



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Business Interruption Claim Adjustment Techniques

Business, Commerce and Management Studies / Finance, Economics and Accounting

Unit Standard 255857 · NQF Level 5 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips claims adjusters with the technical knowledge and skills required to adjust business interruption claims effectively. Participants will learn to analyze financial statements, assess loss of profits, and apply policy conditions to ensure fair and accurate claim settlements.

Category	Business, Commerce and Management Studies
Subfield	Finance, Economics and Accounting
Unit Standard	255857
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of business interruption insurance to assess claims.
- Analyze financial documents including profit and loss statements and balance sheets to quantify loss.
- Evaluate indemnity periods, gross profit, and standing charges in line with policy terms.
- Demonstrate the ability to calculate loss of gross profit and increased cost of working.
- Implement adjustment techniques that account for trends, savings, and other adjustments.
- Prepare comprehensive adjustment reports with clear justification of findings.

WHO SHOULD ATTEND

- This course is designed for insurance claims adjusters, loss assessors, and risk management professionals who handle business interruption claims.
- It is also suitable for underwriters and brokers seeking a deeper understanding of business interruption adjustments.

COURSE OUTLINE

Day 1: Introduction to Business Interruption Insurance

- Overview of business interruption insurance
- Key differences between BI and property damage
- Policy structure: indemnity period, sum insured, waiting period
- Common exclusions and extensions
- Regulatory requirements (FSR, FAIS, SAQA)
- Ethics and professionalism in adjusting

Day 2: Policy Analysis and Coverage Interpretation

- Gross profit definitions and adjustments
- Indemnity period calculation methods
- Policy conditions: notification, mitigation, accounting records
- Additional cover: contingent BI, advanced loss of profits
- Case study: policy wording interpretation
- Common pitfalls in coverage analysis

Day 3: Financial Analysis and Loss Quantification

- Loss quantification formula: turnover – material costs – savings
- Trend analysis and seasonality adjustments
- Increased cost of working (ICOW) principles
- Reviewing profit and loss statements
- Depreciation and capital expenditure in BI claims
- Practical exercise: quantifying a simple loss

Day 4: Claim Documentation and Evidence Gathering

- Required documents: financial statements, invoices, stock records
- Evidence credibility and relevance
- Interview techniques for policyholders and accountants
- Digital evidence: spreadsheets, accounting software
- Confidentiality and data protection (POPIA)
- Practical exercise: document review checklist

Day 5: Advanced Loss Scenarios and Complex Claims

- Partial interruption and turnover shortfall calculations
- Multi-location and supply chain interdependencies
- Extended indemnity periods and delay issues
- Fraud red flags in BI claims
- Advanced quantification: seasonal businesses, startups
- Case study: complex manufacturing claim

Day 6: Legal and Regulatory Compliance in BI Adjusting

- Legal framework: contract law, insurance law
- Regulatory compliance: FAIS, FSR, POPIA
- Dispute resolution: mediation, arbitration, litigation
- Principle of utmost good faith
- Mitigation obligations of the insured

- Documentation for settlement authority

Day 7: Report Writing, Settlement, and Practical Integration

- Report structure: executive summary, findings, calculations
- Settlement calculation and reconciliation
- Negotiation strategies and communication skills
- Mock claim exercise: from notification to settlement
- Ethical dilemmas in finalising claims
- Course review and Q&A;

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 29,600.00	R 29,600.00
1	In-House	R 38,500.00	R 38,500.00
1	On-Campus (Pretoria)	R 44,400.00	R 44,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	20 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	20 Aug 2026	On-Campus	Mauritius
13 Aug 2026	21 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	24 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	25 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	26 Aug 2026	On-Campus	Durban, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 255857) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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