Specification of Competency Standards of the Insurance Industry
Unit of Competency

Functional Area: Claims

Title	Manage the production of claims reports for general insurance
Code	105572L5
Range	This unit of competency is applicable to those who are responsible for managing claims reports. It involves retrieving claims records, generating reports, maintaining reports and identifying ways to improve claims report management process.
Level	5
Credit	3 (for reference only)
Competency	Performance Requirements 1. Possess knowledge in producing claims reports • Comprehend company claims recording system • Know how to retrieve claims data from company's claims processing system • Comprehend claims reports management techniques • Know about relevant compliance and regulatory requirements. 2. Manage production of claims reports • Produce regular claims reports for claims monitoring purpose • Produce specific claims reports to relevant units upon request • Produce regular reports to analyze claims trends and identify areas where risk selection or improvements can be made • Produce regular claims reports and exception reports to monitor claims portfolio and to ensure the compliance of claims governance • Maintain generated claims reports according to company procedure • Observe the regulatory requirements on claims reports and customer data handling 3. Manage production of accurate claims reports • Produce regular claims reports with all required details upon requests • Produce claims reports according to specific requirements upon requests.
Assessment Criteria	The integral outcome requirements of this unit of competency are: • Able to identify required data elements to generate claims reports • Able to produce accurate claims reports timely with all the required data according to company procedures and regulatory requirements • Able to maintain up-t-date claims reports • Able to gather relevant data elements to produce specific reports upon requests.
Remark	