



Accredited Africa Training Institute for Capacity Development

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

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Loss Management and Civil Claim Administration

Law, Military Science and Security / Safety in Society

Unit Standard 255996 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the competencies to administer the loss management and civil claim process within a corporate environment. Participants will gain practical skills to identify, document, and manage losses, as well as to process civil claims in compliance with relevant policies and legislative requirements.

Category	Law, Military Science and Security
Subfield	Safety in Society
Unit Standard	255996
Accreditation	SAQA Accredited · NQF Level 5 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of loss management to identify and document losses in the workplace.
- Demonstrate the ability to administer the civil claim process from initiation to resolution.
- Analyze loss data to determine root causes and recommend preventive measures.
- Implement procedures for accurate record-keeping and reporting of losses and claims.
- Evaluate the effectiveness of loss management strategies and civil claim outcomes.
- Ensure compliance with relevant legislation, policies, and procedures throughout the loss and claim process.

WHO SHOULD ATTEND

- This course is designed for claims administrators, risk managers, loss control officers, and other professionals involved in managing losses and civil claims within organisations.

COURSE OUTLINE

Day 1: Introduction to Loss Management and Legal Framework

- Definition and scope of loss management.
- Overview of relevant legislation: CPA, NCA, and common law.
- Distinction between criminal and civil proceedings.
- Key stakeholders: insurers, loss adjusters, legal practitioners, and claimants.
- Ethical considerations in loss management.
- Case study: Real-world loss scenario.

Day 2: Civil Claim Administration Processes

- Stages of civil claim: notification, investigation, evaluation, negotiation, settlement or litigation.
- Claim forms, contracts, and supporting documents.
- Evidence collection: witness statements, expert reports, and physical evidence.
- Techniques for effective negotiation.
- Settlement agreements and their legal implications.
- Practical exercise: Completing a claim form.

Day 3: Loss Assessment and Quantification

- Types of loss: property damage, business interruption, personal injury, and liability.
- Methods of loss assessment: cost approach, market approach, income approach.
- Quantum calculation: special and general damages.
- Subrogation: rights and processes.
- Salvage and its role in loss reduction.
- Contributory negligence and apportionment of damages.
- Practical exercise: Quantum calculation scenario.

Day 4: Litigation and Dispute Resolution

- Steps in litigation: summons, pleadings, discovery, pre-trial conference, trial.
- ADR: mediation, arbitration, and conciliation.
- Role of expert witnesses.
- Court etiquette and presentation of evidence.
- Review of key case law on loss and damages.
- Practical exercise: Simulated mediation session.

Day 5: Advanced Applications and Integration

- Managing complex claims: multiple parties, cross-border issues, and high-value losses.
- Fraud indicators and investigation techniques.
- Implementing loss management frameworks in organisations.
- Performance metrics and continuous improvement.
- Case study: Comprehensive claim management.
- Final assessment: Integrated scenario exercise.

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 **8 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, 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 255996) 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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