

# ESTIMATING & REPAIR METHODOLOGY

## AIM OF THE PROGRAMME

Provide opportunity for motor insurance personnel to acquire knowledge and skills that will enhance their performance, skills and efficiency to meet their needs and challenges of this demanding industry.

## PROGRAMME DESCRIPTIONS

This is 3 days training programme where participants MUST HAVE claims handling and repair estimating experience. An added advantage will be given to the participants that also attended QAP 1 "MOTOR INSURANCE & PARTS IDENTIFICATION".

Day 1 & 2 is theory-based learning, and the 3rd day is a practical hands-on session where participants have to write estimates for vehicles repair. An assessment will be conducted, and participants are required to achieve the necessary results in order to be awarded the MRC / IMI certificate.

## 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: COLLISION THEORY, METALLURGY AND CAR BODY DESIGN

#### COLLISION THEORY

- Understanding Car Crashes and the impact
- Inertia, Deflection, Angle of Travel, Three Vehicle Section Principles

#### METALLURGY

- Materials Used on Modern Vehicle Structures

#### CAR BODY DESIGN

- Vehicle Body Design and Shapes
- Vehicles Parts & Components Terminology

### MODULE 2: 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

### MODULE 3: TTS vs REPAIR PROCESS TIME APPLICATION

#### M.E.T. PROCESS & TIME APPLICATION

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

#### PANEL PROCESS & TIME APPLICATION

- Understanding Vehicle Construction & Material Usage
- Understanding Kink vs Bend
- Applying Panel Replacement / Repair Time
- Applying Opinion Time on Panel Repair

#### PAINT PROCESS & TIME APPLICATION

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

### MODULE 4: ESTIMATING PROCESS AND APPRAISAL METHOD

#### GOOD VS POOR REPAIR CORE TASK & 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

### MODULE 5: QUALITY INSPECTION ON REPAIR STAGES

#### GOOD VS POOR REPAIR & QUALITY GUIDELINES

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

### MODULE 6: 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

### MODULE 7: NEGOTIATION SKILLS / CREATE SUPPLEMENTARY

#### PROPER METHOD OF METHOD OF NEGOTIATION SKILL WITH INSURANCE / ADJUSTER OFFICER

- Create Supplementary
- Issuing Official Letter (if necessary)

#### 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: 3 days course ( 2 days Theory, 1 day Practical )
- 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 - COLLISION THEORY, METALLURGY AND CAR BODY DESIGN
10:30 AM	15 minutes Break
10:45 AM	MODULE 2 - UNDERSTANDING THATCHAM TIMES SYSTEM (TTS)
12:30 PM	Lunch Break
2:00 PM	MODULE 3 - TTS vs REPAIR PROCESS TIME APPLICATION
3:30 PM	15 minutes Break
3:45 PM	MODULE 4 - ESTIMATING PROCESS AND APPRAISAL METHOD
4:30 PM	Emphasize on Key Important Notes Question & Answer
5:00 PM	End

## DAY 2

TIME	PROGRAM
9:00 AM	Review on yesterday's modules MODULE 5 - QUALITY INSPECTION ON REPAIR STAGES
10:30 AM	15 minutes Break
10:45 AM	MODULE 6 - JPJ TECHNICAL APPLICATION / PUSPAKOM CHECK MODULE 7 - NEGOTIATION SKILLS / CREATE SUPPLEMENTARY
12:30 PM	Lunch Break
2:00 PM	Estimate exercise: Case study 1 and Case study 2
3:30 PM	15 minutes Break
3:45 PM	Vehicle Damage Assessment Video from Thatcham
4:30 PM	Emphasize on Key Important Notes Question & Answer
5:00 PM	End

## DAY 3

TIME	PROGRAM
9:00 AM	Review on yesterday's modules Briefing on Assessment Process
10:00 AM	Theory Assessment Practical Assessment on TWO (2) Accident Vehicles
3:00 PM	Review on Theory and Practical Assessment Answers Question & Answer
5:00 PM	End



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