

Charlie Robertson

Program Breakdowns

### Repair Planner and Damage Appraisal Skills Program

The damage appraisal program is a very interesting process in that it prepares not only estimators in a collision repair center but also damage appraisers for insurance providers and independent appraisers.

What's unique about this is a lot of the same skills are required for multiple tracks here, so both tracks go through the initial part of learning to handle parts, identify them either from a diagram or identify them physically on a car in damaged or distorted fashion from a crash. They also learn how to identify different parts sources; where they come from, and the different types of parts and availability of those parts. Learn how to search and provide for them in their damage reports.

The second area on this is dealing with learning how to analyze the damage not just click and drag parts onto an estimate but also come up with a plan and a strategy on how to go about restoring the vehicle back to factory specifications. We start adding in elements of looking up and researching what the OEM (Original Equipment Manufacturer) requires for a certain repair on a car and embedding those in the estimate.

This also works well in prepping them for the next stage which is enhancing those estimates in ACR 183. By enhanced estimating, we're talking about pulling from every available resource possible whether it's pulling from I-CAR for best practices, from the OEM required or recommended procedures, whatever might be the source of information that's needed to restore a car, that's all included in an enhanced estimate and getting them tighter and tighter and closer and closer to the perfect restoration of the car.

This leads them to structural damage analysis of the vehicle and includes suspension and steering analysis. Whereas during the teardown they'll be able to measure and analyze the vehicle and determine what suspension and steering components are required for this vehicle without removing the car and sending it down the street to have a subcontractor determine

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what's wrong with the suspension. They would be able to do this with about 95% accuracy measuring those items in a matter of minutes and determine what is necessary for the vehicle.

At this point the Repair Planner and Damage Appraiser tracks separate a bit and those that are focused on collision repair centers have an option of selecting a few more advanced courses dealing with production management and the blueprinting processes. Those that are headed toward the insurance side would deviate from that and unless they also want those courses, they would take courses in fraud detection and dealing with the insurance damage appraisal process working for an insurance provider. As with all other programs each of these includes the two boot camps one for the apprentice and one for their trainer.