



# AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

ABN 18 074 804 167

## BENEFITS OF MEMBERSHIP

- Recognised **professional organisation** for qualified loss adjusters
- **Tiered** membership structure
- Structured training course developed by loss adjusters: **Diploma of Loss Adjusting**
- Diploma of Loss Adjusting is a portable qualification that is **Australian Quality Training Framework (AQTF)** approved.
- Diploma of Loss Adjusting **enrolment fee discount** for members.
- **Certificate in Loss Adjusting** (four diploma modules) for **Affiliate** membership of AICLA
- **Associates ACLA and Fellows FCLA** eligible to use the term "**Chartered Loss Adjuster**"
- **Awards** for members recognising high achievement, Diploma of Loss Adjusting Prize, Carey Bird Scholarship etc.
- **Professional development** material available online
- **Division seminars**, workshops and other functions
- The **Claims Convention** in Sydney and the **Asian Claims Convention** held annually
- **Networking** and socialising with other loss adjusters
- **Division Councils** representing members' views
- Practising Members listed in **AICLA diary and website**
- **AICLA representation** and advocacy on behalf of the profession

## SUBSCRIPTION RATES 2018/19 (JULY TO JUNE)

Class	Australia (AUD)	New Zealand (NZD)	Overseas (AUD)
Provisional	\$255 (incl. GST)	\$260	\$231
Affiliate/Associate/Fellow	\$575 (incl. GST)	\$585	\$525
Retired	\$70 (incl. GST)	\$72	\$63
Life/ Honorary	Nil	Nil	Nil

## STEPS TO JOIN AICLA:

- Obtain information kit: **A Career in Loss Adjusting**
- Complete and forward application for membership to Chief Executive
- Enrol in Introduction to Loss Adjusting – LA501 from the Diploma of Loss Adjusting delivered by ANZIIF



Version – May 2018

**Australasian Institute of  
Chartered Loss Adjusters**

ABN: 18 074 804 167

Chief Executive:  
Tony Libke  
GPO Box 1705, Brisbane Qld  
Australia 4001

Registered office:  
2nd Floor  
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## A CAREER IN LOSS ADJUSTING

**Loss adjusting is an interesting, diverse and challenging profession that offers a rewarding career path. A career in loss adjusting will bring you into contact with people and businesses from all walks of life.**

### What is a Loss Adjuster?

Loss Adjusters are there to assist people and organisations at times of loss. Loss adjusters can be engaged by a range of parties for a variety of purposes. They are impartial professionals who are the 'bridge' between parties, generally an insurer and an insured and their objective is to establish an outcome that is fair and reasonable to all parties. Typically, a loss adjuster will be engaged to:

- examine the cause of a loss and apply the terms of the insurance policy to the cause
- assess the amount of the loss within the specific terms of the insurance policy
- negotiate a claim settlement that is equitable to the various parties
- manage expectations – communication, understanding and empathy
- pursue recovery from some other party where the opportunity to do so is available.

These functions point to a comprehensive role for loss adjusters. To be successful in their role, they require a range of both technical and personal skills.

### What Qualifications are Required?

While there are no specific entry requirements to become a loss adjuster, most have a background in insurance and or qualifications in a specialised area such as engineering, law, accounting or science. Loss Adjusters in addition to having knowledge of the insurance industry including the legislative framework should have good communication, interviewing and negotiating skills, be well organised, skilled at analysing and interpreting information and able to write clear and concise reports. Many of these skills are developed and refined over time as experience grows.

Members of AICLA are required to complete a four module **Certificate in Loss Adjusting Practice** within three years of joining the Institute. Completing the Certificate in Loss Adjusting Practice plus a further four modules entitles the member to the **Diploma of Loss Adjusting** which is the academic basis for Associate membership of AICLA and Chartered Loss Adjuster status.

### What is a Chartered Loss Adjuster?

AICLA members who reach the membership status of **Associate** or **Fellow** are permitted to use the title **Chartered Loss Adjuster**. These members generally have extensive loss adjusting experience, have attained professional loss adjusting qualifications and demonstrated a commitment to continuing professional development.

### Who can join AICLA?

To join AICLA, you must be working as a loss adjuster, and be prepared to:

- (i) Commence studies to achieve the minimum educational standard (Certificate in Loss Adjusting Practice);
- (ii) Abide by the Charter of Objects and Professional Conduct; and
- (iii) Be committed to improving skills and knowledge through Continuing Professional Development (CPD).

