Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Insurance, Legal Matters and Compliance

Title	Compile claims report
Code	LOCULC403B
Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to analyse accurately individual claim cases and compile claims report
Level	4
Credit	6 （For Reference Only）
Competency	Performance Requirements 1. Possess the knowledge of compiling claims report • Have fair knowledge of the operation of the insurance industry, and the different roles of intermediaries, insurance companies, surveyors, average adjusters and lawyers • Understand relevant insurance terms • Understand the impact of relevant international conventions and legislations on handling claims for damage to cargoes • Understand the survey reports and recommendations from experts • Understand different types of claims, including partial loss, actual total loss and constructive total loss • Understand the claim procedures and requirements of insurance companies • Understand the focus and aims of the claims report • Understand the format of claims report and the terms commonly used in loss adjusting 2. Compile claims report • Use correct format and compile claims report in English • Clearly state the date of lost, the type of claim, and the paid amount and amount in the claims report; clearly illustrate the current claims status • Verify claims report and release them to relevant departments, colleagues and people
Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable to accurately illustrate individual claim cases and reflect the total number of cases by means of compilation of claims report.
Remark	This UoC is adopted from the Logistics UoCs LOCUIL403A and LOCULC403A