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**ROAD TRANSPORT MANAGEMENT**  
**Manage a claim for loss of or damage to**  
**a consignment**

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<b>level:</b>	<b>4</b>
<b>credit:</b>	<b>6</b>
<b>planned review date:</b>	May 2007
<b>sub-field:</b>	Commercial Road Transport
<b>purpose:</b>	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; and report the findings of the investigation.
<b>entry information:</b>	Open.
<b>accreditation option:</b>	Evaluation of documentation and visit by NZQA and industry.
<b>moderation option:</b>	A centrally established and directed national moderation system has been set up by the NZ Motor Industry Training Organisation (Incorporated).
<b>special notes:</b>	<ol style="list-style-type: none"><li>1 Legislation applicable to this unit standard includes but is not limited to the: Carriage by Air Act 1967, Carriage of Goods Act 1979, Civil Aviation Act 1990, Land Transport Act 1998, Maritime Transport Act 1994, Mercantile Law Act 1908, their associated regulations, international conventions, case law, and subsequent amendments.</li><li>2 International conventions which may apply to this unit standard include but are not limited to: the Hamburg Rules (<i>The United Nations Convention on the Carriage of Goods by Sea 1978; UN Conference on Trade and Development</i>); the Multi-Modal Convention (<i>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) and the Hague Visby Rules 1968</i>).</li><li>3 The principles of natural justice that apply to this unit standard are:</li></ol>

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- a *Audi alteram partem*; the principle that both sides of a case are to be heard;
  - b *Nemo debet esse iudex in propria sua causa*; the principle that the merits of the case should be judged by a person with no interest in the outcome.
- 4 *Organisational procedures* refer to formally documented workplace instructions which are available to candidates, providers, and assessors.

## **Elements and Performance Criteria**

### **element 1**

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

### **performance criteria**

- 1.1 Documentary and verbal evidence is collected in accordance with organisational procedures.
- 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 consistent with the contract of carriage and the documentary evidence of the carriage.
- 1.4 The research carried out is consistent with the principles of natural justice, and the need to establish liability.

### **element 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 in accordance with organisational procedures.

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- 2.2 The organisation's position is protected with respect to third parties and insurers in accordance with organisational procedures.

**element 3**

Report the findings of the investigation.

**performance criteria**

- 3.1 The report includes recommendations in relation to the loss or damage in terms of possible mitigation and future actions.
- 3.2 The report is consistent with the contract of carriage, the loss or damage, the research, and with organisational procedures.

**element 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 as appropriate.

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**Comments on this unit standard**

Please contact the NZ Motor Industry Training Organisation (Incorporated) [info@mito.org.nz](mailto:info@mito.org.nz) if you wish to suggest changes to the content of this unit standard.

**Please Note**

Providers must be accredited by the Qualifications Authority or a delegated inter-institutional body before they can register credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

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Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for providers wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

This unit standard is covered by AMAP 0092 which can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.