Specification of Competency Standards
for the Automotive
Unit of Competency

Functional Area - Vehicle Servicing

Title	Execute the work on the repair quotation for insurance claims
Code	111720L3
Range	This unit of competency is applicable in vehicle service centres. Practitioners should be able to provide necessary information on the repair quotation for insurance claims, and the application procedures under different situations/circumstances according to organisational procedure. They should also make appropriate judgments and proposals to help customers complete the work.
Level	3
Credit	3 *(For Reference Only)*
Competency	**Performance Requirements** 1. Knowledge (Repair quotation for insurance claims) • Master respective local insurance legislative provisions governing issues such as traffic accidents and the use of roads. • Master the types of vehicle insurance in Hong Kong, the requirements of different vehicle types as well as the procedure and requirements of claims for compensation with respect to different types of insurance, and possess a recognised professional qualification, such as a licensed insurance agent. • Master the general procedure for handling traffic accidents, including appropriate solutions for accidents involving/not involving injury or death. • Master the procedure and documents required for application of vehicle insurance and repair quotation for insurance claims. • Master the division of work and workflow of the departments within the organisation. • Master the calculation of the repair quotation, including cost and profits. • Master the mediation work for the traffic incident, its process and the required documents.

	2. Performance (The work on repair quotation for insurance claims)
	• Receive customers and execute the work on repair quotations for insurance claims and associated application procedures.
	• Conduct preliminary assessments of traffic accidents for customers; make an objective analysis/assessment with respect to different circumstances and situations; and provide or make appropriate suggestions/arrangements.
	• Provide customers with information on the procedure for handling the situation after the occurrence of a traffic accident, including:
	  ◦ Advise customers on the handling of the incident, such as the necessity of reporting to the police, and the notification of the respective insurer to declare claims;
	  ◦ Make detailed repair estimates for the vehicle involved; calculate the time and expenses required; and make a detailed report;
	  ◦ Contact the respective insurer upon obtaining customers' authorisation and arrange claims adjuster to make a fair assessment; and discuss with the insurer on issues such as repair estimates and expenses, etc., according to the principle of fair assessment;
	  ◦ Familiar with the supply of parts and the progress of repairs in different departments; coordinate the work of different departments; obtain the latest information to report to the customer, and follow up; and
	  ◦ Execute the mediation work for the traffic incident.
	• Identify and arrange an alternate service provider when the organisation fails to provide the required services, coordinate the arrangement and progress of different parties, and calculate the cost, profits and charges involved.

Assessment Criteria	The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is: • Capable of mastering the types of vehicle insurance, coverage and the procedure for declaration and claims; • Capable of making judgments and proposals to the claims case; • Capable of understanding and analysing independently the procedure taken by customers after the occurrence of the incident and providing relevant professional and objective advice; • Capable of contacting the respective insurer and claim adjusters to take follow-up action on the declaration for repair and compensation claims; and • Capable of facilitating resolutions between parties concerned in a traffic incident, and completing the required documents in mediation.
Remark	The credit value of this unit of competency is set on the presumption that the practitioner concerned has already possessed a good knowledge of vehicle servicing and recognised professional qualifications. (This UoC replaced 108749L3)