

Specification of Competency Standards of the Insurance Industry

**Unit of Competency**

Title	Apply Chinese writing skills to support service delivery
Code	105459L2
Range	This unit of competency is applicable to those who are applying Chinese writing skills to support service delivery. It involves comprehending different kinds of writing formats and styles, as well as using modern grammar to prepare insurance correspondences.
Level	2
Credit	2 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge in Chinese business writing <ul style="list-style-type: none"> <li>• Comprehend common types of practical Chinese writing formats</li> <li>• Familiar with the use of styles and word choices for different contexts</li> <li>• Familiar with Chinese insurance terminologies in Hong Kong, Chinese Mainland and Taiwan</li> </ul> </li> <li>2. Apply Chinese writing skills in daily work <ul style="list-style-type: none"> <li>• Differentiate purposes between different kinds of writing formats and styles</li> <li>• Prepare correspondences in Chinese to support service delivery, e.g. proposal preparation</li> <li>• Prepare a wide range of business correspondences with appropriate styles and word choices</li> </ul> </li> <li>3. Apply proficient Chinese writing skills in daily work effectively <ul style="list-style-type: none"> <li>• Display proficient Chinese writing skills in the preparation of insurance proposals and business correspondences</li> <li>• Adopt appropriate grammar, formats and vocabularies in daily work.</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Able to communicate with relevant parties using appropriate Chinese insurance terminologies</li> <li>• Able to apply proficient Chinese business writing skills to produce errorless insurance-related correspondences.</li> </ul>
Remark	The unit of competency is applicable to general insurance, life insurers and brokers.