



HRD Course Series No: 10001363346

BASIC CERTIFICATE COURSE IN INSURANCE LOSS ADJUSTING (BCCILA)

PART A (e-Learning)

14

HOURS



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.

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.

Completing BCCILA Part A - **Fundamentals of Insurance & Loss Adjusting** is compulsory before you can continue your preferred stream of Motor or Non Motor adjusting.

COURSE OBJECTIVE

- Understand the fundamental concepts of insurance, including principles and market practices.
- Develop a comprehensive knowledge of the legal and regulatory frameworks that govern the insurance industry.
- Acquire an in-depth understanding of how legal principles impact insurance claims and settlements.
- Gain insight into the core principles of loss adjusting & explore the ethical considerations and professional code of conduct that guide loss adjusters in their practice.
- Master the art of negotiation to achieve efficient and fair claim settlements.
- Understand the importance of client satisfaction in the insurance industry.

COURSE OUTLINES

PART A (Fundamentals of Insurance & Loss Adjusting)

1. Introduction to Insurance, Insurance Principles and Market Practices
2. Insurance Legislation, Law and Contract
3. Introduction to Loss Adjusting, Business Ethics and Code of Conduct
4. Negotiating Effective Settlement
5. Customer Service Excellence
6. Planning, Organising and Problem-solving Skills
7. Evidence and Data Analysis Techniques and Procedures



COURSE STRUCTURE



Learning Duration

14 hours

Duration of access to eLearning is for 60 days



Learning Mode

Online Learning (Self pace)



HRDF Claimable

Course Series No: 10001363346
Programme progress completion must be 80% and above



Exam Format

50 multiple choice questions for Part A (mandatory pass)

Passing mark 50%



Exam Mode

Virtual Computer Based Examination

[Click here for Minimum Technical Requirement](#)



Exam Date

Please refer to MII website for the list of exam dates.

COURSE FEES

Fee	Item
RM300 (inclusive 6% SST) USD 100	<ul style="list-style-type: none"> √ Receive access to eLearning lessons for 60 days √ Receive access to eBook BCCILA full course for 365 days √ Select date of examination for Virtual Computer Based Examination or Computer Based Examination Kuala Lumpur centre only
RM150 (inclusive 6% SST) USD 50	<ul style="list-style-type: none"> √ Select date of examination for Virtual Computer Based Examination or Computer Based Examination Kuala Lumpur centre only

**After completed and passed assessment for Part A, candidates may choose to register and pay for part B or C.*

**After 365 days, access to eBook may be purchased separately at RM10 for 365 days.*

EXAM DATES

Month	Day	Time	Exam Date	Registration Closing Date
January	Monday	CBE-KL 10.00 a.m. VCBE 9.30 a.m.	08.01.2024 15.01.2024 22.01.2024 29.01.2024	28.12.2023 04.01.2024 11.01.2024 18.01.2024
February			05.02.2024 12.02.2024 19.02.2024 26.02.2024	26.01.2024 01.02.2024 08.02.2024 15.02.2024
March			04.03.2024 11.03.2024 18.03.2024 25.03.2024	22.02.2024 29.02.2024 07.03.2024 14.03.2024

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.



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