

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Vehicle Servicing

Title	Provide services on the repair quotation of insurance/claims for compensation
Code	108749L3
Range	This unit of competency is applicable in vehicle service/servicing centers. Practitioners should be able to provide necessary information on the repair quotation of insurance, claims for compensation and application procedure under different situations/circumstances according to organisational procedure. They should also make appropriate judgment and proposals to help customers and provide the services required.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Repair quotation of insurance and claims for compensation)</p> <ul style="list-style-type: none"> • Master respective local 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. • Master the procedure for handling traffic accidents, including accidents involving/not involving injury or death. • Master the procedure and documents required for application of vehicle insurance, repair quotation of insurance and claim for compensation. • Master the division of work and workflow of the departments within the organisation. • Master the calculation of the repair quotation including cost and profits. <p>2. Performance (Provide consultant services on repairs, and services on repair quotation of insurance/claims for compensation)</p> <ul style="list-style-type: none"> • Receive customers and provide consultant services and proposals, such as the application procedure for claiming compensation of vehicle insurance/repair of vehicles. • Conduct preliminary assessment of traffic accidents for customers; make 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 traffic accident, including: <ul style="list-style-type: none"> ○ Make analysis for customers on how to handle the incident and see if it is necessary to report to the police; and how to notify the respective insurance institution to declare for claims ○ Make detailed repair estimates for the vehicle involved; calculate the time and expenses required; and make detailed report ○ Contact respective insurance institution upon obtaining customers' authorisation and arrange claims adjuster to make fair assessment; and discuss with the insurance institution on issues such as repair estimates and charges, etc. according to fair assessment ○ Understand the supply of parts and the progress of repairs in different departments; coordinate the work of different departments; obtain accurate information; and make appropriate report and follow up actions • Find, contact and arrange other product/service suppliers to provide products/services when the organisation failed to provide the required parts/products; coordinate the arrangement and progress of different parties; and calculate the cost, profits and charges involved.

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Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none">• Capable of making judgment and proposals as well as provide consultant services with respect to the types of vehicle insurance, coverage and the procedure for declaration/claims for compensation;• Capable of understanding and analyzing independently the procedure taken by customers after the occurrence of the incident and providing relevant professional and objective advice; and• Capable of contacting respective insurance institution and claims adjusters to take follow-up action on the declaration for repair and claims for compensation.
Remark	<p>The credits value of this unit of competency is set on the presumption that the practitioner concerned has already possessed the knowledge of vehicle service and servicing.</p>