

**Transportation, Distribution and Logistics Career Cluster**  
**Introduction to Collision Repair**  
**Course Number 47.56500**

**Course Description:**

Introduction to Collision Repair is the prerequisite course in all of the collision repair pathways. Employment opportunities in the collision repair field will be explored in this course. Students will be exposed to all areas of collision repair and automotive refinish, such as safety, refinishing, metal repair, plastic repair, automotive construction, and estimate reading and writing. Basic skills in all of the above mentioned areas will be taught. The pre-requisite for this course is advisor approval.

**Course Standard 1****TDL-ICR-1**

The following standard is included in all CTAE courses adopted for the Career Cluster/Pathways. Teachers should incorporate the elements of this standard into lesson plans during the course. The topics listed for each element of the standard may be addressed in differentiated instruction matching the content of each course. These elements may also be addressed with specific lessons from a variety of resources. This content is not to be treated as a unit or separate body of knowledge but rather integrated into class activities as applications of the concept.

**Standard: Demonstrate employability skills required by business and industry.**

The following elements should be integrated throughout the content of this course.

**1.1 Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities.**

Person-to-Person Etiquette	Telephone and Email Etiquette	Cell Phone and Internet Etiquette	Communicating At Work	Listening
Interacting with Your Boss	Telephone Conversations	Using Blogs	Improving Communication Skills	Reasons, Benefits, and Barriers
Interacting with Subordinates	Barriers to Phone conversations	Using Social Media	Effective Oral Communication	Listening Strategies
Interacting with Co-workers	Making and Returning Calls		Effective Written Communication	Ways We Filter What We Hear
Interacting with Suppliers	Making Cold Calls		Effective Nonverbal Skills	Developing a Listening Attitude
	Handling Conference Calls		Effective Word Use	Show You Are Listening
	Handling Unsolicited Calls		Giving and Receiving Feedback	Asking Questions
				Obtaining Feedback
				Getting Others to Listen

Nonverbal Communication	Written Communication	Speaking	Applications and Effective Résumés
Communicating Nonverbally	Writing Documents	Using Language Carefully	Completing a Job Application
Reading Body Language and mixed Messages	Constructive Criticism in Writing	One-on-One Conversations	Writing a Cover Letter

Matching Verbal and Nonverbal communication		Small Group Communication	Things to Include in a Résumé
Improving Nonverbal Indicators		Large Group Communication	Selling Yourself in a Résumé
Nonverbal Feedback		Making Speeches	Terms to Use in a Résumé
Showing Confidence Nonverbally		Involving the Audience	Describing Your Job Strengths
Showing Assertiveness		Answering Questions	Organizing Your Résumé
		Visual and Media Aids	Writing an Electronic Résumé
		Errors in Presentation	Dressing Up Your Résumé

**1.2 Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.**

<b>Teamwork and Problem Solving</b>	<b>Meeting Etiquette</b>
Thinking Creatively	Preparation and Participation in Meetings
Taking Risks	Conducting Two-Person or Large Group Meetings
Building Team Communication	Inviting and Introducing Speakers
	Facilitating Discussions and Closing
	Preparing Visual Aids
	Virtual Meetings

**1.3 Exhibit critical thinking and problem solving skills to locate, analyze and apply information in career planning and employment situations.**

<b>Problem Solving</b>	<b>Customer Service</b>	<b>The Application Process</b>	<b>Interviewing Skills</b>	<b>Finding the Right Job</b>
Transferable Job Skills	Gaining Trust and Interacting with Customers	Providing Information, Accuracy and Double Checking	Preparing for an Interview	Locating Jobs and Networking
Becoming a Problem Solver	Learning and Giving Customers What They Want	Online Application Process	Questions to Ask in an Interview	Job Shopping Online
Identifying a Problem	Keeping Customers Coming Back	Following Up After Submitting an Application	Things to Include in a Career Portfolio	Job Search Websites
Becoming a Critical Thinker	Seeing the Customer's Point	Effective Résumés:	Traits Employers are Seeking	Participation in Job Fairs
Managing	Selling Yourself and the Company	Matching Your Talents to a Job	Considerations Before Taking a Job	Searching the Classified Ads
	Handling Customer Complaints	When a Résumé Should be Used		Using Employment Agencies
	Strategies for Customer Service			Landing an Internship
				Staying Motivated to Search

