



**DIRECTORATE FOR REGISTRATION AND RECOGNITION**

**REPORT FOR THE RECOGNITION OF PROFESSIONAL BODIES AND REGISTRATION OF PROFESSIONAL DESIGNATIONS**

<b>Name of Professional Body</b>	Institute of Loss Adjusters of Southern Africa
<b>Statutory or Non-Statutory Body</b>	Non-Statutory
<b>Sector</b>	Business, Commerce and Management
<b>Physical Address</b>	Unit 6 Northcliff Office Park, 203
<b>Application Approved by Board/Council</b>	Yes
<b>Application Signed by CEO / Registrar/ Board Chairperson</b>	Yes
<b>Number of Designations Applied for</b>	3
<b>Date of Site Visit</b>	7 April 2022
<b>Date of Gazette Notice</b>	1 July 2022



**PROFESSIONAL BODY RECOGNITION AND PROFESSIONAL DESIGNATION REGISTRATION**

**DESKTOP EVALUATION REPORT**

**NAME OF BODY:** Institute of Loss Adjusters of Southern Africa (ILASA)

**Background**

ILASA was established in 1963 as a voluntary professional institute specific to Insurance Loss Adjusters. ILASA specifically focuses on the Loss Adjusters who are independently appointed individuals to investigate complex and high value non-motor claims for Insurers and provide an independent report on the circumstances, cause, validity and settlement recommendations to Insurers.

The objectives of ILASA are to:

- Maintain and enhance the dignity, prestige and status of the profession;
- Uphold, regulate and control the integrity and professional conduct and to preserve the independence of Loss Adjusters;
- Promote the skill, efficiency, service and responsibility of the profession;
- Establish and maintain a high standard of education and knowledge;
- Represent the views of the profession and to promote the common interest of its members;
- Co-operate, liaise with or make representations to bodies or persons.

In July 2013, ILASA was recognised by SAQA as the only professional body in the sector. The recognition status was withdrawn in March 2021 for non-compliance with the Policy and Criteria for Recognising a Professional Body and Registering a Professional Designation. ILASA was unable to supply SAQA with the following: A CIPC registration certificate, audited financial statements, RPL policy, list of members and a transformation policy.

**Compliance summary table**

No	Item	Yes	No
1	Legally Constituted Entity	✓	
2	Good Corporate Governance Practices	✓	
3	Transformation	✓	
4	Human Resources	✓	
5	Premises	✓	
6	Financial Resources	✓	
7	Awarding of Professional Designations	✓	
8	Recognition of Prior Learning	✓	
9	Continuing Professional Development	✓	
10	Membership Database	✓	
11	Career Advice Information	✓	
12	Code of Conduct and Protection of the Public	✓	
13	Education and Training	✓	
14	The Proliferation of Professional Bodies	✓	
15	Professional Designations	✓	
16	Application fee	✓	

**1. CRITERIA FOR RECOGNISING A PROFESSIONAL BODY**

RR evaluated the application against the *Policy and Criteria for Recognising a Professional Body and Registering a Professional Designation for the Purposes of the National Qualification Framework Act, Act 67 of 2008 (As amended, September 2020)*. ILASA was found to meet the criteria for recognising a professional body listed below:

### 1.1 Legally Constituted Entity

ILASA is incorporated in terms of the Companies Act of 2008 as a Non-Profit Company with registration number 2021/ 425788/08.

The following document(s) were submitted:

- Recent Disclosure certificate.
- CIPC registration certificate.
- Memorandum of Incorporation.
- List of members.
- Letterhead reflecting the name of the company.

### 1.2 Good Corporate Governance Practices

ILASA submitted the following documents:

- o Minutes of the 2020 Annual General Meeting.
- o ILASA By Laws.
- o Constitution.
- o List of National Committee members.

