

# Course Catalog 2012





NAI's mission is to offer training programs that provide students with the necessary skills to prepare **timely, complete, and accurate** estimates.

NAI offers programs for individuals with **no prior automotive experience** as well as for experienced appraisers.

NAI is also committed to providing **continuing education** to appraisers and estimators in the industry in order to further their skills and professional goals.

Through self-evaluation NAI will expand/revise its course offerings to ensure that NAI remains the leader in auto damage appraisal training



# Auto Damage Appraisal

NA01 is a comprehensive training program for those individuals wanting to learn to appraise damaged vehicles and prepare complete and accurate repair estimates.

### Course Objective

Students who successfully complete this course will be able to write timely, accurate, and complete estimates for auto collision repair.

### Hours of Instruction

48 hours of instruction over 12 weeks in automotive vehicle appraisal, including both lecture and practical lab sessions. Class sessions meet twice a week for two-hours each session.

### Estimate-Writing Practice

In addition to 48 hours of hands-on instruction, students are encouraged to practice writing estimates in between class sessions. To facilitate estimate writing practice, National Appraisal Institute is open from 8 a.m. to 8 p.m. and it has set up a separate workstation with two additional computers for students to use to write estimates during these hours.

### Career Opportunities

Upon successful completion of this course, graduates will have the knowledge and skills necessary to

attain a job as an appraiser/estimator for insurance companies, independent appraisal companies, and automotive repair facilities.

### Admission Requirements

National Appraisal Institute requires that the student possess a high school level of education and speak English. Additionally, the student should possess some general computer knowledge as student will learn to write damage estimates using computerized estimating software.

### Attendance

Students are required to attend every class session. Students are responsible for obtaining notes from classmates for missed sessions. NAI will use reasonable effort to reschedule sessions for emergencies only. Students with prolonged and unexcused absences may not graduate the course.

### Final Exam

To receive a Certificate of Completion, students must receive a score of 70 or better on a practical final exam.

Course ID:	NA01
Total Hours:	48 Hours
ASE CASE Units:	5.0
Tuition:	\$4800



# NAOI Course Syllabus



**Week 1** focuses on establishing basic concepts including identification of sheet metal components and part types, as well as an overview of repair and refinish procedures. Once established, students will incorporate these concepts into the fundamental cost-benefit analysis undertaken by an appraiser: whether to repair or replace a component. To assist in this analysis, students are also taught how to determine labor hours for damage to repairable sheet metal components.

## Class 1A

- Vehicle Damage Analysis Overview
- Prior Damage Determination
- Sheet Metal Identification and Location
- Repair Procedures
- Labor Hours Determination
- Paint stage Types and Refinish Operations
- Blend Concepts and Operations
- Quarter Panels Types

## Class 1B

- Area Labor Rates
- Part Types (LKQ, Aftermarket, OEM, Sublet, and Remanufactured)
- Repair v. Replace Analysis



## Week 2

trains students on the use of the "Mitchell" computerized estimating program as well as the use of NAI's exclusive Field Worksheet, which aids in gathering and inputting information for the generation of a computerized estimate.

### Class 2A

- Mitchell Administration
- Field Worksheet Overview

### Class 2B

- Mitchell Basics
- "Civic" Field Worksheet Example



## Week 3

### Class 3A

- Mitchell
- Long Expansions
- Programming Labor Rates
- Importing / Exporting Estimates
- 900500

### Class 3B

- Quiz #1*
- Quiz Review
- Initial Field Worksheet Walk-Through



**Week 4** focuses on learning the proper method and sequence of photographs to take into order to properly document the damage represented in a repair estimate.

#### Class 4A

- Damage and Vehicle Identification Photos
- Theft/Vandalism Photos
- L.I.S.T. Photos
- Digital Camera Settings
- Photo Practice Lab

#### Class 4B

- Damage Estimate Run-Through
- Estimate Assignment #1* (with Photos)



**Week 5** expands the students' estimating concepts knowledge by including instruction on frame damage analysis as well as instruction on use of the Frame Analysis Worksheet, which is incorporated into NAI's exclusive Field Worksheet. After learning frame damage analysis concepts, student practice applying these concepts to a vehicle with frame damage.

