

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Appoint surveyors, average adjusters and lawyers to handle claims
2. Code	LOCULC504A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of selecting and appointing appropriate surveyors, average adjusters and lawyer s timely to handle claims according to different situations and needs.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements:</u></p> <p>6.1 Knowledge of requirements for insurance terms, and service scope of surveyors, average adjusters and lawyers</p> <ul style="list-style-type: none"> • Understand the operations of the insurance industry, and different services of insurance intermediaries, insurance companies, surveyors, average adjusters and lawyers • Understand general insurance terms, especially having in-depth knowledge of those related to appointment of surveyors, average adjusters and lawyers; understand the negative impact of non-compliance on future claims • Understand the main duties of surveyors, average adjusters and lawyers and their service scope; their usual practices and fees • Understand the operations of the company and freight transport; know about the details of the incident through different channels, and the damage to the subject matter insured and its current situation <p>6.2 Appoint surveyors, average adjusters and lawyers to handle claims</p> <ul style="list-style-type: none"> • Make timely appointment of professionals through proper channels and authorise them to handle claims as agents after examining the insurance terms and different situations and factors, including the causes of the accident, the current situation of and the damaged condition of the subject matter insured and the background, merits and charges of surveyors, average adjusters and lawyers • Present relevant information and documents, including the description of the accident, the current situation of and the damaged condition of the subject matter insured, and the contact details, to the insurance intermediaries, insurance companies, surveyors, average adjusters and lawyers clearly and accurately • Liaise with the staff handling claims at the offices of the surveyor, the average adjuster and the lawyer, and provide relevant support for them
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of selecting and appointing appropriate surveyors, average adjusters and lawyers timely to handle claims according to different situations and needs • Capable of selecting appropriate insurance companies or intermediaries to handle insurance matters according to company’s requirements and different factors of consideration
8. Remarks	This UoC is adapted from the Logistics UoC LOSGIL501A