



**Bow Valley
College**

Course Outline

FNSR2105

Essentials of Loss

Adjusting

Winter 2024 - Current

Last Updated: 8/1/2023 6:51:32 PM

Care has been taken to obtain copyright permission to reproduce this material. Any information that will enable Bow Valley College to obtain copyright clearance for any material not acknowledged would gladly be received by:

Bow Valley College
345 6th Avenue SE
Calgary AB T2G 4V1
Attn: Copyright Officer
email: copyright@bowvalleycollege.ca

© Bow Valley College

FNSR2105 Essentials of Loss Adjusting**COURSE DESCRIPTION**

In the context of automobile, property, and liability claims, this course focuses on interpersonal skills and knowledge to help learners develop claims-handling techniques. The process of policy analysis for coverage evaluation including investigation, negotiation, and settlement is explored. Learners reflect on managing relationships to gather critical information.

REQUISITES	None
EQUIVALENTS	None
CREDITS	3
HOURS	45
ELIGIBLE FOR PLAR	No
ZERO TEXTBOOK COST	No

COURSE LEARNING OUTCOMES

Bow Valley College is committed to ensuring our graduates can demonstrate their abilities in key areas that will make them effective citizens and encourage their development as lifelong learners. In addition to the discipline-specific skills that learners acquire in their programs, the College has identified ten learning outcomes.

College-Wide Outcomes:

1. Communication
2. Thinking Skills
3. Numeracy and Financial Literacy
4. Working with Others
5. Digital Literacy
6. Positive Attitudes and Behaviours
7. Continuous Learning
8. Health and Wellness Awareness
9. Citizenship and Intercultural Competence
10. Environmental Sustainability

COURSE LEARNING OUTCOME(S) COLLEGE WIDE OUTCOMES SUPPORTED

1	Explain legal and corporate environments of claims.	1
2	Analyze policy contracts and structure.	2
3	Apply the interpersonal skills adjusters use throughout the claim reporting process.	4, 6
4	Explain the steps in the loss investigation process.	1
5	Explain claim evaluation, negotiation, and settlement dispute options.	1, 3, 4
6	Describe the impact of courts on the process of claim settlement.	1, 2, 3
7	Apply the claim process to automobile, residential property, and liability losses.	1, 2

COURSE MODULES AND SCHEDULE

**Course schedule subject to change, depending on delivery mode and term of study. For exact dates, please consult the Course Offering Information in Brightspace.*

WEEK/HOURS MODULES

Week 1	Claims and the law
Week 2	Claims environment
Week 3	Contract analysis
Week 4	Communication skills
Week 5	First notice of loss
Week 6	Loss investigation
Week 7	Evaluation and negotiation
Week 8	Claims settlement
Week 9	Reading Week
Week 10	Claims settlement
Week 11	Automobile
Week 12	Property
Week 13	Liability
Week 14	Mock adjusting practice
Week 15	Final exam

ASSESSMENT

COURSE
LEARNING ASSESSMENT WEIGHT
OUTCOME(S)

1, 2, 3, 4, 5, 6, 7	Quizzes	20%
1, 2, 3, 4, 5, 6, 7	Assignments	20%
1, 2, 3, 4, 5, 6, 7	Exams (Minimum of 2)	60%

Important: For details on each assignment and exam, please see the Course Offering Information.

PERFORMANCE STANDARDS

A minimum grade of D is required to pass this course. However, a program may require a higher grade in this course to progress in the program or to meet specific program completion requirements.

Please consult with the program area or contact the program chair for further details. A minimum Grade Point Average of 2.0 is required for graduation.

GRADING SCHEME

Grade	Percentage	Grade Point	Description
A+	95-100	4.0	Exceptional: superior knowledge of subject matter
A	90-94	4.0	Excellent: outstanding knowledge of subject matter
A-	85-89	3.67	
B+	80-84	3.33	
B	75-79	3.0	Very Good: knowledge of subject matter generally mastered
B-	70-74	2.67	
C+	67-69	2.33	

C	64-66	2.0	Satisfactory/Acceptable: knowledge of subject matter adequately mastered
C-	60-63	1.67	
D+	57-59	1.33	
D	50-56	1.0	Minimal Pass
F	Less than 50	0.0	Fail: an unsatisfactory performance

REQUIRED LEARNING RESOURCES

Insurance Institute of Canada, 2023, C110 Essentials of Loss Adjusting (2023). www.insuranceinstitute.ca

After purchasing the textbook from the BVC Bookstore, email a copy of the receipt to the Insurance Institute of Southern Alberta (IISA) in order to gain access to the Student Resource Guide.

