

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle freight, defence and demurrage claims
2. Code	LOSGIL409A
3. Range	This unit of competency is applicable to shipping companies and charterers. 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 claims for protection and indemnity cover freight, defense and demurrage 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 claim procedures and requirements of insurance companies</p> <ul style="list-style-type: none">◆ Understand business disputes and litigation that the company is liable to when engaged in daily operation, including shipping, shipbuilding, vessel trading and financing, etc.◆ Understand the protection and indemnity risks covered and the exclusions◆ Understand all the contract terms formulated in business operation◆ Understand the claim procedures and requirements of P&I Club◆ Understand different types of shipping documents and their use

	<p>6.2 Handle general business disputes and relevant litigation</p>	<ul style="list-style-type: none"> ◆ Contact relevant department staff for the details and causes of the incident; collect relevant claim documents and information ◆ Provide relevant claim documents and information for P&I Club , including notice of claim, list of claim, survey report, business contract and the claim documents exchanged between the insured and the third party ◆ Seek legal advice from P&I Club ; jointly negotiate with the claimants to fight for the best compensation option and appoint lawyers to handle possible litigation ◆ Assess the legal costs and the total expenditure, and calculate the claim amount ◆ Follow up the progress of the claim with P&I Club , 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 freight, defense and demurrage 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 P&I Club with relevant documents and information according to claim procedures so as to handle claims for protection and indemnity cover.
8. Remarks	