#### Class 5A

- Frame Concepts and Damage Analysis
- Frame Analysis Worksheet Review

#### Class 5B

- Estimate Assignment #2* (Photos and Frame Analysis Worksheet)



**Week 6** gives students an understanding of how to determine a total loss as well as how to use total loss forms to process these types of claims. Students will then have a chance to incorporate these concepts in a practice setting by evaluating a total loss vehicle.

#### Class 6A

- Total Loss Determination and Procedures
- ACV Determination
- CCC Forms and Procedures

#### Class 6B

- Quiz #2*
- Quiz Review
- Estimate Assignment #3* (Photos and CCC Form)



**Week 7** covers suspension components, both independent and solid rear end. Week 7 also covers the process and methods of including appraisal notes into estimates to document damage more accurately. As with every week, students will have a chance to incorporate these concepts into an actual estimate.

#### Class 7A

- Front Suspension
- Rear Suspensions (Independent & Solid Rear End)

#### Class 7B

- Appraisal Notes
- Estimate Assignment #4* (Photos, Appraisal Notes and CCC Form)

**Week 8**

introduces students to a standard assignment sheet, which they would expect to see whether employed by an insurance company or an independent appraisal company. The second class in week 8 covers appraising damage to air bags and related supplemental restraint system. Students are once again assigned an estimate which incorporates estimating damage to the airbags.

**Class 8A**

- Assignment Sheet Review
- Estimate Assignment #5*

**Class 8B**

- Supplemental Restraint System Component Damage Analysis
- Estimate Assignment #6*

**Weeks 9, 10 & 11**

comprises of 6 assigned estimates. After quizzing the students on their progress thus far, these Weeks allow the student to experience estimating various degrees and types of vehicle damage as well as receiving constructive feedback so that they may fine tune their skills.

**Class 9A**

- Quiz #3*
- Quiz Review
- Estimate Assignment #7*

**Class 9B**

- Estimate Assignment #8*



Week 10

Class 10A

- Estimate Assignment #9*

Class 10B

- Estimate Assignment #10*



Week 11

Class 11A

- Estimate Assignment #11*

Class 11B

- Estimate Assignment #12*



Week 12

summarizes, practices, and reviews the entire appraisal process, which is tested during the Final Exam. During the 3-hour final exam, students receive an assignment sheet. Based on the information on the assignment sheet, students are to locate the vehicle on NAI's facility, photograph, document and analyze the damage, generate a complete estimate along with their appraisal notes and a CCC form to determine the vehicles value.

Class 12A

- Mock Final

Class 12B

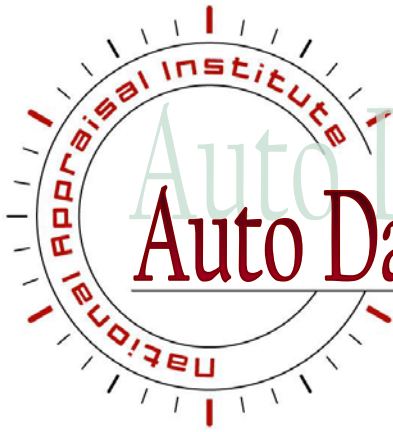
- Review Mock Final and Final Exam Preparation



# NAOI Class Schedules

Morning & Evening Classes Available.

Please call for class availability.



# Auto Damage Appraisal

NA01A is an accelerated training program for those individuals who have some previous estimating experience and want to learn to appraise damaged vehicles and prepare complete and accurate repair estimates.

## Course Objective

Students who successfully complete this course will be able to write timely, accurate, and complete estimates for auto collision repair.

## Hours of Instruction

54 hours of instruction over 12 consecutive days in automotive vehicle appraisal, including both lecture and practical lab sessions. Class sessions meet daily for 5-hours each session.

## Admission Requirements

National Appraisal Institute requires that the student possess high school level of education and speak English. Additionally, the student should possess some general computer knowledge as student will learn to write damage estimates using computerized estimating software.

All students who wish to participate in the 2-week class should possess some previous estimating experience and are subject to an entrance interview to confirm their level of experience.

## Attendance

Students are required to attend every class session. Students are responsible for obtaining notes from classmates for missed sessions.