### What is the Australasian Institute of Chartered Loss Adjusters?

AICLA's role has three main elements:

- **Education:** Provides a tiered education system for loss adjusters and conducts seminars and training on both a local Division level and Institute wide basis

- **Accreditation:** Sets professional standards for loss adjusters and provides various levels of membership depending on education and experience. Members are bound by a code of conduct (Charter of Objects and Professional Conduct)
- **Promotion:** Promotes the profession of loss adjusting to relevant partners and industry bodies.

AICLA has a board of directors consisting of one representative from each of the divisions: International, New South Wales, New Zealand, Queensland, South Australia, Tasmania, Victoria and Western Australia. Each is controlled by a Council elected by members. Divisions conduct seminars and other activities, process applications and deal with issues at a local level. The Chief Executive is responsible for the day-to-day management of the Institute and is the Company Secretary.

### Why Should Adjusters Join AICLA?

- It is a world leader in education courses for loss adjusters
- It conducts training/education seminars on a local Division and Institute wide level
- It provides all members with Continuous Professional Development (CPD) through an innovative on-line delivery system
- It provides a tiered membership structure based on education and experience
- All members are bound by a code of conduct (Charter of Objects and Professional Conduct)
- AICLA seeks to promote the profession of loss adjusting to the wider insurance industry and to industry partners
- With approximately 1,000 members throughout Australia, New Zealand, Asia and the Pacific region AICLA offers networking opportunities among its members
- Members receive the monthly eNewsletter, LA News
- Members receive a bi-monthly magazine – Insurance & Risk Professional
- Members (and insurers) receive an AICLA diary
- The AICLA website keeps members up to date with activities in the divisions
- All members are listed in both the AICLA diary and website which is frequently used by insurers in selecting an adjuster
- AICLA maintains close relationships with other industry bodies and international loss adjusting organisations.

### Further Information Available

- Charter of Objects and Professional Conduct
- Diploma of Loss Adjusting (includes Certificate in Loss Adjusting Practice)
- Loss Adjusting Qualifications and Membership Pathways
- Qualifications for Classes of Membership
- Application for Membership
- Recognition of Prior Learning
- AICLA Website [www.aicla.org](http://www.aicla.org).



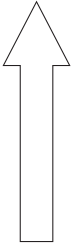
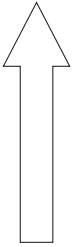
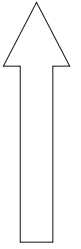
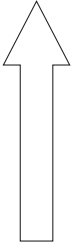


# AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

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## AICLA LOSS ADJUSTING QUALIFICATIONS AND CAREER PATHWAY

Status	Qualifications	Post Nominals	Typical position and work activities	
<b>Fellow</b> Chartered Loss Adjuster	<b>A</b> <ul style="list-style-type: none"> <li>Associate of AICLA for 5 years</li> <li>ANZIIF fellowship or university degree</li> <li>10 years experience as a loss adjuster</li> </ul> <b>OR B</b> <ul style="list-style-type: none"> <li>Associate of AICLA for 10 years</li> <li>15 years experience as a loss adjuster</li> <li>May use designation “<b>Chartered Loss Adjuster</b>”</li> </ul>	<b>FCLA</b>	<ul style="list-style-type: none"> <li>Manager/ Senior Executive</li> <li>Specialist Loss Adjuster</li> <li>Able to handle large and complex claims</li> </ul>	<b>SENIOR</b>
<b>Associate</b> Chartered Loss Adjuster	<b>A</b> <ul style="list-style-type: none"> <li>Completed 8 modules, LA501, 502, 503, 504, 505, 506 and any two modules from LA507 to 511 with at least 6 by examinations from the ANZIIF Diploma of Loss Adjusting course</li> <li>Serve as a practising Loss Adjuster for 5 years and serve as a member of Institute for 12 months</li> </ul> <b>OR B</b> <ul style="list-style-type: none"> <li>Holds a Diploma of Loss Adjusting substantially awarded by RPL</li> <li>Satisfies the assessment of AICLA Professional Standards Committee</li> <li>Has served as a practising loss adjuster for 15 years and</li> <li>Serve as a member of the institute for 3 years</li> <li>May use designation “<b>Chartered Loss Adjuster</b>”</li> </ul>	<b>ACLA</b>	<ul style="list-style-type: none"> <li>Executive Team Member</li> <li>Branch Manager</li> <li>Senior Loss Adjuster</li> <li>Involved in medium to large claims</li> </ul>	<b>QUALIFIED</b>
<b>Affiliate</b>	<b>A</b> <ul style="list-style-type: none"> <li>Certificate in Loss Adjusting Practice - 4 Modules by examination               <ul style="list-style-type: none"> <li>* LA501 Introduction to Loss Adjusting</li> <li>* LA502 Loss Adjusting Practice</li> <li>* LA503 Property and Casualty Loss Adjustment</li> <li>* LA504 Loss Adjusting Law and Regulation</li> </ul> </li> </ul> <b>OR B</b> <ul style="list-style-type: none"> <li>Has satisfied the conditions to be awarded the Diploma of Loss Adjusters by Recognition of Prior Learning (RPL)</li> <li>Has served as a practicing loss adjuster for 5 years</li> </ul> <b>OR C</b> <ul style="list-style-type: none"> <li>Has a minimum of a degree in Law, Engineering, Accountancy or other specialised discipline, and</li> <li>Has a minimum of 15 years experience in loss adjusting and at least 5 years as a manager or in a mentoring role, and</li> <li>Provides written recommendation from the accredited loss adjusting professional body in his/her country</li> <li>If used must state on business cards and letterhead “<b>Affiliate member of AICLA</b>”</li> </ul>	<b>AICLA (Aff)</b>	<ul style="list-style-type: none"> <li>Team Leader</li> <li>Loss Adjuster</li> <li>Involved in small to medium claims</li> </ul>	<b>INTERMEDIATE</b>
<b>Provisional</b>	<ul style="list-style-type: none"> <li>Complete application</li> <li>Practising as a loss adjuster</li> <li>Complete LA501 Introduction to Loss Adjusting within 6 months of joining AICLA</li> <li>Complete 4 Modules in Certificate in Loss Adjusting Practice within 3 years of joining AICLA</li> <li>If used must state on business cards and letterhead “<b>Provisional member of AICLA</b>”</li> </ul>	<b>N/A</b>	<ul style="list-style-type: none"> <li>Trainee Loss Adjuster</li> <li>Often has background in insurance or other discipline</li> <li>Work generally supervised by an experienced loss adjuster</li> </ul>	<b>STARTING OUT</b>



**Full details** of criteria for each class of membership is contained on the **Qualifications and Rights for Classes of Membership** available at [www.aicla.org](http://www.aicla.org). **Elevation to all classes requires CPD** (Continuing Professional Development) accreditation.

The most highly qualified members of AICLA are **Fellows** and **Associates** who may use the term **Chartered Loss Adjuster**. These members have specific loss adjusting qualifications and broad experience in the profession. **Provisional** membership is the entry level and these members are expected within three years of joining the Institute to progress to the level of **Affiliate**. **Information on the Diploma of Loss Adjusting is available at [www.theinstitute.com.au](http://www.theinstitute.com.au)**.



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## AFFILIATE MEMBERSHIP PATHWAYS

	A	B	C
<b>Qualifications</b>	Holds Cert in Loss Adjusting Practice (4 modules from Diploma) <b>by Examination</b>	Diploma of Loss Adjusting awarded by <b>Recognition of Prior Learning</b>	Minimum Law, Engineering, Accounting etc degree
<b>Experience</b>	Working as a loss adjuster	5 years as a loss adjuster	15 years as a loss adjuster and 5 years manager or mentoring role
<b>Membership</b>	NA	NA	Membership of loss adjusting body in country (if applicable)
<b>CPD</b>	40 hours pa	40 hours pa	40 hours pa

## ASSOCIATE MEMBERSHIP PATHWAYS

	A	B
<b>Qualifications</b>	Completed 8 modules, LA501, 502, 503, 504, 505, 506 and any two modules from LA507 to 511 with at least 6 by examinations from the ANZIIF Diploma of Loss Adjusting course	Diploma of Loss Adjusting <b>substantially awarded by Recognition of Prior Learning</b>
<b>Experience</b>	5 years as a loss adjuster	15 years as a loss adjuster
<b>Membership</b>	1 year AICLA membership	3 years AICLA membership
<b>CPD</b>	40 hours pa	40 hours pa
<b>Other</b>	Nil	Meets Professional Standards Committee assessment

## FELLOW MEMBERSHIP PATHWAYS

	A	B
<b>Qualifications</b>	<b>5 years as an Associate of AICLA and degree or ANZIIF Fellowship</b>	<b>10 years as an Associate of AICLA</b>
<b>Experience</b>	Min 10 years as a loss adjuster	Min 15 years as a loss adjuster
<b>Membership</b>	Min 5 years AICLA membership	10 years AICLA membership
<b>CPD</b>	40 hours pa	40 hours pa

**Full details** of criteria for each class of membership is contained on the **Qualifications and Rights for Classes of Membership** available at [www.aicla.org](http://www.aicla.org). **Elevation to all classes requires CPD** (Continuing Professional Development) accreditation.



