

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
- ☒ 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
- ☑ 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
- ☑ Ensure proper documentations and filing after JPJ Technical approval

NEGOTIATION SKILLS / CREATE SUPPLEMENTARY

Proper Method of Negotiation Skill with Insurance / Adjuster Officer



- ☑ 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.prootec.net (google chrome)