

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle charterer's liability claims
2. Code	LOGGIL403A
3. Range	This unit of competency is applicable to charterers 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 and intermediaries and follow up matters related to charterer's liability 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, and the claim procedures and requirements of insurance companies</p> <ul style="list-style-type: none">◆ Understand the operation of the industry◆ 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 relevant insurance terms◆ Understand the terms of charterparty◆ Understand the claim procedures and requirements of insurance companies◆ Understand different types of shipping documents, and their use

	<p>6.2 Handle charterer's liability 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 insurance terms and the claim procedures and requirements of insurance companies, and handle claims ◆ Assess the total losses and calculate the claim amount ◆ Provide claim documents and information for insurance companies ◆ Understand the survey reports and recommendations from experts ◆ Decide whether or not to appoint experts to handle claims on the company's behalf ◆ Follow up the progress of the claim with insurance companies and intermediaries, and keep relevant departments informed until the case is closed ◆ Collect compensation from insurance companies and intermediaries and handle relevant documents according to procedures
	<p>6..3 Professionalism in handling charterer's liability claims</p>	<ul style="list-style-type: none"> ◆ Handle claims according to insurance law, insurance terms, claim-related legislations, and the claim procedures and requirements of insurance companies ◆ Handle claims in a cautious manner ◆ Avoid conflict of interests

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to provide insurance companies with relevant documents and information according to claim procedures so as to handle charterer's liability claims.
8. Remarks	