

Curriculum Design Document Adjuster

Alberta Insurance Council

November 2007

Alberta Insurance Council

Curriculum Design Document for General Insurance Adjusters

License Levels

The Alberta Insurance Council is proposing three levels of general insurance adjuster license.

Level 1 Adjuster: In an average Canadian adjusting firm, this person would work under supervision investigating and negotiate non-complex first party claims (e.g. telephone claims, small burglary, etc.). Other duties would be to work in a support role for Level 2 and Level 3 adjusters in the office (including site attendance, measure and photograph loss scenes, schedule of loss forms, etc.). This person would be supervised by a Level 2 or Level 3 adjuster.

Level 2 Adjuster: In an average Canadian adjusting firm, this person would investigate and negotiate intermediate to complex personal lines claims. In addition to personal lines claims, this person would be involved in handling non-complex to intermediate style commercial/specialty claims. The Level 2 adjuster could work without supervision but cannot act in the capacity of managing or operating an adjusting firm.

Level 3 Adjuster: In an average Canadian adjusting firm, this person would have a broad technical insurance knowledge including experience in handling complex personal lines and/or complex commercial/specialty lines and may act in the capacity of a manager or operator of an adjusting firm.

Skills Levels

Throughout the Curriculum Design Document there will be referrals to skill levels as either Basic, Intermediate or Advanced. To ensure consistency with established learning principles, “Blooms Taxonomy of Educational Objectives” was referenced in developing definitions for each skill as follows:

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Bloom's Levels 1 and 2 - Basic Skills

A basic skill level in a particular area would require the adjuster to have **Knowledge and Comprehension** of that particular area.

Definition of Knowledge: The adjuster recalls or recognized information, ideas, and principles in the approximate form in which they were learned.

Definition of Comprehension: The adjuster understands, translates, or interprets (explains or summarizes) information based on prior learning.

Bloom Levels 3 and 4 - Intermediate Skills

An intermediate skill level in a particular area would require the adjuster to be able to **Apply and Analyze** the knowledge and comprehension of that particular area.

Definition of Application: The adjuster selects transfers, and uses data and principles to complete a problem or task with a minimum of direction.

Definition of Analysis: The adjuster distinguishes, classifies, and relates the assumptions, hypotheses, evidence, or structure of a statement or question.

Bloom Levels 5 and 6 - Advanced Skills

A adjuster with an advanced skill level in a particular area must be able to **Synthesize and Evaluate** the knowledge and comprehension of that particular area.

Definition of Synthesis: The adjuster originates, integrates, and combines ideas into a product, plan or proposal that is new to him or her.

Definition of Evaluation: The adjuster appraises, assesses, or critiques on a basis of specific standards or criteria.

General Insurance – National Skills Profiles (Reformatted)

Technical

Level I		Level II and Level III
Basic	Intermediate	Advanced
<p>Property Insurance</p> <p>Commercial Property</p> <ul style="list-style-type: none"> • Fundamental Principles • Policy structure • Building Coverage • Stock Coverage • Equipment Coverage • Business Interruption • Casualty coverages • Crime • Boiler & Machinery • Specialized Forms (Contractors, Garage) <p>Other Commercial Coverages</p> <ul style="list-style-type: none"> • Surety • Marine & Aviation <p>(continued below)</p>	<p>Property Insurance</p> <p>Personal Property</p> <ul style="list-style-type: none"> • Fundamental Principles • Policy Structure • Tenant Insurance • Homeowners Insurance • Condominium Insurance • Farm Insurance • Seasonal Insurance • Endorsements • Other (rented, Mobile Home) <p>Liability Insurance</p> <p>Personal Lines</p> <ul style="list-style-type: none"> • Fundamental Principles • Policy Structure • Standard Coverages (Sections E,F & G) <p>(continued below)</p>	<p>Property Insurance</p> <p>Personal Property</p> <ul style="list-style-type: none"> • Fundamental Principles • Tenant Insurance • Homeowners Insurance • Condominium Insurance • Farm Insurance • Seasonal Insurance • Endorsements • Other (rented, Mobile Home) <p>Commercial Property</p> <ul style="list-style-type: none"> • Fundamental Principles • Policy structure • Building Coverage • Stock Coverage • Equipment Coverage • Business Interruption • Casualty coverages • Crime • Boiler & Machinery • Specialized Forms (Contractors, Garage) <p>(continued below)</p>

General Insurance – National Skills Profiles (Reformatted)

Technical (continued)

Level I		Level II and Level III
Basic	Intermediate	Advanced
<p>Liability Insurance</p> <p>Commercial Lines</p> <ul style="list-style-type: none"> • Fundamental Principles • Policy Structure • Standard Coverages (Commercial General, Tenants’ Legal, Umbrella, Garage, Professional) <p>Automobile Insurance</p> <p>Commercial Automobile</p> <ul style="list-style-type: none"> • Fundamental Principles • Policy Structure • Standard Coverages (Garage & Fleet) • Endorsements 	<p>Automobile Insurance</p> <p>Personal automobile</p> <ul style="list-style-type: none"> • Fundamental Principles • Policy Structure • Standard Coverages (Sections A,B & C) • Endorsements <p>Travel Insurance</p> <p>Accident & Sickness</p>	<p>Liability Insurance</p> <p>Personal Lines</p> <ul style="list-style-type: none"> • Fundamental Principles • Policy Structure • Standard Coverages (Sections E,F &G) <p>Automobile Insurance</p> <p>Personal Automobile</p> <ul style="list-style-type: none"> • Fundamental Principles • Policy Structure • Standard Coverages (Sections A,B & C) • Endorsements <p>Commercial Automobile</p> <ul style="list-style-type: none"> • Fundamental Principles • Policy Structure • Standard Coverages (Garage & Fleet) • Endorsements <p>Travel Insurance</p> <p>Accident & Sickness</p>

General Insurance – National Skills Profiles (Reformatted)

Client Sales & Service

Level I	Level II		Level III
Intermediate	Intermediate	Advanced	Advanced
<ul style="list-style-type: none"> • Information Gathering in accordance with Office Practices/Guidelines • Risk Evaluation • Networking • Needs Evaluation • Communication • Prospecting • Negotiating • Rate Manual Usage • Conflict Resolution • Claims Process Management • Insurance Policy Maintenance • Binding Authority • Knowledge of Limitations 	<ul style="list-style-type: none"> • Sales Management 	<ul style="list-style-type: none"> • Networking • Public Relations • Conflict Resolution • Claims Process Management • Quotation Assessment • Insurance Policy Maintenance • Insurer/Client Relationship Development • Binding Authority • Knowledge of Limitations 	<ul style="list-style-type: none"> • Sales Management • Selection of Insurers • Insurer Contract Analysis • Brokerage Promotion

General Insurance – National Skills Profiles (Reformatted)

Ethics & Professionalism

Level I		Level II	Level III
Intermediate	Advanced	Advanced	Advanced
<ul style="list-style-type: none"> • Regulatory Legislation & By-laws • Different Industry Trade Associations • Career Development • Continuing Education Requirements • Errors & Omissions 	<ul style="list-style-type: none"> • Professional Conduct • Confidentiality (Privacy Act) 	<ul style="list-style-type: none"> • Career Development • Errors & Omissions 	<ul style="list-style-type: none"> • Regulatory Legislation & By-laws • Different Industry Trade Associations

General Insurance – National Skills Profiles (Reformatted)

Human Resources

Level I	Level II	Level III
Intermediate	Intermediate	Advanced
<ul style="list-style-type: none"> • Terms of Employment 	<ul style="list-style-type: none"> • Training • Orientation • Evaluation • Motivation • Mentoring • Leadership • Professional Development Management 	<ul style="list-style-type: none"> • Employment Legislation • Recruiting • Hiring • Selection • Training • Orientation • Evaluation • Termination • Benefits/Compensation • Motivation • Mentoring • Planning • Leadership • Professional Development Management

General Insurance – National Skills Profiles (Reformatted)

Industry Knowledge & Skills (Levels II & III on next page)

Level I		
Basic	Intermediate	Advanced
<ul style="list-style-type: none"> • Role of Insurance in Society • Benefits of Insurance to Society • Role of Insurer • Role of Underwriter • Role of Adjuster • Role of Regulatory Body • Industry Associations • Market Trends • Concept of Reinsurance • Concept of Facility 	<ul style="list-style-type: none"> • Licensing Levels • Role of Brokers/Agents 	<ul style="list-style-type: none"> • Fiduciary Responsibility

General Insurance – National Skills Profiles (Reformatted)

Industry Knowledge Skill (Level I on previous page)

Level II		Level III
Intermediate	Advanced	Advanced
<ul style="list-style-type: none"> • Role of Insurance in Society • Benefits of Insurance to Society • Role of Insurer • Role of Underwriter • Role of Adjuster • Role of Regulatory Body • Industry Associations • Market Trends • Concept of Reinsurance • Concept of Facility 	<ul style="list-style-type: none"> • Relationship Building 	<ul style="list-style-type: none"> • Role of Insurance in Society • Benefits of Insurance to Society • Role of Insurer • Role of Underwriter • Role of Adjuster • Role of Regulatory Body • Industry Associations • Market Trends • Concept of Reinsurance • Concept of Facility • Understanding Issues Involved in Purchasing & Selling a Brokerage

General Insurance – National Skills Profiles (Reformatted)

Risk Management Skills

Level I	Levels II & III
Intermediate	Advanced
<ul style="list-style-type: none">• Identify Exposures• Identify Alternatives• Select Techniques• Implement• Monitor & Modify	<ul style="list-style-type: none">• Identify Exposures• Identify Alternatives• Select Techniques• Implement• Monitor & Modify

General Insurance – National Skills Profiles (Reformatted)

Office Skills (Levels II & III on next page)

Level I		
Basic	Intermediate	Advanced
<ul style="list-style-type: none"> • Non-Verbal Communication • Automation • Mathematical • Ability to Negotiate • Filing • Financial Handling 	<ul style="list-style-type: none"> • Literacy • Analytical • Organizational • Time Management • Prioritization 	<ul style="list-style-type: none"> • People Skills • Team Player • Telephone • Listening • Verbal Communication • Written Communication

Level II		Level III
Intermediate	Advanced	Advanced
<ul style="list-style-type: none"> • Non-Verbal Communication • Filing 	<ul style="list-style-type: none"> • Literacy • Analytical • Mathematical • Ability to Negotiate • Financial Management 	<ul style="list-style-type: none"> • Automation Systems Management • Organizational • Time Management • Prioritization • File Management • Delegation • Team Building

General Insurance – National Skills Profiles (Reformatted)

Adjuster Firm Management

Level III

Advanced

- Strategic Planning
- Financial Management
- Operations Management
- Perpetuation & Succession Planning
- Broker Management System Operations
- Marketing Management

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Module	Page	Level 1	Level 2	Level 3
Module 1. Technical	1	51.1 – 55.1.4	51.4 – 55.1.5	Same as Level 2 – no additional learning requirements
Module 2. Client Sales & Service	21	56.1 – 56.13	56.14 – 56.23	56.24 – 56.27
Module 3. Ethics & Professionalism	26	57.1 – 57.7	57.8 – 57.9	57.10 – 57.11
Module 4. Human Resources	30	58.1	58.2 – 58.8	58.9 – 58.22
Module 5. Industry Knowledge & Skills	36	59.1 – 59.13	59.14 – 59.24	59.25 – 59.35
Module 6. Risk Management	46	60.1 – 60.5	60.6 – 60.10	Same as Level 2 2 – no additional learning requirements
Module 7. Office Skills	49	61.1 – 61.17	61.18 – 61.24	61.25 – 61.31
Module 8. Adjuster Firm Management	55			62.1 – 62.6

Technical skills: Adjuster

Level 1, Module 1

ID number and ability objective: 51. Property Insurance

Define the principles and use of property insurance.

