

# Welcoming aviation adjusters to the CILA community

*Aviation insurance is a niche area of the global insurance business. Hence, the global aviation loss adjusting community is quite small with most practitioners being drawn from the aviation industry into a second career which uses their technical skills and knowledge to support the adjustment of claims.*

McLarens Aviation has well over 50 years of dedicated aviation loss adjusting experience providing high quality services to the aviation insurance market, and we have always taken pride in the success of our recruitment of new team members from the aviation industry. We also take pride in our ability to train these people to take on the role of an aviation loss adjuster however opportunities which lead to qualifications and recognised professional status as an aviation loss adjuster have been limited. Happily, that has now changed with the merging of our aviation loss adjusting business into McLarens. We aviators have seen the wider McLarens team approach to professional development and in particular, the importance it attaches to professional development through CILA qualifications and status. Indeed, our Managing Director, Nigel Minett came to us from McLarens and his contacts have enabled us to open discussions with the CILA with a view to bringing aviation loss adjusting into the scope of CILA status.

## **Incorporating aviation into CILA activities**

In 2015 we met with the CILA Executive Director, Malcolm Hyde, who has enthusiastically taken up the idea of aviation loss adjusting being a part of the CILA. This has involved input from me in providing aviation syllabus recommendations and the setting of aviation questions to be included in the C3 Advanced Diploma examination paper. A Special Interest Group (SIG) is also being established to support the interests of aviation within the CILA. All excellent progress but of course we must also introduce these opportunities to our aviation

teams, convince them of the benefits and also explain that study across a wide spectrum of insurance loss adjusting practice is required with much of this being new to us.

## **Becoming a Chartered Loss Adjuster**

Take-up has been promising with a good number of our team members starting to study, and I am very pleased to say that our first Advanced Diploma candidate, Gary Clift has recently passed this qualification! Gary will attest to having found the study challenging, especially having to take in the whole spectrum of loss adjusting practice and knowledge. Gary will now continue towards attainment of his Chartered status to become the first ever Chartered status aviation loss adjuster. Gary intends to use this attainment to go on to study for a Master's degree and he will also act as a leader in our aviation business to promote CILA status and qualifications.

So why do this? It could be argued that aviation could have continued to exist as it always had done but we would be missing some very important points. These include being able to offer our team members the ability to attain recognised professional status, the business showing that we are keen to support personal development and training and, our market customers and contacts recognising that as a business we want to lead the way in our field towards ever better quality of service delivered by great people.

**Paul Clark**  
*Executive Director, McLarens Aviation*

*If you have a colleague or friend who works in the handling of aviation claims, please tell them about these exciting developments at the CILA and encourage them to get in touch with the Institute team to learn more.*

