



# THE INSTITUTE OF LOSS ADJUSTERS OF SOUTHERN AFRICA

Professional Body for Loss Adjusters  
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## INDIVIDUAL CPD PROCESS

### Introduction

Continuing Professional Development (CPD) is the method by which professional people keep themselves updated of the latest market trends and developments impacting the work they do for their clients which affects their daily work environment. The purpose of CPD is to keep professionals and their client offering relevant and current in changing times.

CPD can be naturally occurring in the daily activity you complete. As a Loss Adjuster this can particularly be in the form of a complex claim. Where such a scenario occurs, please be sure to provide us with a report on the activity of the investigation completed within the CPD year (Jan to Dec) with two verifiable references for verification. If the claim takes two years to resolve, you may then submit your learnings for each relevant CPD Cycle for the first year, before that year's deadline date, and in the second year for that relevant period.

CPD activities can range from:

- attending Conferences and Seminars
- reading published content • watching webinars and video content
- conducting research into trends
- familiarising legal aspects related to a client's or one's own work environment or aspect thereof

Topics of CPD can range from:

- technical industry content
- market trends and updates
- legislation and regulatory updates to
- skills updates required to adapt to changing environment

The key aspect is to record and document CPD so that there is a record of activities and topics completed, which not only allows for Professional Bodies to record and report on CPD activities completed but also acts as a reference guide to the professional of useful content.

## Application for CPD Approval

CPD content and activities can be provided by the Institute of Loss Adjusters, Regional Chapters associated with the profession or subject matter experts in a particular field, or expert practitioners in the profession.

When applying for CPD approval one should include supporting documents and details of:

- the name and format of the activity
- the agenda or time frame of the activity
- if an agenda is not available for content review then a synopsis of the activity
- content can be supported by a copy of the presentation or other documents if available
- biographies of the presenters if applicable
- how one would record the attendance and verify the identity of persons participating in the activity

CPD also need not be external activities which are attended but could take place in the natural course of work. The key aspect is to fully represent the activity, its content and CPD relevance with a means to record participation and verify identification of the persons completing that activity.

CPD activities should bear relevance to the Loss Adjuster Competence Framework to ensure currency and validity of the content and that the content is deemed as professional development for the target audience.

Submissions can be made to [education@ilasa.org.za](mailto:education@ilasa.org.za) for consideration and approval. Should the activity be approved, the ILA will provide documented confirmation of such approval with a reference number to the applicant.

Once approval is received, the event organiser should then provide all participants with a CPD Certificate confirming that they have earned the CPD for their participation in the activity.

Should any participant be a member of the ILA, it is the individual members responsibility to provide the CPD certification to the ILA as evidence of CPD earned for their membership reporting purpose.

CPD Certificates can be in electronic form via email or downloadable from a system. CPD Certificates must include:

- Logo of the event organiser and the ILA as the approving authority
- Name surname and ID of the participant
- Name and date of the event; OR
- Name of the online activity and date completed
- CPD rating and reference number given by the ILA

## Appeals Process

Should an application for CPD approval be declined, a reason will be provided to the applicant. Should the applicant wish to appeal the decision, a written appeal can be made to the ILA office with an additional motivation and evidence where applicable.

If the matter is not resolved, the applicant may approach an ILA Committee member, and should such committee member agree that the CPD should be granted, that Committee member may liaise with the ILA office directly on behalf of the applicant.

Should the validity of a CPD Certificate be questioned, such confirmation will be taken up with the Event Organiser directly where evidence of attendance or participation will be requested to verify the authenticity of the Certificate. If it is found that the Certificate is fraudulent the member concerned will be subjected to a peer review for disciplinary action and possible removal from membership, as fraud will not be tolerated by the Loss Adjusting profession.

At any time, the ILA may call on a CPD Provider and conduct an audit of the CPD applications relevant to that provider, their processes and record keeping, to ensure that ethical processes are followed objectively.

We will be sending out regular reminders for CPD submissions and upcoming activities, all to assist you, the member, in recording your CPD activities in a streamlined manner.

We are here to support you in this process. For any queries, please contact Charmaine Koch at [education@ilasa.org.za](mailto:education@ilasa.org.za)

Kind regards

Charmaine Koch

**Education & Training Manager**



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**Institute of Loss Adjusters of Southern Africa**