- The National Committee is responsible for the business affairs of the organisation.
- The National Committee consists of the President and no more than eight or less than five additional members, elected annually at the Annual General Meeting.
- The National Committee established the Regional Branches. Each Regional Branch is represented by one member in the National Committee.
- The National Committee appoints the Executive Committee.
- The Executive Committee consists of the President, Director, Treasurer and not less than three other National Committee members.
- The Executive Committee has the President who presides over their meeting.
- The Executive Committee administers the affairs of the organisation as directed by the National Committee.
- The Regional Committees are responsible for administering the regional affairs of the organisation.
- The Office Bearers of the Regional Committees are appointed annually, and they liaise with the Executive Committee on matters of importance.

### 1.3 Transformation

ILASA submitted its Transformation Policy.

In giving effect to transformation commitment, ILASA:

- Strives to ensure that the National Committee, the Executive Committee and its Committees include individuals of various racial groups and include women as far as is possible, whilst adhering to the processes of election as contained in its Constitution;
- Continuously strives to improve the demographic representation as it grows and develops the profession of Loss Adjusters, and as an organisation;
- Is cognisant of the transformation requirements set by our government from time to time;
- Ensures that in all meetings, events, and interactions whether organised by ILASA, or in which ILASA participates, there is a sensitivity towards the needs and requirements of various groups;
- Through its leadership, shows and lives the values of transformation in the manner in which it interacts with each other and with outsiders; and
- Through the use of sensitive language and its approach to matters, illustrates its commitment to transformation.

Demographic composition of the National Committee

	Black	Indian	Coloured	White	Total
Male	0	0	0	10	10
Female	1	0	0	2	3
Total	1	0	0	12	13

### 1.4 Human Resources

ILASA submitted its organogram.

- ILASA has three full-time staff members and one part-time Bookkeeper.
- The Director, Education Manager and the Administrator are responsible for the daily operations of the organisation including membership systems and educational activities.
- There are 15 to 18 volunteers who assist in conducting the daily operations of the organisation.
- Regional Chairpersons provide reports on the work conducted in the regions.

## Demographic composition of staff members

	Black	Indian	Coloured	White	Total
Male	0	0	0	1	1
Female	0	0	0	3	3
Total	0	0	0	4	4

### 1.5 Premises

ILASA occupies office space at Unit 6 Northcliff Office Park, 203 Beyers Naude Avenue, Northcliff.

### 1.6 Financial Resources

- ILASA submitted its independently reviewed annual financial statements for the periods ending 31 December 2018, 2019 and 2020.
- According to the Reviewer's opinion, the financial statements present fairly, in all material respects, the financial position of The Institute of Loss Adjusters of Southern Africa as at 31 December 2020, and its financial performance and cash flows for the year then ended in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act of South Africa.
- ILASA mainly generates income through membership subscriptions.

### 1.7 Awarding of Professional Designations

ILASA submitted its By-Laws

Members applying for a designation are required to meet the following criteria:

- Possess an underlying qualification.
- Have a minimum of six years of insurance claim experience.
- Successful completion of the Board examinations.
- Be fit and proper

To retain membership, members must by March each year obtain the required number of CPD hours accumulated over the 12-month period and as determined by the ILASA, by completing CPD (continuing professional development) as set out in the Guide issued by the Institute from time to time.

Members must also complete and return any requisite renewal and other documents as may be required by ILASA within the relevant time limits.

### 1.8 Recognition of Prior Learning (RPL)

ILASA submitted the RPL policy that deals with the RPL criteria and RPL process.

#### RPL criteria

- No underlying qualification.
- Professional Work Experience
- Portfolio of Evidence (PoE).

