

Collision Repair Process Management (CRPM)¹

Preliminary assignment of the further training profile to the European Qualifications Framework (EQF)

Starting Point

The further training profile of Collision Repair Process Management is composed of two major elements:

1. the “core profile” and
2. the “advanced profile” (“integral” profile).

The core profile encompasses **eight** core work processes. Based on this, there are another five core work processes that aim at a considerable deepening of the eight basic core work processes. They also include issues related to personnel management and company management which are usually discussed under topics like generic skills.

Assignment to the Qualifications Framework

The assignment to the Qualifications Framework will be first of all verified with regard to the European Qualifications Framework (EQF). In addition, it will be checked how the overall CRPM profile (core profile) can be assigned. Secondly it will be determined which exact assignment is applicable with regard to qualitative aspects. Thirdly it will be determined how the integral profile can be assigned.

Formal Assignment

A first assessment of the CRPM core profile will focus on formal leading questions, such as the following:

- Are there basic contents and competencies which correspond to the character of vocational initial training?
- Are there contents-related prerequisites to access CRPM?
- Does the profile concentrate first and foremost on the operational challenges in car collision repair workshops?

¹ CRPM = Collision Repair Process Management; CRM = Collision Repair Management.



Based on the defined eight core work processes for the core profile it may be stated that the basic leading questions and contents of an “initial vocational education profile” could not be identified. Moreover clear company-related and work-oriented processes are dominating. One of the contents-related prerequisites of a consideration of the CRPM is the fact that there must be an activity in a car collision workshop in order to generate the need for a respective qualification. With reference to the above mentioned formal characteristics it is evident that CRPM is no clear-cut further training profile which presumes a basic education and qualification for car service and car repair. Levels 1 to 3 of the EQF are therefore not suitable for an assignment of the CRPM profile. Level 1 to 3 – in countries like Germany up to 4 - is covered through initial education and training qualifications. Most of the country reports suggest an assignment to Level 4 of the CRPM profile as the CRPM expert is formally responsible to the workshop management assigned to Level 5. Based on a CRPM core profile with eight “core work processes” this is actually one of the obvious options. In countries that are practicing a vocational educational system this assignment of a CRPM qualification would not entail a vertical but rather a horizontal career step. This can be justified as this qualification is first and foremost a specialized extension of already existing qualificational profiles. As long as these experts in the workshops are not assigned executive tasks usually carried out by the workshop management, the proposal to assignment to Level 4 can be confirmed.

Assignment with Regard to Contents

The assignment with regard to contents should be handled as a comparison with the EQF descriptors. As for Level 4, the EQF indicators are defined as shown in the Table. The second column shows the outcome-based definitions of the CRPM profile.

Table: EQF indicators of Level 4

EQF indicator	CRPM profile (examples)
<p>Knowledge Factual and theoretical knowledge in broad contexts within a field of work or study</p>	<ul style="list-style-type: none"> - Explicitly defining and clarifying the responsibility to pay for additional services, such as a rental car. - Encompassing a clear understanding of cost processing between insurer, client, and the repair shop; - Structuring the process of the repair of accident damage in such a way that a seamless repair procedure, with consideration of employee capacity and qualifications, the number of workers, and the shop's equipment, can be carried out;
<p>Skills A range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study</p>	<ul style="list-style-type: none"> - Communicating with the client at a high standard in order to more clearly characterize the nature of the damage; - Ensuring that the damage has been reported or will be reported to the insurance company in consultation with the client; - Measuring as needed by the repair shop (body and/or axle measurement) in order to estimate and calculate the damage the vehicle;
<p>Competence Exercise self-management within the guidelines of work ... that are usually predictable but subject to change. Supervise the routine work of others, taking over some responsibility for the evaluation and improvement of work ...</p>	<ul style="list-style-type: none"> - Carrying out the secure reception of the accident vehicle if the client is still at the accident scene with the vehicle or in case the client brings the vehicle to the repair shop; - Carrying out the reception of the vehicle and the recording of client and vehicle information by using the VIN and the repair shop's client database; - Precisely estimating the extent of the damage through a visual check of the entire vehicle, if necessary, vehicle parts have to be dismantled;



The comparison of EQF indicators and the outcome-based definitions of the CRPM profiles reveals high affinities. Most of the eight core work processes can be directly assigned to the indicators. Only the indicators below are deviating. As they are only fragments, they can be neglected for an overall assignment.