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>51. Property Insurance</p> <p>51.1 Commercial Property</p> <p>51.1.1 Fundamental Principles - ability to identify a commercial exposure; define types of insured e.g. sole proprietorship, corporation, partnership; demonstrate comprehension of the structure of co-insurance clauses.</p> <p>51.1.2 Policy Structure - ability to understand the Perils and Broad Form policies; ability to understand what co-insurance is and how it works</p> <p>51.1.3 Building Coverage – ability to identify what types of property would be covered under building coverage</p> <p>51.1.4 Stock Coverage - ability to identify what types of property would be covered under stock coverage</p> <p>51.1.5 Equipment Coverage - ability to identify what types of property would be covered under equipment coverage</p>	<p>51. Property Insurance</p> <p>51.3 Personal Property</p> <p>51.3.1 Fundamental Principles – ability to define and demonstrate what types of coverages are included as personal property – e.g. tenant’s, homeowner’s, mobile home, condominium, seasonal, pleasure craft, travel trailers; demonstrate ability to accurately complete a Boeckh calculator; demonstrate ability to understand and explain the purpose/intent of statutory and additional conditions; claim denial process demonstrate ability and define the following:</p> <ul style="list-style-type: none"> • why a coverage would be identified as commercial or personal • define a commercial exposure • define exclusions • define the difference between standard vs comprehensive; demonstrate an understanding of insurance terminology - actual cash value to replacement cost; define and demonstrate understanding of who can be an “insured” under a policy; demonstrate knowledge and ability to explain and access coverage and understand subrogation, and estoppel plus the importance of accurate collection of information to adjust a claim 	

Technical skills: Adjuster

Level 1, Module 1

ID number and ability objective: 51. Property Insurance

Define the principles and use of property insurance.

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>51. Property Insurance</p> <p>51.1 Commercial Property</p> <p>51.1.6 Business Interruption – ability to identify what business interruption insurance is and how it could assist a business that suffers a loss while being rebuilt or restored</p> <p>51.1.7 Casualty Coverages – ability to identify what casualty insurance is e.g. bodily and personal injury</p> <p>51.1.8 Crime – ability to identify the 2 criminal acts that are usually covered under a commercial property insurance policy and to recognize the need for other coverages to be insured e.g. burglary, safe, robbery, theft, etc.</p> <p>51.1.9 Boiler & Machinery – ability to identify these exclusions that appear in commercial property insurance policies and know that additional insurance coverage must be made to insure against losses caused by boiler & machinery</p>	<p>51. Property Insurance</p> <p>51.3 Personal Property</p> <p>51.3.2 Policy Structure – ability to demonstrate and apply knowledge of the components of the personal property policy, e.g. common definitions, deductible clause, Coverages A – dwelling building, B - detached private structures, C – personal property including on & off premises, special limits, extension of coverage, D - additional living expense and fair rental value, Basis of claim payment, E – personal liability to include compensatory damages, supplementary payments, notice, requirements of insured, F – voluntary medical payments, G – voluntary property damage, exclusions</p> <p>51.3.3 Tenant Insurance - demonstrate knowledge and the ability to describe and compare tenant insurance policies including perils insured and coverages e.g. all risks, legal liability, contents, improvements and betterments, comprehensive personal liability; demonstrate knowledge and the use of all tenant insurance forms</p>	

Technical skills: Adjuster

Level 1, Module 1

ID number and ability objective: 51. Property Insurance

Define the principles and use of property insurance.

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>51. Property Insurance 51.1 Commercial Property 51.1.10 Specialized Forms (Contractors, Garage) -ability to identify the need for and when and who is responsible for purchasing contractors insurance</p> <p>51 Property Insurance 51.2 Other Commercial Coverages 51.2.1 Surety- identify what surety insurance is and when it could be required e.g. types of licenses, bonded warehouses, executors of estates, etc. 51.2.2 Marine & Aviation – ability to identify what is covered under these types of policies, e.g. aviation covers aircraft and the liability associated with the operations of aircraft; and marine covers the vessel and cargo</p>	<p>51. Property Insurance 51.3 Personal Property 51.3.4 Homeowners Insurance – demonstrate knowledge and the ability to describe and compare homeowners’ policies including the named perils form, basic form, broad form and comprehensive form, define and demonstrate knowledge of what types of risks are covered under a basic, broad and comprehensive form; demonstrate and apply knowledge with respect to inflation protection, guaranteed replacement cost, guaranteed replacement cost vs ACV, guaranteed replacement costs vs replacement cost, single limit endorsement, demonstrate knowledge and the ability to describe and compare requirement to notify for alterations and renovations, exclusions (re: water losses, vacancy, under construction, by-laws) fire department charges, floaters; demonstrate and apply knowledge of common definitions and types of construction; demonstrate knowledge and the ability to describe and compare the use of all home owner insurance forms</p>	

Technical skills: Adjuster Level 1, Module 1

ID number and ability objective: 51. Property Insurance

Define the principles and use of property insurance.

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>51. Property Insurance</p> <p>51.3 Personal Property</p> <p>51.3.5 Condominium Insurance – demonstrate knowledge and the ability to describe and compare condominium coverages including what is insured by the condominium corporation and what needs to be insured by the unit holder, what endorsements may be added to the policy e.g. U1 unit improvements and betterments, U3 contingency, U2 loss assessment common areas; define bare land vs standard condo, demonstrate knowledge of loss assessment and unit additional protection</p> <p>51.3.6 Farm Insurance– demonstrate knowledge and the ability to describe and compare farm insurance</p> <p>51.3.7 Seasonal Insurance – demonstrate knowledge and the ability to describe and compare seasonal and secondary residence coverages e.g. fire, extended coverages and electricity, one or more of burglary, vandalism or malicious acts, and glass for building and/or contents</p> <p>51.3.8 Endorsements – demonstrate knowledge and the ability to describe and compare endorsements (floaters) e.g. personal articles, fine arts, TV & antennae, tool, guaranteed replacement cost, sewer back-up, flood, earthquake, etc.</p> <p>51.3.9 Other (rented, mobile home) demonstrate knowledge and the ability to describe and compare mobile home (A, B, C & D) and rented premises coverages and how it differs from basic homeowner’s policy e.g. exclusions for loss or damage occurring while moving the building and how attached buildings are covered</p>	

Technical skills: Adjuster

Level 1, Module 1

ID number and ability objective: 52. Liability Insurance

Define the principles of liability insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>52. Liability Insurance 52.1 Commercial Lines 52.1.1 Fundamental Principles - ability to identify a liability risk; 52.1.2 Policy Structure – ability to identify the 2 types of commercial general liability policies e.g. Commercial General Liability Policy (Occurrence Form) and Commercial General Liability Policy (Claims Made Form). 52.1.3 Standard coverages – ability to identify common coverage options under a commercial liability policy e.g. commercial general, tenants’ legal, umbrella, garage, professional,</p>	<p>52. Liability Insurance 52.2 Personal Lines 52.2.1 Fundamental Principles - demonstrate knowledge and the ability to describe and compare coverages that are included for personal lines liability insurance; demonstrate knowledge and ability to describe and compare appropriate common liability concepts e.g. criminal law, common law, statute law, civil code, civil law e.g. contract law, tort law including elements of a tort, types of tort and negligence, basic legal precedents, statutory and other conditions 52.2.2 Policy structure - demonstrate knowledge and the ability to describe and compare the components/structure of the personal liability policy e.g. (Sections E, F, G & H of Homeowner’s policies). 52.2.3 Standard coverages – demonstrate knowledge and the ability to describe and compare the standard coverages of a personal liability policy e.g. legal liability, voluntary medical payments, voluntary payment for damage to property, voluntary compensation for residence employees (Sections E, F & G of Homeowners’ policies).</p>	

Technical skills: Adjuster Level 1, Module 1

ID number and ability objective: 53. Automobile Insurance

Define the principles of automobile insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>53. Automobile Insurance</p> <p>53.1 Commercial Automobile</p> <p>53.1.1 Fundamental principles - understand the various commercial automobile forms</p> <p>53.1.2 Policy Structure demonstrate the ability to identify sections of a garage or fleet policy from the declaration page, understand the components of the commercial automobile policies (Standard Automobile Policy) SPF #1, (Standard Garage Policy) SPF #4 & (Non-owned automobile Policy) SPF #6</p> <p>53.1.3 Standard Coverages (Garage & Fleet) - define what the requirements are to be able to insure a risk as a fleet policy (SPF #1); define the requirements for a risk to qualify for a garage policy (SPF #4), SPF #6 Non-Owned Auto,</p> <p>53.1.4 Endorsements – demonstrate the ability to identify a commercial auto exposure; demonstrate a basic understanding to determine if a vehicle is under a fleet policy; demonstrate an understanding of commercial endorsements; demonstrate a basic understanding to determine if a vehicle is under a garage policy</p>	<p>53. Automobile Insurance</p> <p>53.2 Personal Automobile</p> <p>53.2.1 Fundamental principles - demonstrate knowledge and the ability to describe and compare SPF#1 (Standard Auto Policy); demonstrate knowledge and the ability to describe and compare the importance of accurate collection of information to adjust a claim; demonstrate knowledge and ability to apply this knowledge for binding authority, underwriting decisions and the use of ratings and recognize inter-jurisdictional situations</p> <p>53.2.2 Policy Structure - demonstrate knowledge and the ability to describe and compare the components of the personal automobile policy Sections A, B, C & D); demonstrate and apply knowledge with respect to insured vs driver, auto reform/grid, rented or leased automobiles, etc.</p>	

