

# Trainee Loss Adjusters and Claims Staff Workshop 2018

**Novotel Sydney Darling Square – Wednesday 26 September**

Time	Topic	Name	Company
<b>8:45 AM</b>	<b>Registration</b>		
9:00 AM	Welcome and about AICLA	Leon Briggs	AICLA President / Sedgwick NZ
9:15 AM	Identifying and Managing Conflicts of Interest	Brian Treloar	ANA
<b>10:00 AM</b>	<b>Morning Tea</b>		
10:15 AM	AICLA Membership, Study Courses, Charter of Conduct	Tony Libke	AICLA CEO
10:45 AM	What Material Damage Adjusters Need to Know About BI	Leon Briggs	AICLA President / Sedgwick NZ
11:30 AM	Managing Difficult Customers and Claimant Expectations	Ian McWalter	FT Adjusting
<b>12:15 PM</b>	<b>Lunch</b>		
1:15 PM	General Insurance Principles – Proximate Cause, Subrogation, Co-insurance, Utmost Good Faith	Craig Jones & Craig McLeod	Crawford & Company
2:00 PM	What is Damage and How to Repair It	Leon Briggs	AICLA President / Sedgwick NZ
<b>2:45 PM</b>	<b>Afternoon Tea</b>		
3:00 PM	Scope of Works – PC Sums, Replace vs Reinstate vs Repair etc. Regulatory Requirements Around Building Repairs	Hugh Mountford	Imparta Engineers
3:45 PM	Insurance Liability Matters - Basic Principles	Glyn Lloyd	Sedgwick
<b>4:30 PM</b>	<b>Close and Social Drinks</b>		