

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle collision claims
2. Code	LOSGIL401A
3. Range	This unit of competency is applicable to shipping companies and sea freight operators. Practitioners should be capable to understand the course of the incident, insurance law and relevant insurance contract terms; to provide useful claim documents and information for insurance companies, P&I Club or intermediaries and follow up matters related to claims according to claim procedures so as to protect the interests of the company.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of insurance terms, the claim procedures and requirements of insurance companies and P&I Club , relevant legislations and international conventions</p> <ul style="list-style-type: none"> ◆ Understand the operation of the company and the risks and liabilities arising from the operation ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Understand the legal definition of “collision” and relevant terms in relation to collision ◆ Understand the collision claim procedures and requirements of insurance companies

	<ul style="list-style-type: none"> ◆ Understand the impact of relevant legislations, international regulations for preventing collisions at sea and international conventions on handling collision claims ◆ Understand the civil and criminal liabilities arising from collisions ◆ Understand the shipping documents related to collision, and their use ◆ Understand the survey reports and recommendations from experts <p>6.2 Handle collision claims</p> <ul style="list-style-type: none"> ◆ Understand the course of the incident through different channels and collect relevant documents and information for lodging a claim; take appropriate measures to minimize the losses ◆ Understand relevant insurance terms, the claim procedures and requirements of insurance companies, relevant legislations and international conventions and handle claims ◆ Assess the total losses and calculate the claim amount ◆ Select and provide relevant claim documents and information for insurance companies and intermediaries, including the shipmaster report, the log book detailing relevant incidents and repairs, the bill of charges, and the original receipt from shipyard ◆ Decide whether or not to appoint experts to handle claims on the company's behalf
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	<ul style="list-style-type: none"> ◆ Follow up the progress of the claim with insurance companies, P&I Club and intermediaries, and keep relevant departments informed until the case is closed ◆ Collect compensation from insurance companies, P&I Club and intermediaries and handle relevant documents according to procedures ◆ Negotiate the liabilities and compensation with the third party according to the suggestions of insurance companies, P&I Club and intermediaries <p>6.3 Professionalism in handling collision claims</p> <ul style="list-style-type: none"> ◆ Handle claims according to insurance law, insurance terms, claim-related legislations and international conventions, and the claim procedures and requirements of insurance companies ◆ Handle claims in a cautious manner ◆ Avoid conflict of interests
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle claims properly and provide useful documents and information for insurance companies, P&I Club and intermediaries, and follow up matters related to collision claims according to claim procedures so as to protect the interests of the company.</p>
8. Remarks	