

# Insurance Gold Class™ 2013 Program Enhancements



## Frequently Asked Questions

### **Why did the Insurance Gold Class qualification criteria change in 2013?**

After the previous requirements were published in 2011, subsequent conversations with insurers suggested that those requirements, especially in later years when 75% of appraisers would have been required to complete I-CAR ProLevel® 3 of the I-CAR® Professional Development Program™ (PDP), to maintain the Gold Class designation, were overly challenging. Existing Gold Class insurers commented they may not be able to maintain their designation, while others who were not Gold Class suggested that the requirements as published prevented them from striving to achieve Gold Class as a strategic goal. By revising the criteria to require fewer appraisers at the top ProLevels, and placing an increased emphasis on appraisers being trained through ProLevel 1, the program addresses these concerns by recognizing the reality of turnover and new hire onboarding in the industry.

### **Will the criteria introduced in 2013 make achieving Gold Class more difficult?**

I-CAR believes the requirements make Gold Class recognition more attainable, and thus will encourage more insurers to pursue Gold Class, increasing the overall level of training within the industry. For an insurer to become a first-time Gold Class organization, the requirement is unchanged. For an insurer to renew its Gold Class designation, while the requirement for the number of appraisers completing at least ProLevel 1 is increasing, the number of appraisers who must complete the more advanced training requirements of ProLevel 2 and ProLevel 3 has been reduced substantially. This accommodates both individuals and insurers who want to better align training with typical job duties, such as appraisers who specialize in handling drive-in claims without structural damage.

### **Will the criteria make achieving Gold Class more expensive?**

No. As discussed above, the requirement to become a first-time Gold Class organization is unchanged. In renewal years, while the percentage of appraisers required to complete ProLevel 1 is increased, the percentage of appraisers who must complete ProLevel 2 or ProLevel 3 is significantly decreased. The ProLevel 2 and ProLevel 3 savings will more than offset the cost associated with the increased ProLevel 1 requirement.

### **Will appraisers training only through ProLevel 1 maintain their Platinum Individual status?**

Platinum Individual™ recognition is awarded to students on completion of ProLevel 1, and renewed annually thereafter through completion of higher ProLevels. While appraisers not completing ProLevel 2 by their annual renewal date will lose Platinum status, their ProLevel 1 achievement remains. Platinum recognition will be reinstated upon completion of ProLevel 2 if they continue to train with the PDP, whenever that completion occurs. This reinstatement will then establish a new renewal date by which ProLevel 3 must be completed in order to maintain Platinum status.

### **When planning for or assessing my company's training levels against the criteria introduced in 2013, can an appraiser proceed directly to completion of ProLevel 2 or ProLevel 3?**

No, by definition a student must complete a lower ProLevel before being recognized at any higher ProLevel. The PDP is structured such that ProLevel 2 and ProLevel 3 curriculum builds from the knowledge gained in the previous ProLevel.

### **How can I track my company's progress against the new criteria?**

You can track your company's progress by accessing the ProLevel Budget Report on the I-CAR website under I-CAR Training Manager. Also, I-CAR is developing a new graphics-based "dashboard" accessible through I-CAR Training Manager, where progress against the requirements can be quickly and easily assessed. Current timing for introduction of the dashboard is the third quarter of 2013, but prior to that time, I-CAR can create a progress report should the need arise.

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