Technical skills: Adjuster

Level 1, Module 1

ID number and ability objective: 53. Automobile Insurance

Define the principles of automobile insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>53. Automobile Insurance</p> <p>53.2 Personal Automobile</p> <p>53.2.3 Standard Coverages - (Sections A,B, C & D) demonstrate knowledge and the ability to describe and compare the coverage under a standard automobile policy e.g. Section A Third Party Liability, Section B Accident Benefits, Section C Loss of or Damage to Insured Automobile, settlement agreement, Section D Uninsured Automobile</p> <p>53.2.4 Endorsements - demonstrate knowledge and the ability to describe and compare the purpose and intent of the various policy endorsements e.g. SPF#2 Driver's Automobile Policy, SPF#4 Garage Policy Form, SPF #6 Non-Owned Auto, SEF# 9 Recreational Vehicle Endorsement, SEF# 20 Loss of Use Endorsement, SEF#27 Legal Liability for Damage to Non-Owned Automobile Endorsement, SEF# 36 Commercial Automobile Used Exclusively for Pleasure Purposes, SEF# 43(r) Limited Waiver of Depreciation Endorsement, SEF# 44 Family Prot. Endorsement, 3, 5, 13D, 23A, 38 38A, 43, etc.</p>	

Technical skills: Adjuster

Level 1, Module 1

ID number and ability objective: 54. Travel Insurance
 Define the principles of travel insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>54. Travel Insurance</p> <p>54.1.1 demonstrate knowledge and the ability to describe and compare travel insurance and the common clauses – health & pre-existing conditions; excess hospital; medical insurance and extended care; accidental dental; emergency transportation – carnage & travel of family member; death or disability – funeral expense, repatriation, accidental death benefits, accidental disability and loss of sight benefit; other coverages e.g. trip cancellation or interruption, baggage, return of auto, delay of return travel, childcare attendant, aggregate limits</p>	

Technical skills: Adjuster

Level 1, Module 1

ID number and ability objective: 55. Accident & Sickness

Define the principles of Accident & Sickness insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>55. Accident & Sickness</p> <p>55.1.1 demonstrate knowledge and the ability to describe and compare accident & sickness insurance.</p> <p>55.1.2 Demonstrate knowledge and the ability to explain and compare the two types of accident & sickness insurance (individual & group) and the difference between the two with respect to “own occupation vs any occupation” , policy owner, master contract vs certificate holder, ;</p> <p>55.1.3 Demonstrate knowledge and ability to explain and compare the differences between weekly indemnity, long term disability, major medical (extended health care)</p> <p>55.1.4 Demonstrate knowledge and ability to explain and compare elimination periods and benefit periods.</p>	

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 51. Property Insurance

Define the principles and use of property insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>51. Property</p> <p>51.4 Personal Property</p> <p>51.4.1 Fundamental Principles - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements e.g. replacement costs, burglary and robbery, inflation protection, personal articles, sewer back-up, television and equipment, watercraft and trailer, fine arts including statutory conditions, joint loss agreements, overlapping coverage, and manuscript wordings realizing the conditions for co-insurance and subrogation and avoiding an estoppel and come to a process to quantify and negotiate the settlement of a claim</p> <p>51.4.2 Tenant Insurance – using a complex customer scenario gather information and investigate the loss, evaluate the policy wordings and endorsements e.g. replacement costs, burglary and robbery, inflation protection, personal articles, television and equipment, watercraft and trailer, fine arts including statutory conditions, joint loss agreements, overlapping coverage, and manuscript wordings realizing the conditions for co-insurance and subrogation and avoiding an estoppel and come to a process to quantify and negotiate the settlement of a claim</p> <p>51.4.3 Homeowners Insurance - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements e.g. replacement costs, burglary and robbery, inflation protection, personal articles, sewer back-up, television and equipment, watercraft and trailer, fine arts including statutory conditions, joint loss agreements, overlapping coverage, and manuscript wordings realizing the conditions for co-insurance and subrogation and avoiding an estoppel and come to a process to quantify and negotiate the settlement of a claim</p>

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 51. Property Insurance

Define the principles and use of property insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>51. Property</p> <p>51.4 Personal Property</p> <p>51.4.4 Condominium Insurance using a complex claim scenario gather information and investigate the loss, evaluate the policy wordings and endorsements e.g.. replacement costs, burglary and robbery, inflation protection, personal articles, sewer back-up, television and equipment, watercraft and trailer, fine arts including statutory conditions, joint loss agreements, overlapping coverage, and manuscript wordings realizing the conditions for co-insurance and subrogation and avoiding an estoppel and come to a process to quantify and negotiate the settlement of a claim</p> <p>51.4.5 Farm Insurance - using a complex claim scenario gather information and investigate the loss, evaluate the policy wordings and endorsements, e.g. replacement costs, burglary and robbery, inflation protection, personal articles, sewer back-up, television and equipment, watercraft and trailer, fine arts; identify additional coverages for exposures such as equipment, agricultural produce, fertilizer and chemical, farm livestock, farm business interruption, average distribution clause ingestion and rebuilding clause, employer's liability, voluntary composition, pollution</p> <p>51.4.6 Seasonal Insurance - using a complex claim scenario gather information and investigate the loss, evaluate the policy wordings and endorsements for a seasonal insurance policy e.g.</p> <p>51.4.7 Endorsements – using a complex claim scenario gather information and investigate the loss, evaluate the policy wordings and interpret coverage applicable by endorsements on a personal property insurance policy coverage including any endorsements for seasonal and secondary residences</p>

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 51. Property Insurance

Define the principles and use of property insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>51. Property</p> <p>51.4 Personal Property</p> <p>51.4.8 Other (Rented & Mobile Home) - - using a complex claim scenario gather information and investigate the loss, evaluate the policy wordings and endorsements e.g. replacement costs, burglary and robbery, inflation protection, personal articles, television and equipment, watercraft and trailer, fine arts including statutory conditions, joint loss agreements, overlapping coverage and manuscript wordings realizing the conditions for co-insurance and subrogation and avoiding an estoppel and come to a process to quantify and negotiate the settlement of a claim</p> <p>51. Property</p> <p>51.1 Commercial Property</p> <p>51.1.11 Fundamental Principles – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property policy e.g. definitions, co-insurance, debris removal, reinstatement, subrogation, property protection systems, by-law coverage, replacement cost, glass rider, valuable paper (records and accounts receivables), inflation protection etc.</p> <p>51.1.12 Policy Structure – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the components/structure of a commercial property policy e.g. declaration page, insurance agreements, exclusions, policy conditions, statutory conditions and endorsements</p>

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 51. Property Insurance

Define the principles and use of property insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>51. Property</p> <p>51.1 Commercial Property</p> <p>51.1.13 Building Coverage – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property building policy e.g. building definition, fixed structures, addition and extensions, permanent fixtures and fittings, furniture, building maintenance supplies, plants and trees inside the building, machinery, tools, utensils, appliances, tenant’s improvements such as building improvements, alterations and betterments</p> <p>51.1.14 Stock Coverage – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property policy stock coverage e.g. definition of stock, merchandise, packing, wrapping, advertising materials, premium adjustment clause and peak season endorsement</p> <p>51.1.15 Equipment Coverage – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property equipment policy coverage e.g. definitions, furniture, fittings, fixtures, machinery, tools, utensils, appliances, tenants improvements such as building improvements, alterations and betterments</p> <p>51.1.16 Business Interruption – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property Business Interruption policy e.g. income replacement form, rental income, gross earning form, business income forms, profits form, extended business income forms, extra expense insurance, endorsements, actual loss sustained, co-insurance, Contingent Business Interruption – Recipient and Contributing Forms</p>

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 51. Property Insurance

Define the principles and use of property insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>51. Property</p> <p>51.1 Commercial Property</p> <p>51.1.17 Casualty Coverages - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a casualty policy e.g. property floaters, glass, transit coverages, accounts receivable, etc.</p> <p>51.1.18 Crime - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property crime coverage policy e.g. church theft, damage to building by burglary or robbery , inside/outside robbery, lessees safe deposit box burglary and robbery, money and securities (inside and outside) office/store burglary and robbery, safe burglary, securities insurance (for lessees of safe deposit boxes), stock burglary, destruction, disappearance, dishonesty (3-D Form A & B), employee dishonesty, loss inside the premises, loss outside the premises, money orders and counterfeit paper currency, deposits' forgery, etc.</p> <p>51.1.19 Boiler & Machinery – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property boiler & machinery coverage policy e.g. pressure, movement, electricity, pressure vessels, object and breakdown, Options 1,2 & 3, limit per accident, heating and cooling, equipment and machinery breakdown, overlapping coverage</p> <p>51.1.20 Specialized Forms (Contractors, Garage) using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property specialized forms (Contractors, garage) e.g. in-land marine, bailees, tool floater, motor truck cargo, installation</p>

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 51. Property Insurance

Define the principles and use of property insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>51. Property</p> <p>51.1 Commercial Property</p> <p>51.1.20 Specialized Forms (Contractors, Garage) using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property specialized forms (Contractors, garage) e.g. inland marine, bailees, tool floater, motor truck cargo, installation</p> <p>51.1.21 Surety – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property surety coverage policy e.g. bid bond, performance bond, labour and material payment bond, fiduciary bond, customs or excise bonds, licence and permit bonds, performance bond, labour and material payment bond, loss document bonds, prepaid miscellaneous government bonds</p> <p>51.1.22 Marine & Aviation – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial property marine & aviation coverage policy e.g. aircraft of all types, operations of aircraft, airstrips and airfields, hull, cargo, demonstrate knowledge of Marine Acts and Legislation</p>

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 52. Property Insurance

Define the principles and use of property insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>52. Liability Insurance</p> <p>52.2 Personal Lines</p> <p>52.2.4 Fundamental Principles – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a liability policy e.g. products liability, completed operations, environment liability, absolute liability, elevator liability, tenant’s legal liability, prescription periods, negligence, case law, common law, tort, statute law, contract law, joint & several liability civil code, Workers Compensation, contributory negligence, medical reports, vicarious liabilities, trigger theories, environment liability, personal and body injury, subscription policies, various defenses</p> <p>52.2.5 Policy Structure – using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the components/structure of a personal liability policy e.g. declaration page, insurance agreements, exclusions, policy conditions, statutory conditions and endorsements</p> <p>52.2.6 Standard Coverages - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the standard coverages that would be included in a liability coverage policy e.g. Sections E, F G, & H, excess umbrella (PUM), personal comprehensive liability, some business pursuits, motorized equipment, tenant legal liability, watercraft</p> <p>52. Liability Insurance</p> <p>52.1 Commercial Lines</p> <p>52.1.4 Fundamental Principles - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial liability policy</p>

