



FROM THE INSTITUTE PRESIDENT, MARK GODFREY

The Institute has initiated a range of projects this year that will deliver benefits to members in 2004 including the appointment of Mabel Sansom to the position of education manager. Mabel will focus on developing CPD courses for loss adjusters and claims technicians that will also be available for our clients. The new CPD courses will be seminar based and material will be available to all members on-line. These courses will complement the existing loss adjusting diploma and the newly developed claims technician certificate qualification.

All subjects in the revised Diploma of Financial Services (Loss Adjusting) course will be available from the first semester 2004. The diploma course is delivered through ANZIIF and a copy of the 2004 courses handbook can be obtained from www.theinstitute.com.au

The Institute of Claims Technicians is now operating. Go to www.claimstechnicians.org for details. ICT fills a gap for those who do not primarily perform loss adjusting duties but are involved in claims processing. It is the view of the board of AICLA that these claims personnel should belong to a representative body and have access to appropriate education to better equip them to perform their work. The Certificate III level education course for claims technicians has been developed by AICLA in conjunction with NIBA and will be delivered as an on-line training program.

LA News has proved to be an effective method of communicating with members and from 2004 will be produced on a monthly basis.

The Australasian Claims Convention will be held in Melbourne from 28-30 April at the Grand Hyatt Hotel, Collins Street. A diverse and interesting line-up of speakers is being finalised. As reported in the last LA News internationally renowned loss adjuster, Alan Cleary from the United Kingdom will be the keynote speaker.

We are still pursuing industry players who pass off unskilled people as competent claims professionals. Don't forget to tell us about any cases you hear of! We are also assisting the Victorian and Western Australian Divisions in their efforts to maintain an exemption from licensing for investigation work undertaken by members in the course of a claim. We will report further on these two important matters early in the new year.



CHRISTMAS GREETINGS

ON BEHALF OF THE BOARD, OUR ADMINISTRATIVE OFFICER, TONY LIBKE, AND HIS ASSISTANT, PAULINE ROBERTSON, I WISH ALL MEMBERS A SAFE AND PEACEFUL CHRISTMAS AND PROSPEROUS 2004.

ELEVATIONS

Congratulations to the following new and elevated members:

Name	Division	Class
William J Clarke	Queensland	Fellow
Harry Patel	Queensland	Associate
Graham Uff	New South Wales	Ordinary
Robert Hare	New South Wales	Ordinary
Vincent Yuk Fai Chan	International	Ordinary
Chiu Chi Keung	International	Ordinary
Francis Ching	International	Ordinary

OUR WEBSITE

Don't forget to visit the AICLA website that can be found at

www.aicla.org

The members only section can be accessed by typing A_Member and the password AICLA2003.

CPD

Please find attached a copy of 2004 Continuing Professional Development record sheet and list of qualifying activities. With 2003 drawing to a close please ensure, if you have not already done so, that you complete your 2003 CPD record sheet. A copy of the 2003 record sheet can be found at the Institute's website www.aicla.org

MEMBERSHIP UPGRADES

In keeping with the needs of members, as from the first semester 2004 all core subjects in the Diploma of Financial Services (Loss Adjusting) will be available on demand. This means members can enrol at times that suit their work environment rather than being tied to the strict semester basis. Also members who have the appropriate work experience should consider seeking examination credits under the Recognition for Prior Learning system, which is available through ANZIIF. One group who have much to gain from the increased flexibility via examinations on demand and RPL assessments are affiliate members of 7 years standing who meet CPD accreditation. These affiliates need only complete two subjects Property and Casualty Loss Adjustment (FAS206) and one elective subject from the diploma to qualify as an Associate member of the Institute.

NOVEMBER ISSUE ERRORS

In the November issue of LA News under the heading of **South Australia**, there was reference to Trevor Sinclair being Chairman of the International Institute of Loss Adjusters, this was not correct, Trevor is a past president of the organisation.

Also Klaus Gassner, a Past President of IILA, spoke at the seminar, not Heinz Muschen.

Steve Hastings spoke on the International Institute of Loss Adjusters and Bill Ballard presented his observations of the adjusting profession in the US.

We apologise for the errors.

WOMEN IN LOSS ADJUSTING

Our previous request for comments regarding women in loss adjusting drew some response, however we would greatly appreciate more input. In February 2004 the Victorian Division intends to hold a forum examining this issue and more valuable input would be greatly appreciated. Thanks to our South Australian colleagues for their valuable and well appreciated thoughts communicated by telephone.

