

13. Competency Profile Chart (CPC)

SECTION	(G) WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES		
GROUP	(452) MAINTENANCE AND REPAIR OF MOTOR VEHICLES		
AREA	AUTOMOTIVE AFTER SALES SERVICES (MOTOR INSURANCE CLAIM) & MOTOR VEHICLE INSURANCE		
NOSS TITLE	MOTOR VEHICLE DAMAGE & REPAIR ASSESSMENT OPERATION		
NOSS LEVEL	THREE (3)	NOSS CODE	G452-009-3:2022

←COMPETENCY UNIT→		←WORK ACTIVITIES→			
CORE	PRODUCE CLAIMANT ACCIDENT VEHICLE PROFILE	RECORD ACCIDENT VEHICLE INFORMATION	RECORD CLAIMANT INFORMATION	BRIEF CLAIMANT ON MOTOR INSURANCE CLAIM PROCEDURE	
	G452-009-3:2022-C01	G452-009-3:2022-C01-W01	G452-009-3:2022-C01-W02	G452-009-3:2022-C01-W03	
	PERFORM MOTOR INSURANCE CLAIM DOCUMENTATIONS VERIFICATION	ACCESS MOTOR INSURANCE CLAIM CASE ASSIGNMENT	INSPECT MOTOR VEHICLE INSURANCE POLICY DETAILS	VERIFY MOTOR VEHICLE INSURANCE SUPPORTING DOCUMENT	
	G452-009-3:2022-C02	G452-009-3:2022-C02-W01	G452-009-3:2022-C02-W02	G452-009-3:2022-C02-W03	

←COMPETENCY UNIT→		←WORK ACTIVITIES→			
CORE	<p style="text-align: center;">PERFORM VEHICLE DAMAGE ASSESSMENT (VDA)</p>	<p style="text-align: center;">CARRY OUT MOTOR VEHICLE INSURANCE CLAIM PRELIMINARY INSPECTION</p>	<p style="text-align: center;">CARRY OUT MOTOR VEHICLE VISUAL INSPECTION</p>	<p style="text-align: center;">CARRY OUT MOTOR VEHICLE ELECTRONIC SYSTEM INSPECTION</p>	<p style="text-align: center;">CARRY OUT HYBRID AND ELECTRIC VEHICLE INSPECTION</p>
	G452-009-3:2022-C03	G452-009-3:2022-C03-W01	G452-009-3:2022-C03-W02	G452-009-3:2022-C03-W03	G452-009-3:2022-C03-W04
		<p style="text-align: center;">CARRY OUT MOTOR VEHICLE DAMAGE ESTIMATION</p>			
		G452-009-3:2022-C03-W05			
	<p style="text-align: center;">HANDLE MOTOR INSURANCE ELECTRONIC CLAIM SYSTEM</p>	<p style="text-align: center;">CARRY OUT MOTOR INSURANCE CLAIM DATA ENTRY</p>	<p style="text-align: center;">CARRY OUT MOTOR INSURANCE CLAIM DOCUMENTS SUBMISSION</p>	<p style="text-align: center;">CHECK MOTOR INSURANCE ELECTRONIC CLAIM STATUS</p>	
	G452-009-3:2022-C04	G452-009-3:2022-C04-W01	G452-009-3:2022-C04-W02	G452-009-3:2022-C04-W03	

←COMPETENCY UNIT→		←WORK ACTIVITIES→			
CORE	<p>PERFORM MOTOR INSURANCE CLAIM DELIBERATION</p>	<p>PREPARE MOTOR INSURANCE CLAIM DELIBERATION REQUIREMENTS</p>	<p>CARRY OUT ACCIDENT VEHICLE JOINT-INSPECTION</p>	<p>VERIFY CIRCUMSTANCES AND CONSISTENCY OF ACCIDENT</p>	<p>FINALISE MOTOR INSURANCE REPAIR ESTIMATION COST</p>
	<p>G452-009-3:2022-C05</p>	<p>G452-009-3:2022-C05-W01</p>	<p>G452-009-3:2022-C05-W02</p>	<p>G452-009-3:2022-C05-W03</p>	<p>G452-009-3:2022-C05-W04</p>
	<p>PERFORM VEHICLE REPAIR WORKS COORDINATION AND FINAL INSPECTION</p>	<p>CARRY OUT VEHICLE REPAIR ORDER ASSIGNMENT</p>	<p>COORDINATE MOTOR VEHICLE SPARE PARTS ISSUANCE</p>	<p>COORDINATE VEHICLE REPAIR WORKS</p>	<p>CARRY OUT VEHICLE FINAL INSPECTION</p>
	<p>G452-009-3:2022-C06</p>	<p>G452-009-3:2022-C06-W01</p>	<p>G452-009-3:2022-C06-W02</p>	<p>G452-009-3:2022-C06-W03</p>	<p>G452-009-3:2022-C06-W04</p>
		<p>COORDINATE MOTOR VEHICLE AUTHORITY INSPECTION ACTIVITIES</p>	<p>CARRY OUT VEHICLE HAND OVER</p>	<p>PREPARE FINAL MOTOR INSURANCE CLAIM DOCUMENTATION</p>	
		<p>G452-009-3:2022-C06-W05</p>	<p>G452-009-3:2022-C06-W06</p>	<p>G452-009-3:2022-C06-W07</p>	