



Accredited Master Collision-Repair Estimator (AMCE)

56 Credits The AMCE Designation Requires:

Professional Knowledge and Skills (Non-Technical) Core Competencies required:

8 Keys to a More Respectful Workplace - Act Ethically
8 Keys to a More Respectful Workplace - Champion Diversity
8 Keys to a More Respectful Workplace - Demonstrate Appreciation
8 Keys to a More Respectful Workplace - Disagree Constructively
8 Keys to a More Respectful Workplace - In Doubt? Find Out!
8 Keys to a More Respectful Workplace - Listen for Understanding
8 Keys to a More Respectful Workplace - Neutralize Bullying
8 Keys to a More Respectful Workplace - Stop Workplace Harassment
CCC Assessment Test
Collision Photography Module 1
Collision Photography Module 2
Collision Photography Module 3
Collision Photography Module 4
Collision Photography Module 5
Customer Service Series - Business Friendly Customer Service
Customer Service Series - Essential Telephone Skills
Customer Service Series - Five Forbidden Phrases
Customer Service Series - How to Handle the Irate Customer
Customer Service Series - Killer Words of Customer Service
Customer Service Series - Listening Skills
Customer Service Series - Proactive Customer Service
Customer Service Series - Questioning Techniques
Customer Service Series - Service Mentality
Customer Service Series - Six Cardinal Rules of Customer Service
Customer Service Series - Six Steps to Service Recovery
Estimating Plastic Repair Module 1
Estimating Plastic Repair Module 2
Estimating Plastic Repair Module 3
Estimating Plastic Repair Module 4
Estimator Essential Skills and Processes
Getting the Most from Your DRP Relationships
How to Market, Sell and Service Today's "Connected Customer"
Improving CSI - Check-In and During Repair
Improving CSI During the Sale
Improving CSI on the Phone
Job Costing for Collision Repair
KPI Basics for Collision Repair
M.A.D. about Generating Referrals
Maintaining Customer Relationships

Mitchell Cloud Estimating Quiz

Negotiating with Integrity

Newmarket LearningSM Management Series - A Question of Evidence

Newmarket LearningSM Management Series - Coaching: The Power of Questions

Newmarket LearningSM Management Series - Delivering Feedback

Newmarket LearningSM Management Series - Gaining Commitment

Newmarket LearningSM Management Series - Setting Performance Objectives

Newmarket LearningSM Management Series - Using Competencies Successfully

Photo and File Documentation

Profitability for Collision Repair

Scheduling Best Practices

Successful Negotiation

The Effective Business Writer

You Don't Know What You Don't Know

Certifications (Costs Associated with Test Training & Certifications Not Covered by AMI)

I-CAR AMCE Platinum Estimator or APDA

ASE B6 Damage Analysis and Estimating

Information Provider (verified training or assessment test from two of three major providers)

- AudaTex (training verified)
- Mitchell (training verified)
- CCC (successfully complete CCC Assessment Test)

AMI101626