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ACRF 1170: Organize, Document and Communicate

EFFECTIVE DATE

September 2021

DEPARTMENT

Automotive Collision Repair

DESCRIPTION

Students learn planning and organizational work process skills needed to productively contribute to the workflow of a collision repair facility. Additionally, students learn to locate and interpret vehicle information, technical manuals and bulletins and to interpret work orders. This course also focuses on environmental safety regulation compliance and auto insurance claims processes in British Columbia.

CREDITS

2.0

YEAR OF STUDY

1st Year Post-secondary

PREREQUISITES

None

COREQUISITES

None

COURSE LEARNING OUTCOMES

Upon successful completion of this course, students will be able to:

- Use workplace and organizational skills.
- Interpret trade terminology.
- Locate and interpret vehicle information.
- Use specifications and procedures.
- Identify environmental regulations and compliance documentation.
- Interpret damage reports, work orders and repair estimates.
- Describe auto insurance claims processes in British Columbia.
- Describe repair processes and timelines.
- Collaborate with coworkers to develop an effective production schedule.

- Describe shop roles and responsibilities.
- Describe business relations.
- Use active listening techniques to communicate effectively in the workplace.

PRIOR LEARNING ASSESSMENT & RECOGNITION (PLAR)

None

HOURS

Lecture: 30

Lab: 20

INSTRUCTIONAL STRATEGIES

Instructional strategies include: Lectures, demonstrations, case studies, group work, individual work, field trips, and project work in an authentic shop environment.

GRADING SYSTEM

Percentages-ITA

PASSING GRADE

70

EVALUATION PLAN

Type	Percentage	Assessment activity
Quizzes/Tests	15	Formative theory (quizzes and assignments)
Exam	20	Summative theory
Assignments	50	Practical assignments (preparation, task completion, cleanup, document writing, etc.)
Participation	15	Active participation and teamwork

COURSE TOPICS

- Workplace Organizational Skills and Workflow
- Vehicle Identification, Estimating and Terminology
- Health and Safety for Refinishing
- Environmental Safety
- Auto Insurance Claims Processes in British Columbia

- Effective Communication Skills for Industry Relations

LEARNING RESOURCES

None

Notes:

- Course contents and descriptions, offerings and schedules are subject to change without notice.
- Students are required to follow all College policies including ones that govern their educational experience at VCC. Policies are available on the VCC website at:
<https://www.vcc.ca/about/governance--policies/policies/>.
- To find out how this course transfers, visit the BC Transfer Guide at <https://www.bctransferguide.ca>.

Broadway campus

1155 East Broadway
Vancouver, B.C. Canada
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Downtown campus

250 West Pender Street
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Annacis Island campus

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