Email: iicmail@insuranceinstitute.ca Students who do not purchase the textbook will not gain access to the Student Resource Guide.

Additional learning resources may be found in the Course Offering Information or in Brightspace.

ADDITIONAL INFORMATION

Final Examination: Insurance Institute of Canada (IIC) Online – for CIP Designation

All students wishing to challenge the IIC exam for their CIP – will need to register for the Insurance Institute of Canada Final Exam. This is in addition to the BVC Final Exam that you must write to complete the course and obtain a grade.

IIC will assign a date and time for you. If that date and time conflict with your BVC Final Examination schedule for other courses, it is your responsibility to contact the IIC to change it!

Additional information may be found in the Course Offering Information or in Brightspace.

ACADEMIC ACCOMMODATIONS

Learners with a disability (learning, physical, and/or mental health) may qualify for academic and exam accommodations. For more information, or to apply for accommodations, learners should make an appointment with Accessibility Services in the Learner Success Services (LSS) Department. Accessibility Services can also assist learners who may be struggling with learning but do not have a formal diagnosis. To make an appointment visit LSS on the first floor of the south campus or call 403-410-1440. It is the learner's responsibility to contact Accessibility Services and request academic accommodations. For more information, please visit our website at <http://www.bowvalleycollege.ca/accessibility>.

INSTITUTIONAL POLICIES

Bow Valley College is committed to the highest standards of academic integrity and honesty. Learners are urged to become familiar with and uphold the following policies: Academic Integrity (500-1-7), Learner Code of Conduct, Procedures and Guidelines (500-1-1), Learner Appeals (500-1-12), Attendance (500-1-10), Grading (500-1-6), Academic Continuance and Graduation (500-1-5), and Electronic Communications (300-2-13). Audio or video recording of lectures, labs, seminars, or any other teaching and learning environment by learners is allowed only with consent of the instructor as part of an approved accommodation plan. Recorded material is to be used solely for personal study and is not being used or distributed without prior written consent from the instructor.

Turnitin:

Students may be required to submit their course work to Turnitin, a third-party service provider engaged by BVC. Turnitin identifies plagiarism by checking databases of electronic books and articles, archived webpages, and previously submitted student papers. Students acknowledge that any course work or essays submitted to Turnitin will be included as source documents in the Turnitin.com reference database, where it will be used solely to detect plagiarism. The terms that apply to a student's use of Turnitin are described on Turnitin.com.

Online Exam Proctoring:

Examinations for this course may require proctoring through an online proctoring service. Online proctoring enables online exam taking within a controlled and monitored environment, thereby enhancing academic integrity. Online proctoring may occur through a variety of methods, including but not limited to:

- a. live online proctoring where a remote invigilator authenticates identity and observes completion of an exam using specialized software and recordings;
- b. automated proctoring where the exam session is recorded and AI (artificial intelligence) analyzed;
- c. browser lockdown that limits access to other applications, websites, copying, printing, screen capture and other functions; or
- d. a combination of both live/automated proctoring and browser lockdown.

Course instructors will review recordings, analyses, and data obtained through online proctoring for academic integrity infractions. It is the student's responsibility to meet the technical, software, location, and identity verification requirements necessary to enable online proctoring.

Further details of these policies are available in the Academic Calendar and on the Bow Valley College website, bowvalleycollege.ca.

Learners are encouraged to keep a copy of this course outline for future reference.

Collection of Personal Information:

This course, including your image and voice, may be recorded and made available to you and other students taking the course section. By attending the class(es) online or in person, you consent to the collection of your personal information. If you do not wish to be recorded, please contact your instructor before starting the course/class to discuss alternative arrangements.

You may use the recordings only for educational purposes and you must not copy, share, or use the recordings for any other purpose without the instructor's express permission.

Your personal information is collected in accordance with section 33(c) of the Freedom of Information and Protection of Privacy Act (Alberta) to deliver academic programming, support learner flexibility, promote universal design for learning principles, and for purposes consistent with the course activities and outcomes. If you have any questions about the collection, disclosure, use, or protection of this information, please contact the College's Access and Privacy Officer at foip@bowvalleycollege.ca.