

INSURANCE CLAIM ADVISOR COLLISION REPAIR ESTIMATING (comply to JPK Estimating NOSS)

Training Date: - 6th and 7th July 2015 Time: - 9:00am - 5:00pm Duration: 2 days

Training Venue:- To Be Confirmed

Target Participant: - Insurance Claim Advisor (Pax: 12 - 15 person)

Course Fee: - RM1600.00 (SKM registration fee, profile compilation & training fees)

Subject covers :-

BODY & PAINTS OPERATION FLOW (10 STEPS)

Ten-Step Body & Paints Operation Flow



- ✓ Understanding how a common Body & Paints workshop operates
- ☑ Practice the B&P Operation Flow
- ☑ TP-110-3 Vehicle Repair Claim Advisor NOSS & JPK compliance

UNDERSTANDING THATCHAM TIMES SYSTEM (TTS)

Thatcham Times System (TTS)



- ☑ Understanding the background of Thatcham UK
- ☑ Understanding how TTS derived process to research Thatcham Times
- ☑ Identifying Thatcham repair times provided in the estimating system

REPAIR PROCESS TIME APPLICATION

M.E.T. process and time application



- ☑ Understanding Franchise Flat Rate Manual
- ☑ Applying Opinion Time on M.E.T. (not covered by the TTS)
- ☑ Understanding Measuring time



PANEL process and time application

- ☑ Understanding Vehicle Construction & Material Usage
- ☑ Understanding Kink vs Bend
- ☑ Applying Panel Replacement / Repair Time
- $\ oxdot$ Applying Opinion Time on panel repair



PAINT process and time application

- ☑ Understanding paint time application (solid & metallic paint)
- ☑ Applying Opinion Time on paint
- ☑ Identifying vehicle painting process and colour blending

ESTIMATING PROCESS AND APPRAISAL METHOD

Good vs poor repair



Core Task and Supporting Operations

- ☑ Identify the core tasks and its supporting operations
- oxdim I Identify the vehicle direct and indirect area
- ☑ Identify safety and replacement process
- ☑ Learn to use manual jobsheet to create an estimate

QUALITY INSPECTION ON REPAIR STAGES

Good Repair and Quality Guidelines



- ☑ Conducting quality inspection on every repair stage
- Understanding the importance to repair accident vehicles back to road worthiness

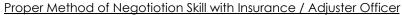
JPJ TECHNICAL APPLICATION / PUSPAKOM CHECK



JPJ Technical Application & Guidelines

- ☑ Identifying types of repair to be eligible for JPJ Technical application
- ☑ Obtaining JPJ technical application latest forms
- $oxdim \ensuremath{\square}$ Ensure proper documentations and filing after JPJ Technical approval

NEGOTIATION SKILLS / CREATE SUPLLEMENTARY





- ☑ Create Supplementary
- ☑ Issuing Official Letter (if necessary)

ASSESSMENT

- Theory 25 questions
- Practical
- Conduct estimates on real accident vehicles (2 units)

For registration, please fill up the registration form and make payment (before 25.06.2015)

Any enquiry, please call Ms Crystein @ 016-5432523 or log into www.proatec.net (google chrome)