Fragments of CRPM profiles which cannot be assigned to Level 4 (EQF):

- Defining the planning tools needed such as computer based planning programs or planning boards and using them in the correct manner.
- Making sure that the vehicle is returned to the client in a specially prepared area with good lighting;
- Ordering all replacement parts necessary for the repair;
- A final cleaning of the vehicle and a check of the cleaning is carried out.

This short analysis suggests to follow the proposals of the partner countries to assign the CRPM profile to Level 4 of the EQF. Assignments to higher Levels depend above all on the organization of the car workshops and their assignment of responsibilities. If the workshop management has the responsibility for the operation of the workshop, the assignment to Level 4 is underpinned. As soon as the expert is assigned responsibility for the car workshop operation and management, this entails an assignment to a higher EQF-Level, e.g. to 5 or 6.

Assignment of the “integral” profile (extended profile)

The “integral” profile of the CRPM is a clear extension of the core work processes to be coped with. The eight basic core work processes are amended by another five which comprehensibly concentrate on

- A high professionalization of CRPM;
- Taking over responsibility for the personnel;
- Planning and execution of workshop management tasks.

The extended profile clearly aims at taking over the overall responsibility of CRPM, the leadership towards working groups, of the workshop management or the management of CRPM companies. Without an exact comparison with the EQF



indicators it can be stated that the extended profile corresponds to Level 6 of the EQF. The extended (integral) profile must be assigned to Level 6, i.e. formally, with regard to contents and with a view to quality, responsibility and autonomy. The experts not only deal with complicated specialist tasks. Moreover they take over responsibility and management tasks as it is shown in the following example description:

Integral Core Work Processes: Planning Workshop Sizing / Financing

The CRPM records the potential for accident damage repair jobs in the local area and then determines the necessary workshop capacity. At the same time, she or he keeps in mind eventual rises in the volume of the number of repair jobs on the basis of pending contracts with insurers. Then he or she categorically decides whether the business should take on a paint shop as an area of operation. Finally, with regards to whether the business has one or more work shifts, the number of work places (for bodywork and paint) should be determined. Next, the size of the work shop is to be determined. First the standard size for each working area as well as adjacent areas (machine area, tool storage) should be taken into account. In addition to this, workshop traffic areas and the appropriate adjacent areas (break room, training rooms, storage room including for night deliveries, heating, direct reception of vehicles, wash area etc). as well as floor space for administration and for the customer area should all be determined. Finally, the exterior areas will be set up according to the requirements for garage and parking spots, so that a complete property size can be laid out.

After the measurement of the space necessary, the work areas and floor space will be adjusted to one another in such a way that an optimal process flow can occur in the workshop area, outside the workshop, and in the administrative area.

Next comes the planning for the setup of the building. First the supplying of the building's energy needs should be planned. Then the equipment and setup of the workshop, according to the requirements of the vehicle manufacturers, should be carried out.

After all the parameters for the cost calculations for the company have been taken into account, an investment plan needs to be made. This will include cost and earnings revisions for at least three years in advance (business plan).

With the help of the plan for the building, a comparison between the existing company's plant and an optimized new plant can be carried out. After that,



decisions can be made on process optimization, renovation or expansion, or even the construction of a completely new plant.

Core competencies:

The following competencies are necessary for the planning and financing of the workshop building:

- Being able to plan for potential incoming repairs from the local area;
- Calculating realistic possibilities for the expansion of potential repair jobs through contracts with insurers;
- Making the decision as to whether a paint shop should be included in the vehicle body repair workshop;
- Realizing all necessary building space (workshop, client area, and administration) with help of standard space allocations;
- Depicting all necessary outdoor areas as well as the overall property size needed;
- Working out optimal procedures for workshop and administration;
- Determining the necessary equipment for the building and the workshop;
- Creating an investment and business plan for three years in advance;
- Making a compromise between the optimally planned business and the real existing business and indicating possibilities for improvement for the existing business.

Final Remarks

The assignments which have been explained and justified above will be checked again as soon as an overall concept for the qualification will be designed and an assignment to Credit Points will have been determined. These tasks will be dealt with in the second half of the project's eligibility.