**1.4 Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.**

<b>Workplace Ethics</b>	<b>Personal Characteristics</b>	<b>Employer Expectations</b>	<b>Business Etiquette</b>	<b>Communicating at Work</b>
Demonstrating Good Work Ethic	Demonstrating a Good Attitude	Behaviors Employers Expect	Language and Behavior	Handling Anger
Behaving Appropriately	Gaining and Showing Respect	Objectionable Behaviors	Keeping Information Confidential	Dealing with Difficult Coworkers
Maintaining Honesty	Demonstrating Responsibility	Establishing Credibility	Avoiding Gossip	Dealing with a Difficult Boss

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Playing Fair	Showing Dependability	Demonstrating Your Skills	Appropriate Work Email	Dealing with Difficult Customers
Using Ethical Language	Being Courteous	Building Work Relationships	Cell Phone Etiquette	Dealing with Conflict
Showing Responsibility	Gaining Coworkers' Trust		Appropriate Work Texting	
Reducing Harassment	Persevering		Understanding Copyright	
Respecting Diversity	Handling Criticism		Social Networking	
Making Truthfulness a Habit	Showing Professionalism			
Leaving a Job Ethically				

**1.5 Apply the appropriate skill sets to be productive in a changing, technological, diverse workplace to be able to work independently and apply team work skills.**

Expected Work Traits	Teamwork	Time Management
Demonstrating Responsibility	Teamwork Skills	Managing Time
Dealing with Information Overload	Reasons Companies Use Teams	Putting First Things First
Transferable Job Skills	Decisions Teams Make	Juggling Many Priorities
Managing Change	Team Responsibilities	Overcoming Procrastination
Adopting a New Technology	Problems That Affect Teams	Organizing Workspace and Tasks
	Expressing Yourself on a Team	Staying Organized
	Giving and Receiving Constructive Criticism	Finding More Time
		Managing Projects
		Prioritizing Personal and Work Life

**1.6 Present a professional image through appearance, behavior and language.**

On-the-Job Etiquette	Person-to-Person Etiquette	Communication Etiquette	Presenting Yourself
Using Professional Manners	Meeting Business Acquaintances	Creating a Good Impression	Looking Professional
Introducing People	Meeting People for the First Time	Keeping Phone Calls Professional	Dressing for Success
Appropriate Dress	Showing Politeness	Proper Use of Work Email	Showing a Professional Attitude
Business Meal Functions		Proper Use of Cell Phone	Using Good Posture
Behavior at Work Parties		Proper Use in Texting	Presenting Yourself to Associates
Behavior at Conventions			Accepting Criticism
International Etiquette			Demonstrating Leadership
Cross-Cultural Etiquette			
Working in a Cubicle			

**Support of CTAE Foundation Course Standards and Georgia Standards of Excellence L9-10RST 1-10 and L9-10WHST 1-10:**

Georgia Standards of Excellence ELA/Literacy standards have been written specifically for technical subjects and have been adopted as part of the official standards for all CTAE courses. Additional Georgia Standards of Excellence ELA/Literacy standards for Speaking and Listening are listed in the foundational course standards below.

## Course Standard 2

### TDL-ICR-2

**Comply with personal and environmental safety practices associated with clothing and the use of gloves; respiratory protection; eye protection; hand tools; power tools; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and environmental regulations. These safety requirements must be strictly enforced for every task in painting and refinishing.**

- 2.1 Identify and take necessary precautions with hazardous operations and materials according to federal, state and local regulations.
- 2.2 Identify safety and personal health hazards according to OSHA guidelines and the “Right to Know” law.
- 2.3 Inspect spray environments to ensure compliance with federal, state, and local regulations, and for safety and cleanliness hazards.
- 2.4 Select and use the NIOSH-approved cartridge respirator. Inspect conditions and ensure fit and operation. Perform proper maintenance in accordance with OSHA regulations.
- 2.5 Select and use the NIOSH-approved (fresh air make-up system). Perform proper maintenance in accordance with OSHA regulations.
- 2.6 Select and use proper personal safety equipment for surface preparation, spray gun and related equipment operation, paint mixing, matching and application, paint defects and detailing (gloves, suits, hoods, eye and ear protection, etc.).

### **Support of CTAE Foundation Course Standards and Georgia Standards of Excellence**

**ELACC9-10SL1:** Initiate and participate effectively in a range of collaborative discussions (one-on-one, in groups, and teacher-led) with diverse partners on grades 9–10 topics, texts, and issues, building on others’ ideas and expressing their own clearly and persuasively.