#### RPL Process

- RPL candidate completes formative assessment by completing a multiple-choice examination and a Portfolio of Evidence (PoE) questionnaire.
- The multiple-choice examination covers all outcomes of the knowledge and practical component of the designation competency framework.
- The Portfolio of Evidence ensures that the candidate meets the workplace experience outcomes included in the profession.
- The results of the multiple-choice examinations as well as the PoE are assessed and moderated by competent officials appointed by ILASA.
- If the candidate successfully completes the multiple-choice examination and the moderator is satisfied with the outcome of the results for the examination as well as the PoE, the candidate is issued with a Statement of Results which grants the candidate access to a Board Examination.
- ILASA appoints the Education and Training Manager in collaboration with competent community of experts (assessors or examiners) to compile the final Board Examination instruments that will be used to assess the competence of the candidates.
- Instruments developed for Board Examinations are moderated by an external independent moderator.

- The competence of the assessor, examiner and moderator must be at a level or at a level higher than the underlying qualification and must preferably have a practicing background in a designation and/or qualification within the loss adjusting or related industries.
- The Board Examination is conducted in an invigilated environment through competent officials appointed by ILASA for this purpose.
- Results of the Board Examination are assessed and moderated by competent officials appointed by ILASA.
- ILASA issues a letter of achievement with the results to each candidate as well as a Statement of Achievement which will indicate all the outcomes of the professional designation competence framework.
- The moderation ratio of Board Examination and final formative assessments like the POE is 30% except in cases where the number of candidates below 50 in which case the ratio of moderation is 100%.
- If the candidate does not support the outcome of the RPL process and the Board Examination assessments, the candidate has the right to appeal to the ILASA Board.

### **1.9 Continuing Professional Development (CPD)**

ILASA submitted its CPD policy.

- Professional Loss Adjusters are required to participate in CPD activities to maintain professional competence to provide services of high quality in the interest of insurance clients that will support the professionalisation of the Loss Adjusting profession.
- There is a CPD Committee comprising of Executive Members that is responsible for:
  - overseeing the CPD activities, processes, and policy implementation.
  - ensuring that there are activities relating to job functions within the industry, making CPD accessible and relevant to all who require it.
- Designated members are required to engage in the following CPD activities approved by ILASA:
  - Courses/Workshops.
  - Conferences.
  - Seminars.
  - Studies leading to formal assessments.
  - Structured self-study.
  - Industry committee participation.
  - Lecturing or presenting at an industry forum.
  - Material development or updating.
  - Mentorship.
  - Writing articles that are published.
  - Professional reading.
- Designated members are required to accumulate a minimum of 20 CPD hours per annum.
- The CPD year will run from the first day in March of each year to the last day of February of each year to allow for certification at the time of membership renewal.

### **1.10 Membership Database**

- ILASA submitted a list of designated members.
- There are 227 designated members on the ILASA database.
- The breakdown of designated members is as follows:
  - Licentiate – 110
  - Associate – 87
  - Fellow - 20

### **1.11 Career Advice Information**

ILASA has published booklets in prior years which have been widely distributed at various occasions such as Conferences and other opportunities. The information is also on the website. ILASA also publishes articles in media such as Magazines.

### **1.12 Code of Conduct and Protection of the Public**

ILASA submitted the following documents:

- Code of Conduct
- By-Laws (Containing Disciplinary Hearing)

- The Code of Conduct regulates the conduct of members.
- Members who contravene the Code of Conduct are subject to a disciplinary hearing.

#### The Disciplinary Hearing

- In the event of ILASA receiving a complaint against one of its members, the Executive Committee appoints the Board of Enquiry to investigate the complaint.

