Class Hours: 3.0 Credit Hours: 3.0
Laboratory Hours: 0.0 Date Revised: Spring 00

Catalog Course Description:
Emphasis is placed on collecting and recording information, investigations, legal liability, determination of coverage and determination of loss value. Settlement techniques are also covered.

Entry Level Standards:
None

Prerequisites:
None

Textbook(s) and Other Reference Materials Basic to the Course:
AIC 34 Course Guide, Insurance Institute of America.

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Overview. Introduction to Property Insurance Coverages</td>
</tr>
<tr>
<td>2</td>
<td>Introduction to Property Loss Adjusting; Interests</td>
</tr>
<tr>
<td>3</td>
<td>Duties After A Loss; Investigation</td>
</tr>
<tr>
<td>4</td>
<td>Verifying Cause of Loss</td>
</tr>
<tr>
<td>5</td>
<td>Subrogation and Arson</td>
</tr>
<tr>
<td>6</td>
<td>Building Losses</td>
</tr>
<tr>
<td>7</td>
<td>Functions of the Claim Department and the Adjuster; The Importance and Meaning of Coverage</td>
</tr>
<tr>
<td>8</td>
<td>Review and midterm</td>
</tr>
<tr>
<td>9</td>
<td>Coverage Problems; The Meaning of Legal Liability</td>
</tr>
</tbody>
</table>
II. Course Objectives*:

A. Describe the parties, including both insureds and additional insureds, that might be covered by a property insurance contract. I,II

B. Enumerate duties of the insurer and insured after a loss has occurred. I,II

C. Identify functions of typical claim department. I,II

D. Able to explain all factors affecting evaluation of injury claims. I,II,III

*Roman numerals after course objectives reference goals of the Business and Community Services department.

III. Instructional Processes*:

Students will:

1. Take part in course assignments such as team discussions; team case studies; team projects; experiential exercises; oral, written, PowerPoint, and/or email presentations; Internet research; etc. to help develop teamwork, leadership, and followership skills. Communication Outcome, Personal Development Outcome, Cultural Diversity & Social Adaptation Outcome, Information Literacy Outcome, Transitional Strategy, Active Learning Strategy

2. Use critical thinking skills to interpret and evaluate the financial statements of existing companies and make informed judgements about these statements to facilitate in decision making and problem solving strategies. Problem Solving and Decision Making Outcome, Numerical Literacy Outcome, Information Literacy Outcome, Active Learning Strategies

3. Exhibit professional behavior by attending class regularly, arriving punctually with the appropriate materials, and being prepared for active class participation each day. Personal Development Outcome, Transitional Strategy

4. Use email to communicate problems, questions, and issues to the instructor. Communication Outcome, Informational Literacy Outcome, Technological Literacy Outcome

*Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.
IV. Expectations for Student Performance*:

Upon successful completion of this course, the student should be able to:

1. Explain how property insurance contracts identify covered property and locations.  
2. Explain the general functions of the insurer's and insured's claim representative.  
3. Explain the purpose and operation of appraisal clauses.  
4. List common investigative techniques applicable to each of these perils: fire, wind and water damage, and vehicle damage.  
5. Distinguish between recovery rights based on negligence and those based on contract.  
6. Distinguish actual cash value from replacement cost and physical depreciation from obsolescence.  
7. Describe principal tasks in the role of an adjuster.  
8. Identify and explain appropriate tools that protect the rights of the insurance company when coverage is being investigated.  
9. Explain the purpose and operation of financial responsibility law.  
10. Explain the role and importance of investigation in claims adjusting.  
11. Describe typical investigation and settlement procedures in both insured and underinsured proctorist claims.  
12. Describe indicators of fraudulent claims and explain how to deal with those claims.  
13. Explain the role of the claim representative in the rehabilitation process.  

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures:

   Midterm 30%
   Quizzes 30%
   Final 30%

B. Laboratory Expectations:

   N/A

C. Field Work:

   N/A

D. Other Evaluation Methods:

   Attendance 10%

E. Grading Scale:
90 - 100  A
80 - 89    B
70 - 79    C
60 - 69    D
Below 60  F

VI. Policies:

Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course.