Version – May 2016

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# AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

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## APPLICATION FOR MEMBERSHIP

Return completed form to:

Chief Executive  
Australasian Institute of Chartered Loss Adjusters  
Email: [adminoffice@aicla.org](mailto:adminoffice@aicla.org)

GPO Box 1705  
Brisbane Qld 4001  
Australia

### 1. PERSONAL DATA

Title  Mr  Ms  Mrs  Miss Other: \_\_\_\_\_

Family Name

First Names

Private Address

Postcode

Private Email

Telephone (Private) (  )

Date of Birth  /  /

Preferred Name for Membership  
Certificates

If accepted for membership I authorise the listing of my name, employer and contact details on the AICLA website ([www.aicla.org](http://www.aicla.org)): Yes  No

The AICLA Annual Report to members is now distributed electronically.

### 2. EMPLOYMENT DATA

Company Name

Position / Title

Business Postal Address

Postcode

State  Country

Telephone (Business) (  )  Mobile (  )

Email address (Business)

Date Employment Commenced  /  /

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### 3. PREVIOUS EMPLOYMENT DATA

1) If less than 5 years with this employer specify details of previous employment over a 5 year period.

Employer Name/s	Period of Employment	Position held
<input type="text"/>	<input type="text"/> to <input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> to <input type="text"/>	<input type="text"/>

2) Previous history of employment as a Loss Adjuster (if not shown above).

Employer Name/s	Period of Employment	Position held
<input type="text"/>	<input type="text"/> to <input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> to <input type="text"/>	<input type="text"/>

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### 4. EDUCATION AND PROFESSIONAL QUALIFICATIONS (Please specify details)

Please forward copies of education and professional qualification certificates with this application.

#### UNIVERSITY QUALIFICATIONS (if any)

Name of institution	Year	Qualifications
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

#### TRADE/TECHNICAL QUALIFICATIONS (if any)

Name of institution	Year	Qualifications
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

#### PROFESSIONAL BODIES MEMBERSHIP (if any)

Name of institution	Year	Qualifications / Level of Membership
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Have you previously been a member of AICLA? Yes  No  Period  /  to  /

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### 5. OTHER DATA

- i) Have you been convicted in the past 10 years of an offence involving a criminal charge, or is there any charge pending? Yes  No
- ii) Are you or have you ever been a debtor in any Sequestration Order, Deed of Assignment, Composition, or Deed of Arrangement, under the provisions of the Bankruptcy Act? Yes  No
- iii) Are you or have you ever been a Director of a Company to which a Receiver, a Provisional Liquidator, a Liquidator, a Scheme Manager, or an Official Manager has been appointed while you were a Director, or within six months after you ceased to be a Director? Yes  No
- iv) Have you ever been refused membership of a statutory, professional or other body? Yes  No
- v) Have you ever been subject to disciplinary proceedings by a statutory, professional or other body in respect of your professional capacity? Yes  No

**6. BUSINESS INTERESTS**

i) Please supply full details of any interests, directly or indirectly, that **you and/or your spouse/partner and/or your business partner/directors** have in any other professional, commercial or trade practice or business as a principal, director, partner, employee, agent or shareholder other than in a listed public company. (Including building and cleaning contractors, furnishers, motor vehicle repairers.)  
Specify Details

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**7. AREAS OF PRACTICE**

Please indicate your fields of practice as a loss adjuster and the approximate percentage of your time spent in each of those fields of practice (on average):

<input type="checkbox"/> AV Aviation	<input type="text"/> %	<input type="checkbox"/> LI Liability (public & products)	<input type="text"/> %
<input type="checkbox"/> BU Burglary	<input type="text"/> %	<input type="checkbox"/> LW Liability (w comp & comn law)	<input type="text"/> %
<input type="checkbox"/> CR Construction risks	<input type="text"/> %	<input type="checkbox"/> MI Marine/inland transit	<input type="text"/> %
<input type="checkbox"/> EN Engineering	<input type="text"/> %	<input type="checkbox"/> MO Marine (ocean)	<input type="text"/> %
<input type="checkbox"/> FG Fidelity guarantee	<input type="text"/> %	<input type="checkbox"/> ML Motor vehicle (liability)	<input type="text"/> %
<input type="checkbox"/> FB Fire/business interruption	<input type="text"/> %	<input type="checkbox"/> MD Motor vehicle (material damage)	<input type="text"/> %
<input type="checkbox"/> FM Fire/material damage	<input type="text"/> %	<input type="checkbox"/> Other _____	<input type="text"/> %

**8. CHARACTER TESTIMONIALS**

i) **Character Testimonial:** AICLA Associate  or Fellow  (please tick)

The applicant has been favourably known to me for \_\_\_\_\_ and I support this application.