## Final Exam

To receive a Certificate of Completion, students must receive a score of 70 or better on a practical final exam.

Course ID:	NA01A
Total Hours:	54 Hours
ASE CASE Units:	5.0
Tuition:	\$4800



# NAOIA Course Syllabus



## Monday

- Vehicle Damage Analysis Overview
- Sheet Metal Identification and Location
- Repair Procedures
- Labor Hours Determination
- Paint Stage types and Refinish Operations
- Blend Concepts and Operations
- Quarter Panel Types
- Part Types (LKQ, Aftermarket, OEM, Sublet, and Remanufactured)

## Tuesday

- Mitchell Administration & Basics
- Field Worksheet Overview & Examples

Quiz #1

### Wednesday

- Long Expansions
- Determining & Programming Area Labor Rates
- Importing / Exporting Estimates
- Manual Entries (900500)
- Repair v. Replace Analysis
- Cost-Benefit Analysis (Fender and Quarter-Panel Examples)

### Thursday

- Assignment Sheet Review
- Prior Damage Determination
- Betterment
- Damage and Vehicle Identification Photos
- Theft/Vandalism Photos
- L.I.S.T. Photos
- Total Loss Determination and Procedures
- ACV Determination
- CCC Forms and Procedures

### Friday

- Estimate Assignment #1
- Estimate Assignment #2

Quiz #2



### Monday

- Frame Concepts and Damage Analysis
- Frame Analysis Worksheet Review
- Supplemental Restraint System Component Damage Analysis
- Estimate Assignment #3

### Tuesday

- Front Suspension
- Rear Suspensions (Independent & Solid Rear End)
- Appraisal Notes
- Estimate Assignment #4

### Wednesday

- Estimate Assignment #5
- Estimate Assignment #6

### Thursday

- Estimate Assignment #7
- Estimate Assignment #8

### Friday

- Estimate Assignment #9
- Estimate Assignment #10



### Monday

- Estimate Assignment #11
- Estimate Assignment #12

### Tuesday

- Mock Final
- Review Mock Final and Final Exam Preparation

Final Exam is administered on Wednesday, Thursday, or Friday



# Advanced Frame Seminar

NA02 focuses on additional techniques to accurately assess frame damage and incorporates use of NAI’s exclusive frame worksheet, which contains a list of components as well as guidelines to provide a check against excess frame time. Student will also view a frame pull operation on an actual frame machine to better gain an understanding of the frame repair process.

**Hours of Instruction**

12 hours of instruction over 2 days in advanced frame analysis technique, including both lecture and practical lab sessions.

**Admission Requirements**

National Appraisal Institute requires that the student possess a high school level of education. Additionally, the student should have either completed NA01, be currently employed as an appraiser/estimator, or have previous estimating experience.

**Attendance**

Students must participate in 12 hours of instruction to receive a Certificate of Completion.

**Final Exam**

To receive a Certificate of Completion, students must receive a score of 70 or better on a multiple-choice final exam.

Course ID:	NA02
Total Hours:	12 Hours
ASE CASE Units:	1.2
Tuition:	\$1200



# Advanced Suspension Seminar

NA03 focuses on additional techniques to accurately assess damage to suspension components with particular emphasis on the key distinction between independent and solid suspensions.

### Hours of Instruction

12 hours of instruction over 2 days in advanced suspension analysis technique, including both lecture and practical lab sessions.

### Admission Requirements

National Appraisal Institute requires that the student possess a high school level of education. Additionally, the student should have either completed NA01, be currently employed as an appraiser/estimator, or have previous estimating experience.

### Attendance

Students must participate in 12 hours of instruction to receive a Certificate of Completion.

### Final Exam

To receive a Certificate of Completion, students must receive a score of 70 or better on a multiple choice final exam.

Course ID:	NA03
Total Hours:	12 Hours
ASE CASE Units:	1.2
Tuition:	\$1200



# Supplement Practice Seminar

NA04 provides appraisers with techniques to properly audit and process supplements from automotive repair facilities. Students will learn additional techniques in reviewing invoices and photos to ensure that supplements are reasonable and justified in light of the damage to the vehicle.

