



# BASIC CERTIFICATE COURSE IN INSURANCE LOSS ADJUSTING (BCCILA)

14  
HOURS



## COURSE OVERVIEW

Basic Certificate Course in Insurance and Loss Adjusting (BCCILA) has undergone a comprehensive review and update in collaboration with the Association of Malaysian Loss Adjusters (AMLA) and in line with Bank Negara Malaysia's (BNM) guidelines. These revisions provide a significant step towards offering an even more relevant and beneficial educational experience to our esteemed insurance professionals.

Effective December 2023, the BCCILA will be based on the revised framework, syllabus and course materials. These enhancements have been designed to equip our candidates not only with a theoretical understanding of loss adjusting but also the technical expertise required for performing loss adjusting processes and activities.

## KEY HIGHLIGHTS OF THE REVISED BCCILA PROGRAM

### ► Syllabus

#### Part A - Introduction

- Introduction to Insurance, The Principles and Market Practices
- Insurance Legislation, Law and Contract
- Introduction to Loss Adjusting, Business Ethics and Code of Conduct
- Negotiating Effective Settlement
- Customer Service Excellence
- Planning, Organising and Problem-solving Skills (NEW topic)
- Evidence and Data Analysis Techniques and Procedures (NEW topic)

#### Part B - Motor Insurance

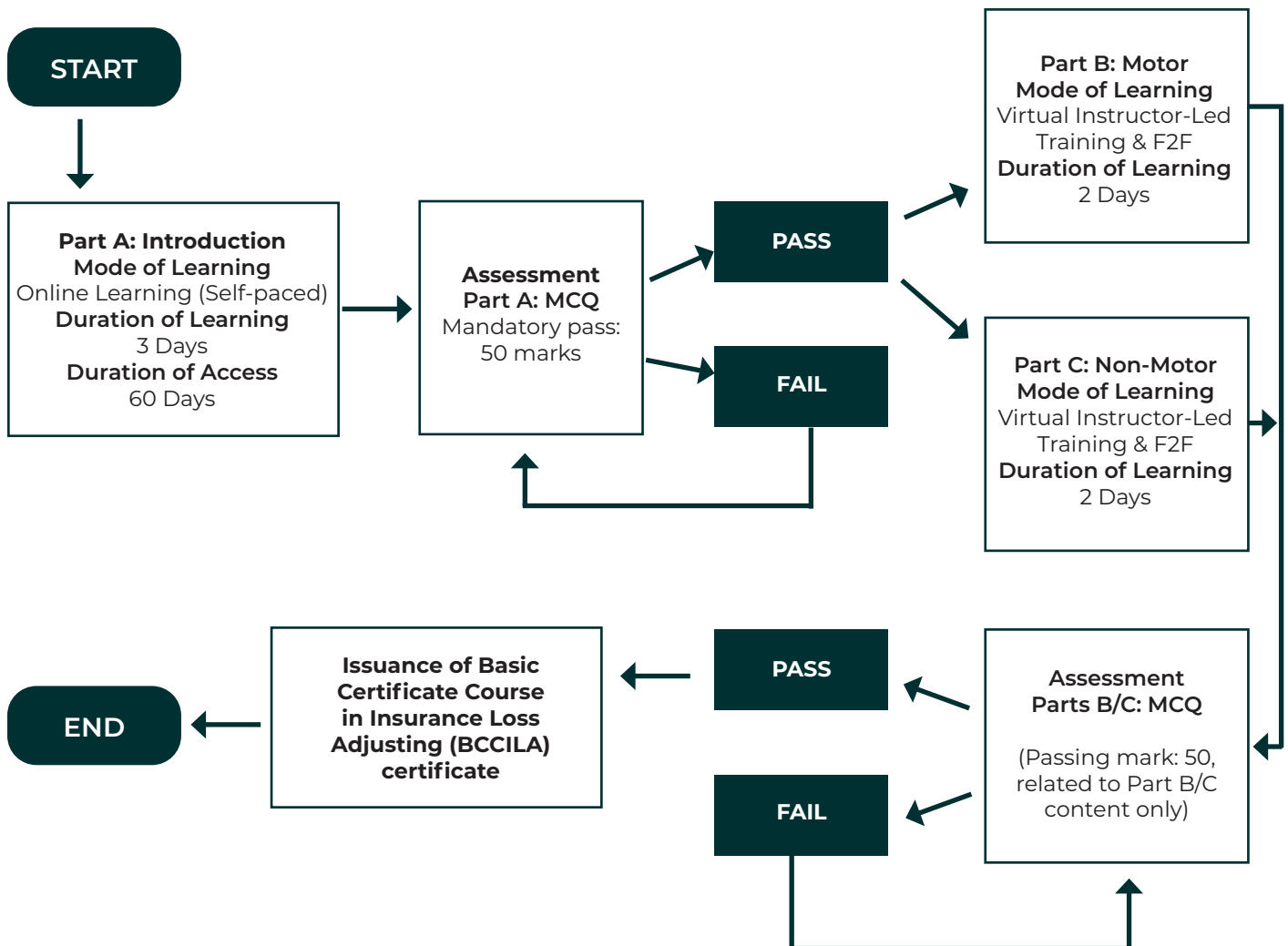
- Key Features of Motor Insurance and Cover Available
- Motor Insurance Documentation
- Identification of Vehicle
- Vehicle Construction and Terminology
- Vehicle Damage Assessment & Operation
- Investigation and Verification of Motor Claims
- Guidelines on Claims Settlement Practices
- Loss Adjusters' Reports for Motor Claims

#### Part C - Non-Motor Insurance

- Non-motor Insurance Features and Cover Available
- Non-motor Insurance Documentation
- Investigation and Verification of Non-motor Claims
- Loss Adjusters' Reports for Non-Motor Claims

## Blended Learning Modes

We understand the diverse schedules of our working professionals. Hence, the new BCCILA offers blended learning experience to make it easy for candidates to plan for their time and commitment.



For Part B – Motor Insurance, the session will be conducted for 2 days:

- One (1) day virtual class as per syllabus above
- For topics on Identification of Vehicle, Vehicle Construction and Terminology and Vehicle Damage Assessment & Operation, it will be conducted in one (1) day face-to-face class by Motordata Research Consortium (MRC) at MRC's training facility. Visit <https://www.mrc.com.my/> for more information about MRC.

## Assessment and Certification

Candidates are assessed separately for Part A. Upon passing Part A, they will enrol and be assessed for Part B or C, according to their selected stream. Successful completion of both assessments results in the award of the BCCILA certificate.

Assessment is in the mode of virtual or computer-based examination.

## ► Course Fees

The fees are split and paid upon registration of each section. E.g.: Candidates pay RM300 to register for eLearning and assessment for part A. Upon passing, candidates can select which stream to follow (B or C) and pay for class and assessment for the respective part only.

Modules	Course Fees	Resit Fee (Exam Only)
<b>Part A</b>	RM 300	RM 150
<b>Part B</b>	RM 900	
<b>Part C</b>	RM 600	

## ENTRY 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 POLICY

Registration can be done via at [www.mii4u.org/ilms/user/login](http://www.mii4u.org/ilms/user/login).

Contact us  
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