



South Central College

ABCT 2800 Damage Appraisal and Shop Management

Course Outcome Summary

Course Information

Description This course includes identification and calculation of vehicle damage using manuals and computer assisted procedures. Shop management procedures will include inventory management, parts and repair ordering, customer relations and communication skills.

Pre/Corequisites

None

Institutional Core Competencies

Civic Engagement and Social Responsibility - Students will be able to demonstrate the ability to engage in the social responsibilities expected of a community member.

Communication - Students will be able to demonstrate appropriate and effective interactions with others to achieve their personal, academic, and professional objectives.

Critical and Creative Thinking - Students will be able to demonstrate purposeful thinking with the goal of using a creative process for developing and building upon ideas and/or the goal of using a critical process for the analyzing and evaluating of ideas.

Course Competencies

- 1. The following list of course goals will be addressed in the course. These goals are directly related to the performance objectives.[HP-I] designates an individual goal. [HP-G] designates a group goal.**
- 2. Exhibit professionalism**
- 3. Comply with personal and environmental safety practices associated with clothing and the use of gloves; respiratory protection; eye protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and federal safety and environmental regulations.**
- 4. Describe shop safety programs.**
- 5. Perform safe estimation procedures.**
- 6. Locate vehicle identification tags.**
- 7. Interpret vehicle identification tags.**

8. Identify estimating terminology.
9. Define estimates.
10. Describe estimating systems, interpret collision estimating manuals.
11. Interpret collision estimating manuals.
12. Describe collision manual procedures.
13. Interpret part diagrams.
14. Identify part numbers.
15. Define parts group contents.
16. List group parts.
17. Identify parts.
18. Define damage.
19. Analyze primary damage.
20. Analyze secondary damage.
21. Prepare estimates.
22. Identify prior damaged items.
23. Identify refinishing prices.
24. Identify shop material prices.
25. Identify labor rates.
26. analyze /record open items.
27. Analyze mechanical component damage.
28. Select refinishing system.
29. Identify owner request items.
30. Identify computer estimating systems.
31. identify personal computer systems.
32. Identify lap top systems.
33. Identify bar code systems.
34. Prepare computer estimates.
35. Identify insurance claim procedures.
36. Identify shop management procedures.
37. Describe shop management styles.
38. Identify shop management sales procedures.
39. Define union policies.
40. Define hiring procedures.
41. Describe payroll costs.
42. Describe employee retention procedures.
43. Define employee release procedures.

44. Describe repair forms.
45. Describe parts order procedures.
46. Describe waste management procedures.
47. Investigate advertising options.
48. Describe shop promotional materials.
49. Define customer relations.
50. Define telephone skills.
51. Communicate via telephone.

SCC Accessibility Statement

South Central College strives to make all learning experiences as accessible as possible. If you have a disability and need accommodations for access to this class, contact the Academic Support Center to request and discuss accommodations. North Mankato: Room B-132, (507) 389-7222; Faribault: Room A-116, (507) 332-7222.

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