You may telephone any comments you may have to Susan

Johnson on 03 9528 4644 (e-mail susan3182@yahoo.com) or if you feel more comfortable discussing this matter with a male colleague, Terry Hogan will be happy to take your call on 03 9684 3000, you may e-mail Terry on Terry_Hogan@gabrobins.com.au

We are very interested to hear your views regarding the reasons for so few women in our profession and any views proffered will be kept strictly confidential.

MELBOURNE'S LATEST INSURANCE EVENT

On Wednesday 3 December 2003 loss adjusters were confronted with assessing damage associated with what is believed to be Melbourne's worst storm in 25 years. The Bureau of Meteorology described it as a 1 in 100 year storm, which occurred between 1.00am and 3.00am in the morning. During the previous late afternoon, Lilydale in the outer North East of the metropolitan area experienced a hail storm the likes of which have never been seen this far South on the East Coast of Australia with hail stones the size of golf balls.

With the State Government adopting the approach of trying to move the city population closer to the main services towards the center of the Metropolitan area, there has been a large increase in the number of residential properties in a band across the North and East of Melbourne's suburbs, where the storm was most severely felt.

News reports have suggested that the two-day damage bill will cost insurers in the region of \$45,000,000, which may prove to be somewhat conservative.

Loss adjusters have commented that underinsurance does not seem to be much of an issue any longer in so far as residential properties are concerned as it has been in the past. Many Businesses are struggling however, with having dropped their Business Interruption cover in an effort to reduce costs. An interruption to their business in the weeks leading up to Christmas will be catastrophic for some.

MERCHANDISE

The following merchandise displaying the distinctive AICLA logo is available for sale through the Institute.

TIE (RED/GREEN/BLUE)	\$20.00
CUFF LINKS – SET	\$12.00
LAPEL PIN	\$5.00

Visit our website www.aicla.org to view a colour photograph of the items and download an order form.

DISCLAIMER

THE INFORMATION CONTAINED IN THIS NEWSLETTER IS OF A GENERAL NATURE AND IS NO SUBSTITUTE FOR APPROPRIATE PROFESSIONAL ADVICE. NO LIABILITY WILL BE ACCEPTED FOR ANY LOSSES BY PEOPLE ACTING OR REFRAINING FROM ACTING ON THE MATERIAL CONTAINED IN THIS PUBLICATION.



AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

Continuing Professional Development

All practising members of the Institute are expected to comply with the requirements of continuing professional development as prescribed by the Board. The Institute recognises the need for members to develop knowledge and competence to ensure that they are well equipped to add value to the claims-handling process. As a self-regulated profession we must demonstrate to the insurance community in general and our principals in particular, a commitment to keep abreast of current developments.

Members are required to achieve thirty (30) points over the year commencing from 1 January.

Accumulation of points will be on a self-assessment basis, with this record sheet being retained by the member. Under the scheme members will be subject to random audit by the Administrative Officer and those members selected will need to produce evidence (a completed copy of this form) to prove compliance with CPD.

CPD QUALIFYING ACTIVITIES

Activity	DESCRIPTION	POINTS: 1 point per hour of activity
1.	Attending Professional Sessions of: a) Australasian Institute of Chartered Loss Adjusters b) Any recognised insurance industry organisation Loading: Attendance necessitating travel in excess of 200kms return receives a loading of 50 percent .	Max 16/event Max 12/event
2.	Passing examination subjects: a) Australian and New Zealand Institute of Insurance and Finance b) Equivalent passes in insurance institutes elsewhere c) Relevant tertiary examination subjects	20/subject
3.	Structured and documented company/in-house training	Max 20 p.a.
4.	Preparation and or submission of paper on a relevant subject to a group	Max 10 p.a.
5.	Delivering a loss adjusting paper to a seminar/conference	Max 10 p.a.
6.	Preparing a published Industry Related Article	Max 10 p.a.
7.	Reading industry relevant technical papers and publications	Max 12 p.a.
8.	Viewing or listening to relevant audio tapes, videos or computer-based training programs	Max 10 p.a.
9.	Writing, Reviewing, Setting and or marking Diploma in Financial Services (Loss Adjusting) assignments and examination papers	Max 15 p.a.