Family Name

First Names

Company Name

Email Address

Signature  Date  /  /

ii) **Additional Character Testimonial**

( AICLA  ANZIIF  MII  CILA  CII  or Other \_\_\_\_\_ Associate  OR Fellow  )

The applicant has been favourably known to me for \_\_\_\_\_ and I support this application.

Family Name

First Names

Company Name

Email Address

Signature  Date  /  /

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## 9. APPLICANT DECLARATION

- i) I, the named applicant, do hereby apply for membership of the Australasian Institute of Chartered Loss Adjusters. I agree that if admitted I will be governed by the **Constitution, Rules and Charter of Objects and Professional Conduct** of the Australasian Institute of Chartered Loss Adjusters as they are now formed or as they may thereafter be altered, so long as my connection with the Institute continues. I agree to promote the objects of the Institute so far as shall be in my power. In the event of the severance of my connection with the Institute, I will return any certificate(s) of membership to the Institute.
- ii) I am or have previously been primarily engaged in the vocation of loss adjusting.
- iii) I agree to comply with the requirements of continuing professional development outlined at [www.aicla.org](http://www.aicla.org).
- iv) I have read and understood the Institute's Privacy Policy available at [www.aicla.org](http://www.aicla.org) and consent to the Institute's collection of personal and sensitive information supplied by me now and in the future.
- v) I have successfully completed (or agree to complete within 6 months of joining) the Institute's entrance examination criteria, being **Module LA501 – Introduction to Loss Adjusting** from the Australian and New Zealand Institute of Insurance and Finance (ANZIIF) Diploma of Loss Adjusting.
- vi) I agree to complete the 4 module Certificate in Loss Adjusting Practice within 3 years of joining AICLA (or meet the licensing/ registration conditions in the country of practice) or such other qualification the standard of which the Board of Directors is satisfied is not less than the foregoing requirements.

Further, I have taken reasonable steps to let my employer, spouse/partner and other third parties know that I have supplied their personal information to the Institute and that the Institute's Privacy Statement is available at [www.aicla.org](http://www.aicla.org).

Signature

Date

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### PLEASE ENSURE THE FOLLOWING ITEMS ACCOMPANY THIS APPLICATION:

Evidence of completion of LA501 - Introduction to Loss Adjusting or evidence of enrolment in LA501.

Evidence of academic, professional and trade qualifications (if applicable).

Application fee Australia AUD \$110 (incl. GST); New Zealand NZD \$110; other Countries AUD \$100.

Cheques are to be made payable to AICLA, or complete the following authorisation:

Mastercard

Visa

AMEX (Fee of 3.3% applies)

Cardholder's Name

Date

Card Number

Expiry Date

Amount

\$

Signature

Email address for copy of Bank Acknowledgement

---

### DIVISION USE ONLY

Approved

Declined

Signed by Division Chair

Date

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### Forward to Chief Executive

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### Administration Office USE ONLY

Date Received

Application fee bkd

Letter of acceptance/decline

Level of membership



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## RECOGNITION OF PRIOR LEARNING (RPL)

Australasian Institute of Chartered Loss Adjusters (AICLA) recognises that many loss adjusting practitioners and others just entering the profession have academic and/or work experience that will be of assistance to them in their career as a loss adjuster. Accordingly, AICLA has in place through our education partner Australia and New Zealand Institute of Insurance and Finance (ANZIIF) a process called Recognition of Prior Learning (RPL). Under RPL, a persons academic qualification and/or work experience can be used to obtain exemptions in respect of individual modules from the ANZIIF Diploma of Financial Services (Loss Adjusting) - the underlying professional qualification for loss adjusters.

### What is RPL?

Recognition of Prior Learning (RPL) is a process that seeks to formally recognise the skills and knowledge you already have, regardless of how those skills and knowledge were attained. Where it can be shown that your skills match the requirements either of individual units in an existing qualification or of a whole qualification, you may gain recognition for those units or qualification.

