

DOCUMENTATION AND DIGITAL PHOTOGRAPHY

DOC01

Documentation and digital photography are an integral part of the repair process. Repairers rely on documentation and digital photography to record damage, insurers to assess damage and customers to understand the status of their repair. Which means understanding exactly what needs to be documented – and how and when - can make or break quality documentation and digital photography. This Live Demo course takes place in-shop and provides the student with the unique opportunity to practice and apply knowledge while using their own camera during a variety of classroom exercises.

The content in this course will provide an understanding of best practices that can be immediately applied to a business' documentation procedures and provides information that can help improve business performance.

Course Content

Module 1 – Importance of Documentation

The course opens with an explanation of the purpose of documentation and the importance of communication. Liability reduction, defending against fraud and customer documentation are three of the topics that will be covered in the first module. The instructor will present best practices and highlight how good communication can impact KPIs such as cycle time and CSI. Students will have a chance to interact with their peers by discussing best practices for their own real world examples.

Module 2 – Photo Documentation

This second module describes the purpose of photo documentation and discusses the different camera types used, from the smartphone in your pocket to common point-and-shoot models and their basic operation. As the student moves through the course, he/she will have the opportunity to engage in hands-on activities using their own cameras. Students will learn how to take quality pictures by considering proper lighting, angle, flash usage and how to capture various types of damage on a live vehicle in the shop. Common photo requirements, creation of shot lists and supplement photos will also be covered. Students will continue to use their own cameras to practice taking pictures under different conditions and analyze the results.

Module 3 – Documentation Processes

The final module covers documentation associated with collision repair manuals, estimating systems, equipment with documentation ability, and products and parts documentation. Students will learn how makers of the estimating systems are evolving their product offerings with communication and repair technology. In addition, students will gain an understanding of the importance of photo documentation with supplements, why repair files are archived and archiving services that are offered and how equipment makers are recognizing the importance of documentation features and adding it to their equipment.

Recommendations

This course covers information related to the basics of damage report writing and more. Understanding basic collision repair concepts is recommended. A course that may be helpful to take in addition to this one is:

- Vehicle Identification, Estimating Systems, and Terminology (DAM01/e)

Registration

To register for Documentation and Digital Photography (DOC01), visit the I-CAR website at www.I-CAR.com or contact I-CAR Customer Care at 800-422-7872.

Course Highlights

Credit Hours: 3

Estimated Duration: 4 hours

Format: Live instruction and demonstration with posttest

Meets I-CAR ProLevel® or annual training requirements for the following roles:

-  ESTIMATOR
-  STEEL STRUCTURAL TECHNICIAN
-  ALUMINUM STRUCTURAL TECHNICIAN
-  NON-STRUCTURAL TECHNICIAN
-  AUTO PHYSICAL DAMAGE APPRAISER

After completing this course, you will be able to:

- Better utilize your own camera for capturing quality images for improved documentation
- Identify various types of documentation that accompany tools, equipment, products and parts
- Understand documentation processes used throughout the collision repair process
- List the importance of communication in the collision repair process
- Explain the purpose of photo documentation
- Identify the different types of pictures that should be taken and which details to capture



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