

## Specification of Competency Standards for the Logistics Industry

### Unit of Competency

1. Title	Compile claims report
2. Code	LOCUIL403A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to analyze accurately individual claim cases and the overall situation based on claims report.
4. Level	4
5. Credit	6 ( for reference only )
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of compiling claims report</p> <ul style="list-style-type: none"><li>◆ Have fair knowledge of the operation of the insurance industry, and the different roles of intermediaries, insurance companies, surveyors, average adjusters and lawyers</li><li>◆ Understand relevant insurance terms</li><li>◆ Understand the impact of relevant international conventions and legislations on handling claims for damage to cargoes</li><li>◆ Understand the survey reports and recommendations from experts</li><li>◆ Understand different types of claims, including partial loss, actual total loss and constructive total loss</li><li>◆ Understand the claim procedures and requirements of insurance companies</li><li>◆ Understand the focus and aims of the claims report</li><li>◆ Understand the format of claims report and the terms commonly used in loss adjusting</li></ul>

	<p>6.2 Compile claims report</p> <ul style="list-style-type: none"> <li>◆ Use correct format and compile claims report in English</li> <li>◆ Clearly state the date of lost, the type of claim, and the paid amount and amount in the claims report; clearly illustrate the current claims status</li> <li>◆ Verify claims report and release them to relevant departments, colleagues and people</li> </ul>
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to accurately illustrate individual claim cases and reflect the total number of cases by means of compilation of claims report.</p>
<p>8. Remarks</p>	