

Gold Class™ and Platinum Individual™ Enhancements

I-CAR®

COLLISION REPAIR



Who is I-CAR?

I-CAR®, the Inter-Industry Conference on Auto Collision Repair, was established in 1979 and is a not-for-profit training organization dedicated to helping the industry achieve a high level of technical repair training.

The I-CAR vision is that every person in the collision industry, current and future, has the necessary knowledge and skills relevant to their position to achieve a complete and safe repair.

Through I-CAR training, businesses and individuals can achieve the industry-recognized Gold Class™ and Platinum Individual™ designations.



Why Train?

First and foremost, training contributes to performing complete and safe repairs for the benefit of your customer's safety. I-CAR training additionally provides individuals and businesses with important benefits that can:

- Improve business performance (cycle time, KPIs, CSI)
- Provide access to certain OEM and insurer networks
- Build confidence in knowledge levels of technicians
- Drive customer confidence and referrals
- Support HR incentive programs and goals

Training Pays

A recent study performed by I-CAR demonstrated that performance metrics from businesses that took role-based training from the I-CAR® Professional Development Program™ (PDP) indicated a correlation between training and improved operational performance.

100% of the participating facilities saw increased monthly revenue, with half of those shops averaging a 5% increase, and the other half averaging more than a 10% increase in revenue. Additionally, on average:

- **Touch time improved by 45%**
- **Customer Service Index (CSI) scores improved by over 5%**
- **Cycle time improved by 14%**



What is PDP?

The I-CAR® Professional Development Program™ (PDP) is I-CAR's flagship training program and serves as the industry's standard for training in collision repair knowledge areas.

The PDP offers successive levels of training that are structured around an individual's role. The collision repair roles included in the PDP are:

The PDP is structured around three levels of successive training, each referred to as an I-CAR® ProLevel™ with progressive levels building upon the previous one. Each ProLevel covers key competencies, or Knowledge Areas, that the industry has identified as critical to performing a complete and safe repair.

A **Role Rep** must successfully complete his or her Knowledge Area training requirements for each ProLevel within the PDP. Once all ProLevel 3 training is complete, he or she must take 6 credit hours of ongoing role-relevant training annually.

All other employees involved in the collision repair process (non-Role Reps), must take six credit hours of role-relevant training each year by the business' renewal date.

Gold Class™ Required Roles

ROLE REPS



Estimator



Non-Structural Technician



Steel Structural Technician



Refinish Technician

Optional Roles



Electrical / Mechanical Technician



Aluminum Structural Technician

PDP Recognition – Platinum Individual™ Program

It all starts with Platinum! Program enhancements allow for a smoother transition that recognizes individuals at anytime, beginning with the Road to Platinum.



Training Timeline

- Road to Platinum** | Once an individual commits to training with the PDP, he/she is on the Road to Platinum (R2P) until I-CAR® ProLevel™ 1 training is completed. The timeframe to complete R2P is typically 6-18 months, unless he/she is employed by a Gold Class™ business.
- Achieve Platinum** | Platinum status is achieved once an individual completes all I-CAR® ProLevel™ 1 requirements for his/her role. Once Platinum status is achieved, a Platinum Individual certificate is automatically mailed to the individual. The date Platinum status is achieved will be the annual renewal date to achieve all subsequent ProLevels, unless the individual is employed by a Gold Class business. The renewal date for individuals employed by a Gold Class business is the annual renewal date of the Gold Class business.
- Maintain Platinum** | To maintain Platinum status, an individual must complete all ProLevel 2 requirements, and subsequently all ProLevel 3 requirements, by each annual renewal date. After achieving ProLevel 3, the individual must complete six credit hours of role-relevant ongoing training annually by the renewal date.

About Road to Platinum (R2P)

- If individuals lose Platinum designation, they still retain their training records and ProLevel they previously completed.
- If an individual loses Platinum status, he/she will be “expired” Platinum, but can regain it by achieving the next ProLevel he/she was working toward. (Note: This applies no matter how long the gap in training.)
- An individual’s Platinum status will be “expired” even if he/she goes to another facility. He/she is considered expired until the next ProLevel is achieved.

PDP Recognition – Gold Class™ Program

Gold Class is enhanced, simplified, and more logical! Gold Class program enhancements include:

- A simplified on-ramp for businesses to begin training
- Turnover rules that allow for varied levels of expertise within a shop
- Improved flexibility
- A streamlined approach for shops to regain Gold Class



Training Timeline

- Road to Gold |** Once a business commits to training with PDP it is on the Road to Gold (R2G). Businesses can typically expect to spend 12-24 months on the R2G, depending on the amount of training that has already been completed and the number of employees.

