

I-CAR[®] Professional Development Program[™]

Frequently Asked Questions

Why is I-CAR changing this all around?

I-CAR has worked closely with the collision industry to develop a new performance-focused training program. The new I-CAR[®] Professional Development Program[™] clearly defines roles in the collision repair and claims process and identifies knowledge areas needed for development and career progression through three recognized levels.

The program strengthens the value of the Platinum Individual[®] and the Gold Class Professionals[®] designations by ensuring that individuals and businesses are recognized for having the training required to perform in specific roles in the collision repair and claims process.

As industry professionals, you are encouraged to learn about the Program and start planning your training toward specific roles. You can find details and the latest information at www.i-car.com.

How was this developed?

I-CAR reflects industry needs in its courses and training plans. As automotive technology advances and new collision repair procedures develop, I-CAR must change to meet these new demands. Meeting with industry representatives, leaders, and associations over the past several years, I-CAR facilitated the discussion as goals were developed and refined. As I-CAR did the work of developing a program the industry was asking for, regular meetings with all interested groups continued to stay on target, including DACUM studies, statistical research, and a review of all industry training offerings. The end result of this industry work is the I-CAR Professional Development Program and the plans to phase it in over several years.

What happened to the Matrix or PDM I kept hearing about?

The matrix is a chart of roles and requirements for the I-CAR[®] Professional Development Program[™]. “Matrix” and “PDM” were used as working names while the Program was in development.

What information is available to Volunteer Committees?

I-CAR has marketing materials available for download from the I-CAR website. Additional marketing materials will continue to be developed.

In addition, a PowerPoint presentation with a facilitator’s script is available as a website download. The presentation covers Role-based Training, Role-Based Recognition, Transition Phases, and Support. This is available for presenting to Committees as well as to any other interested group.

Can a vehicle owner take advantage of the I-CAR Professional Development Program?

Not directly, but the owner can benefit from the benefits of role-relevant training for the technicians working on his or her vehicle. The value behind Platinum and Gold Class programs can help an owner decide where to have his vehicle repaired.

Does I-CAR see any shops pulling away from training because they are going to see this as too hard to accomplish?

The I-CAR Professional Development Program, Gold Class requirements, and Platinum levels all came from hundreds of industry professionals. I-CAR's role is to reflect what the industry needs and was honored to facilitate these discussions that resulted in the Program.

We as shops are paying a lot of money to have technicians trained but that does not certify them. Will I-CAR ever use the term “certify” vs. just Platinum?

The I-CAR Board of Directors has not given I-CAR direction to consider certification. Our focus is on training and training recognition at this time.

Roles/Levels

How do I identify my role?

You may declare a role based on the predominant job responsibilities you have. You may also declare more than one role. See the list of Role Descriptions.

What are the roles that can be declared?

Of the many roles involved in repairing a damaged vehicle, the industry told us to focus first on the key roles involved directly with repairs. Additional roles may be added in the future depending on the needs of each industry segment. The initial roles are:

Collision Repair Segment

Estimator

Steel Structural Technician

Aluminum Structural Technician

Non-Structural Technician

Electrical/Mechanical Technician

Refinish Technician

Insurance Segment

Auto Physical Damage Appraiser

What if I do not have an identified role?

Sign in to your own myI-CAR account and edit your role or roles. Initially, I-CAR assigned a default role according to previous information you have provided. This may or may not be correct and needs to be reviewed. If you do not already have

a myI-CAR account, you can start one right away. With a free account, you can view your own training record and better make training plans for your future. To get started, go to www.i-car.com or contact Customer Care at 800-422-7278.

How do I change my role?

In your myI-CAR account, you can see your current role and can delete it, change roles, or add additional roles.

How do I identify my level?

How do I know what level I am?

How do I know what level I qualify for?

After you have identified your role or roles, I-CAR will automatically calculate your status based on your training record. Through the Training Planner in your myI-CAR account, you can see your training needs for your next level of achievement.

I have only 2 people in one body shop. Can I have more than one role?

Yes, you can declare one or more of the roles. These two individuals would need to represent Platinum Level knowledge for each of the four Role Representatives to qualify for the Gold Class Professionals program.

What classes should I sign up for first?