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 52. Property Insurance

Define the principles and use of property insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>52. Liability Insurance</p> <p>52.1 Commercial Lines</p> <p>52.1.5 Policy Structure - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the components/structure of a commercial liability policy e.g. Bodily injury and property damage liability (Coverage A); Personal injury and advertising injury liability (Coverage B); Medical payments (Coverage C) ; Tenants legal liability (Coverage D)</p> <p>52.1.6 Standard Coverages - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the standard coverages that would be included in a commercial liability coverage policy e.g. premises, operations, products/completed operations, contractual, protective, libel/slander, environmental , umbrella policy, CGL, pollution liability, wrap-up liability, Directors and Officers liability, errors and omissions liability, malpractice and professional legal liability</p>

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 53. Automobile Insurance

Define the principles of automobile insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>53. Automobile Insurance</p> <p>53.2 Personal Automobile</p> <p>53.2.5 Fundamental Principles - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a personal automobile insurance policy e.g. Highway Traffic Act, absolute liability, inter-company chart, applicable jurisdictions Acts and Regulations, tort reform compulsory insurance</p> <p>53.2.6 Policy Structure - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the components/structure of a personal automobile policy e.g. declaration page, insuring agreement, intent of coverage</p> <p>53.2.7 Standard Coverages (Sections A, B & C) - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the standard coverages that would be included in a personal automobile policy e.g. coverage, limits, policy forms, driver's automobile policy (SPF #2)</p> <p>53.2.8 Endorsements - using a complex claim scenario identify and interpret coverage applicable by endorsements on a personal automobile insurance policy e.g. to include all applicable endorsements to SPF #1</p>

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 53. Automobile Insurance

Define the principles of automobile insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>53. Automobile</p> <p>53.1 Commercial Automobile</p> <p>53.1.5 Fundamental Principles - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate use of the clauses in a commercial automobile insurance policy e.g. (SPF #1, SPF #4 & SPF #6)</p> <p>53.1.6 Policy Structure - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the components/structure of a commercial automobile policy e.g. (SPF #1), Garage Policy SPF #4 and SPF #6 – non-owned automobile policy</p> <p>53.1.7 Standard Coverages (Garage & Fleet) - using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the components/structure of a commercial automobile policy e.g. limits, policy forms</p> <p>53.1.8 Endorsements - using a complex claim scenario identify and interpret coverage applicable by endorsements on a commercial I automobile insurance policy e.g. to include all applicable endorsements – SPF #4, A, B, C, D, E; SPF #6, 7, 8 and all other applicable endorsements</p>

Technical skills: Adjuster Levels 2 and 3, Module 1

ID number and ability objective: 54. Travel Insurance

Define the principles of travel insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>54. Travel Insurance</p> <p>54.1.2 using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the components/structure of a travel insurance policy e.g. bodily injury, interpret medical reports, government and private plans, pre-existing conditions, hazardous sports and aviation</p>

ID number and ability objective: 55. Accident & Sickness

Define the principles of Accident & Sickness insurance

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>55. Accident & Sickness</p> <p>55.1.5 using a complex claim scenario, gather information and investigate the loss, evaluate the policy wordings and endorsements that would demonstrate the application of knowledge of the components/structure of an Accident & sickness insurance policy</p>

Client Sales and Service: Adjuster Level 1, Module 2

ID number and ability objective: 56. Client Sales and Service

Demonstrate the abilities to manage new and existing clients and to analyze and review risks to provide service going forward.

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>56. Client Sales and Service</p> <p>56.1 Information Gathering in accordance with office practices/guidelines – explain and demonstrate the importance of accurate collection of information from clients e.g. explain the importance of client interviewing skills; explain the importance of accurately documenting conversations with clients; use examples to demonstrate the advantage of accessing, using and maintaining records; analyze forms, reports, questionnaires; demonstrates ability to be able to inspect risks on site; adhering to company reporting procedures; tracking and recording activities; receiving and adhering to client instructions</p> <p>56.2 Risk evaluation - define and demonstrate the importance of developing skills to obtain full and accurate information from a client; define and demonstrate the importance of developing skills to accurate complete necessary documentation; demonstrate ability to conduct on-site inspections when required</p> <p>56.3 Networking – define and demonstrate the importance of maintaining good relationships e.g. insurers, brokers; define and demonstrate the importance of identifying opportunities to use networking to build industry contacts and knowledge</p> <p>56.4 Communication – define and demonstrate why communication skills are an important tool in dealing with clients e.g. the ability to ask difficult questions, the ability to communicate with a client in a clear and articulate manner, educating the client</p> <p>56.5 Prospecting – describe the advantages of possessing prospecting skills e.g. using various customer profiles identify situations that could be used for prospecting while respecting confidentially</p> <p>56.6 Needs evaluation – define and demonstrate the skills required to complete needs evaluation, e.g. thorough investigations skills, accurate reporting skills, timely resolution skills</p>	

Client Sales and Service: Adjuster Level 1, Module 2

ID number and ability objective: 56. Client Sales and Service

Demonstrate the abilities to manage new and existing clients and to analyze and review risks to provide service going forward.

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>56. Client Sales and Service</p> <p>56.7 Negotiating – define and demonstrate solutions demonstrating negotiation skills e.g. probing questions, careful disclosure of information, suggesting solution or compromises to meet needs; the ability to negotiate/settle basic non- complex claims under supervision</p> <p>56.8 Rate Manual Usage – define and demonstrate how the rate manual can assist in claims settlement e.g. eligibility, rates, products, limitations, wordings, etc.</p> <p>56.9 Conflict Resolution –define and demonstrate strategies for resolving a conflict e.g. management and resolution under supervision for both internal and external conflicts to include such concepts as respect, active listening skills, questioning skills, controlling emotions, acknowledging when it is appropriate to escalate the conflict to higher management or someone more senior.</p> <p>56.10 Claims Process Management - define and demonstrate how you should handle the claim process e.g. familiarity with the claims handling process; assuring that the claim is handled according to the timing requirements established in the statutory conditions in the contract</p> <p>56.11 Insurance policy maintenance –define and demonstrate what is required to provide appropriate insurance policy maintenance e.g. annual reviews, updating cost calculators, the need to suggest new products when there is a material change in circumstances, management of payment problems, the need for reviewing for accuracy insurance company documents for coverages, ratings and discounts, midterm changes</p> <p>56.12 Binding Authority –define and demonstrate knowledge of binding limits, where to obtain information if not sure, procedures to handle situations that exceed binding authority</p> <p>56.13 Knowledge of limitations – define and demonstrate knowledge that all insurance policies have terms, conditions and limitations and knowing where to obtain access on limitations</p>	

Client Sales and Service: Adjuster Level 2, Module 2

ID number and ability objective: 56. Client Sales and Service

Demonstrate the abilities to manage new and existing clients and to analyze and review risks to provide service going forward.

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>56. Client Sales and Service</p> <p>56.14 Sales Management - define and demonstrate skills and strategies to be used in sales management e.g. setting and achieving sales objectives, sales performance measured against employer's expectations</p>	<p>56. Client Sales and Service</p> <p>56.15 Networking – using a complex claim scenario, identify situations that would present opportunities for and the advantages of networking; e.g. identify additional services and co-ordinating the delivery of those services that could be provided</p> <p>56.16 Public Relations – using a complex claim scenario, identify situations that would present opportunities for public relations, e.g. knowledge of the community, attendance at industry functions, fund raiser and sponsorship activities in the community, liason with public authorities</p> <p>56.17 Conflict Resolution – using a complex claim scenario, demonstrate the conflict resolution techniques e.g. identification of a conflict, mediation process; knowledge of arbitration procedures; statutory conditions; knowing one's limitations and when to escalate to a higher authority; achieve mutually beneficial resolution with limited impact to work flow or co-workers; follow-up process in-place to measure success of resolution</p> <p>56.18 Claims Process Management - using a complex claim scenario, demonstrate advanced level knowledge of claims process management, e.g. preparation of files in anticipation of litigation (preserving evidence), obtaining expert evidence, keeping files confidential process, ability to explain arbitration processes and act as advocate for the client, etc.</p>

Client Sales and Service: Adjuster Level 2, Module 2

ID number and ability objective: 56. Client Sales and Service

Demonstrate the abilities to manage new and existing clients and to analyze and review risks to provide service going forward.

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>56. Client Sales and Service</p> <p>56.19 Quotation Assessment – using a complex claim scenario, demonstrate knowledge of binding authority under a contract</p> <p>56.20 Insurance Policy Management – using a complex claim scenario, demonstrate an advanced level skill in determining when a policy could benefit from remarketing</p> <p>56.21 Insurer/Client Relationship Development – using a complex claim scenario, demonstrate advanced skills in insurer/client relationship development, e.g. maintaining good communication and working relationships with clients, insurers, underwriters, underwriting managers, use of Customer Satisfaction Surveys to identify areas where improvement could be made, developing and monitoring follow-up processes; receiving and adhering to client instructions</p> <p>56.22 Binding Authority – using a complex claim scenario, demonstrate advanced knowledge of binding authorities e.g. knowing that a broker must have the authority of the insurer to bind the risk, binders may be oral or written, etc.</p> <p>56.23 Knowledge of Limitations – using a complex claim scenario, demonstrate advanced level skills of limitations, e.g. knowing what and when limitations apply to a specific client’s situation</p>

Client Sales and Service: Adjuster Level 3, Module 2

ID number and ability objective: 56. Client Sales and Service

Demonstrate the abilities to manage new and existing clients and to analyze and review risks to provide service going forward.

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>56. Client Sales and Service</p> <p>56.24 Sales Management – using several case studies demonstrate skills and strategies to be used in sales management e.g. conduct peer reviews; perform audits of existing or new business; analyze business for profitability and compatibility with established goals or markets that your firm represents; sets sales objectives; establishes staff achievement awards; develops and trains staff on vision of the firm; establishment and training of staff on service standards; educate staff on vision of firm; managing the sales force; develop sales action plan</p> <p>56.25 Selection of Insurers – using complex scenarios demonstrate the most appropriate approach to the selection of insurers/clients, e.g. researching new markets; monitoring markets/insurers/clients for their stability; tracking service levels; ease of doing business with; confirming that the insurer/client has met the licensing requirements in a jurisdiction;</p> <p>56.26 Insurer contract analysis – using complex scenarios demonstrate an advanced level knowledge of insurer contract analysis e.g. analysis for compliance with the terms of a contract between the firm and their clients</p> <p>56.27 Adjuster Firm Promotion – using a complex scenario demonstrate advanced level skills that should be employed in promotion of the firm e.g. determining the media that will be used (trade shows, print, radio, TV); corporate identity branding; identification of target markets/audience; establishing corporate image; attendance at industry functions</p>

Ethics and Professionalism: Adjuster Level 1, Module 3

ID number and ability objective: 7. Ethics & Professionalism

Demonstrate the high level of personal and professional conduct that is required.