### Hours of Instruction

12 hours of instruction over 2 days in supplement practice.

### Admission Requirements

National Appraisal Institute requires that the student possess a high school level of education. Additionally, the student should have either completed NA01, be currently employed as an appraiser/estimator, or have previous estimating experience.

### Attendance

Students must participate in 12 hours of instruction to receive a Certificate of Completion.

### Final Exam

To receive a Certificate of Completion, students must receive a score of 70 or better on a multiple choice final exam.

Course ID:	NA04
Total Hours:	12 Hours
ASE CASE Units:	1.2
Tuition:	\$1200



# File Handling Techniques

Focusing on the independent appraiser, NA05 provides instruction in file management, photo storage, activity logs maintenance, file scheduling, and generation of loss cover sheets. Students will be aided by file tracking software.

## Hours of Instruction

12 hours of instruction over 2 days in advanced file handling techniques, including both lecture and practical lab sessions.

## Admission Requirements

National Appraisal Institute requires that the student possess a high school level of education. Additionally, the student should have either completed NA01, be currently employed as an appraiser/estimator, or have previous estimating experience.

## Attendance

Students must participate in 12 hours of instruction to receive a Certificate of Completion.

## Final Exam

To receive a Certificate of Completion, students must receive a score of 70 or better on a multiple choice final exam.

Course ID:	NA05
Total Hours:	12 Hours
ASE CASE Units:	1.2
Tuition:	\$1200



NA06 deals with various techniques to spot fraudulent damage claims by insureds and claimants as well as “highball” and “lowball” estimates from automotive repair facilities. This seminar is designed to give the appraiser tools to spot and deal with fraud effectively and ethically.

**Hours of Instruction**

6 hours of instruction in fraud awareness.

**Admission Requirements**

National Appraisal Institute requires that the student possess a high school level of education. Additionally, the student should have either completed NA01, be currently employed as an appraiser/estimator, or have previous estimating experience.

**Attendance**

Students must participate in 6 hours of instruction to receive a Certificate of Completion.

**Final Exam**

To receive a Certificate of Completion, students must receive a score of 70 or better on a multiple choice final exam.

Course ID:	NA06
Total Hours:	6 Hours
ASE CASE Units:	.6
Tuition:	\$800



# Adjuster Seminar

NA07 is a two-day training seminar that will provide adjusters additional skills in spotting potential issues when reviewing repair estimates and related documentation. The seminar covers various topics on effectively balancing cost-effectiveness with the need for an industry-standard repair. Adjusters will learn among other things how to spot and address excessive frame repair times, incorrect vehicle valuations and total loss determinations, and unnecessary additional costs and operations.

## Hours of Instruction

12 hours of instruction over 2 days including both lecture and practical lab sessions.

## Admission Requirements

National Appraisal Institute requires that the student possess a high school level of education and speak English. Additionally, the student should be currently, or have been recently, employed as an adjuster.

## Attendance

Students must participate in 12 hours of instruction to receive a Certificate of Completion.

## Final Exam

To receive a Certificate of Completion, students must receive a score of 70 or better on a practical final exam.

Course ID:	NA07
Total Hours:	12 Hours
ASE CASE Units:	1.2
Tuition:	\$1200



# NA07 Course Syllabus

## COST EFFECTIVENESS



Day 1

### Morning Session (3 hours)

- Facts of Loss / Prior Damage Determination
- Part Types (LKQ, Aftermarket, OEM, Sublet, and Remanufactured)
- Area Labor Rates

### Afternoon Session (3 hours)

- Blend Concepts and Operations
- Quarter Panels Types
- Repair v. Replace Analysis Examples

## ESTIMATE REVIEW



Day 2

### Morning Session (3 hours)

- Frame Concepts and Damage Analysis
- Frame Analysis Worksheet Review
- Total Loss Determination and Procedures
- ACV Determination / CCC Forms

### Afternoon Session (3 hours)

- Damage Photos
- Long Expansions
- Appraisal Notes



# Additional Information

## Directions

From the I18 Freeway:

- Exit De Soto Avenue and head South.
- Turn Right On Devonshire Street.
- Turn Left on Canoga Avenue.

