

Unit of Competency

Functional Area: Operations Management

Title	Compile claims reports
Code	105297L4
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of analysing accurately individual claim cases and the overall situation based on claims report.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Identify claims report</p> <ul style="list-style-type: none"> • Have fair knowledge of the operations of the insurance industry, and the different roles of intermediaries, insurance companies, surveyors, average adjusters and lawyers • Describe relevant insurance terms • Describe the impact of relevant international conventions and legislations on handling claims for damage to goods • Describe the survey reports and recommendations from experts • Describe different types of claims, including partial loss, actual total loss and constructive total loss • Describe the claim procedures and requirements of insurance companies • Describe the focus and aims of the claims report • Describe the format of claims report and the terms commonly used in loss adjusting <p>2. Compile claims report</p> <ul style="list-style-type: none"> • Analyse claim cases • Use correct format and compile claims report in English • Verify claims report and present them to relevant departments, colleagues and people
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of accurately presenting individual claim cases • Capable of compiling claims report
Remark	This UoC is adapted from the Logistics UoC LOCULC403A