A business is on the R2G until all four Role Reps have achieved Platinum Individual™ status and all other employees have completed six credit hours of ongoing training within the prior 12 months. As soon as businesses begin the R2G journey, they will receive R2G benefits, such as support and training tools from the I-CARE™ Customer Support Team.
- Achieve Gold Class |** Once all four Role Reps have achieved Platinum Individual recognition and all other employees have completed six credit hours of ongoing training within the prior 12 months, the business can submit its Gold Class application and be recognized as a Gold Class business. The renewal date for the business becomes the end of the month when all training has been completed. The business is then eligible for Gold Class benefits.
- Maintain Gold Class |** To maintain Gold Class, all Role Reps must maintain their Platinum status by achieving the next (or incomplete) ProLevel, or annual training requirements, by the business' next annual renewal date. A business can be recognized as Gold Class with individuals at different ProLevels as long as individuals have current Platinum status.

About Road to Gold (R2G)

Timeframe for Road to Gold: 12 - 24 months

Ideal progress on the R2G is 12 months for a facility to have the four required PDP Role Reps at Platinum. The timeframe will vary depending on amount of existing training, size of facility, etc.

How is a commitment to Road to Gold made?

Facilities will be considered on the Road to Gold once they contact Customer Care and express commitment to PDP training and Gold Class achievement.

What benefits does a Road to Gold business receive?

Facilities on the R2G will receive benefits such as:

- Custom reports to monitor training progress
- Targeted emails about upcoming classes and renewal dates
- I-CARE support

Once Gold Class is achieved, businesses can benefit from Gold Class pricing.

Gold Class™ Turnover Rules

To address the reality of turnover that exists in the workplace, Turnover Rules for Gold Class businesses have been introduced. These rules accommodate varying levels of training within a business and grant time to train replacement staff, helping to support businesses in maintaining Gold Class status.

If a Role Rep leaves an organization (quits or is terminated), the replacement Role Rep has between 6 - 18 months to train, per the rule below, specifically, if the Role Rep is appointed:

- **More than 6 months from the Gold Class renewal date, he/she must achieve Platinum Individual™ status in their next ProLevel by the Gold Class renewal date.**
- **Less than 6 months from the Gold Class renewal date, he/she must achieve Platinum Individual status in their next ProLevel by the next Gold Class renewal date.**
- If new Role Rep is brought in at higher or lower level than the previous Role Rep, he/she must still achieve his/her next ProLevel.
- A facility must have a minimum of 2 Platinum Individual Role Reps in order to renew Gold Class. This applies when turnover has occurred within 6 months of renewal date.

Here are two examples of how Gold Class Turnover Rules apply.

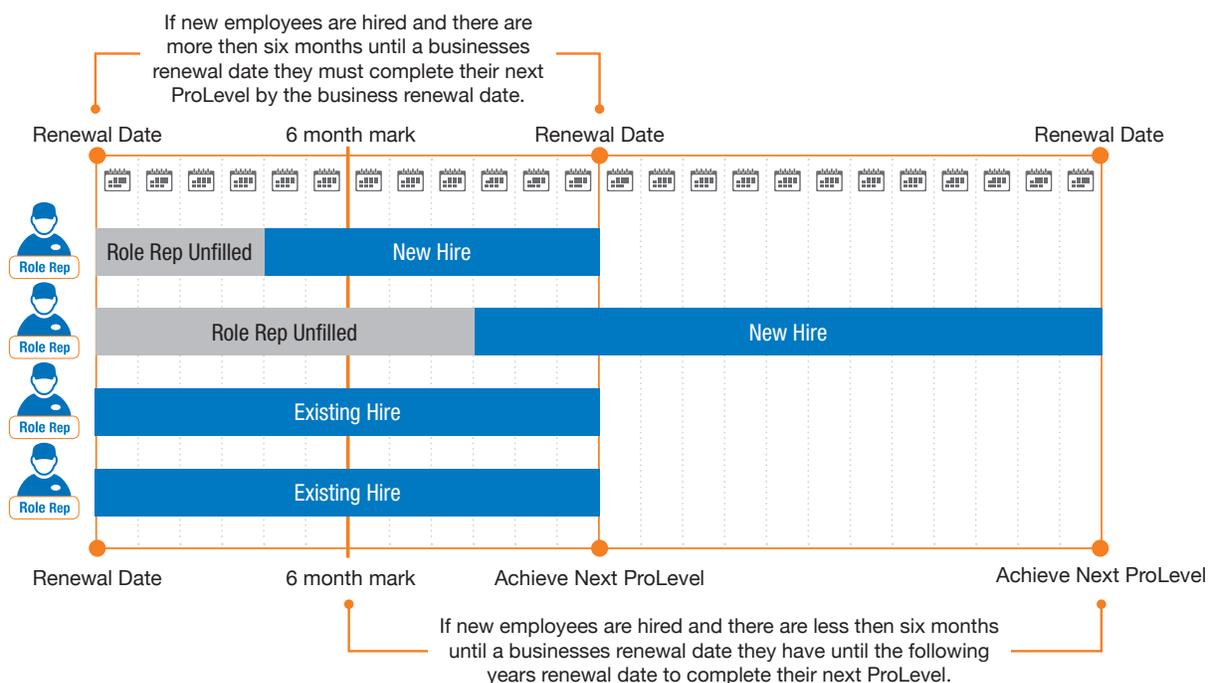
If a new Role Rep is assigned:

MORE than 6 months from the business' renewal date

If a shop expires **September 30, 2013** and a Platinum Role Rep quits on **March 15, 2013**, the new Role Rep that is appointed will need to achieve or maintain their Platinum status by the business' renewal date of **September 30, 2013**.

