

Property Management – Specification of Competency Standards**Unit of Competency****Functional Area : Property Management Services for Owners, Tenants and the Community (Insurance Arrangement and Risk Management)**

1. Name	Handle matters relating to insurance claims	
2. Code	PMZZOS403A	
3. Range	Liaison and coordination with the insurance company, the relevant owner / tenant and the owners' corporation in order to follow up on insurance claims	
4. Level	4	
5. Credit	3	
6. Competency	<u>Performance Requirement</u>	
	6.1 Have knowledge on insurance coverage	<ul style="list-style-type: none"> ● Understand the coverage of the insurance package procured, and know about details such as the procedures in making a claim and the time limits, etc.
	6.2 Handle insurance claims	<ul style="list-style-type: none"> ● Able to assist in handling cases on insurance claims, including the coordination with claimants, organize claim documents, submit claims to insurance company, arrange of inspections with lost adjusters, etc. ● Coordinate between claimant and insurance company on settlement of claims ● Compile claim records
7. Assessment Guidelines	<p>The integral outcome requirements are:</p> <p>(i) Able to understand insurance coverage of the building and claim procedures, collect various information according to circumstances, and submit to insurance company after analysis and consolidation</p> <p>(ii) Able to effectively explain to the claimant the procedures required, and analyze the case in question which includes non-routine situations and handling methods, and the arrangement on compensation</p>	
8. Remarks		