Focus on classes that complete the competencies for I-CAR ProLevel 1™ in your primary role. Review the requirements and then search for classes in your area. You may want to talk to, or join, your local committee to help schedule your required classes.

If I have multiple roles, what classes should I sign up for to make it take as little time as possible?

Focus on classes in your primary role, the activities you perform the majority of your time. If your prior classes had also focused there, you could have a good deal of I-CAR ProLevel 1™ requirements completed already.

Is there a specific path I should take?

Focus on your primary role by checking the knowledge areas and requirements for the first level. Check with your Training Planner and then plan ahead for classes to complete any missing knowledge areas.

I want to make a change of Role Representative, what do I need to do?

The individual who is the key contact for Training Manager can change Role Representatives. An individual cannot change his or her Role Representative status.

What are the training requirements for a person not listed with a role?

Two points of ongoing I-CAR training are still required for recognition programs until December 31, 2011. After that, six hours of training will be required

annually. Ongoing training is required for role specific positions to maintain Platinum Individual designation. Ongoing training is required for non-role specific positions to maintain Gold Class Professional designation for the business.

Class Requirements

What Classes Should I Take?

Role-base Platinum Individual requirements are available at www.i-car.com and your individual information is available through your myI-CAR account. Level I must be completed before Level II and Level II must be completed before Level III.

Review your training history in comparison to the requirements listed for your role. Your myI-CAR Training Planner can show your requirements and credits for any Role and Level you choose.

How many classes total are in each role?

This varies by the role. We worked with the industry for over a year to understand what an individual must know in each role and at each level. Typically the first level requires the most classes because there is a base line of knowledge one should have before actually working on a vehicle.

Will My Existing Points Expire?

No. All of your tested points will still be valid and will apply to the role-specific Platinum Individual designation. The existing requirement of “10 & 2” for Platinum designation will also remain in effect until the end of transition Phase I on Dec 31, 2011.

Will I get credit from the prior classes that were not point value classes?

No. Just as today, non-tested classes that currently have no Gold Class or Platinum points will not be recognized. However, if you took the end-of-course exams during the two-year period the tests were offered, you do get credit.

I took a class in Level 1 and also took two classes that are in Level 2. Do I lose those classes or do they stay in limbo until I finish Level 1?

I-CAR class credits do not expire. Focus on completing the requirements for Level 1. Once that is accomplished, plan your training for the knowledge areas in Level 2 knowing you already have satisfied some of those.

How do I find my role and the classes I need to take online at home?

Online courses may fill some knowledge areas. Through your myI-CAR account, you can find a listing of knowledge areas by role and level along with the courses to fill those requirements, including online offerings.

Are you going to put hours next to classes instead of points?

During Phase I of the transition, we will still refer to points, but beginning in Phase II we will refer to the annual requirement as “a minimum of six hours of

ongoing training.” The industry has clearly told us that we should begin to move away from four hour blocks of training and training “hours’ will measure how much training material is actually in the class. For example, if a topic only has two hours of relevant training information, then the class would award two hours. In 2011 and beyond, we plan to break the four hour block.

What classes do I take if I want to be a certain role? (Example: Steel Structural)

You can see a listing of all courses for each role and level at www.i-car.com. Through your myI-CAR account, your Training Record shows your courses already taken and your Training Planner shows how that applies for each role and level. One more step and you can search for classes that you would need.

Where will the new technology and OEM classes fit into this?

There is a requirement in each level for a New Technology class. Many future classes will fill this need to keep up with new technology. Any single course will not apply to more than one competency for a role or level.

Will I-CAR make sure there are classes available in each area?

For over a year we have been preparing our committees and instructors by redeveloping a new volunteer committee structure. Our intent is to have specific people with specific tasks within each committee that are supported by very deliberate support mechanisms. In addition we have been researching instructor geographic and technical needs across the country and recruiting, hiring and preparing instructors to deliver programs that will be represented in the I-CAR Professional Development Program. This, along with class scheduling support mechanisms online, we plan to be able to have a comprehensive approach with local committees to schedule classes and meet industry needs.

Are there pre-requisites to the specialized classes?

Currently there are only recommendations for some courses. As courses become more role-specific in the future, pre-requisites may be important to insure a progression of knowledge without a redundancy of information.

