



11 October 2023

Attention to:

Chief Executive Officers, Principal Officers, General Managers, Training Heads, Insurance Companies, Brokers, Loss Adjusters, and Associations

Revised Syllabus and Course Materials for the Basic Certificate Course in Insurance and Loss Adjusting (BCCILA)

Warmest greetings from MII.

We are pleased to announce that the 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:

1. Updated Syllabus

We have reviewed the syllabus content and introduced new topics to enrich the knowledge, skills and understanding expected from a practicing loss adjuster.

Part A – Introduction	Part B – Motor Insurance	Part C – Non-Motor Insurance
<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ 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



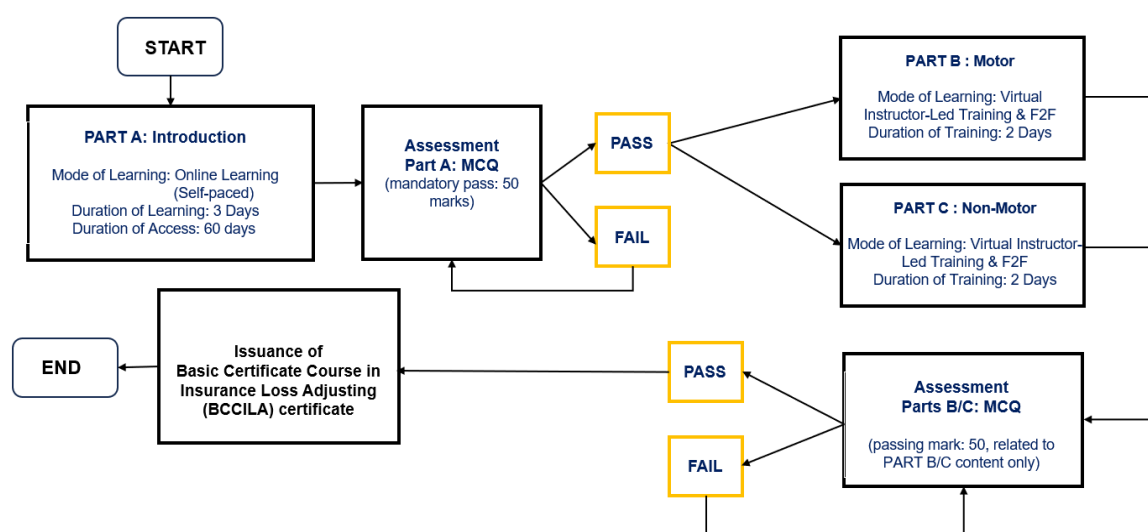
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Part A – Introduction	Part B – Motor Insurance	Part C – Non-Motor Insurance
<ul style="list-style-type: none"> ▪ Planning, Organising and Problem-solving Skills (NEW topic) ▪ Evidence and Data Analysis Techniques and Procedures (NEW topic) 	<ul style="list-style-type: none"> ▪ Guidelines on Claims Settlement Practices ▪ Loss Adjusters' Reports for Motor Claims 	

2. 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.

3. 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.



4. 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)
Part A	RM300	RM150
Part B	RM900	RM150
Part C	RM600	RM150

5. Transition Period

To facilitate the transition, MII will offer the final BCCILA course based on the current syllabus for the October 2023 intake.

Course Date	Registration Closing Date	Examination Date	Fee (Inclusive 6% SST)
16 – 19 October, 23 – 26 October 2023	13 October 2023	4 November 2023	RM750 for Local Participant USD320 for International Participant

6. Examination Dates and Resit Options

Examination dates for Resit students using the current syllabus will be scheduled as follows:

Examination Date	Closing Date	Fee (Inclusive 6% SST)
4 November 2023	13 October 2023	Resit Fee RM150 for Local Participants USD100 International Participants
25 November 2023	9 November 2023	

The resit candidates must successfully complete the examination no later than November 2023. Following that, the candidates are obligated to participate in the new BCCILA course.



For further information and inquiries, please contact our Professional Standards team at education@mii.org.my.

We are excited about these improvements and believe that they will contribute to your professional growth in the insurance and loss adjusting industry. Thank you for your continued trust in the Malaysian Insurance Institute.

Yours sincerely,



Jaya Kohli

Interim Chief Executive Officer



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