

Department:

Automotive Collision & Refinishing Technology

Course Description:

This course teaches systematic approaches to determining the extent of collision damage to all areas of the vehicle. After analyzing the damage, the process of converting it into an estimated cost of repair is presented in principle along with hands-on practice and application. This course will use a computer database to complete the estimate. In addition, to completing estimates students will learn to communicate with customers as well as insurance companies.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Analyze vehicle damage.
2. Use estimating database to identify part numbers, labor units, and parts prices.
3. Compile estimates for parts, materials, labor, and sales tax.
4. Create a computerized damage report and calculate the total repair costs.
5. Determine the cost effectiveness of the repair and determine the approximate vehicle retail, and repair value.
6. Verify accuracy of estimate compared to the actual repair and replacement operations.
7. Processes for communication with customer and insurance companies.
8. Listen to customer/client; collect information and identify customers/client's concerns, needs and expectations.
9. Identify customer/client preferred communication method; follow up to keep customer/client informed about parts and the repair process.

Course Content:

- A. Computer Estimating
- B. Computer Database
- C. Estimating Sequence
- D. Vehicle Total Loss
- E. Damage Analysis and Repair Blueprinting
- F. Customer Service and Communication

Learning Assessments:

Competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, and instructor observation. The test can be in the objective format or in a problem-solving format.

Instructional Materials:

Textbook: Duffy, J.E. (2015). *Auto Body Repair Technology*. (6th ed.). Boston, MA: Cengage Learning. ISBN: 9781133702856.

Textbook: Duffy, J.E. (2015). *Tech Manual for Duffy's Auto Body Repair Technology*. (6th ed.). Boston, MA: Cengage Learning. SBN: 9781133702863.

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the "Disabilities Self-Identification Form" on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).