

*The Chartered Institute
of Loss Adjusters*



Understanding why examiners ask the questions they ask

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Overview

General principles that guide assessment choice and underpin the competencies examiners are looking to test:

- Mapping qualifications to a national framework
- Establishing the intended learning outcomes
- Use and importance of key descriptors in questions



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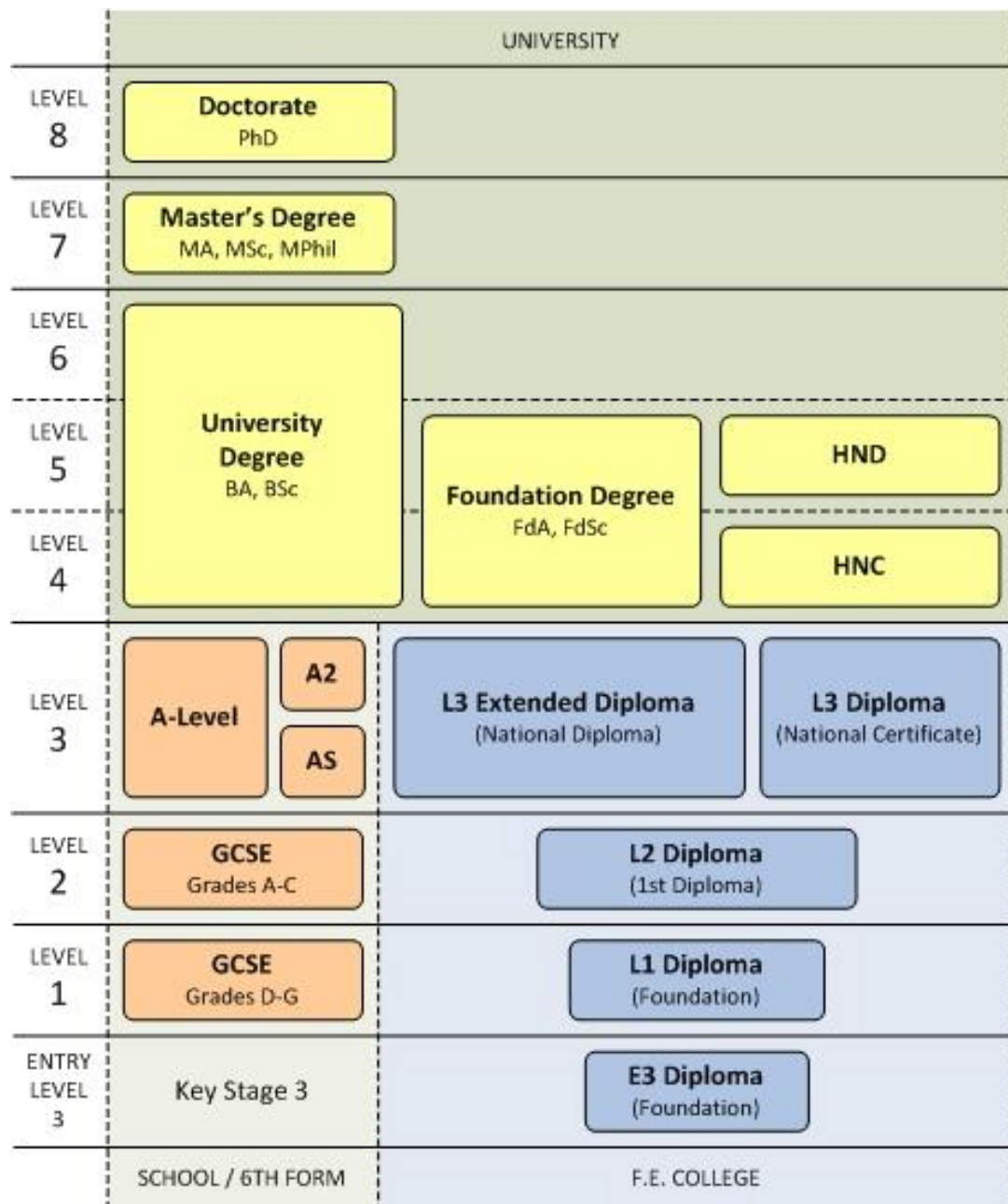
Mapping qualifications to a national framework



National Framework

- Benchmarking and quality
- Allows comparisons to be made
- Progression routes can be identified
- Credits are transferable
- Indicates level of size, difficulty and general content
- Similar demands on you as a learner