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>57. Ethics & Professionalism</p> <p>57.1 Regulatory Legislation & Bylaws – Understand and comprehend - the requirement of the provincial Insurance Act, its regulations and bylaws governing the distribution of insurance products and the adjusters requirement to comply with them to include the role of the Superintendent of Insurance and the Council</p> <p>57.2 Different Industry Trade Associations Understand and comprehend the role and benefits of various industry trade associations e.g. Insurance Brokers Association of Canada, Insurance Brokers Association of Alberta, Insurance Bureau of Canada/IBC, Canadian Independent Adjusters Association, etc. Canadian Insurance Claims Managers Association, etc.</p> <p>57.3 Career Development – understand and comprehend the advantages of further education and development using such tactics as obtaining designations e.g. CIP, FCIP, CRM; maintain currency with changes within the industry; maintain awareness of developmental opportunities within the industry; structure a career development plan; identify individuals who can provide mentoring opportunities</p>	<p>57. Ethics & Professionalism</p> <p>57.6 Professional Conduct – using case studies analyze the responsibilities of an adjuster as outlined in the Code of Conduct including integrity; competence; quality of service; advising clients; confidentiality; conflict of interest identification and resolution; encourage public respect; manner of service; maintain integrity of the profession; unauthorized practice of the profession and conduct toward others; concept of utmost good faith</p> <p>57.7 Confidentiality (Privacy Act) – using various case studies identify what responsibilities an adjuster would have with respect to confidentiality (Privacy Act) e.g. what constitutes private information; be knowledgeable about the Privacy Act and an adjuster’s responsibilities; how files must be kept; obtaining consent for information sharing, etc.</p>

Ethics and Professionalism: Adjuster Level 1, Module 3

ID number and ability objective: 7. Ethics & Professionalism

Demonstrate the high level of personal and professional conduct that is required.

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>Ethics & Professionalism</p> <p>57.4 Continuing Education – understand and comprehend the requirements to maintain information regarding continuing education credits that have been earned, the advantages of continuing education, where you can obtain the continuing education and the requirement to file information regarding continuing education credits that have been earned</p> <p>57.5 Errors & Omissions – understand and comprehend the regulations/bylaws for maintaining E&O insurance & the minimums that are required; understand and demonstrate sound business practices to limit errors & omissions exposure e.g. adherence to office policies; establishing procedures, systems, standards, monitoring and auditing; awareness of protocols for identifying and notification of potential claims; reporting of all claims to insurer for all adjusters; estoppel</p>	

Ethics and Professionalism: Adjuster Level 2, Module 3

ID number and ability objective: 57. Ethics & Professionalism

Demonstrate the high level of personal and professional conduct that is required.

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>57. Ethics & Professionalism</p> <p>57.8 Career Development – using several case studies evaluate the steps that can be taken for career development e.g. setting personal and professional goals, evaluating your current position and identifying opportunities for advancement, developing a coaching/mentoring program for personal use and for the benefit of employees, develop market currency through industry magazines & trade association publications, identify further educational opportunities or designations (CIP, FCIP, CRM); CE requirements and opportunities to obtain them</p> <p>57.9 Errors & Omissions – using several case studies identify situations that would impact a adjuster’s E&O policy and what steps would be necessary to address the identified situations e.g. establishing proactive procedures; systems; standards; monitoring; auditing; identifying when you need to give notice to an E&O insurer of potential claims/losses</p>

Ethics and Professionalism: Adjuster Level 3, Module 3

ID number and ability objective: 57. Ethics & Professionalism

Demonstrate the high level of personal and professional conduct that is required.

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>57. Ethics & Professionalism</p> <p>57.10 Regulatory Legislation & By-Laws – using several case studies demonstrate advanced level skill e.g. awareness of role and the disciplinary procedures/processes of the Council, reviewing of office procedures to ensure that they are in compliance with the regulations and by-laws, monitors regulatory environment to maintain currency, understanding of the role of the Superintendent of Insurance and the Office of the Superintendent of Financial Institutions, knowledgeable of the industry protection fund in case of insolvency (PACIC)</p> <p>57.11 Different Industry Trade Associations – using several case studies demonstrate knowledge of the industry trade associations and their role and impact that they have on the insurance industry</p>

Human Resources: Adjuster

Level I, Module 4

ID number and ability objective: 8. Human Resources

Demonstrate the requirement for human resource skills in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>58. Human Resources</p> <p>58.1 Terms of Employment - Understand and comprehend the importance and direction that should be included in your terms of employment e.g. hours of work; compensation; benefits, skills required; requirement to be bondable</p>	

Human Resources: Adjuster Level 2, Module 4

ID number and ability objective: 58. Human Resources

Demonstrate the requirement for human resource skills in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>58. Human Resources</p> <p>58.2 Training - understand and comprehend the importance of training in the development of an adjuster and of staff, identify opportunities to obtain additional training e.g. job shadowing; education requirements for Level 2 license (6 courses toward CIP of which one course must be Loss Adjustment and Claims Settlement, Claims or Essentials of Loss Adjusting & 2 years experience); investigational skills through courses</p> <p>58.3 Orientation – understand and comprehend the value and importance of an orientation program for new employees and/or employees who have been promoted e.g. roles of other staff; understanding the firms market and client base; understanding the goals of the corporation; understanding file handling and reporting and expectation of claims count</p> <p>58.4 Evaluation – understand and comprehend the process/structure of a valid evaluation process and the benefits that can come from it e.g. what criteria will you be evaluated on; understanding your responsibility and accountability; quality of work; initiative; knowledge; understanding your limitations</p> <p>58.5 Motivation – understand and comprehend the value of providing motivation to fellow employees e.g. acknowledging that there should be team effort; establishing a positive work environment; use of incentives (bonusing, commission); quality and type of assignments; incentive for completing educational programs</p> <p>58.6 Mentoring – understand and comprehend the value of a good mentoring program in the develop of others and the opportunities it provides for growth for the mentor to include such areas as negotiating, investigation techniques, policy interpretation, client relations, report writing problem solving, people skills, conflict resolution</p>	

Human Resources: Adjuster Level 2, Module 4

ID number and ability objective: 58. Human Resources

Demonstrate the requirement for human resource skills in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>58. Human Resources</p> <p>58.7 Leadership - understand and comprehend the importance a leadership role plays in the development of both the individual acting as a leader and the employees who are working with the leader e.g. leads work groups; sets examples by performance; conducts workshops; etc.</p> <p>58.8 Professional Development Management – understand and comprehend the importance of developing an educational path for personal adjuster/firm development</p>	

Human Resources: Adjuster Level 3, Module 4

ID number and ability objective: 58. Human Resources

Demonstrate the requirement for human resource skills in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>58. Human Resources</p> <p>58.9 Employment Legislation - using several case studies demonstrate skills and knowledge at an advanced level of Employment Legislation e.g. human resources law; policies and regulations (Canadian Charter of Freedom and Rights); Employment Standards Code; Multiculturalism Act; Canada Revenue Agency requirements; etc.</p> <p>58.10 Recruiting - using several case studies demonstrate skills and knowledge at an advanced level of guidelines which adhere to employment standards when recruiting new staff e.g. interviewing techniques; developing job descriptions; compensation and competitive salary structure; promotion of a positive work environment; matching prospective employee's skill set with job description</p> <p>58.11 Hiring - using several case studies demonstrate skills and knowledge at an advanced level of guidelines which adhere to employment standards when hiring new staff e.g. negotiating terms of employment; identifying prospective employees goals (short & long-term); reviewing probationary period requirements and expectations</p> <p>58.12 Selection - using several case studies demonstrate skills and knowledge at an advanced level of guidelines which adhere to employment standards when selecting new staff e.g. reviewing of resumes/applications for appropriateness of skills, education and experience; identifying testing methodology and how it should be used</p>

Human Resources: Adjuster Level 3, Module 4

ID number and ability objective: 58. Human Resources

Demonstrate the requirement for human resource skills in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>58. Human Resources</p> <p>58.13 Training - using several case studies demonstrate skills and knowledge at an advanced level of a training program that could be implemented in an agency including the education requirements for Level 3 license (achieved Level 2 requirements and is an Associate or Fellow of the Insurance Institute of Canada, has completed the Bodily Injury Claims course of the Insurance Institute of Canada and one of two course of the Insurance Institute of Canada – Property Loss Adjustment or Advanced Loss Adjusting); development of training manuals, development of training sessions both in-house and external, job shadowing, .</p> <p>58.14 Orientation – using several case studies demonstrate skills and knowledge at an advanced level of an orientation program that could be implemented in an adjusting firm e.g. employee manual (Human Resources Manual) outlining corporate philosophy, hours of operation, statutory holidays, vacation, employee information sessions etc.</p> <p>58.15 Evaluation - using several case studies demonstrate skills and knowledge at an advanced level of an evaluation program that could be used in an agency e.g. development of an evaluation form to be completed by both the employer and the employee and to form the basis for an annual review (file review; timeliness, attendance billable hours), development of clear expectations for evaluation, etc.</p> <p>58.16 Termination - using several case studies demonstrate skills and knowledge at an advanced level of a corporate Termination policy, e.g. protocol for dismissal; file documentation prior to termination; compliance with Employment Standards Code, grounds for termination, compensation upon termination, etc.</p>

Human Resources: Adjuster Level 3, Module 4

ID number and ability objective: 58. Human Resources

Demonstrate the requirement for human resource skills in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>58. Human Resources</p> <p>58.17 Benefits/Compensation - using several case studies demonstrate skills and knowledge at an advanced level of benefits/compensation, e.g. development of a compensation plan and benefits package that is in accordance with Employment Standards Code and that will allow the agency to attract competent staff in a competitive environment while remaining profitable; etc.</p> <p>58.18 Motivation - using several case studies demonstrate skills and knowledge at an advanced level of motivation tools that could be employed for the benefit of the employees of an adjusting firm</p> <p>58.19 Mentoring - using several case studies demonstrate skills and knowledge at an advanced level of mentoring strategies that could be employed for the benefit of the employees of an adjusting firm</p> <p>58.20 Planning - using several case studies demonstrate skills and knowledge at an advanced level of methodology that could be utilized for the human resource planning process, e.g. planning for future growth of a firm, planning for retirements, planning for down sizing, planning for enhanced automation systems, etc</p> <p>58.21 Leadership - using several case studies demonstrate skills and knowledge at an advanced level of leadership techniques and benefits, e.g. establishing committees to assist with such topics as goal setting for both the corporation and individuals, corporate planning, identifying when staff are knowledgeable enough to take management responsibilities, developing a team based work environment, etc.</p> <p>58.22 Professional Development Management - using a complex scenario recommend the most appropriate educational plan for both personal and firm development</p>

Industry Knowledge and Skills: Adjuster Level I, Module 5

ID number and ability objective: 59. Industry Knowledge and Skills

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and market trends and issues that will impact the insurance market

