



El Camino College
COURSE OUTLINE OF RECORD – Official

Course Acronym:	ACRP
Course Number:	3B
Descriptive Title:	Computerized Collision Damage Estimating
Division:	Industry and Technology
Department:	Automotive Collision Repair/Painting
Course Disciplines:	Automotive Collision Repair/Painting
Catalog Description:	This course provides instruction on the development of computer-generated damage estimate using both Certified Collateral Corporation's One software (CCC One) and Mitchell estimating software. Students expand their knowledge of non-structural, manual estimate writing by: examining and estimating structurally damaged vehicles that require frame straightening, structural panel replacement, vehicle sectioning, electrical and mechanical repairs, suspension alignment and wheel alignment. Students also learn how to make use of the digital documentation, work flow and business management features of the software to run an efficient and profitable repair shop.
Prerequisite:	Automotive Collision Repair/Painting 3A with a minimum grade of C or equivalent
Co-requisite:	
Recommended Preparation:	
Enrollment Limitation:	
Hours Lecture (per week):	3
Hours Laboratory (per week):	0
Outside Study Hours:	6
Total Course Hours:	54
Course Units:	3
Grading Method:	Letter Grade only
Credit Status:	Credit, degree applicable
Transfer CSU:	Yes
Effective Date:	
Transfer UC:	No
Effective Date:	
General Education: ECC	
Term:	
Other:	

CSU GE:	
Term:	
Other:	
IGETC:	
Term:	
Other:	
CalGETC:	
Term:	
Other:	
Student Learning Outcomes:	SLO #1 Using CCC One Estimating Software Create a computerized estimate for a non-structurally damaged front-hit vehicle using CCC One estimating software. SLO #2 Using Audatex Software Examine a structurally damaged full-frame vehicle and write a computerized estimate using Audatex software. SLO #3 Using Mitchell Estimating Software Create a computerized estimate for a structurally damaged unibody vehicle using Mitchell estimating software.
Course Objectives:	1. Create non-structural and structural damage estimates using computer estimating software. 2. Use a digital camera to provide photo documentation of a damaged vehicle to support a written estimate. 3. Compare and contrast the cost, time and results of the repair of damage, the replacement of parts and the sectioning of a vehicle. 4. Set up a new installation of estimating software by determining and programing shop name and information as well as parts markup, labor, materials and tax rates for Southern California. 5. Apply knowledge of customer rights and customer service to resolve mock customer complaints regarding repair turnaround time, flawed repairs or repair of damage unrelated to reported loss.
Major Topics:	I. VEHICLE PARTS AND DAMAGE TYPES (12 hours, lecture) A. Structural and non-structural parts nomenclature B. Vehicle construction types and materials C. Identifying direct and indirect damage D. Gathering vehicle information for estimate form E. Estimating abbreviations and calculations F. Procedure page (P-page) information regarding included/not included tasks II. USING ESTIMATING SOFTWARE (24 hours, lecture) A. Orientation to estimating features and functions B. Adding and deleting line items from an estimate

	C. Judgment calls: repair time, blend panels, repair vs replace D. Sublet, frame and mechanical labor E. Supplements and photo documentation F. Printing and emailing estimates III. CUSTOMIZING SOFTWARE SETTINGS (6 hours, lecture) A. Initial settings for business name, header and footer B. Setting up labor, materials and tax rates C. Setting up parts suppliers and markup rates D. Installing updates IV. BUSINESS MANAGEMENT (12 hours, lecture) A. Local, state and federal laws that affect vehicle repair B. Customer rights, customer service and handling complaints C. Insurance Direct Repair Provider (DRP) programs and benefits D. Software features for managing shop throughput and materials efficiency E. Running reports and looking at data F. Target numbers for business success
Total Lecture Hours:	54
Total Laboratory Hours:	0
Total Hours:	54
A.1. Primary Methods of Evaluation (Part 1 - CCN courses only):	
A.2. Primary Method of Evaluation (Part 2 - all courses; choose one):	2) Problem solving demonstrations (computational or non-computational)
Typical Assignment Using Primary Method of Evaluation:	Prepare a two-page written estimate using Mitchell software to replace the core support of a damaged vehicle examined in class. Include the repair, replacement and refinishing of the other parts and panels damaged in the accident. Determine if the vehicle is a total loss using Blue Book value. Submit the written estimate to the instructor.
Critical Thinking Assignment 1:	Working in groups of four, analyze a structurally damaged vehicle displayed in class and an estimate created for it. Check the estimate for omissions and errors. As a group, write a computer-generated supplement for any omitted or incorrectly estimated damage and make a class presentation of your findings and results. Submit computer-generated supplement to the instructor.
Critical Thinking Assignment 2:	Imagine you are an estimator at a shop that values any two of the following three business models: fast repair speed, excellent repair quality and low price. After viewing a damaged vehicle presented in class, create a two-page written estimate using CCC One software according to your shop's business model to repair the damage, section the vehicle or replace the individual parts with original equipment manufacturer (OEM) parts, certified aftermarket parts or used/like kind and quality (LKQ) parts. Submit written estimate to the instructor.

Other Evaluation Methods:	Class Performance, Completion, Multiple Choice, Objective Exam, Performance Exams, Quizzes
Instructional Methods:	Demonstration, Group Activities, Guest Speakers, Lecture, Multimedia presentations
If other:	
Work Outside of Class:	Answer questions, Required reading, Study
If Other:	
Up-To-Date Representative Texts:	Donnie Smith. <u>Auto Estimating: A Guide to Writing Auto Repair Estimates</u> . 1st edition. Kindle. 2014. (Discipline Standard)
Alternative Texts:	
Required Supplementary Readings:	Motor Age Training, <i>ASE Test Prep – B6 Damage Analysis and Estimating</i> , Motor Age, 2019.
Other Required Materials:	
Requisite:	Prerequisite
Category:	sequential
Requisite course(s): List both prerequisites and corequisites in this box.	Automotive Collision Repair/Painting-3A
Requisite and Matching skill(s): Bold the requisite skill. List the corresponding course objective under each skill(s).	Be able to read, understand and create a written damage estimate for non-structural damage using printed estimating guides. ACRP 3A - Collect vehicle information required to complete written damage reports. ACRP 3A - Identify primary automotive body parts and body constructions using correct industry nomenclature. ACRP 3A - Identify and use abbreviations and special cautions associated with writing damage reports. ACRP 3A - Compose and complete a non-structural damage estimate including calculated totals for parts and labor. Be able to examine a non-structurally damaged vehicle and identify the initial point of impact (direct damage), the indirect damage, the direction of the damaging force, and the industry-correct names of the parts damaged. ACRP 3A - Identify primary automotive body parts and body constructions using correct industry nomenclature. ACRP 3A - Use deduction and critical thinking to determine the initial damage point of impact and direction of the damaging force. Identify direct and indirect damage.

Requisite Skill:	Prerequisite
Requisite Skill and Matching Skill(s): Bold the requisite skill(s). If applicable	If students have taken an equivalent course at another college or have automotive collision estimating experience, students will be prepared to enroll in this course. Students should have collision estimating experience to succeed in this course
Requisite course:	
Requisite and Matching skill(s): Bold the requisite skill. List the corresponding course objective under each skill(s).	
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Enrollment Limitations and Category:	
Enrollment Limitations Impact:	
Course Created by:	Patricia Fairchild
Date:	09/29/2015
Original Board Approval Date:	01/16/2018
Last Reviewed and/or Revised by:	Patricia Fairchild
Date:	11/08/2025
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