

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

Training Date :- **17th until 19th November 2015 (Tuesday - Thursday)**

Time :- **9:00am - 5:00pm**

Duration : **3 days**

Training Venue :- **TOP DIVERSIFIED SDN BHD, BODY & PAINTS CENTER TAIHING**

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

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

Trainer's Name :- **Mr. Daniel Loh**

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

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

For registration, please fill up the registration form and make payment (before 31.10.2015)

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

under ANNOUNCEMENT "KURSUS LATIHAN BAGI MEMBANTU PEKERJA INDUSTRI MEMOHON SIJIL SKM MELALUI KAEDAH PPT PENILAIAN KHAS"

PREVIOUSLY CONDUCTED ESTIMATING TRAINING

Training Date :- 15th until 17th October 2015 (Thursday - Saturday)



Explanation on **Collision Repair Theory & Thatcham Times System** in the classroom



Conduct practical on **measuring vehicles and reading workshop manuals**

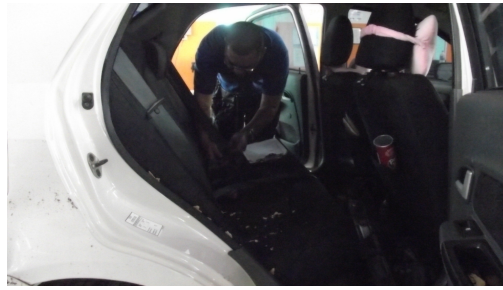


Understanding **how spare parts derived and apply into estimating**

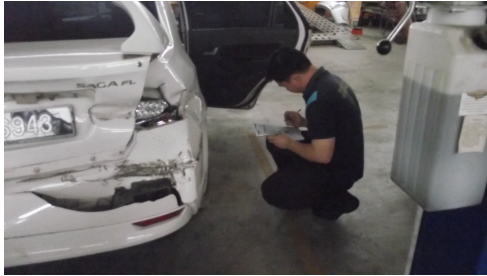


Explanation on **Body Structural and accident impact on vehicles**

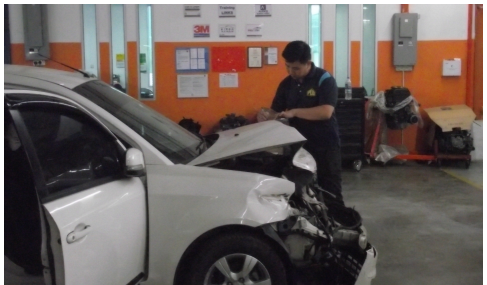




Explanation on **how to conduct a proper and detailed estimation - thorough appraisal**



Conduct practical examination - estimating real accident vehicles



Conduct case studies



Participants attend interview with JPK Pegawai Penilai to obtain the fast track single tier SKM certificates