

**Specification of Competency Standards**  
**for the Property Management Industry**  
**Unit of Competency**

Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Collect data for insurance claims
Code	110486L3
Range	Works of insurance claim, applicable to the collection of information for insurance claims after an accident in a property
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with requirements of insurance claims</p> <ul style="list-style-type: none"> <li>• Be familiar with the coverage of general insurance and the information required for the claim procedure, including pictures/photos, incident reports, etc.</li> </ul> <p>2. Collect information for insurance claims</p> <ul style="list-style-type: none"> <li>• Be able to collect the required information, such as pictures, photographs, incident reports and related documents, immediately after the accident of the property according to the requirements and procedures of the insurance company</li> <li>• Be able to supervise the staff to prepare the information for insurance claim before the deadline, verify the relevant information, and then present and archive.</li> <li>• Be able to follow up and supplement the information or documents related to the claim as required by the superior or the insurance company</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be familiar with and have a sense on the procedure of insurance claims, familiar with the steps and information required; and</li> <li>• Be able to supervise the subordinates to collect and prepare relevant information for insurance claim in accordance with the requirements and procedures of the insurance company, and submit it before the deadline to meet the requirements of insurance claim.</li> </ul>
Remark	