This process of skill and knowledge recognition is now commonly offered across major industries and within most educational organisations.

RPL recognises skills and knowledge that have been acquired through:

- **Prior training** in what may be a formal academic qualification such as a degree or other professional development activities.
- **Work experience** that has enabled you to build evidence that demonstrates you have the competencies defined in a qualification
- **Life experience**, such as being a committee member for your local sporting club, which may have built a range of skills defined in a qualification.

### What is RPL by Professional Experience?

This RPL process requires you to provide real evidence to an accredited assessor that you have all the competencies and knowledge required for specific modules in a qualification or for a complete qualification. Once this evidence is collated, it is presented to the assessor in the form of a portfolio.

### Who Can Apply For RPL?

RPL is open to anyone, but is in general most suited to loss adjusters with considerable industry work experience. ANZIIF recommends that anyone applying for RPL should have at least 5 years of relevant industry experience (either local or overseas).

### Who Will Assess Your Application?

A qualified assessor appointed by ANZIIF matches the evidence against the requirements to prove competency and knowledge. It is the responsibility of the assessor to ensure validity, sufficiency, authenticity and currency.

### What Will You Need to Demonstrate?

To obtain Recognition of Prior Learning for any qualification or unit, you must be able to demonstrate the range of competencies and learning embodied within that unit, course or qualification. Competencies are recognised statements that describe what is expected of an employee in the workplace. They take into account the ability to transfer and apply skills and knowledge to new situations and environments in a workplace context.

Students enrolled in training programs study competencies and learning outcomes within the content of their course curriculum. In applying for RPL however, you must demonstrate that you can satisfy the assessment criteria for the selected unit or qualification, *without having undergone the formal training course*. That is, you will present for assessment, evidence of the relevant skills and knowledge you have developed during your extensive work history, similar training or life experiences.

### What Evidence Do You Have To Provide?

Assessment may be based upon a range of evidence types.

Some examples of evidence include:

- Proof of formal education (for example Certificates, Diplomas, Degrees, and Statements of Results from courses in Australia and overseas)
- Proof of staff or professional development programs and their content
- Proof of continuing professional training
- Work based documents
- Work files
- Third party reports to verify and support evidence
- Observations of your performance by an assessor

### More Information

Further information and an application form can be obtained at [www.theinstitute.com.au](http://www.theinstitute.com.au)





# AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

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## QUALIFICATIONS AND RIGHTS FOR CLASSES OF MEMBERSHIP OF THE AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

This document sets out the admission and elevation criteria and the rights for the classes of membership of the Australasian Institute of Chartered Loss Adjusters. Any questions of interpretation of this document shall be determined by the Board in its absolute discretion.

In this document the following words will have these defined meanings:

**ANZIIF** means the Australian and New Zealand Institute of Insurance and Finance;

**Board** means Board of Directors of the Australasian Institute of Chartered Loss Adjusters;

**Division Council** means a Division Council of the Australasian Institute of Chartered Loss Adjusters;

**Institute** means the Australasian Institute of Chartered Loss Adjusters.

### Provisional:

A person shall be eligible for admission to the class of Provisional Membership upon the successful completion of an application form and the requisites contained therein and when the person:

- (i) has attained the age of 18 years; and
- (ii) at the time of application for admission to membership is primarily engaged in the practice of loss adjusting; and
- (iii) has successfully completed (or agrees to complete within 6 months of joining) the Institute's entrance examination criteria, being Module LA501 – Introduction to Loss Adjusting from the ANZIIF Diploma of Loss Adjusting; and
- (iv) completes the 4 module Certificate in Loss Adjusting Practice within 3 years of joining AICLA (or meets the licensing/registration conditions in the country of practice) or such other qualification the standard of which the Board is satisfied is not less than the foregoing requirements; and
- (v) agrees to comply with requirements of Continuing Professional Development as prescribed by the Board.

### Provisional Members:

- may state on business cards and letterhead “**Provisional member of AICLA**”
- will be eligible for a reduced subscription;
- are not eligible to vote in any matter concerning the Institute or hold positions on a division council or the board;
- cannot use post nominals;
- do not receive a certificate from the Institute.