Are you going to have more classes for painters?

It is our intent to become more focused around what Refinish Technicians need to know to improve and increase our course offerings. It is important to note that this will evolve over a period of many years.

Are there going to be less requirements for painters since there are less classes available?

Yes. The number of courses required for a Refinish Technician is lower than all other roles.

Instead of taking all those classes, especially the basic ones, is there going to be a way to test out for veteran technicians?

Yes. Plans are for a test-out option in 2011.

Platinum Individual Recognition Program

How Does This Affect Platinum?

The Platinum Individual designation still reflects a dedication to training, but is now role-based. The requirements are specific to each role and will increase gradually during a multi-year transition period. The traditional “10 & 2” requirements for Platinum will remain in effect through 2011.

How will this new program affect my current Platinum status?

There is no immediate change, but we recommend focusing your training on your role now. The traditional “10 & 2” requirements for Platinum will remain in effect through 2011.

Do I need to re-register for I-CAR or the Platinum Individual program?

There is no need to re-register. Your status toward the Platinum Individual designation will be automatically calculated, but only in the role or roles you have declared. It is recommended that you review your myI-CAR information to make sure it is current.

Why do the requirements for Platinum increase each year?

There is a long transition period consisting of four phases to be completed by the end of year 2014. This is a plan to transition from where we are today to where the industry told I-CAR where it wants to be. Platinum Individual designation signifies a dedication to role-specific training at each phase, showing evidence of satisfying additional competencies through the process. The final goal is where a Platinum Individual designation represents Level 3 knowledge in a specific role.

What happens to my current training, do I lose points now that we are hours?

You do not lose credit for any “tested” course you have successfully taken, but not every course may apply to the requirements for your role.

What happens to existing points?

You do not lose credit for any “tested” course you have successfully taken. They will still appear on your Training Record. Depending on your role, they may not all apply towards your Platinum Individual designation.

How much will it cost to become Platinum if I have no classes?

Similar to the past, there is a significant investment in reaching the requirements when beginning from no training. Platinum is recognition of a dedication to training year after year.

Will I receive a new certificate for my new Platinum identification?

The new certificates will show your role-based Platinum Individual achievement on your anniversary date. It is automatically generated with no application needed.

I have multiple duties in my place of business and have declared more than one role. Will I receive a certificate for each of my declared roles?

Yes. Under the I-CAR[®] Professional Development Program[™] recognition plan, you will receive an I-CAR[®] Platinum Individual[™] certificate for each role that you have declared once the requirements for that role have been met. Expiration programs may be different for each role.

My employer has an I-CAR[®] Gold Class Professionals[™] business designation and has declared an additional role for me in order to maintain that designation. Will I receive a certificate for that role, as well as the role that I have chosen for myself?

Yes. You will receive certificates for the roles that you have chosen and for those that your employer has chosen for you once you complete the requirements for that role.

My expected expiration date has changed. Why is this?

There are two reasons that your expected expiration date may have changed:

- 1. When I-CAR introduced the I-CAR[®] Professional Development Program[™], we evaluated your prior information with the requirements of the new program and found that you were eligible immediately. Your new certificate that includes your role is reflective of the date of evaluation and your new expiration date is one year from that date.*
- 2. If you work for an I-CAR[®] Gold Class Professionals[™] business your expiration date may have been moved to a later date so that your I-CAR[®] Platinum Individual[™] designation expires at the same time as your company's I-CAR[®] Gold Class Professionals[™] business designation.*

What do I need to do if my role is not correctly represented?

Visit my.i-car.com and log into your account. You can update your role or you can add additional roles. You can also contact I-CAR Customer Care at 800-422-7872 for assistance.

I haven't yet completed the I-CAR[®] ProLevel[™] 3 requirements necessary to become an I-CAR[®] Platinum Individual[™]. Why have I received a certificate?

As I-CAR transitions from the former "10&2" requirements, the new requirements will be phased in incrementally through the end of 2013. You are receiving your certificate because you have met the incremental training requirement. You can learn more about the transitional requirements by visiting the I-CAR website at www.i-car.com or by contacting the I-CAR Customer Care team at 800-422-7872.

If I took all these classes, will I become a Level 3 automatically?