LESS than 6 months from the business' renewal date

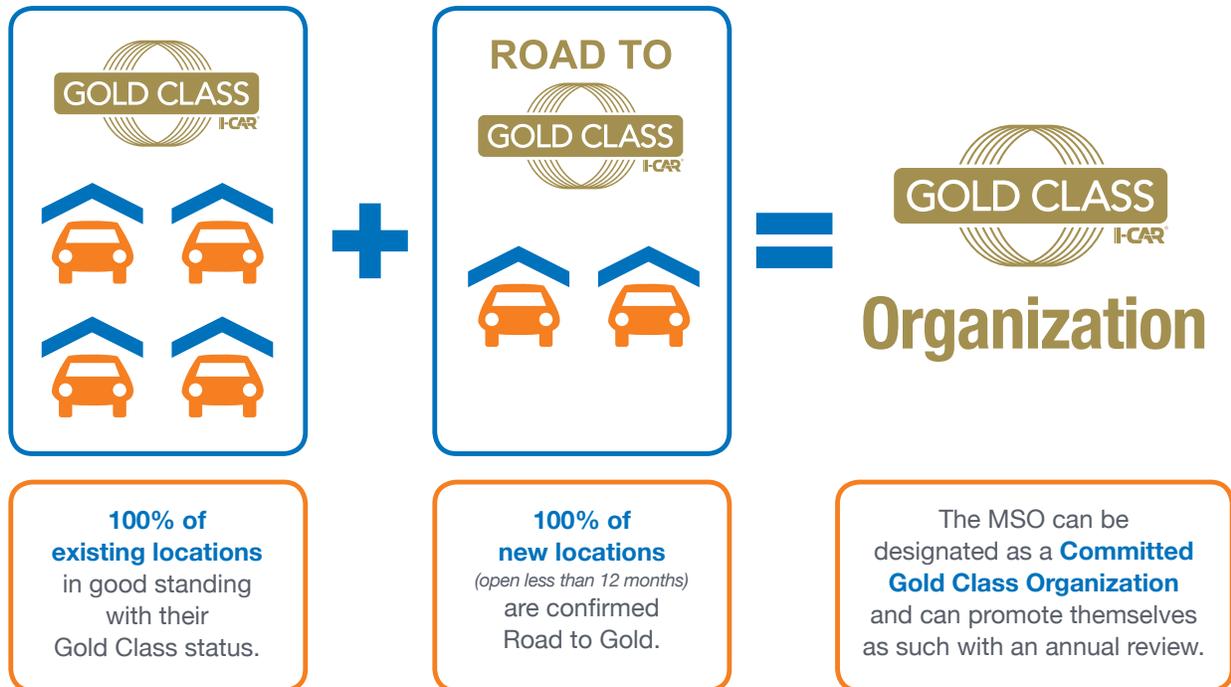
If a shop expires **June 30, 2013** and a Platinum Role Rep is terminated on **March 15, 2013**, the new Role Rep that is appointed will need to achieve or maintain their Platinum status by the business' NEXT renewal date, which will be **June 30, 2014**.



Gold Class™ MSO Organizations

Larger Multiple Shop Organizations (MSOs) face added complexities in managing their training across their many locations, so I-CAR has simplified and clarified rules for MSOs who wish to pursue Committed Gold Class Organization status.

If an MSO has:



New MSO R2G locations will:

- Have 12 months to complete requirements for the Gold Class designation.
- Be allowed to receive Gold Class benefits, such as I-CARE support and Gold Class pricing.
- NOT be able to call themselves a Gold Class facility and will not appear in the Gold Class Directory.
- Be reported to network partners as on the R2G until ProLevel™ 1 Gold Class is achieved.



I-CAR Customer Care
Representatives are available
Monday through Friday
from 7:00 A.M. - 6:00 P.M. CST
to assist you!

DID YOU KNOW?

I-CAR has several tools and reports available to help you stay on track with training.

myI-CAR allows you to edit information, declare roles, view order history, and review classes that have been registered for or taken.

Training Schedule Report is designed to help you maintain and achieve Gold Class. This comprehensive report displays training needed by employees for Platinum status, when required Live training is available, online options, and information on upcoming renewal dates for individuals and businesses.

ProLevel Budget Report provides a cost estimate (per ProLevel, by role) for individuals at your business based on the training they need to take in order for your business to achieve or maintain Gold Class.

Training Planner helps you plan, track, and maintain training. It also displays available training in your area, Knowledge Area requirements for employees at your business, and their progress toward completion.

Each of your tools and reports can be found in your **myI-CAR** or **Training Manager** account.



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