### Affiliate:

A person shall be eligible for admission or elevation to the class of Affiliate Membership when that person:

EITHER: A

- (i) holds at least a **Certificate in Loss Adjusting Practice** having passed four modules, LA501, LA502, LA503, LA504 by examination from the ANZIIF Diploma of Loss Adjusting or such other qualification the standard of which the Board is satisfied is not less than the foregoing requirements; and
- (ii) has complied with the requirements of Continuing Professional Development as prescribed by the Board;

OR: B

- (i) has satisfied the conditions to be awarded by ANZIIF the Diploma of Loss Adjusting by Recognition of Prior Learning (RPL); and
- (ii) has served as a practising loss adjuster for a minimum of 5 years; and
- (iii) has complied with the requirements of Continuing Professional Development as prescribed by the Board;

OR: C

- (i) has a minimum of a degree in Law, Engineering, Accountancy or other specialized discipline to a standard of which the Board is satisfied; and
- (ii) has a minimum of 15 years experience in loss adjusting and at least 5 years as a manager or in a mentoring role; and
- (iii) provides written recommendation from the accredited loss adjusting professional body in his/her country to support the application for Affiliate membership.

### Affiliate Members:

- receive a membership certificate from the Institute;
- may use post nominals “**AICLA (Aff)**”;
- may state on business cards and letterhead “**Affiliate member of AICLA**”;
- are eligible to vote in general matters concerning the Institute and hold positions on a Division Council or the Board.

### Associate:

A person shall be eligible for elevation to the class of Associate Membership when that person:

EITHER: A

- (i) has completed 8 modules, LA501, 502, 503, 504, 505, 506 and any two modules from LA507 to 511 with at least 6 by examinations from the ANZIIF Diploma of Loss Adjusting course or such other qualification the standard of which the Board is satisfied is not less than the foregoing requirements; and
- (ii) has served as a practising Loss Adjuster for a minimum of five (5) years; and
- (iii) has served as a member of the Institute for a minimum period of 12 months; and
- (iv) has complied with the requirements of Continuing Professional Development as prescribed by the Board;

OR: B

- (i) holds a Diploma of Loss Adjusting from ANZIIF awarded by Recognition of Prior Learning; and
- (ii) satisfies in the opinion of the AICLA Professional Standards Committee the training, experience and professional standards to qualify as a chartered loss adjuster; and
- (iii) has served as a practising loss adjuster for a minimum of 15 years; and
- (iv) has served as a member of AICLA for a minimum of 3 years; and
- (v) has complied with the requirements of Continued Professional Development as prescribed by the Board.

### Associate Members:

- receive a membership certificate from the Institute;
- may use the post nominals “**AICLA**”;
- may, if Continuing Professional Development accreditation is achieved, use the term “**Chartered Loss Adjuster**”; and
- are eligible to vote in general matters concerning the Institute and hold positions on a Division Council or the Board.

### Fellow:

A person shall be eligible for elevation to the class of Fellow Membership when the person:

EITHER: A

- (i) has served as an Associate member of the Institute for a minimum period of 5 years; and
- (ii) has served as a practising loss adjuster for a minimum period of ten (10) years; and
- (iii) has a university degree as approved by the Board, or ANZIIF fellowship; and
- (iv) has complied with the requirements of Continuing Professional Development as prescribed by the Board.

OR: B

- (i) has served as an Associate member of the Institute for a minimum period of ten (10) years; and
- (ii) has served as a practising loss adjuster for a minimum period of fifteen (15) years; and
- (iii) has complied with the requirements of Continuing Professional Development as prescribed by the Board.

### Fellow Members:

- receive a membership certificate from the Institute;
- may use the post nominals “**FCLA**”;
- may, if Continuing Professional Development accreditation is achieved, use the term “**Chartered Loss Adjuster**”; and
- are eligible to vote in general matters concerning the Institute and hold positions on a Division Council or the Board.

**Life:** (refer [www.aicla.org](http://www.aicla.org))

**Honorary:** (refer [www.aicla.org](http://www.aicla.org))

**Retired:** (refer [www.aicla.org](http://www.aicla.org))

*These Qualifications and Rights may be varied by the Board at any time.*





# AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

ABN 18 074 804 167

## CHARTER OF OBJECTS AND PROFESSIONAL CONDUCT FOR THE AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

### 1. OBJECTS

The primary object of the Institute is to advance the Profession (of Loss Adjusting) for the benefit of its practitioners and the public in general through the continual education of its Members and the encouragement of skilled, ethical and sound practice in the Profession.

### 2. DEFINITIONS

In this Charter, unless the context otherwise requires;

**Client** refers to a person engaging a Member for loss adjusting services;

**Institute** refers to the Australasian Institute of Chartered Loss Adjusters;

**Member** refers to a member of the Australasian Institute of Chartered Loss Adjusters; and **profession** refers to the profession of loss adjusting.

