

MOTOR

ESnet
Academy®



VEHICLE DAMAGE ASSESSOR


RECOMMENDED FOR

- ✓ WORKSHOP OWNER
- ✓ CLAIM ADVISOR
- ✓ SUPERVISOR
- ✓ ESTIMATOR

At the end of the training, the participant should be able to:

- Perform motor insurance claim documentations verification;
- Perform Vehicle Damage Assessment (VDA);
- Handle motor insurance electronic claim system;
- Perform vehicle repair works coordination and final inspection.



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Schedule – Day 1

Time	Course Description
8:30AM	Arrival of Participants
9:00AM	Workshop Safety & Rules Briefing
9:30AM	COLLISION THEORY, METALLURGY AND CAR BODY DESIGN <ul style="list-style-type: none">• Collision Theory• Metallurgy – Different types of material used on a vehicle• Car Body Design
10:30AM	Morning Tea Break
10:45AM	UNDERSTANDING THATCHAM TIMES SYSTEM (TTS) <ul style="list-style-type: none">• Understanding TTS• How TTS apply onto estimating
1:00PM	Lunch Break
2:00PM	TTS vs REPAIR PROCESS TIME APPLICATION <ul style="list-style-type: none">• M.E.T. Process & Time Application• Panel Process & Time Application• Paint Process & Time Application• Corrosion Protection Process & Time Application
3:30PM	Evening Tea Break
4:00PM	TTS vs REPAIR PROCESS TIME APPLICATION (Con't) <ul style="list-style-type: none">• Case study
5:00PM	Session Ends

Schedule – Day 2

Time	Course Description
8:30AM	Arrival of Participants
9:00AM	Review of yesterday's topics
9:30AM	ESTIMATING PROCESS AND APPRAISAL METHOD <ul style="list-style-type: none">• Good Vs Poor Repair Core Task & Supporting Operations• Good Vs Poor Repair & Quality Guidelines• Negotiation Skills / Create Supplementary
10:30AM	Morning Tea Break
10:45AM	DEMO <ul style="list-style-type: none">• Perform estimating and appraisal onto physical vehicle
1:00PM	Lunch Break
2:00PM	JPJ TECHNICAL APPLICATION / PUSPAKOM CHECK <ul style="list-style-type: none">• JPJ Technical application process and documents required• How PUSPAKOM perform inspection
3:30PM	Evening Tea Break
4:00PM	EXERCISE <ul style="list-style-type: none">• Estimating a vehicle (photos)
5:00PM	Session Ends

Schedule – Day 3

Time	Course Description
8:30AM	Arrival of Participants
9:00AM	Review of yesterday's topics
9:30AM	ASSESSMENT <ul style="list-style-type: none">• Written paper
10:30AM	Morning Tea Break
10:45AM	ASSESSMENT <ul style="list-style-type: none">• Practical paperEstimate two(2) physical vehicles
1:00PM	Lunch Break
2:00PM	ASSESSMENT (Con't) <ul style="list-style-type: none">• Practical paper• Estimate two(2) physical vehicles
3:30PM	Evening Tea Break
4:00PM	Review on Assessment paper Q&A session
5:00PM	Session Ends