- The Board of Enquiry comprises three members including the Chairperson.
- The Executive Committee appoints a person (Appointee) to represent ILASA at the hearing.
- The Appointee determines the time, date and place of the hearing and notifies the member of the purpose of the hearing, particulars of the complaint and the time, date and place of the hearing.
- At the hearing, the chairperson reads the notice of the hearing and the member, if present, indicates his or her plea.
- The Appointee and then the member present evidence. A witness may be cross examined, re-examined and questioned by the Board.
- The Board may call any person whose evidence may be material or re-call a witness.
- The Appointee may withdraw a charge before a finding has been made.
- If the member is found guilty of unprofessional conduct, the Appointee and the member may present evidence and make representations, orally or in writing or both, regarding sentence.
- The Board hears the Appointee's and the member's submissions regarding a finding at the conclusion of the hearing.
- If the member, personally or in writing, admits that he is guilty of unprofessional conduct or that he or she is not a fit and proper person to practice as a Loss Adjuster, the Board may make a finding without hearing any evidence.
  - If a member is found guilty of unprofessional conduct or has been found to be in contravention of the Constitution or the By-Laws, the Board imposes one or more or any of the following sentence: reprimand;
  - warning;
  - instruct a member to take certain steps and/or to do certain things, including paying compensation, and/or to refrain from doing certain things;
  - postpone the imposition of a sentence for a period not exceeding one year;
  - suspend the sentence on conditions it deems fit, for a period not exceeding three years;
  - impose a fine not exceeding R25 000 to be paid to the Institute;
  - suspension of membership for a period not exceeding 24 months; or
  - Any other sentence that the Board may consider fit.
- The Board records the proceedings, the reasons for its finding and sentence and forward the record to the Executive Committee.
- The sentence is imposed after ten working days of passing of the sentence unless the member appeals, in which case the sentence will be pended until finalisation of the appeal.
- If the Board finds that the member is not a fit and proper person to practice as a Loss Adjuster, it advises the Executive Committee, who, without exercising any discretion, expels the member from the Institute.
- A member can only be expelled after a period of ten working days of receipt by the Executive of advice from the Board, unless the member appeals, in which case the expulsion will be pending until finalisation of the appeal.
- In the event of the Executive Committee expelling the member, the Institute removes such member's name from the Register.

#### The appeal

- The Institute, represented by its Appointee, may appeal against the Board's finding or sentence and the member may appeal against any finding, sentence or ruling.
- The applicant notifies the Executive Committee of his intention to appeal, which notification states whether the appeal is against a finding, sentence or ruling, within five working days of receipt of such finding, sentence or ruling.
- The appeal is lodged with the Executive Committee, setting out in full the grounds of appeal, within a further fifteen working days.
- The Executive Committee may, on good cause, condone a late notification, notice of appeal and the reply.
- The Executive Committee appoints a Board of Appeal comprising of a chairperson and not less than two others, none of whom are members of the Institute, who, by virtue of their profession, education and experience, will be suited to adjudicate the matter under consideration.
- The Executive Committee timeously provides the respective parties and the Board of Appeal with copies of the applicant's grounds of appeal, the respondent's reply and the record of the proceedings.
- The Board of Appeal considers the evidence of record, the applicant's notice of appeal, the respondent's reply and the parties' arguments and:
  - confirms the finding and/or sentence; or
  - sets the finding and/or sentence aside; or if the finding is confirmed but the sentence is set aside, impose in its place a sentence; or
  - If only a finding that has or could result in a member's expulsion is set aside, consider an appropriate sentence and replace a sentence or impose such sentence; or
  - make any other order.

- The Board of Appeal records the proceedings and forward it to the Executive Committee.
- The Board of Appeal's ruling is final and the matter will not be subject to any other appeals or motions.

### 1.13 Education and Training

ILASA complies with Section 16 of the *Policy and Criteria for Recognising a Professional Body and Registering a Professional Designation*.

- It is not accredited as an education and training institution by a Quality Council.
- The Department of Higher Education and Training has not registered ILASA as an educational institution.