### 3. DUTY TO DISCLOSE

A Member shall inform his or her Client or principal of any business connections, interests, or circumstances which may be deemed likely to influence the judgement or the quality of the Member's service to such Client or principal.

### 4. COMPETENCE AND DUE CARE

A Member must be competent in the practice of the Profession. A Member must strive continually to improve his/her technical services and keep his/her knowledge and skills relevant to the Profession up-to-date. A Member must always use the utmost care and diligence in discharging his/her duties to his/her principals and Clients.

### 5. FIDUCIARY DUTIES OF MEMBERS

When dealing with a Client, a Member must always conduct himself/herself in accordance with his/her fiduciary duties.

### 6. INTEGRITY OF MEMBERS

If called upon to give evidence or otherwise speak on a matter of fact in respect of the Profession, a Member must at all times give evidence honestly, notwithstanding the effect either on other Members, sectional interests, the Member's own interest or the Client's interest.

### 7. ETHICAL CONDUCT OF MEMBERS

- (a) A Member must neither maliciously nor in a reckless or careless manner do anything likely to injure, directly or indirectly, the reputation of the Institute.
- (b) A Member shall refrain from any conduct or action in his/her professional role which may tarnish the image of the Profession or unjustifiably detract from the good name of the Institute.
- (c) No Member shall issue a report under his/her signature unless the work dealt with therein shall have been undertaken by the Member or a person in the same firm.
- (d) A Member must at all times, with due regard to professional duties, act honourably towards his/her professional colleagues.
- (e) A Member must at all times try to keep completely free of conflicts of interest and at all times shall recognise the legal and equitable rights of all parties.
- (f) If a Member becomes aware of a conflict of interest, the Member must notify the Client or principal as soon as possible.

### 8. PRACTICE NAME

A Member is prohibited from using a practice or business name which is false, misleading or deceptive. Practice names and descriptions must not reflect adversely on the Profession or the Institute.

### 9. ADVERTISING AND PUBLICITY

- (a) A Member may participate in publicity provided that:
  - (i) No advertisement, circular or other form of publicity used by a Member should claim for that Member a level of skill or experience in any respect over any other Member unless such a claim can be substantiated.
  - (ii) A Member must ensure that no representations contained in any such publicity are untruthful or contain deliberate inaccuracies.
  - (iii) Advertisements, circulars and other publicity shall not be of a character that could reasonably be regarded as likely to bring the Profession into disrepute.
  - (iv) No Member of the Institute other than a Fellow, Associate or Affiliate may use any initials after his/her name which give or indicate the impression of membership of the Institute. A Fellow may use after his/her name the initials **FCLA** and an Associate may use after his/her name the initials **ACLA** and an Affiliate may use after his/her name **AICLA (Aff)**. Fellows and Associates may, if continuing professional development accreditation is achieved, use the title "**Chartered Loss Adjuster**".
- (b) (i) Designation of Firms and Companies as Chartered Loss Adjusting Firms or Companies  
A Member must not claim that his or her firm or company is a chartered loss adjusting firm or company, nor practise in association with a firm or company that claims that it is a chartered loss adjusting firm or company, unless at least 50% of Partners or Directors of such a firm or company are Fellows or Associates of the Institute and signatories to this Charter of Objects and Professional Conduct and the remaining Partners or Directors agree to abide by the terms of this Charter.
- (ii) Designation of Individuals  
Members may display the name of the Institute and its logo on the Member's letterhead and business cards, providing the Member displays that they are a Member of the "Australasian Institute of Chartered Loss Adjusters Limited" and so long as they abide by the Charter of Objects and Professional Conduct. Such display shall be no larger than 50% of the font size of the name of the Member's firm as printed on the letterhead or business cards.

### 10. SOLICITATION

A Member must not by commission or in any other similar way make any payment for the introduction of work or offer any similar financial or other inducement to secure instructions.

### 11. COMPLIANCE WITH INSURANCE CODE OF PRACTICE

A Member agrees to be bound by the Insurance Code of Practice of the country in which the Member practises in so far as it is applicable to the Profession.

### 12. COMPLIANCE WITH CHARTER

Compliance with this Charter is mandatory and any Member who is guilty of infringing any clause of this Charter may be liable to disciplinary sanction by the Institute in one or more of the following ways:

- (a) A caution and/or reprimand.
- (b) Suspension from membership of the Institute for any period not exceeding 2 years.
- (c) Expulsion.

Any such disciplinary actions taken by the Institute will be conducted in accordance with the rules of natural justice.