## Course Standard 3

### TDL-ICR-3

**Explore the different areas of the collision repair industry and understand what skills and knowledge are needed to be successful in each area of collision repair.**

- 3.1 Compare each career pathway in the collision repair field.
- 3.2 Research and report on one area of the collision repair field.

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## Course Standard 4

### TDL-ICR-4

**Identify and correctly use power tools and hand tools used in collision repair.**

- 4.1 Identify, use, and maintain common hand tools in the collision repair shop.
- 4.2 Identify, use, and maintain common power tools in the collision repair shop.

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## Course Standard 5

### TDL-ICR-5

#### Learn basic metal repair techniques.

- 5.1 Distinguish between steel and aluminum.
- 5.2 Demonstrate the ability to rough out a dent in a steel panel with a hammer and dolly.
- 5.3 Demonstrate the ability to metal finish a dent in a steel panel with a hammer and dolly.
- 5.4 Demonstrate the ability to remove a dent from a steel panel with a weld on dent puller.
- 5.5 Demonstrate the ability to mix, apply, and block sand body filler to level.
- 5.6 Demonstrate the ability to mix, apply, and block sand primer surfaces.
- 5.7 Demonstrate safe work habits at all times and follow all classroom safety rules.

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## Course Standard 6

### TDL-ICR-6

#### Identify the most common types of plastic used in automotive construction and perform simple repairs using these materials.

- 6.1 Distinguish between the common types of plastic.
- 6.2 Properly repair dents, gouges, and cuts in plastic panels using various methods.
- 6.3 Demonstrate safe work habits at all times and follow all classroom safety rules.

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## Course Standard 7

### TDL-ICR-7

#### Identify the types of vehicle construction and know the advantages and disadvantages of each.

- 7.1 Distinguish between body over frame construction and uni-body construction.
- 7.2 Discuss the advantages and disadvantages of body over frame and uni-body construction.
- 7.3 Identify the parts of each type of vehicle construction.
- 7.4 Discuss how each type of vehicle construction reacts in a collision and differences in repair techniques due to the type of construction.

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## Course Standard 8

### TDL-ICR-8

**Identify and explain the differences in the types of material used in the automotive refinishing industry, as well as demonstrate basic spray techniques.**

- 8.1 Distinguish the difference in single stage and basecoat clear coat paint systems.
- 8.2 Demonstrate the ability to mix and spray both single stage and basecoat clear coat paint systems.

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## Course Standard 9

### TDL-ICR-9

**Read and write simple hand-written and computer-generated repair estimates.**

- 9.1 Demonstrate the process of information gathering.
- 9.2 Demonstrate the process of inspection.
- 9.3 Process the inspection results with known information and formulate a repair estimate.

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## Course Standard 10

### TDL-ICR-10

**Develop an understanding of automotive careers; describe the principal fields of specializations; and identify associated career opportunities.**

- 10.1 Identify education requirements for automotive occupations and locations where programs of study are available.
- 10.2 Match automotive job titles with qualifications and responsibilities.
- 10.3 Participate in activities related to career interests.

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**ELACC9-10SL4:** Present information, findings, and supporting evidence clearly, concisely, and logically such that listeners can follow the line of reasoning and the organization, development, substance, and style are appropriate to purpose, audience, and task.

## Course Standard 11

### TDL-ICR-11

**Examine how related student organizations are integral parts of career and technology education courses through leadership development, school and community service projects and competitive events.**

- 11.1 Explain the purpose, mission, objectives, motto, colors, official dress, and other distinguishing characteristics of SkillsUSA.
- 11.2 Explain how participation in SkillsUSA can promote lifelong responsibility for community services, as well as professional growth and development.
- 11.3 Explore the impact and opportunities that SkillsUSA can develop to bring business and industry together with education in a positive working relationship through innovative leadership and career development programs.
- 11.4 Explore the local, state, and national opportunities available to students through participation in SkillsUSA including but not limited to conferences, competitions, community service, philanthropy, and other SkillsUSA activities.

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**ELACC9-10SL4:** Present information, findings, and supporting evidence clearly, concisely, and logically such that listeners can follow the line of reasoning and the organization, development, substance, and style are appropriate to purpose, audience, and task.