### 1.14 Proliferation of Professional Bodies

- There is no statutory professional body operating in the sector.
- The following non-statutory professional bodies operate in the sector:
  - The Insurance Institute of South Africa (IISA)
  - Vehicle Damage Quantification Governing Body of South Africa (VDQGBSA)

## 2. CRITERIA FOR RECOGNISING A PROFESSIONAL DESIGNATION

### 2.1. Designation(s) to be Registered

**Designation Title:** Licentiate Loss Adjuster - LILA

#### Short Description:

A Licentiate Loss Adjuster has the expertise to investigate and adjust general insurance claims on behalf of Insurers to provide a claims settlement recommendation based on the circumstances of the claim as presented in their final report. This includes amongst other things the confirmation of circumstances, confirmation of proximate cause of the claim, that the cause is an insured peril and the validity of the insurance contract to the claim presented. The Licentiate Loss Adjuster is proficient in:

- Insurance principles and general personal lines and commercial lines insurance products, and the various sections of cover with their corresponding conditions.
- Investigative techniques relevant to general insurance claims;
- Chain of evidence; and
- Report Writing.

#### CRITERION

##### Underlying NQF Registered Qualification

Higher Certificate in Short Term Insurance, NQF Level 5, ID: 83526

##### Experiential / Practical Experience / Experiential Learning

Minimum six years Insurance Claims experience of which one year as a practicing Loss Adjuster.

##### Competency Assessment / Board Examination

Board Examination if the person has achieved the qualification or RPL Assessment if no qualification has been achieved.

##### Continuing Professional Development (CPD) Requirements

20 CPD hours in a one-year cycle.

##### Designation RPL Statement

RPL is conducted by application where applicants submit an application form with supporting documents for evaluation. The evaluation is to confirm that applicants:

- Have a minimum of Matric or equivalent entry qualification.
- Are currently working as a Loss Adjuster for a minimum of 1 year, and
- Have been working with insurance claims in the industry for a minimum of 5 years.

If these requirements are in place the applicant receives an acceptance letter confirming their approval to participate in the RPL programme and are advised of and invited to the induction session, which explains the RPL process to all participants.

Following the induction session all participants are sent a copy of the Portfolio of Evidence document which contains the competence framework for the Licentiate designation as this is the applied competence requirements assessed in the POE submissions and Board Examination. The document also contains five case questions, and lists suggested supporting documentation that can be used to provide the evidence required, with the relevant due

dates for each submission. As the submissions are received, they are evaluated to confirm competence or any gaps in competence and to confirm that the person is ready to write the Board Examination.

Those with successful POEs are provided with confirmation letters for their evaluations and provided with details of the Board Examination.

Those who are not yet ready to write the Board Examination are provided with a progress report identifying competencies and development areas, so that they are able to come back, fulfil the requirement and be eligible to write the Board Examination.

**Designation competencies:**

- Analyse insurance contracts to determine the validity thereof.
- Analyse given claims scenarios to determine the validity and impact on the insurance cover provided and contractual agreement.
- Consider the recommendations made on a claim and explain the relevance of the recommendations in light of the insurance contract and cover provided.
- Differentiate between different types of claims in general personal and/or commercial insurance environment.
- Analyse the impact of extensions, exclusions, conditions and value-added products on a claim.
- Make recommendations regarding the relationship between insurance clauses and covers provided including related impacts.
- Analyse the claims process and financial impact of insurance departments.
- Apply the claims investigation process and the need for evidence recording and the chain of evidence.
- Apply different investigative methods and techniques of claims relating to different types of claims.
- Analyse a given claims scenario and calculate the sum of the claim including Premium; VAT; and Average.
- Analyse and recommend risk management and financial measures that insurance clients can adopt to prevent claims.
- Employ the most appropriate claims investigation process to relevant claims scenarios and explain the reason for using such method.

**RETAINING CRITERIA**

To ensure the currency of professional knowledge and to retain the Professional Designation, the professional must comply with the following minimum requirements:

***Code of Conduct***

Designees are required to adhere to the Professional Code of Conduct.

***Continuing Professional Development (CPD)***

Designees are required to obtain a minimum of 20 CPD hours per annum.

***Fees***

Designees are required to pay the annual membership fee.

