

SYLLABUS

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| DATE OF LAST REVIEW: | 09/2019 |
| CIP CODE: | 47.0603 |
| SEMESTER: | Departmental Syllabus |
| COURSE TITLE: | Estimating/Damage Analysis and Customer Service |
| COURSE NUMBER: | ACRT0290 |
| CREDIT HOURS: | 2 |
| INSTRUCTOR: | Departmental Syllabus |
| OFFICE LOCATION: | Departmental Syllabus |
| OFFICE HOURS: | Departmental Syllabus |
| TELEPHONE: | Departmental Syllabus |
| E-MAIL: | Departmental Syllabus <i>KCKCC-issued email accounts are the official means for electronically communicating with our students.</i> |
| PREREQUISITE(S): | None |

REQUIRED TEXT AND MATERIALS: Please check with the KCKCC bookstore, <http://www.kckccbookstore.com/>, for the required texts for your particular class.

COURSE DESCRIPTION: An estimate, damage report, or appraisal calculates the cost of repairs of a collision damaged vehicle. This repair summary is used by the customer, insurance company, shop management, and the repair technician as an agreement with the customer or the insurance company, required parts needed list for the repairs, and as a guide for the repairs needed for the technician.

METHOD OF INSTRUCTION: A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

COURSE OUTLINE:

- I. Explain the general purpose of damage estimates.
- II. Manually and electronically prepare an estimate.

- III. Outline the sequence for evaluating vehicle damage.
- IV. Determine the reparability of a vehicle.
- V. Determine appropriate labor calculations.
- VI. Calculate materials costs.

EXPECTED LEARNER OUTCOMES:

- A. The student will be able to explain the general purpose of damage estimates.
- B. The student will be able to manually and electronically prepare an estimate.
- C. The student will be able to outline the sequence for evaluating vehicle damage.
- D. The student will be able to determine the reparability of a vehicle.
- E. The student will be able to determine appropriate labor calculations.
- F. The student will be able to calculate parts and materials costs.
- G. The student will be able to listen to customer/client; collect information and identify customers/client's concerns, needs and expectations.
- H. The student will be able to identify customer/client preferred communication method; follow up to keep customer/client informed about parts and the repair process.
- I. The student will be able to provide and review warranty information.
- J. The student will be able to estimate and explain duration of out-of-service time.
- K. The student will be able to Interpret and explain manual or computer-assisted estimate to customer/client.

COURSE COMPETENCIES:

The student will be able to explain the general purpose of damage estimates.

- 1. The student will be able to explain the different types of estimates.
- 2. The student will be able to explain how the estimate will be used by different individuals involved in collision repair.
- 3. The student will be able to read and interpret an estimate.

The student will be able to manually and electronically prepare an estimate.

- 4. The student will be able to prepare a hand written estimate.
- 5. The student will be able to prepare an electronic generated estimate.
- 6. The student will be able to prepare an accurate estimate for a customer.

The student will be able to outline the sequence for evaluating vehicle damage.

- 7. The student will be able to locate direct damage of a vehicle
- 8. The student will be able to locate in-direct damage of a vehicle
- 9. The student will be able to determine if the vehicle has hidden structural damage
- 10. The student will be able to determine if the vehicle has mechanical damage.
- 11. The student will be able to locate interior damage.

The student will be able to determine the reparability of a vehicle.

- 12. The student will be able to determine the cost of repair of a vehicle
- 13. The student will be able to determine the value of a vehicle

14. The student will be able to determine if the cost of repair exceeds the value of the vehicle.

The student will be able to determine appropriate labor calculations.

15. The student will be able to explain labor costs
16. The student will be able to explain overlapping labor.

The student will be able to calculate parts and materials costs.

17. The student will be able to determine cost difference between used or recycled parts and new parts.
18. The student will be able to determine cost difference between O.E.M parts and aftermarket parts.
19. The student will be able to calculate paint and materials cost.

The student will be able to listen to customer/client; collect information and identify customers/client's concerns, needs and expectations.

20. The student will be able to acknowledge and/or greet customer/client.
21. The student will be able to establish cooperative attitude with customer/client.
22. The student will be able to identify his/her self to customer/client; offer assistance.
23. The student will be able to deal with angry customer/client

The student will be able to identify customer/client preferred communication method; follow up to keep customer/client informed about parts and the repair process.

24. The student will be able to establish any and all customer preferred communications methods throughout the entire repair process.
25. The student will be able to recognize basic claims handling procedures; explain to customer/client.
26. The student will be able to project positive attitude and professional appearance.

The student will be able to provide and review warranty information.

27. The student will be able to provide and review technical and consumer protection information.

The student will be able to estimate and explain duration of out-of-service time.

28. The student will be able to apply negotiation skills to obtain a mutual agreement.

The student will be able to interpret and explain manual or computer-assisted estimate to customer/client.

29. The student will be able to interpret either manual or computer-assisted estimate in an easy to understand manner to the customer and be able to answer any questions that the customer may have.

ASSESSMENT OF LEARNER OUTCOMES:

Student progress is evaluated by means that include, but are not limited to, exams, written assignments, and class participation.

SPECIAL NOTES:

This syllabus is subject to change at the discretion of the instructor. Material included is intended to provide an outline of the course and rules that the instructor will adhere to in evaluating the student's progress. However, this syllabus is not intended to be a legal contract. Questions regarding the syllabus are welcome any time.

Attendance: Attendance will be in accordance with the certifying agency's requirements.

Safety: Attendance is critical throughout the safety instructions and quizzes. Students must complete all of the safety training before the student can advance or go on to the next course.

Caveats:

1. Safety glasses with side shields are required to be worn during lab activities for this course. This is in compliance with accepted eye protection practices and Kansas State Law (K.S.A. 72-5207). Safety glasses must meet American National Standards Institute Z87.1 specifications. (NOTE: Most prescription eyewear does not meet ANSI Z87.1. Students who wear prescription glasses must: a) Provide evidence that existing eyewear meets ANSI Z87.1, or b) Wear cover goggles (if allowable), or c) Purchase and wear ANSI Z87.1 prescription eyewear.
2. Lab Guidelines: In order to assist with the safe and efficient operation of the automotive lab area, students are expected to be familiar with and adhere to the Automotive Student Lab Guidelines.

Kansas City Kansas Community College is committed to an appreciation of diversity with respect for the differences among the diverse groups comprising our students, faculty, and staff that is free of bigotry and discrimination. Kansas City Kansas Community College is committed to providing a multicultural education and environment that reflects and respects diversity and that seeks to increase understanding.

Kansas City Kansas Community College offers equal educational opportunity to all students as well as serving as an equal opportunity employer for all personnel. Various laws, including Title IX of the Educational Amendments of 1972, require the college's policy on non-discrimination be administered without regard to race, color, age, sex, religion, national origin, physical handicap, or veteran status and that such policy be made known.

Kansas City Kansas Community College complies with the Americans with Disabilities Act. If you need accommodations due to a documented disability, please contact the Director of the Academic Resource Center in Rm. 3354 or call at: 288-7670 V/TDD.

All enrolled students at Kansas City Kansas Community College are subject to follow all rules, conditions, policies and procedures as described in both the Student Code of Conduct as well as the Student Handbook. All Students are expected to review both of these documents and to understand their responsibilities with regard to academic conduct and policies. The Student Code of Conduct and the Student Handbook can be found on the KCKCC website.