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>59. Industry Knowledge & Skills 59.1 Role of Insurance In Society – identify and understand who the stakeholders are in the general insurance industry e.g. insurers, brokers, agents, adjusters, regulators, clients, mortgagees, trade associations, etc. 59.2 Benefits of Insurance to Society - identify and understand the beneficial role that insurance plays in society with respect to protection of investments, safety/risk management through loss protection, spread of risk, economic impact on the economy etc. 59.3 Role of Insurer – identify and understand the role of the insurer e.g. financial security, prompt payment of claims, providing a risk pool, providing a variety of products to protect assets/investments</p>	<p>59. Industry Knowledge & Skills 59.11 Licensing Levels – identify and determine what Levels of licenses are available; what a license permits an individual to do; what requirements are necessary to advance to another license level; knowledgeable about requirements for Errors & Omissions insurance; knowledgeable about Continuing Education requirements; knowledgeable about the Code of Conduct;</p>	<p>59. Industry Knowledge & Skills 59.13 Fiduciary Responsibility – using various customer profiles, identify the fiduciary responsibilities of an adjuster including duty owed to the client and insurer; utmost good faith; documentation of true and accurate information; knowing when an adjuster has reached their limitations and must seek assistance; the concept of full disclosure to the insurer means that information given to the adjuster is deemed to be given to the insurer; timeliness of investigations and settlement of claims; legislation that pertains to proof of loss; duty to represent the employer in a professional manner</p>

Industry Knowledge and Skills: Adjuster Level I, Module 5

ID number and ability objective: 59. Industry Knowledge and Skills

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and market trends and issues that will impact the insurance market

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>59. Industry Knowledge & Skills</p> <p>59.4 Role of Underwriter – identify and understand the import role that the underwriter serves in risk determination and the role a broker plays in the underwriting process e.g. knowledgeable of the impact that loss ratios have on insurability and the insurance industry, risk assessment based on factors presented by a broker/agent, establishing premium, establishing a good working relationship</p> <p>59.5 Role of Brokers – identify and determine the role of a broker is e.g. educating consumers; compensation disclosure to the clients; confidentiality and privacy, offering product options to clients; difference between a broker and an agent; ability to understand and explain personal lines insurance coverage</p> <p>59.6 Role of Regulatory Body – identify and understand the structure of the regulatory system in the province and the role of the regulatory body and their responsibilities including the enforcement of such issues as insurance regulation, restrictions on tied selling, consumer protection, licensing standards, CE requirements, discipline</p>	<p>59. Industry Knowledge & Skills</p> <p>59.12 Role of Adjuster – identify and understand the role of an adjuster e.g. investigate, evaluate, quantify, negotiate and settle claims; knowledge about the relationship between the insurer, adjuster and broker; understand that the adjuster is the front line person when representing the insurer on a claim; adjusters must be able to interpret personal property and personal auto wordings, endorsements and statutory conditions; adjusters must be able to take detailed statements, an adjuster must be knowledgeable about reporting procedures; an adjuster must understand proof of loss and limitation periods; an adjuster must be aware of the requirement to identify who they are representing and ex-gratia payments</p>	

Industry Knowledge and Skills: Adjuster Level I, Module 5

ID number and ability objective: 59. Industry Knowledge and Skills

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and market trends and issues that will impact the insurance market

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>59. Industry Knowledge & Skills</p> <p>59.7 Industry Associations - identify and understand the trade associations that are relevant to the licensing category and their roles with respect to lobbying, education opportunities, codes of conduct, etc.</p> <p>59.8 Market trends – identify and understand the impact of new products (such as identify theft) and the impact that changes in the marketplace will have on product availability and insurance company profitability</p> <p>59.9 Concept of Reinsurance - identify and understand what reinsurance is, how it works and the effect it has on the pricing or products</p> <p>59.10 Concept of Facility - identify and understand what facility insurance is and how it works</p>		

Industry Knowledge and Skills: Adjuster Level I, Module 5

ID number and ability objective: 59. Industry Knowledge and Skills

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and market trends and issues that will impact the insurance market

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>59. Industry Knowledge & Skills</p> <p>9.8 Market trends – identify and understand the impact of new products (such as identify theft) and the impact that changes in the marketplace will have on product availability and insurance company profitability</p> <p>9.9 Concept of Reinsurance - identify and understand what reinsurance is, how it works and the effect it has on the pricing of products</p> <p>9.10 Concept of Facility - identify and understand what facility insurance is and how it works</p>		

Industry Knowledge and Skills: Adjuster Level 2, Module 5

ID number and ability objective: 59. Industry Knowledge and Skills

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and market trends and issues that will impact the insurance market

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>59. Industry Knowledge & Skills</p> <p>59.14 Role of Insurance in Society - define and demonstrate the role of insurance in society, e.g. the value to the consumer of pooling of risks; understanding that the impact of insurance disasters are felt world wide and not just nationally; etc.</p> <p>59.15 Benefits of Insurance to Society – define and demonstrate the benefits of insurance to society, e.g. protection, peace of mind and the benefits of insurance to a specific client; the requirements that banks have to require insurance on homes; what is financial risk (basic liability insurance); the ramifications of not being insured; recycling of premiums into the economy; insurance companies co-operating to minimize claims (fire prevention, hail suppression, fraud detection) and how these efforts benefit the consumer; etc.</p> <p>59.16 Role of Insurer – define and demonstrate the role of an insurer such as keeping brokers/adjusters knowledgeable about offerings of different products by different insurers; keeping their product offering current with market needs (identify theft and title insurance); providing a financially stable marketplace, providing financial reports to broker/agents/adjusters (AM BEST); indemnify the insured subject to the contract; indemnify third parties subject to laws; maintaining the appropriate licensing requirements for the jurisdictions in which they operate; etc.</p>	<p>59. Industry Knowledge & Skills</p> <p>59.24 Relationship Building – using complex scenarios select the most appropriate relationship building opportunities, e.g. identification and development of relationships with related industry professionals (structural engineers, lawyers (plaintiff & defense), site engineers, contractors and suppliers, origin and cause); building rapport with the insurers, underwriters, clients; etc.</p>

Industry Knowledge and Skills: Adjuster Level 2, Module 5

ID number and ability objective: 59. Industry Knowledge and Skills

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and market trends and issues that will impact the insurance market

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>59. Industry Knowledge & Skills</p> <p>59.17 Role of Underwriter - define and demonstrate the role of the underwriter, e.g. impact loss ratios have on insurability and the insurance industry, the underwriter’s role in keeping the insurer profitable, the type of underwriter (profitable or growth), the development of good working relationships with the field force, the underwriter’s expectation of risk assessment from a broker because of their level of knowledge and experience, the binding limits that underwriters have and their need to seek guidance for larger binding limits, tailoring policies to meet specific client needs; liaison between the broker and adjuster in the event of any questionable coverage etc</p> <p>59.18 Role of Adjuster – define and demonstrate the role of an adjuster, e.g. the requirement for an adjuster to investigate, evaluate, quantify, negotiate and settle claims, the requirement for an adjuster to identify who they are representing; knowledgeable about all available coverages; ex-gratia payments; knowledgeable about the legislation pertaining to handling of claims and provincial government acts (highway traffic act, insurance act and regulations, occupier’s liability act etc.), the knowledge of recommending the use of experts, 3rd party administration</p> <p>59.19 Role of Regulatory Body - define and demonstrate the role of the Regulatory Body (Council), e.g. the Council’s requirement to administer the Insurance Act and Regulations as it relates to brokers/agents/adjusters; the role of the Superintendent of Insurance as the regulator of insurance companies (including being responsible for the financial stability/viability of provincially chartered insurance companies); the role of the Superintendent of Financial Institutions (OSFI) and their role in assessing the financial stability/viability of federally chartered insurance companies; role of the Council in administering disciplinary actions, fines, license suspensions or revocations, etc.</p>		

Industry Knowledge and Skills: Adjuster Level 2, Module 5

ID number and ability objective: 59. Industry Knowledge and Skills

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and market trends and issues that will impact the insurance market

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>59. Industry Knowledge & Skills</p> <p>59.20 Industry Associations – define and demonstrate the roles and educational opportunities offered by the different industry trade associations e.g. CIAA, CICMA, CLMA, IIC, AAIS, CAFI, IBBC, CRIMS, etc.</p> <p>59.21 Market Trends - define and demonstrate market trends, e.g. industry cycles, up and down trends in the marketplace and what impact this would have on a firm; soft and hard market concepts; changes in law (CAP regulations); etc.</p> <p>59.22 Concept of Reinsurance – define and describe the concepts of reinsurance, e.g. why an underwriter would use reinsurance on a specific risk; reinsurance capacity; facultative and treaty reinsurance; retention limits; self-insurance; types of catastrophe reinsurance</p> <p>59.23 Concept of Facility - define and demonstrate the concept of facility, e.g. residual market, facility manual, risks required to be placed in facility and the need to explain it to a consumer, etc.</p>		

Industry Knowledge and Skills: Adjuster Level 3, Module 5

ID number and ability objective: 59. Industry Knowledge and Skills

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and market trends and issues that will impact the insurance market

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>59. Industry Knowledge & Skills</p> <p>59.25 Role of Insurance in Society - using complex scenarios identify the impact insurance has on society; e.g. companies would fail (bankruptcy) without insurance, provision of economic growth and stability, worldwide spread of risks</p> <p>59.26 Benefits of Insurance to Society – using a complex scenario identify the benefits of insurance to society, e.g. permitting an insured to be put back into the position they were in before they sustained a loss, fair compensation for third party/claimants,</p> <p>59.27 Role of Brokers/Agents – using a complex scenario identify the role of brokers/agents, e.g. increase volume of premiums written for an insurer on a profitable basis; identifying the consumers needs and matching those needs with products; assisting in settlement of a claim; principal-agent relationship obligations; issuing policies; collection of premiums; claims notification; binding authority; trust accounts;</p> <p>59.28 Role of Insurer – using a complex a scenario identify the role of the insurer; e.g. identifications and development of innovative approaches for products and technology; development of systems to minimize E&O exposure; provision of tools to brokers/agents for the sale of their products; payment and the streamlining of the claims process; maintaining positive image to consumers; brokers; adjusters</p> <p>59.29 Role of Underwriter – using a complex scenario identify the role of an underwriter; e.g. loss ratios; assisting in a complex case; educating the broker on interpretations of wordings; negotiating a policy;</p>

Industry Knowledge and Skills: Adjuster Level 3, Module 5

ID number and ability objective: 59. Industry Knowledge and Skills

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and market trends and issues that will impact the insurance market

