

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Title	Use Putonghua to support service delivery
Code	105461L2
Range	This unit of competency is applicable to those who are using Putonghua in sales operations. It requires using Putonghua to present insurance proposals, explain product features and policy details, and handle queries.
Level	2
Credit	2 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge in basic Putonghua <ul style="list-style-type: none"> • Familiar with Putonghua pronunciation • Comprehend language structure in daily communications • Recognize the differences in insurance terminologies used in Hong Kong, Chinese Mainland and Taiwan • Apply Putonghua tones, sounds and expression accurately 2. Communicate in business Putonghua <ul style="list-style-type: none"> • Comprehend a wide range of vocabularies in insurance service contexts • Use Putonghua to support service delivery, including proposal presentations, product explanations, queries handling, etc. • Practice Putonghua to improve proficiencies from time to time
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to present and communicate in eloquent business Putonghua to support insurance service delivery.
Remark	The unit of competency is applicable to general insurance, life insurers and brokers.