

Title	Manage a claim for loss of or damage to a consignment		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to: research a claim for loss of or damage to a consignment; prepare a file of documents relevant to the claim; report the findings of the investigation; and monitor the progress of a claim.
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Classification	Commercial Road Transport > Road Transport Management
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Available grade	Achieved
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Guidance Information

- 1 Legislation, regulations, references and/or industry standards relevant to this unit standard include but are not limited to the:
- Contract and Commercial Law Act 2017;
 - Civil Aviation Act 1990;
 - Land Transport Act 1998;
 - Maritime Transport Act 1994;
 - The Hamburg Rules (The United Nations Convention on the Carriage of Goods by Sea 1978; UN Conference on Trade and Development);
 - The Multi-Modal Convention (The United Nations Convention on International Multi-Modal Transport of Goods 1980);
 - UN Conference on Trade and Development, the Warsaw Convention (the Convention for the Unification of Certain Rules Relating to the International Carriage by Air, October 1929);
 - The Hague Visby Rules 1968.

Any new, amended or replacement Acts, regulations, Rules, standards, codes of practice, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.

2 Definitions

Audi alteram partem refers to the principle of *natural justice* that both sides of a case are to be heard;

Nemo debet esse iudex in propria sua causa refers to the principle of *natural justice* that the merits of the case should be judged by a person with no interest in the outcome.

Workplace procedures refers to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer’s requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor’s instructions, and procedures to comply with legislative and local body requirements relevant to the commercial road transport sector.

3 Assessment information

Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, workplace procedures and legislative requirements.

Outcomes and performance criteria

Outcome 1

Research a claim for loss of or damage to a consignment.

Performance criteria

- 1.1 Documentary and verbal evidence is collected.
- 1.2 The nature of the loss is explained in terms of the parties involved, value, cause, and potential liability, and is in accordance with the evidence collected.
- 1.3 The research is undertaken in a way that is consistent with the contract of carriage and the documentary evidence of the carriage.
- 1.4 The research is carried out in accordance with the principles of natural justice, and the need to establish liability.

Outcome 2

Prepare a file of documents relevant to the claim.

Performance criteria

- 2.1 Documents are collated, and a file is maintained as a progress record of the claim.
- 2.2 The organisation’s position is protected with respect to third parties and insurers.

Outcome 3

Report the findings of the investigation.

Performance criteria

- 3.1 Recommendations relating to the loss or damage in terms of possible mitigation and future actions are reported.
- 3.2 The report is prepared in accordance with the contract of carriage, the loss or damage, and the research.

Outcome 4

Monitor the progress of a claim.

Performance criteria

- 4.1 Progress of claim is monitored regularly until claim is closed.
- 4.2 Progress of claim is reported to consignor and consignee.

Planned review date	31 December 2029
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	30 September 1998	31 December 2022
Review	2	22 May 2003	31 December 2022
Review	3	29 April 2021	31 December 2027
Review	4	25 July 2024	N/A

Consent and Moderation Requirements (CMR) reference	0014
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council qualifications@hangaarorau.nz if you wish to suggest changes to the content of this unit standard.