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>59. Industry Knowledge & Skills</p> <p>59.30 Role of Adjuster – using a complex scenario identify the role of an adjuster, e.g. coverages, ex-gratia payments, specialization of claims handling (aviation, energy, major casualty & property, D&O, E&O, fidelity bond, transportation losses, motor truck cargo, attend mediations and settlement meetings, preservation of evidence.) legislation pertaining to handling of claims and provincial government acts (highway traffic act, insurance act and regulations, occupier’s liability, etc.); assist governments with uninsured losses; understanding legal concepts (currency in recent case law)</p> <p>59.31 Role of Regulatory Body – using a complex scenario identify the role of the Regulatory Body; e.g. different levels of licensing and what those licenses permit an individual to do; Designated Representative (DR) and their responsibilities in maintaining compliance with the Insurance Act and Regulations; supervisory responsibilities of a DR</p> <p>59.32 Market Trends – using a complex scenario identify market trends, e.g. market financial stability; emerging trends and products; monitoring changes in the marketplace through communications, industry trade publications, re-insurers; understand the impact of catastrophic claims (9/11, hurricane Katrina) and what impact these catastrophic losses will have on the industry; etc.</p> <p>59.33 Concept of Reinsurance – using a complex scenario identify situations where reinsurance is used, e.g. facultative and treaty; how does reinsurance being in place impact the adjusting of a claim; determine why an underwriter would use reinsurance on a specific risk; reinsurance capacity; retention limits; self-insurance; types of catastrophe reinsurance</p>

Industry Knowledge and Skills: Adjuster Level 3, Module 5

ID number and ability objective: 59. Industry Knowledge and Skills

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and market trends and issues that will impact the insurance market

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>59. Industry Knowledge & Skills</p> <p>59.34 Concept of Facility – using a complex scenario identify why a risk would be placed in a facility market e.g. residual market, facility manual, risks required to be placed in facility and how this impacts the adjudication of a claim</p> <p>59.35 Understanding Issues Involved in Purchasing & Selling an Adjusting Firm - using a complex scenario identify the skills that would be necessary when purchasing or selling an adjusting firm; e.g. reading financial statements to determine profitability; business valuation; contractual requirements upon sale; financial backing requirements; development of a communication strategy for client notification; investigating share structure/ownership; due diligence regarding provincial licensing requirements; negotiation of management structure; WIP (work in progress); cash on hand; goodwill, assets and liabilities, number of files and the type; net profit plus owners benefits; etc.</p>

Risk Management Skills: Adjuster Level I, Module 6

ID number and ability objective: 60. Risk Management Skills

Demonstrate knowledge of how to identify and assess exposures for all types of risks and methods to manage them

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>60. Risk Management Skills</p> <p>60.1 Identify Exposures – determine and describe how one would investigate the gathering of information e.g. risk management and it’s importance for standard residential, private passenger, light commercial automobile, pleasure watercraft risk and travelers; use of tools to determine risk (applications, pictures, information obtained from the client, cancelled coverages or insurance/previous loss history); performance history of the property; physical exposures such as construction or other features of residential property, occupancy and extent of protection; all exposures to loss for private passenger and light commercial automobiles, pleasure watercraft and of travelers; indirect loss of residential property including physical hazards caused by others, indirect consequences of physical damage to private passenger and light commercial automobiles and pleasure watercraft;</p> <p>60.2 Identify Alternatives – determine and describe alternative means that could be used to reduce or remove risk exposure e.g. identifying housekeeping issues, tangible hazards, etc.</p> <p>60.3 Selection Techniques – determine and describe techniques that could be used by an adjuster to identify risk, measure risk, and then to transfer or eliminate that risk.</p> <p>60.4 Implement – determine and describe actions that should be taken by an adjuster to determine the required steps in the adjusting process, establishing an abeyance schedule for file handling activities, ensuring that appropriate procedures and protocols have been followed, etc.</p> <p>60.5 Monitor & Modify - determine and describe how an adjuster might provide claims counseling to a client, e.g. identifying additional insurance coverages for discussion with a broker</p>	

Risk Management Skills: Adjuster Level 2 & 3, Module 6

ID number and ability objective: 60. Risk Management Skills

Demonstrate knowledge of how to identify and assess exposures for all types of risks and methods to manage them

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>60. Risk Management Skills</p> <p>60.6 Identify Exposures – using a complex scenario where a client (self-insured retention) requires or the insurer instructs identify exposure for personal and commercial risks and in private and commercial automobiles, e.g. risk management and its importance for standard residential, private passenger, light commercial automobile, pleasure watercraft risk and travelers; performance history of the property; physical exposures such as construction or other features of residential property, occupancy and extent of protection; all exposures to loss for private passenger and light commercial automobiles, pleasure watercraft and of travelers; indirect loss of residential property including physical hazards caused by others, indirect consequences of physical damage to private passenger and light commercial automobiles and pleasure watercraft; exposures, contractual exposures)</p> <p>60.7 Identify Alternatives – using a complex scenario where a client (self-insured retention) requires or the insurer instructs identify exposures where the client should consult with their broker regarding coverages, limits, etc.</p> <p>60.8 Selection Techniques – using a complex case scenario the adjuster should be able to identify selection techniques, e.g. communication and education of alternatives such as loss prevention, risk management, safety</p> <p>60.9 Implement – N/A</p> <p>60.10 Monitor & Modify - N/A</p>

Risk Management Skills: Adjuster Level 2 & 3, Module 6

ID number and ability objective: 60. Risk Management Skills

Demonstrate knowledge of how to identify and assess exposures for all types of risks and methods to manage them

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>60. Risk Management Skills</p> <p>10.8 Selection Techniques – using a complex case scenario identify selection techniques, e.g. communication and education of alternatives such as loss prevention, risk management, safety; special limitations or considerations such as sewer back-up, hail, windstorm, etc.</p> <p>10.9 Implement – using a complex scenario demonstrate the development of a loss prevention program and identify how to implement this program; develop a system/program to audit for compliance with systems protocol for corporate work flows (abeyance, submissions, reports, accuracy); disaster recovery plans</p> <p>10.10 Monitor & Modify - using a complex scenario demonstrate the monitoring and modification of a risk management plan; e.g. ascertain if a program is working by monitoring claims experience; conduct follow-up inspection for compliance with recommendations; conduct annual review of established programs; recommend modifications if an existing program is not working or if additional exposures have been identified; monitor market penetration</p>

Office Skills: Adjuster

Level I, Module 7

ID number and ability objective: 61. Office Skills

Develop and maintain the understanding of all office skills necessary to work in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>61. Office Skills</p> <p>61.1 Non-Verbal Communication – explain what non-verbal communication skills are and why they are important e.g. professional image, body language</p> <p>61.2 Automation – describe the automation skills that are necessary for an adjuster e.g. accurate keyboarding (typing); IT literacy and security; knowledge of software programs; ability to use technology tools to prepare business documents</p> <p>61.3 Mathematical - describe why an adjuster must have the ability to perform basic mathematical calculations that are required in the day to day performance of their jobs</p>	<p>61. Office Skills</p> <p>61.7 Literacy – using an example explain why it is important to have a strong command of the English/French language to be able to communicate in a clear, concise manner when dealing in insurance e.g. ability to read and comprehend industry materials and communicate with clients and insurers</p> <p>61.8 Analytical – using an example explain why analytical skills are important in the insurance industry e.g. ability to identify problems or situations and research the best solution using products or other alternatives; identifying the impact these decisions will have on others</p> <p>61.9 Organizational – using an example describe the benefits/requirements of time management skills, timely completion of tasks, multi-tasking etc</p>	<p>61. Office Skills</p> <p>61.12 People Skills – using various scenarios recommend how to address a situation that involves using advanced level people skills such as respecting the workspace of co-workers; respecting the work environment; consideration of co-workers; workplace cleanliness; problem solving skills in addressing workplace conflict; problem solving skills when dealing with a difficult client</p> <p>61.13 Team Player – using various scenarios demonstrate the use of team building skills to address situations e.g. flexibility and co-operation within workplace; sharing of workload and responsibilities; understanding management goals and working together to achieve them; ability to work with different personalities and recognizing their strengths and weaknesses</p> <p>61.14 Telephone – using various customer profiles outline the proper/best use of the telephone. Include such concepts as telephone etiquette; knowledge of the functions of the telephone system; updating and maintenance of voicemail; etc.</p>

Office Skills: Adjuster Level I, Module 7

ID number and ability objective: 61. Office Skills

Develop and maintain the understanding of all office skills necessary to work in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
<p>61. Office Skills</p> <p>61.4 Ability to Negotiate – describe the requirements for successfully negotiating with fellow employees; e.g. articulate clearly their position with respect to a claim</p> <p>61.5 Filing – describe the importance of maintaining timely and accurate filing, and the requirement to be familiar with the firm’s filing system including PIPEDA requirements</p> <p>61.6 Financial Handling – explain why proper financial handling is so important e.g. maintaining accuracy of financial transactions; petty cash; requisition payment from the client; tracking/record keeping of payments received; concept of reserve management; review, verify and recommend vendor invoices; understanding the basic concept of actual cash value/replacement cost and tracking it</p>	<p>61. Office Skills</p> <p>61.10 Time Management – using examples describe the importance of time management; e.g. being able to divide your day into manageable segments in order to accomplish key office responsibilities</p> <p>61.11 Prioritization – using an example describe the importance of being able to prioritize workflow e.g. compliance with employer’s direction or work flow requirements, identifying when something becomes high priority and knowing when to seek direction from senior management</p>	<p>61. Office Skills</p> <p>61.15 Listening – using various customer profiles outline the importance of advanced listening skills e.g. ability to ask questions to clarify and confirm information</p> <p>61.16 Verbal Communication – using various customer profiles, demonstrate the importance of good verbal communication skills e.g. open communication; direct, clear and polite conversation; inappropriate use of industry jargon or terminology that the recipient may not understand; seizing opportunities to provide education to the recipient</p> <p>61.17 Written Communication - using various customer profiles, demonstrate the importance of good written communication skills e.g. the ability to write clearly, using proper grammar and spelling, ability to know how to write at the level of understanding for the person receiving the written communication, knowledgeable of proper format for business communications, etc.</p>

Office Skills: Adjuster Level 2, Module 7

ID number and ability objective: 61. Office Skills

Develop and maintain the understanding of all office skills necessary to work in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p>61. Office Skills</p> <p>61.18 Non-Verbal Communication – using an example, demonstrate the importance of non-verbal communication skills, e.g. ability to receive and interpret body language, projecting a positive professional image and attitude, etc.</p> <p>61.19 Filing – using an example, demonstrate the importance of filing in an adjusting firm, e.g. understanding of PIPEDA, file maintenance (destruction, archives), filing audits, file handling protocols, paper and electronic filing, etc.</p>	<p>61. Office Skills</p> <p>61.20 Literacy – using a complex scenario demonstrate the importance of literacy in the operation of an adjusting firm, e.g. ability to read, comprehend, interpret, reiterate and explain industry materials, e.g. policy wording, office procedure manuals and underwriting manuals, client correspondence, etc.</p> <p>61.21 Analytical – using a complex scenario demonstrate the importance of analytical skills in the operation of a adjusting firm office, e.g. reviewing and understanding of company reporting; identification of areas that require attention/action; ability to identify, measure, implement and adjust for targeted goals/results; ability to recognize limitations in knowledge and authority and to refer accordingly</p> <p>61.22 Mathematical – using a complex scenario demonstrate the importance of mathematical skills in the operation of an adjusting firm; e.g. read financial statements, interpret reporting; application of mathematical principles to calculate such things as actual cash value, replacement cost, co-insurance; reconciling trust account; reconciling branch account banking</p> <p>61.23 Ability to Negotiate – using a complex scenario demonstrate the importance of negotiation skills in the operation of an adjusting firm; e.g. the ability to identify complex problems and recommend solutions with the knowledge of the resulting impact the change will have; ability to articulate a position and seek a resolution; ability to fully understand the strengths and weakness of opposing positions; etc.</p>