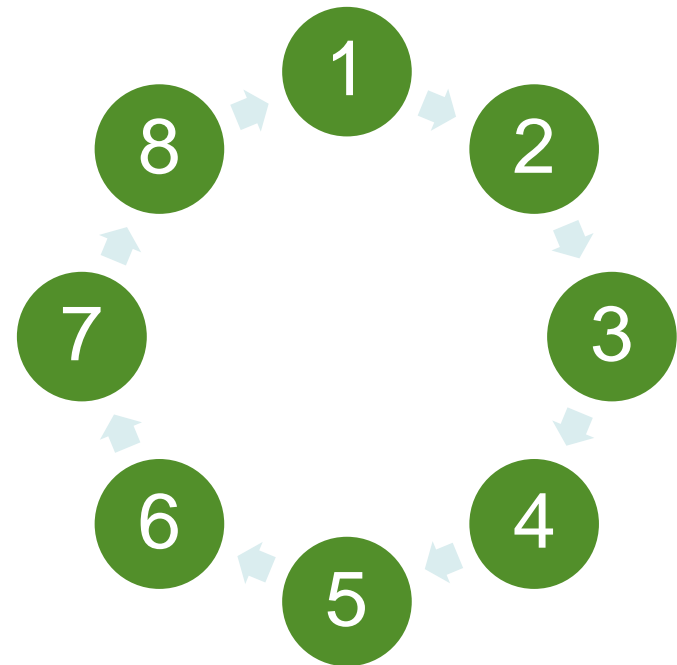




Level	Framework Guide
7	Highly developed, complex knowledge that enables the development of in-depth and original responses to complicated and unpredictable problems and situations.
6	Specialist high-level knowledge to enable the use of an individual's own ideas and research in response to complex problems and situations.
5	Ability to increase the depth of knowledge and understanding to enable the formulation of solutions and responses to complex problems and situations; involves high levels of knowledge and work expertise, and competence in managing and training others.
4	Specialist learning involving detailed analysis of a high level of information and knowledge for people working in technical and professional jobs, and/or managing and developing others.
3	Ability to gain and apply a range of knowledge, skills and understanding; involves obtaining detailed knowledge and skills; appropriate for people wishing to go to university, people working independently, or those supervising and training others.

CILA qualifications

- Masters
- Fellow
- Associate
- Advanced Diploma
- Diploma
- Certificate





Establishing the intended learning outcomes



Learning outcomes

- What a learner is expected to have achieved at the end of a level of learning
- Need to link to level outcomes
- Takes into account discipline/context
- Can be associated with a professional role



Accreditation for Chartered Status

.. the method by which the CILA ensures that only those who have the appropriate level of competence to carry out the work as a professionally qualified loss adjuster on behalf of clients or an employer are admitted as Associates of the Institute.



Linking outcomes to marking

Grade	Standard (for technically correct)
Distinction	Always displays in-depth knowledge across specialised and general areas. Clear evidence of independent thinking and study. Easily applied theory knowledge to practical situations.
Pass	Mostly displays knowledge across specialised and general areas. Some evidence of independent thinking and study. Able to apply theory knowledge to practical situations
Marginal pass	Sometimes displays some knowledge that is inadequate and sometimes out of date, but not in a key technical area. Evidence of independent thinking or study, but somewhat thin. Occasional difficulty in applying theory knowledge to practical situations
Fail	Rarely displays up to date knowledge in specialised and/or general areas. Little or no evidence of independent thinking or study. Unable to apply theory knowledge to practical situations. Fundamental misunderstanding of key crucial element of key claims handling issues.



Use and importance of key descriptors in questions



Knowledge (excerpt)

- | | |
|---|---|
| 7 | Systematic understanding of knowledge, and a critical awareness of current problems and/or new insights, much of which is at, or informed by, the forefront of their academic discipline, field of study or area of professional practice |
| 6 | Systematic understanding of key aspects of their field of study, including acquisition of coherent and detailed knowledge, at least some of which is at, or informed by, the forefront of defined aspects of a discipline |
| 5 | Knowledge and critical understanding of the well-established principles of their area(s) of study, and of the way in which those principles have developed |
| 4 | Knowledge of the underlying concepts and principles associated with their area(s) of study, and an ability to evaluate and interpret these within the context of that area of study |

Critical Analysis

The Critical Analysis should be a word processed document of no more than 3000 words relating to the resolution of a loss extensively handled by the candidate.

The Critical Analysis will be used to assess the:

- breadth and depth of the Candidate's professional experience in the chosen speciality
- candidate's written communication skills
- candidate's claim management skills
- candidate's decision making ability
- candidate's critical appraisal of the claim analysed



ACS Critical Analysis

- Technically correct
- Informed decision-making
- Effective claim management
- Effective communication



ACS Scenario Based Question

1. outline the enquiries you would undertake to establish:
 1. Extent of Policy liability (if any)
 2. Reserve

2. propose with rationale
 1. What measures can be taken to mitigate the loss
 2. What steps that should be taken to rule out fraud or determine any fraud indicators

3. provide two sections of your Preliminary report to Insurers
 - to include your rationale
 - justification for your recommendations



ACS Critical Analysis	ACS Scenario Based Question
<ul style="list-style-type: none">• Technically correct• Informed decision-making• Effective claim management• Effective communication	<ul style="list-style-type: none">• Enquiries you would undertake• Propose with rationale• Justification for your recommendations



ACS Critical Analysis	ACS Scenario Based Question	Level 7
<ul style="list-style-type: none">• Technically correct• Informed decision-making• Effective claim management• Effective communication	<ul style="list-style-type: none">• Enquiries you would undertake• Propose with rationale• Justification for your recommendations	<p>Systematic understanding of knowledge, and a critical awareness of current problems and/or new insights, much of which is at, or informed by, the forefront of their academic discipline, field of study or area of professional practice</p>

Thank you
Any questions?

