

Redevelopment of the Adjuster Continuing Education (CE) Definition

Emailed to all Adjuster licence holders and Adjuster Accredited Course Providers – January 16, 2023

The Insurance Council of Manitoba (ICM) has expanded the Adjuster Continuing Education (CE) Definition. The change to the definition defines the focus of relevant material and provides examples of content that would be accepted and excluded.

When will the new definition be active?

The new definition is now active and available for review on the ICM website [here](#).

What are the notable changes?

The chart below compares the prior definition with the new changes. The allowable content has been expanded, and we encourage anyone wishing to apply for individual CE accreditation, or for those organizations applying as a new Accredited Course Provider (ACP), to review the changes prior to submission of the [application\(s\) for course approval](#), to ensure that the content meets the CE definition.

<p>Prior Definition that is no longer in place includes the following criteria</p>	<p>The new Definition that is now in place and outlined below is also available on the ICM website here.</p>
<p><i>Continuing education must be directly related to knowledge relevant to giving advice about adjusting, claims handling and insurance products or the operation of an adjusting firm.</i></p> <p><i>This includes programs that are structured for the specific purpose of education, but excludes activities such as programs and meetings primarily based on production, promotion and motivation.</i></p>	<p><i>The objective of continuing education is to improve and increase the ability of the Insurance Adjuster to deliver a high quality of performance, keeping abreast of current and emerging developments in the insurance industry.</i></p> <p><i>Continuing education must be directly related to knowledge relevant to the adjustment of claims, including the claims process, or the operation of an adjusting firm; this includes curriculum which is structured for the specific purpose of educating and providing skills to adjust claims and communicate effectively.</i></p> <p><i>The focus of an adjuster seminar should be the investigation of claims, assessment of damages, knowledge of applicable laws, including acts, regulations, and rules, and communication skills.</i></p> <p><u>Adjuster Topics:</u></p> <p><i>Examples of selections that might be eligible for continuing education credits are as follows:</i></p> <ul style="list-style-type: none"> - <i>Investigative skills/techniques</i> - <i>Interview Techniques/statement taking</i> - <i>Negotiation skills/techniques</i> - <i>Writing/reporting skills</i> - <i>Physical damage assessment, scoping and/or estimating</i> - <i>Changes in building codes, bylaws and/or materials</i> - <i>Applicable Law, including current legal decisions</i> - <i>Conflict resolution</i> - <i>Legislative requirements for insurance adjusters</i> - <i>Ethics</i> - <i>Property and/or Casualty coverages, as it relates to insurance</i> - <i>Accounting</i> - <i>Planning Management/Continuity</i> - <i>Human Resources</i> - <i>Technology</i> - <i>Business Development</i> <p><u>Excluded Content:</u></p> <p><i>Content excluded from allowable CE credits are programs based on:</i></p>

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| | <ul style="list-style-type: none">- <i>Promotion</i>- <i>Motivation</i>- <i>Recruiting clients</i>- <i>Maintaining a positive self-image</i>- <i>Personal needs fulfillment</i>- <i>Personal goal setting for the organization</i>- <i>Personal achievement and balanced living</i>- <i>Personal betterment</i> |
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*Partial credits may be applicable to seminars that include the above noted subjects, **provided** that there is **substantial** content which relates directly to the CE Definition for Insurance Adjuster Licensees.*