Office Skills: Adjuster Level 2, Module 7

ID number and ability objective: 61. Office Skills

Develop and maintain the understanding of all office skills necessary to work in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>61. Office Skills</p> <p>61.24 Financial Management – using a complex scenario demonstrate the importance of financial management in the operation of an adjusting firm; e.g. knowledge of developing, interpreting, adhering to and managing budgets, financial statements, audits, branch statistics; knowledge of how the trust account works; knowledge of compensation agreements with employees and the impact it will have on business operations/bottom line profitability</p>

Office Skills: Adjuster Level 3, Module 7

ID number and ability objective: 61. Office Skills

Develop and maintain the understanding of all office skills necessary to work in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>61. Office Skills</p> <p>61.25 Automation Systems Management - using a complex scenario demonstrate the importance of automation systems in the operation of an adjusting firm; e.g. office management system; maintaining currency of system; training on system innovations; managing transition; security management; identification of opportunities for system enhancement, peripheral programs, new software; establishing a disaster recovery program; facilitate and implement interface systems/programs with business partners</p> <p>61.26 Organizational – using a complex scenario demonstrate the importance of organization in the operation of an adjusting firm; e.g. importance and development of a business continuity plan; development, implementing and maintaining an effective reporting/data collection system; implementing and maintaining an effective organizational structure</p> <p>61.27 Time Management – using a complex scenario demonstrate the importance of time management in the operation of an adjusting firm; e.g. managing and training by example, implementing work flows and procedures, effectively delegating task and responsibilities to suitable skill set with establishment of appropriate timeframes</p> <p>61.28 Prioritization – using a complex scenario demonstrate prioritization requirements in the management of an adjusting office, e.g. understanding corporate goals and objectives and assigning the level of urgency to address the issues identified</p>

Office Skills: Adjuster Level 3, Module 7

ID number and ability objective: 61. Office Skills

Develop and maintain the understanding of all office skills necessary to work in the office

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>61. Office Skills</p> <p>61.29 File Management – using a complex scenario demonstrate the importance of file management in the operations of an adjusting firm; e.g. development, implementation, quality control/audit of a file management system, including file archiving and destruction in accordance with legislation requirements; development of policies and procedures for addressing PIPEDA with regard to the collection, use and disclosure of personal file information; educated on file management with a focus on electronic file management</p> <p>61.30 Delegation – using a complex scenario demonstrate the importance of delegation in the operation of an adjusting firm; e.g. ability to assess opportunities or activities that can be delegated; identification of position/staff to execute a task; communication, direction and expectations for the completion of a task; recognition of limitations and parameters in knowledge and authority and to refer accordingly</p> <p>61.31 Team Building – using a complex scenario demonstrate the importance of team building in an adjusting firm, e.g. implementing work flows and procedures; managing and training by example, identification of the strengths and weaknesses of employees and developing opportunities for career advancement (education, incentives, staff recognition, social activities)</p>

Adjuster Firm Management: Adjuster Level 3, Module 8

ID number and ability objective: 62. Brokerage Management

Define the principles in successful Brokerage Management

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>62. Brokerage Management</p> <p>62.1 Strategic Planning – using complex scenarios demonstrate an advanced level knowledge of a strategic planning process in the operation of an adjusting firm; e.g. strategic planning process long-term which incorporates views and perspectives of clients, vision statement, guiding principals, mission statement, peers and management; ability to measure the key components of a strategic plan; the execution of a strategic plan; determining the timeframe for a strategic plan; communication of strategic plan to stakeholders; impact of external changes; leveraging a strategic plan; knowledge and ability to modify a strategic plan using SWOT (strength, weakness, opportunities, threats); identification of future growth opportunities (acquisitions); knowledge of the Regulatory environment</p> <p>62.2 Financial Management - using complex scenarios demonstrate an advanced level knowledge of financial management in the operation of an adjusting firm; e.g. handling and fiduciary responsibilities of trust accounts; the proper use of trust and operating accounts; the ability to read and analyze financial statements; cash flow analysis and management; budgeting principals; financial and year-end audits; accounts receivable and payables; understanding and establishing signing authorities for cheques; administrative controls to monitor cash flow and prevent fraud or mismanagement of funds/company resources, Regulatory compliance</p> <p>62.3 Operations Management - using complex scenarios demonstrate an advanced level knowledge of operations management in the operation of an adjusting firm; e.g. the ability to identify and use effective tools to define outcomes and expectations; the importance of properly documented policies and procedures to ensure efficient operations and to minimize E&O exposure; development and implementation of procedural audits; customer service management; implementation of the strategic plan, policies in place for protection of privacy; developing and maintaining a business continuity plan; administrative systems in place for monitoring license renewals; establishment and monitoring of a claims protocol; catastrophic plans, quality assurance reviews</p>

Adjuster Firm Management: Adjuster Level 3, Module 8

ID number and ability objective: 62. Brokerage Management

Define the principles in successful Brokerage Management

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>62. Brokerage Management</p> <p>62.4 Perpetuation & Succession Planning - using complex scenarios demonstrate an advanced level knowledge of the perpetuation and succession planning process necessary in the operation of an adjusting firm; e.g. development and education of staff of a disaster recovery plan; identification of key roles and skill sets required in a firm operation; development of a plan to determine where to attract new staff; development of a plan to deal with the replacement of key people as a result of termination, death or disability; identifying legal issues that need to be addressed (contracts, share structure, incorporation, etc.); implementing shareholder agreements; implementing buy sell agreements for shareholders; procedures for identification of staff for training or promotion</p> <p>62.5 Adjusting Firm System Operations - using complex scenarios demonstrate an advanced level knowledge of an adjusting firm Management System Operations, e.g. familiarization and understanding of the firm's IT systems; development and implementation of audit procedures to determine compliance with the system; monitoring for consistency in work flow and use of the firm's software; establishing protocols and compliance with these protocols for backup and security of computer systems; developing and implementing standards for documentation and file retention (E&O protection); developing and implementing systems control and administration for email, internet, telephone protocol, website maintenance, intranet management; establishment and maintenance of third party relations (CGI); implementing a business continuity plan; familiarity with EDI issues; placement of E&O coverages</p>

Adjuster Firm Management: Adjuster Level 3, Module 8

ID number and ability objective: 62. Brokerage Management

Define the principles in successful Brokerage Management

Measurable objective and skill level		
Basic	Intermediate	Advanced
		<p>62. Brokerage Management</p> <p>62.6 Marketing Management - using complex scenarios demonstrate advanced level knowledge of marketing management in an adjusting firm, e.g. implementation of the sales component of a strategic plan; knowledgeable and current on industry cycles and marketplace availability and conditions; management of the agency decisions for marketing activities and advertising; development and implementation of programs for sales motivation for staff; currency on competitive marketplace (competition); monitoring sales cycles; monitoring client satisfaction and retention; development of professional corporate image (branding); monitoring of needs analysis/matching products to customer needs; development of lead generation/referral programs</p>

**Adjuster: Curriculum design document learning requirements
Level 1 license**

Module	Measurable Objective and Skill Level				
	Bloom Levels 1 & 2 Basic Level	Bloom Levels 3 & 4 Intermediate Level	Bloom Levels 5 & 6 Advanced Level	Totals by Module	% of Learning Requirements by Module
1. Technical	19	18		37	41%
2. Client Sales & Service		13		13	14%
3. Ethics & Professionalism		5	2	7	8%
4. Human Resources		1		1	1%
5. Industry Knowledge & Skills	9	1	1	11	12%
6. Risk Management		5		5	5%

Adjuster: Curriculum design document learning requirements Level 1 license

Module	Measurable Objective and Skill Level				
	Bloom Levels 1 & 2 Basic Level	Bloom Levels 3 & 4 Intermediate Level	Bloom Levels 5 & 6 Advanced Level	Totals by Module	% of Learning Requirements by Module
7. Office Skills	6	5	6	17	19%
8. Adjuster Firm Management				0	0%
Totals	55	29	10	91	100%

**Adjuster: Curriculum design document learning requirements
Level 2 license**

Module	Measurable Objective and Skill Level				
	Bloom Levels 1 & 2 Basic Level	Bloom Levels 3 & 4 Intermediate Level	Bloom Levels 5 & 6 Advanced Level	Totals by Module	% of Learning Requirements by Module
1. Technical			35	35	45%
2. Client Sales & Service		1	9	10	13%
3. Ethics & Professionalism			2	2	3%
4. Human Resources		7		7	9%
5. Industry Knowledge & Skills		10	1	11	14%
6. Risk Management			6	6	8%

Adjuster: Curriculum design document learning requirements Level 2 license

Module	Measurable Objective and Skill Level				
	Bloom Levels 1 & 2 Basic Level	Bloom Levels 3 & 4 Intermediate Level	Bloom Levels 5 & 6 Advanced Level	Totals by Module	% of Learning Requirements by Module
7. Office Skills		2	5	7	8%
8. Adjuster Firm Management				0	0%
Totals	0	20	58	78	100%

**Adjuster: Curriculum design document learning requirements
Level 3 license**

Module	Measurable Objective and Skill Level				
	Bloom Levels 1 & 2 Basic Level	Bloom Levels 3 & 4 Intermediate Level	Bloom Levels 5 & 6 Advanced Level	Totals by Module	% of Learning Requirements by Module
1. Technical				0	0%
2. Client Sales & Service			4	4	9%
3. Ethics & Professionalism			2	2	4%
4. Human Resources			14	14	31%
5. Industry Knowledge & Skills			11	11	24%
6. Risk Management				0	0%

Adjuster: Curriculum design document learning requirements Level 3 license

Module	Measurable Objective and Skill Level				
	Bloom Levels 1 & 2 Basic Level	Bloom Levels 3 & 4 Intermediate Level	Bloom Levels 5 & 6 Advanced Level	Totals by Module	% of Learning Requirements by Module
7. Office Skills			7	7	16%
8. Adjuster Firm Management			7	7	16%
Totals			45	45	100%