Satisfying all of the requirements automatically recognizes your Platinum Individual achievement for the role or roles you have declared. The requirements for Platinum Individual will gradually change during the transition period.

How can I make sure I've taken all the classes I need?

You can see your progress on your Training Record and additional requirements on your Training Planner through your myI-CAR account. It is free and always available at www.i-car.com.

How can I become a Platinum Aluminum Structural Technician?

The Aluminum Structural role achieves Platinum Individual designation by completing the required competencies for that role. This is similar to the other roles except applying toward a regular Gold Class Professionals designation. As a Platinum Aluminum Structural Technician, your business could qualify for a special Gold Class designation.

How can I become a Platinum Electrical/Mechanical Technician?

The Electrical/Mechanical role achieves Platinum Individual designation by completing the required competencies for that role. This is similar to the other roles except applying toward a regular Gold Class Professionals designation. As a Platinum Electrical/Mechanical Technician, your business could qualify for a special Gold Class designation.

Will someone tell me if I have taken all the classes I need?

You will receive a written notice as your Platinum Individual anniversary date approaches and you have not yet satisfied the requirements.

Will I eventually run out of classes to take for my annual training requirement?

As long as new technology and new repair techniques evolve in this industry, additional courses will always be available. I-CAR will continue to provide the most recent repair information and that includes the latest in vehicle technologies, safety, and equipment.

Gold Class Professionals Program

How Does This Affect My Gold Class Status?

There is no immediate change to your status. Your employees need to focus on training that is specific to their roles in preparation for new Gold Class requirements in the future. The current requirements of "5 & 2" will remain in effect through 2011. However, your first step should be to declare roles for your employees through Training Manager or by contacting Customer Care at 800-422-7278.

How will this new program affect my future Gold Class Status?

Gold Class status depends on Platinum-level knowledge among the four role representatives in your business, Estimator, Steel Structural Technician, Non-Structural Technician, and Refinish Technician. The four Role Representatives may be represented by one to four individuals. Platinum-level knowledge requirements increase in each role through the transition phases.

Doesn't this penalize the smaller shop by requiring one technician to achieve Platinum in multiple roles?

The benchmark is set and, yes, it does require any shop seeking Gold Class to have the Platinum level knowledge in all four areas. This will result in a more concentrated knowledge within a smaller shop, increasing the per employee training cost, but should also result in an equally concentrated business performance improvement. Achieving Platinum Individual does take a higher commitment to training, but larger shops still have the annual training requirement for all other employees.

How much does it cost a new body shop to become Gold Class?

It depends on the training records of the relevant employees. A Gold Class business designation is evidence of a dedication to training on a regular basis. A new business will need to review the training records of its employees and plan additional training accordingly.

Do I still need to pay for my Gold Class designation?

Will my anniversary date change due to the new deadlines??

There will continue to be a fee for the Gold Class application and designation. Your Gold Class anniversary date will not change, but the Platinum Individual anniversary dates of your Role Representatives can be extended to match it. That way, all your anniversary dates will be the same.

What do I need to do to make sure all my people are trained?

Set up Training Manager for your business. You can then monitor the training of all your registered employees. Call an I-CAR Customer Care representative for assistance.

How much will this cost?

There is no cost for Training Manager.

What if a person leaves, do I lose my Gold Status?

No, your Gold Class requirements need to be satisfied as of your renewal date. A sudden departure of a key employee at that time may qualify for a one-time extension. Contact your Regional Manager.

If a Platinum person leaves and I have no one to cover, do I start at the very beginning and have no credit toward Gold Class?

No, your Gold Class requirements need to be satisfied as of your renewal date. If all of your employees continue to work toward their Platinum Individual

designation, one person leaving might only be a temporary setback. Make sure your training plan includes everyone attaining Platinum Individual designation so this will not become a problem.

What happens if my Role Representative leaves?

You need to select another person to represent that role. This is why your training plan should help move everyone to Platinum Individual designation.

What will be the qualifications for a new person coming to a Gold Class shop that has no training?

Just as today, a new employee has a six-month grace period, we do not see this changing. They will be required after that to obtain two points of role relevant annual training.

How long will I get to bring someone up to the proper level?

