



CIL A Technical Conference 2011 - President's Opening Address, Day 1

The President of the Institute, Andrew Homewood, opened the conference by welcoming members, insurer & broker clients, sponsors and other industry friends and colleagues to the Chartered Institute of Loss Adjusters Annual Technical Conference, 2011.

A particular welcome was extended to Costantino Suriano, who was attending as our guest, representing the Loss Executives Association of USA.

After a brief review of the two day programme, the President observed that having served in office for 365 days & 17 hours, he had just 7 hours of his term remaining. He had decided to use this particular opportunity to speak about some of the projects and initiatives the Institute has been working on and some of the good news stories from the past 12 months;

Membership & Examinations

- Membership has increased by around 8% and now stands at around 4,400 in all categories worldwide
- The fastest growing area of membership is the Ordinary and Student categories where most of the younger members are enrolled. There are around 2,800 members in these categories
- We have seen a 35% increase in the number of examination papers sat in the final Associate examination (papers C1, C2, C3)
- Over 80 candidates have now completed all written papers for the Associate examination and are now left with the Accreditation for Chartered Status (ACS) only, to complete their progress to chartered status
- ACILA via the ACS route has now been formally accredited at Masters level (level 7 on the national Curriculum Framework)
- Those with ACILA/FCILA qualifications achieved prior to the ACS route should be confirmed as accredited at Masters level by year end - there is an on-going project with Bournemouth University to complete this exercise
- We have successfully launched the new Certificate level examination which is proving very popular, with interest from both members and the wider insurance community. Four candidates have already completed the examination and are now entitled to use the "Cert CIL A" post nominal designation.
- Diploma examination material has been prepared, signed off & is scheduled for launch later this year. This will complete the CIL A suite of examinations from the entry level Certificate to the gold standard Associate chartered status
- This is all clear evidence of the Institute working to attract new young talent to the profession and supporting the firms in their own recruitment, training & education programmes - we have excellent relations with the firms Training Officers and CEOs

Special Interest Groups

- The SIGs lead & guide many of the technical aspects which our members face on a daily basis & as such they are an excellent vehicle for members to use to ensure they remain current on important technical and topical matters
- A root & branch review of the SIGs has been completed and they have been re-launched with a view to providing for members a more structured approach to the scheduling & delivery of technical material & events through the year
- SIGs will prepare annual plans outlining their technical programmes with indications of both content and guideline release months
- There will be a greater focus on the provision of material which will assist members to achieve Continuing Professional Development (CPD) points to reach the required annual minimum quota
- 12 months ago only 50% of qualified members were aligned with a SIG. This has now increased to 70% of qualified members
- This is pleasing but is still not adequate. The President commented that he saw no reason why all members, and certainly all qualified members, should not be signed up to at least one SIG.
- Members were asked to ensure they took back to their own offices and firms the mantra that every current member should log onto the website or telephone the Institute to ensure they are signed up with a SIG

Strategic Planning

- We have prepared a strategy plan to assist with continuity from one presidential year to the next and to assist the Executive Director ensure the Institute continues on a steady course
- The plan included a communications strategy with the objective of raising the profile and improving the image of the Institute and the profession
- Five key messages were identified for the current year
 - The Institute is the authoritative voice of our profession
 - ACILA is the gold standard in claims qualifications
 - Our new examination structure encourages achievement for claims handlers at all levels
 - We are attracting new young talent to the profession
 - Loss Adjusters have been settling claims fairly for more than 200 years
- The original plan has now developed into a 5 year plan to focus on education, examinations, improved membership benefits, development and communications. The Executive Director will be responsible for delivering against the plan with help and assistance as required from the President, Council and the membership at large

Young Members

- The President announced the launch of a Young Members Forum with details to be circulated in the coming weeks
- This will provide younger members with direct access to Council and a seat at that table
- Examination courses were being provided free of charge to members with the initial sessions having “sold out”. Additional courses are scheduled for early next year.

International

- We have continued to liaise with overseas members and via associations including FUEDI and the International Federation of Adjusting Associations (IFAA) have received a number of invitations to speak at conferences and deliver lectures in overseas territories.
- In conjunction with FUEDI, the Institute has been able to liaise with the European Commission (EC) team charged with preparation and release of the Insurance Mediation Directive (IMD) and Solvency 2. CIL A & FUEDI have been influential with the EC in their deliberations concerning the need and relative merits of direct regulation of the claims handling process and loss adjusters in particular
- We have provided a framework for the launch of a number of overseas “chapters” to help facilitate improved liaison and communication with and between members in some territories which has proved to be a popular initiative

Technical Assistance

- The Institute has continued to provide technical assistance to members most recently, following the riots and civil unrest across the UK in early August 2011
- A series of bulletins were issued in connection with the Riot (Damages) Act (RDA) and the Public Order Act with general guidelines on the recovery process.
- Behind the scenes, the Institute has also been lobbying the ABI, Cabinet and Home Office and MPs to ensure that loss adjusters are recognised in the process and application of the RDA
- There is no doubt that the work undertaken by the Institute has benefitted the membership as a whole



Industry Liaison

- We have continued to work closely and foster improved relations with a number of industry bodies including ABI, AIRMIC, BIBA & ALARM
- We have also been able to liaise with governmental bodies including DEFRA who invited us to participate in their high profile flood response exercise, Operation Watermark

Finance

- The Institute is financially sound and robust
- Costs have been carefully managed with savings achieved in a number of key areas without adversely impacting our ability to continue to serve the needs of the membership
- No increase in existing subscription levels are proposed this year but a new level of subscription will be proposed for the new Certificate level status. This will be a modest supplement to existing Ordinary/Student subscription levels
- We have instigated a review of the Benevolent Fund to ensure it is appropriate and fit for purpose in current times. We have requested advise from Honorary Solicitor

Guide to Professional Conduct

- The revised Guide to Professional Conduct has been signed off and released
- The document successfully balances the important features of being a benefit to members but not an impediment to firms in their commercial activities.

In closing, the President reminded Conference that his theme for the year was “Investing in Knowledge” and it was now evident that we were reaping the rewards of that investment.

The Institute is in great shape, is financially sound and is primed for further progress and development

Andrew Homewood

14 September 2011