

INSURANCE POLICY AND PARTS IDENTIFICATION

AIM OF THE PROGRAMME

Provide a learning opportunity for those who are involved in the motor insurance and automobile repair industry to acquire the knowledge and skills that will enhance their competencies, skills and efficiency to meet their needs and challenges of their duty and tasks.

PROGRAMME DESCRIPTIONS

The course consists of both theory and hands-on modules to develop skills and knowledge with the use of technology and the database is currently available to the industry.

PROGRAMME BENEFITS

Participants will understand the underwriting of automobile insurance and the parts nomenclature that has been standardized for the Malaysian automotive collision repair industry.

Participant will understand vehicles body construction and material used in body construction, definition of franchise and OEM parts and general knowledge on vehicle repair process.

MODULE 1: MALAYSIAN MOTOR INSURANCE INDUSTRY AND BNM/RH/GL/003-9

MALAYSIAN MOTOR INSURANCE INDUSTRY

- Industry stakeholders in Motor Insurance Industry
- MRC's Primary Role in the Motor Insurance Industry
- A Basic Step-by-Step Motor Insurance Claim Process

BANK NEGARA MALAYSIA BNM/RH/GL/003-9

- Guidelines on Claims Settlement Practices
- Principles of Insurance

UNDERSTANDING MOTOR INSURANCE POLICY & CLAIM

- Private Car Comprehensive Motor Policy
- Type of Motor Insurance & Coverage
- Type of Motor Insurance Claim & Documents Required for Insurance Claim Submission

MODULE 2: UNDERSTANDING VEHICLE CONSTRUCTION

CAR BODY DESIGN

- Vehicle Body Construction
- Different Vehicle Body e.g. Unibody, Body Over Frame, Space Frame
- Identification of Major Vehicle Body Section
- Type of Vehicle Sizes

CURRENT MATERIAL USED IN VEHICLE CONSTRUCTION

- Materials Used on Modern Vehicle Structures
- Metallurgy Diagram

MODULE 3: UNDERSTANDING CAR DESIGN & PARTS IDENTIFICATION AND TERMINOLOGY

IDENTIFICATION OF BODY PARTS AND PANEL DESCRIPTION

- Vehicle Body Part descriptions – Panels & Service Parts
- Standardisation on Parts Terminology used in an estimating system
- Definition of Franchise and OEM parts
- MET and Panel Parts Location and Terminology

MODULE 4: GENERAL KNOWLEDGE ON VEHICLE REPAIR PROCESS

WORLD CAR ASSESSMENT CENTER

- Global NCAP, Euro NCAP, Asean NCAP and IIHS

CAR REPAIR PROCESS

- Workshop Equipments & Usage
- Vehicle Repair Process Flow
- Key Area to be concerned before, during and after the repair

PRACTICAL ASSESSMENT

- Participants are required to be access on practical skills

TARGET PARTICIPANTS

- Workshop Repairer (Owner, Manager, Supervisor, Auto Technician)
- Insurance Company (Manager & Assessor)
- Adjuster Firm (Manager & Adjuster)

COURSE DETAILS

- Duration: 1 day course (Theory and Practical Class)
- **HRD CORP CLAIMABLE COURSE**
- Certificate: **IMI (PAC) & MRC (Attendance & Accomplishment)**

DAY 1

TIME	PROGRAM
8:30 AM	Arrival of Participants
9:00 AM	Safety Briefing Self & Participants' Introduction
9:15 AM	MODULE 1 - MALAYSIAN MOTOR INSURANCE INDUSTRY & BNM/RH/GL/003-9
10:30 AM	15 minutes Break
10:45 AM	MODULE 2 - UNDERSTANDING VEHICLE CONSTRUCTION
12:30 PM	Lunch Break
2:00 PM	MODULE 3 - UNDERSTANDING CAR DESIGN & PARTS IDENTIFICATION AND TERMINOLOGY
2:45 PM	MODULE 4 - GENERAL KNOWLEDGE ON VEHICLE REPAIR PROCESS
3:30 PM	15 minutes Break
3:45 PM	Theory Assessment
4:30 PM	Emphasize on Key Important Notes Question & Answer
5:00 PM	End



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