There is a six-month grace period for a critical change in personnel. Should this arise, contact Customer Care or your Regional Manager.

What happens with my manager role? Will that change?

Manager is not currently an identified role with listed knowledge areas. Annual training of a minimum of six hours is still a requirement for Gold Class designation. Training courses identified in the Estimator role are recommended.

I object to the Gold Class bar being raised. Why is it so difficult now?

The industry has asked for a Gold Class designation to have value to their business, including business performance improvements. With Gold Class designation dependent on Platinum-level knowledge represented in all four critical roles and Platinum-level knowledge dependent on training specific to their role, Gold Class represents a dedication to focused training toward improved personal performance. A Gold Class designation represents a dedication to improved performance and, hence value to the business. It should also be kept in mind that choosing to be in the Gold Class Professionals program is a business decision and may not be appropriate for every business.

People don't know what I-CAR means. How can Gold Class be valuable to the public?

It is true the general public doesn't know what I-CAR is or how training is so important for the collision repair industry. For now our focus has to be on making sure everyone in our industry knows I-CAR and sees the professional development plan as something they must do to stay competitive.

Why not base the number of people needed to complete Platinum in each role on how large your shop is?

We looked at this during our research and ran into several challenges. The first is the complications of deriving a formula that could be reasonable and then making it understandable. Instead, the industry told us that a high level of knowledge in

the key roles is what Gold Class should represent. The end result was simple: Gold Class Professional businesses will have Platinum-Level knowledge represented in the four key roles: Estimator, Steel Structural Technician, Non-Structural Technician, and Refinish Technician. This can be done by one to four individuals, depending on shop size, but the knowledge is still represented. Everyone else must declare their role and continue with annual training.

How much is this going to cost me?

Our studies show that during the first two transition phases the average collision repair business will need an additional 0.5 class per technician per year. Once the transition phases are completed, the annual training requirement is only six hours of training per technician per year.

What is the incentive to spend all of this money on classes when there are many shops that claim to be Gold Class but aren't?

Thanks to volunteers, instructors and Gold Class shop owners we find out about these shops and have a process to address them. If you know of any shops doing this please send information to your Regional Manager and he will provide it to I-CAR staff for follow up. Also, an audit program for Gold Class businesses will begin shortly. This is planned to be an on-site inspection to verify employees and records. Only those who have qualified will be able to use the I-CAR Gold Class Professionals designation and materials. This will add meaning and value to all Gold Class Professionals.

Cost/Price/Charges

Will there be a change in price per class?

There are no plans for price changes at the time of this writing. As the industry asks for courses of varying lengths, the industry will decide on appropriate pricing.

Is I-CAR still offering coupons?

Yes. Registering and pre-paying through the I-CAR website is strongly encouraged.

Will you still offer discounts? What are they?

Yes. The best value is for Platinum Individuals and Gold Class businesses that register and pre-pay through the I-CAR website.

Industry Alliance Training

Can I see the classes I've taken through the Industry Alliance? If so, where do I find them online?

On your myI-CAR account you can view your entire training record, including approved Industry Alliance classes.

How do I apply for Industry Alliance credit?

This has not changed. Upon receipt of documentation from your training vendor and proper payment for I-CAR credits, an Industry Alliance class will be added to your transcript and included in Platinum Individual calculations. Note that these classes may have an expiration date, at which time they will no longer be valid in the I-CAR programs.

Academic Alliance Training**What will change with the Career and Technical Schools and Colleges?**

There are no changes planned immediately, although the transition phases for Platinum Individual apply to these students also. Recommendations include aligning the curriculum with the Level 1 competencies for the four key roles.

I went to Universal Technical Institute. Will my classes count towards the new Professional Development Program levels?

Depending on your declared role and assuming I-CAR credits are approved through the Academic Alliance, your classes can apply toward the requirements you need. If those classes do not satisfy the knowledge areas for your role, they do not apply to that role.

Can I see the classes I've taken at UTI? If so, where do I find them online?

On your myI-CAR account you can view your entire training record, including approved Academic Alliance classes.

Can a student graduate from a career and technical school or college with a Level 3 designation?

Although possible in theory, it would not be practical and, without actual work experience, would most likely not be valuable to a potential employer.