***Professional Designation Progression Pathway***

*Licentiate Loss Adjuster – LILA*

Associate Loss Adjuster - AILA

Fellow Loss Adjuster – FILA

For more information on this Professional Designation, please visit the website at [www.ilasa.org.za](http://www.ilasa.org.za)

**Designation Title:** Associate Loss Adjuster - AILA

**Short Description:**

An Associate Loss Adjuster has the expertise to investigate and adjust specialist insurance claims and complex claims on behalf of Insurers to provide a claims settlement recommendation based on the circumstances of the claim as presented in their final report. This includes amongst other things the confirmation of circumstances, confirmation of proximate cause of the claim, that the cause is an insured peril and the validity of the insurance contract to the claim presented. The Licentiate Loss Adjuster is proficient in:

- Technical knowledge of specialist insurance products of cover with their corresponding conditions and various insurance arrangements for complex claims finance provisions
- Investigative techniques relevant to general insurance claims;
- Chain of evidence;
- Report Writing;
- Management of Claims Investigation expenses; and



- Business Management.

## **CRITERION**

### **Underlying NQF Registered Qualification**

Advanced Certificate in Short Term Insurance, NQF Level 6, ID: 97779

### **Experiential / Practical Experience / Experiential Learning**

Minimum eight years Insurance Claims experience of which three years as a practicing Loss Adjuster.

### **Competency Assessment / Board Examination**

Board Examination

### **Continuing Professional Development (CPD) Requirements**

20 CPD hours per annum.

### **Designation RPL Statement**

RPL is conducted by application where applicants submit an application form with supporting documents for evaluation. The evaluation is to confirm that applicants:

- Have a minimum of Matric or equivalent entry qualification.
- Are currently working as a Loss Adjuster for a minimum of 1 year, and
- Have been working with insurance claims in the industry for a minimum of 5 years.

If these requirements are in place the applicant receives an acceptance letter confirming their approval to participate in the RPL programme and are advised of and invited to the induction session, which explains the RPL process to all participants.

Following the induction session all participants are sent a copy of the Portfolio of Evidence document which contains the competence framework for the Associate designation as this is the applied competence requirements assessed in the POE submissions and Board Examination. The document also contains 5 case questions, and lists suggested supporting documentation that can be used to provide the evidence required, with the relevant due dates for each submission. As the submissions are received, they are evaluated to confirm competence or any gaps in competence and to confirm that the person is ready to write the Board Examination.

Those with successful POE's are provided with confirmation letters for their evaluations and provided with details of the Board Examination.

Those who are not yet ready to write the Board Examination are provided with a progress report identifying competencies and development areas, so that they are able to come back, fulfil the requirement and be eligible to write the Board Exam.

### **Designation competencies:**

- Analyse, evaluate and make recommendations on legal and contractual aspects of a contract in relation to a claim event.
- Report on the legal and contractual aspects of an insurance contract and the conditions of a claim and the relevance thereof to a claim.
- Report on the effect of the legal principles on the insurance contract and the cover provided, in particular it's impact on different types of claims.
- Consider the various legal principles and report on their application to different types of claims.
- Analyse the impact of extensions, exclusions, conditions and value-added products on a claim.
- Make recommendations regarding the relationship between insurance clauses and covers provided by specialist insurance covers, including related impacts.
- Conduct research on specialist insurance risks and claims trends and consider its impact on insurance companies and their clients.
- Recommend risk and claims mitigation based on the research conducted for both insurance companies and their clients.
- Consider and suggest claims management processes that insurance companies can use to manage their financial impact.
- Report on claims events for different types of claims and different types of insurance classes that assist in the financial management of claims, but also most benefit the insured.
- Calculate business risks from a company's financial statements and consider which are insurable with recommendations for business strategies to prevent financial claims.
- Report on the importance of different claims investigation techniques for specialist claims and potential recovery and risk mitigation processes that could be employed.

