicable for candidate who got "Y" grade in their final examination.
 - » Failure to get a pass, candidate is required to repeat the respective course at full fee.

Registration Closing Date:

Virtual Class	Re-Examination / Resit
9 February	16 February
2 May	11 May
17 July	27 July
9 October	19 October

To register please login to: <https://www.mii4u.org/ilms/user/login>

The Malaysian Insurance Institute

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50480 Kuala Lumpur, Malaysia

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Email: marcus@mii.org.my



[miiorgmy](http://mii.org.my)

