



**THE INSTITUTE OF LOSS ADJUSTERS
OF SOUTHERN AFRICA**

STRATEGY FOR DELIVERY OF OUR MISSION



The Institute's Mission Statements:	The Institute's Strategy:	Responsibility
<p>We maintain and enhance the dignity, prestige and status of the profession</p>	<p>1. Hold regular and effective National and Executive meetings</p> <hr/>	<p>National - President</p> <hr/>
	<p>2. The Director, National Committee members and Regional Committees shall, without exception, manage the responsibilities allocated to them in terms of this document</p> <hr/>	<p>National - President</p> <hr/>
	<p>3. Maintain a list of members who are prepared to offer themselves as speakers at functions, seminars and the like</p> <hr/>	<p>Director</p> <hr/>
	<p>4. Maintain technical and legal data for CPD online Programme</p> <hr/>	<p>National – Technical and Director</p> <hr/>
	<p>5. Ensure that our constitution is amended in the proper manner as and when changes are necessary.</p> <hr/>	<p>Director</p> <hr/>
	<p>6. Provide interpretations of our constitution to members as and when required</p> <hr/>	<p>National Committee</p> <hr/>

	<p>7. Properly manage accounting processes and group facilities in line with quality corporate governance standards, and maintain records accordingly</p> <hr/> <p>8. Develop and maintain promotional material, including letterheads and websites, in a businesslike fashion, appropriate to a professional body</p> <hr/> <p>9. Handle law suits with efficiency and professionalism</p> <hr/> <p>10. Maintain a full databank of members of the insurance industry who might make use of our services, now and in the future</p> <hr/> <p>12. Provide a user-friendly communication channel through which access to Committee members and responsible persons is achieved</p>	<p>Director</p> <hr/> <p>National - Business</p> <hr/> <p>National Committee</p> <hr/> <p>National Committee</p> <hr/> <p>Administrator</p>
<p>We uphold, regulate and control the integrity and professional conduct and we preserve the independence of Loss Adjusters;</p>	<p>1. Thoroughly scrutinise all applications for membership. References will always be obtained</p> <hr/> <p>2. Have a “no-tolerance” approach to breaches of our code of conduct</p> <hr/>	<p>National – Membership</p> <hr/> <p>National – Membership</p> <hr/>

	<p>3. Maintain a complaints procedure which is user-friendly. Complaints are dealt with strictly in accordance with our constitution and by-laws</p> <hr/> <p>4. Conduct Disciplinary hearings in a professional manner and in accordance with quality corporate governance practice</p>	<p>National – Membership</p> <hr/> <p>National – Membership and President</p>
<p>We promote the skill, efficiency, service and responsibility of our profession</p>	<p>1. To ensure that our members remain proficient in his/her field of operation, we shall continually promote skills development to members around the country by providing quality seminars and educational programmes and by encouraging CPD.</p> <hr/> <p>2. Encourage members to become more effective by facilitating “soft skills” training around the country</p> <hr/> <p>3. Provide members with clear guidelines in respect of educational and skills courses required to retain membership and advance within the Institute.</p> <hr/> <p>4. Present annual awards to members who have excelled in our profession</p>	<p>Regional Chairmen, National Committee and Education</p> <hr/> <p>Regional Chairmen, National Committee and Education</p> <hr/> <p>Regional Chairmen, National Committee and Education</p> <hr/> <p>National Committee</p>
<p>We establish and maintain a high standard of education and knowledge</p>	<p>1. Ensure that our qualification criteria remains at the correct level and aligned with the industry</p> <hr/>	<p>National – Education</p> <hr/>

	<p>2. Our CPD programme is linked to each level of membership and properly policed</p> <hr/> <p>3. Identify appropriate training providers and maintain contact with them accordingly</p> <hr/> <p>4. Manage and encourage learnership programmes and assist our members to obtain grants from INSETA</p>	<p>National – Education and Membership</p> <hr/> <p>National – Education and Director</p> <hr/> <p>Director</p>
<p>We represent the views of the profession and we promote the common interest of our members</p>	<p>1. Produce press releases for National and local newspapers in respect of issues of national importance</p> <hr/> <p>2. Communicate happenings within our Institute regularly to our members and the insurance industry at large through newsletters and industry publications</p> <hr/> <p>4. Market our members as professionals and encourage insurers to only make use of our members</p> <hr/> <p>5. Hold regular social gatherings and sports days so that our members can network and share common problems</p>	<p>National Committee and Director</p> <hr/> <p>Director</p> <hr/> <p>National Committee, President, Regional Chairmen and Director</p> <hr/> <p>Regional Chairmen</p>

We co-operate, liaise with or make representations with authorities, societies, bodies or persons	1. Meet as regularly as possible with associations that represent insurance industry sectors and share common problems and goals <hr/>	Director <hr/>
	2. Constantly communicate with other insurance bodies and Associations such as SAIA and communicate happenings of interest and/or concern to our members and make recommendations as appropriate <hr/>	Director <hr/>
	3. Liaise with government bodies and represent our industry as appropriate <hr/>	Director <hr/>