- Consider the most relevant tools for running and managing a loss adjusting firm including the use of technological systems and processes.
- Negotiate a contract with various insurance companies to the best advantage of the insurer, client and loss adjusting firm.
- Consider and explain the advantages and disadvantages of specialising in a niche insurance practice as a loss adjusting firm.

### **RETAINING CRITERIA**

To ensure the currency of professional knowledge and to retain the Professional Designation, the professional must comply with the following minimum requirements:

#### ***Code of Conduct***

Designees are required to adhere to the Professional Code of Conduct.

#### ***Continuing Professional Development (CPD)***

Designees are required to obtain a minimum of 20 CPD hours per annum.

#### ***Fees***

Designees are required to pay the annual membership fee.

#### ***Professional Designation Progression Pathway***

Licentiate Loss Adjuster – LILA

Associate Loss Adjuster - AILA

Fellow Loss Adjuster – FILA

For more information on this Professional Designation, please visit the website at [www.ilasa.org.za](http://www.ilasa.org.za)

**Designation Title:** Fellow Loss Adjuster - FILA

#### **Short Description:**

A Fellow Loss Adjuster has the expertise to investigate and adjust specialist insurance claims and complex claims on behalf of Insurers to provide a claims settlement recommendation based on the circumstances of the claim as presented in their final report. This includes amongst other things the confirmation of circumstances, confirmation of proximate cause of the claim, that the cause is an insured peril and the validity of the insurance contract to the claim presented. The Fellow Loss Adjuster is proficient in:

- Technical knowledge of specialist insurance products of cover with their corresponding conditions and various insurance arrangements for complex claims finance provisions.
- Investigative techniques relevant to general insurance claims.
- Chain of evidence.
- Report Writing.
- Management of Claims Investigation expenses.
- Business Management

### **CRITERION**

#### **Underlying NQF Registered Qualification**

Bachelor of Commerce in Short Term Insurance, NQF Level 7, ID: 90509

#### **Experiential / Practical Experience / Experiential Learning**

Minimum 10 years Insurance Claims experience of which 5 years as a practicing Loss Adjuster.

#### **Competency Assessment / Board Examination**

Report on specific loss adjustment topic.

#### **Continuing Professional Development (CPD) Requirements**

20 CPD hours per annum.

#### **Designation RPL Statement**

There is no RPL for the elevation to Fellow as this is done via Dissertation and Peer Review. An Associate seeking elevation to Fellow needs to complete and submit a Dissertation regarding a subject they have proposed and is approved by the Executive, which is submitted and reviewed by a panel of peers for approval.

#### **Designation competencies:**

- Analyse the validity of business contracts between insurers and loss adjusters.

- Critique, argue and challenge the relevance of these principles and their application in today's insurance context.
- Consider insurance in the context of the national and international economy and the changing environment for clients, insurance companies and loss adjusting as a profession.
- Consider the cost of claims and claims management in the context of prudential and solvency requirements of the financial services sector, and the role of the loss adjuster therein.
- Investigate and evaluate other financial possibilities of weathering business and economic change nationally.
- Critique the role and authenticity of claims investigations and provide expert testimony on whether techniques are correctly used in given claims scenarios.
- Consider and implement various company policies as is relevant to a loss adjusting firm that embraces the sustainability of the firm, and the development of the profession and new talent in the industry.

### **RETAINING CRITERIA**

To ensure the currency of professional knowledge and to retain the Professional Designation, the professional must comply with the following minimum requirements:

#### ***Code of Conduct***

Designees are required to adhere to the Professional Code of Conduct.

#### ***Continuing Professional Development (CPD)***

Designees are required to obtain a minimum of 20 CPD hours per annum.

#### ***Fees***

Designees are required to pay the annual membership fee.

#### ***Professional Designation Progression Pathway***

Licentiate Loss Adjuster – LILA

Associate Loss Adjuster - AILA

Fellow Loss Adjuster – FILA

For more information on this Professional Designation, please visit the website at [www.ilasa.org.za](http://www.ilasa.org.za)