

Frequently Asked Questions

Understanding the New Gold Class Professionals™ and Platinum Individual™ Program Requirements (“5&2, 10&2”)

5&2, 10&2 QUESTIONS

Why did I-CAR change the Gold Class Professionals and Platinum Individual point requirements?

I-CAR redefined the Gold Class Professionals and Platinum Individual designations to help meet the collision industry's changing needs. This new approach to requirements emphasizes tested and ongoing training while simplifying the requirements, and can be easily remembered by thinking “5&2, 10&2.” By incorporating ongoing training, these industry benchmarks are even more meaningful within collision industry.

When did the 5&2, 10&2 changes go into effect?

The new requirements are effective January 1, 2007.

What does “5&2, 10&2” mean?

The new requirements can easily be remembered by thinking “5&2, 10&2,” which represents the initial and ongoing training point requirements needed to achieve and maintain the Gold Class Professionals and Platinum Individual designations. With 5&2, 10&2, position-related point requirements no longer apply. See below.

	<u>“5&2” (Gold Class Professionals)</u>		<u>“10&2” (Platinum Individual)</u>
5 =	The initial tested point requirement needed by employees to attain the Gold Class Professionals designation	10 =	The initial tested point requirement needed by applicants to attain the Platinum Individual designation
2 =	The ongoing training requirements needed by employees annually to maintain the Gold Class Professionals designation	2 =	The ongoing training requirement needed by all Platinum Individual designees annually to maintain their status

What is a “tested” point?

All training that I-CAR currently offers or recognizes is considered a “tested point,” which simply means that a post test is administered at the end of the training program or through a hands-on I-CAR Qualification Test. Points are earned upon successful completion of the post test or hands-on test.

In the past, some I-CAR training (referred to as “Traditional training”) was not tested during class. The easiest way to determine if training is tested is by viewing the back of your I-CAR transcript, where all training is divided into “tested” or “non-tested” training. To view your transcript online at no charge, visit the “myI-CAR” section of the I-CAR web site.

Please note that if you have ordered and successfully completed an end-of-course exam for any Traditional training, this will count as a tested point. Please see page 2 of this document for more information on end-of-course exams.

My business currently holds the Gold Class Professionals designation or I hold the Platinum Individual status. How do these changes affect me?

All active Gold Class Professionals designated businesses and Platinum Individual designees (as of January 1, 2007) were “grandfathered” into the new requirements. Therefore, each employee at a Gold Class Professionals designated business will only need the 2 points of ongoing training annually to maintain their status. The same ongoing training requirement applies to all Platinum Individual designees.

Remember that the requirements that applied when your application was approved will continue to apply until the renewal of your next term.

This means that if you maintain your Gold Class Professionals designation, you will not need to earn ongoing training for your 2007 renewal. Rather, your ongoing training requirement of 2 points in the year before reapplication will go into effect for your 2008 renewal.

Platinum Individual designees that renewed in 2006 will need to meet the current ongoing training requirements of 2 points over two years for their 2008 renewal. After their 2008 renewal, these Platinum Individual designees will need to earn 2 points of ongoing training annually, beginning with their 2009 renewal.

Platinum Individual designees renewing in 2007 will need to have met the current ongoing training requirements of 2 points over the past two years. After their 2007 renewal, these Platinum Individual designees will need to earn 2 points of ongoing training annually, beginning with their 2008 renewal.

Does employing a Platinum Individual designee impact a Gold Class Professionals designated business?

When renewing the Gold Class Professionals designation, all employees will be evaluated to see if they meet the ongoing training requirements. If an employee is an active Platinum Individual designee, this person will automatically meet his or her ongoing training requirement needed for the Gold Class Professionals renewal.

What training qualifies for the new 5&2, 10&2 requirements?

All points earned through the following training deliveries apply to the 5&2, 10&2 requirements for both the Platinum Individual and Gold Class Professionals programs:

- I-CAR Live (formerly named Enhanced Delivery)
- I-CAR Virtual Classroom (live instructor-led internet)
- I-CAR Online (self-study internet, 24/7)
- Collision TV (satellite in Canada)
- I-CAR Qualification Tests (hands-on testing)
- I-CAR Industry Training Alliancesm Providers
- Points earned through end-of-course exams (Traditional training)

Do the hands-on I-CAR Qualification Tests apply to the 5&2, 10&2 requirements?

Yes. Points earned through all three I-CAR Qualification Tests apply. Successful completion of each I-CAR Qualification Test is worth four (4) Gold Class points. See below for a list of currently available I-CAR Qualification Tests.

- Automotive Aluminum GMA (MIG) Welding Qualification Test (WCA03)
- Automotive Steel GMA (MIG) Welding Qualification Test (WCS03)
- Structural Parts Steel Qualification Test (SPS05)

Can I convert a “non-tested” point to a “tested point”?

Until October 1, 2005, I-CAR sold end-of-course exams which offered students the opportunity to convert Traditional training into tested points. If you have already successfully completed an end-of-course exam, I-CAR will apply that point to your designation under the 5&2, 10&2 point requirements. If you have already ordered but not yet submitted an end-of-course exam, you may still complete the end-of-course exam to attempt to convert the training into tested points.

What training can a refinish technician or refinish technician helper complete to meet the new requirements but still help in their position?

Along with training found in the Refinishing task area of the I-CAR Recommended Training Paths, training from other task areas will also benefit a refinish technician or helper. Please see the following list of training; complete program details are available on the I-CAR web site or in the I-CAR Training Catalog.

Training Program	Training Paths Location	Point Value
Fundamentals of Collision Repair (FCR01)	Core Training Programs	1
Hazardous Materials, Personnel Safety, and Refinish Safety (WKR01)	Core Training Programs	1
Corrosion Protection (CPS01)	Core Training Programs	1
Trim and Hardware (TRM01)	Non-Structural I	2
Automotive Foams (FOM01)	Non-Structural I	1
Cosmetic Straightening Steel (STS01)	Non-Structural I	1
Plastic Welding Repair (PLA01)	Non-Structural II	1
Plastic Adhesive Repair (PLA02)	Non-Structural II	1
Adhesive Bonding (ADH01)	Non-Structural II	1
Wind Noise and Water Leaks (WNW01)	Non-Structural II	1
Cosmetic Straightening Aluminum (STA01)	Non-Structural III	1
Stationary Glass (GLA02)	Structural I	1
Detailing (REFO4)	Refinishing I	1
Refinishing Equipment and VOC Regulations (REFO1)	Refinishing II	1
Surface Preparation and Masking (REFO2)	Refinishing II	1
Color Theory, Application, Tinting, and Blending (REFO3)	Refinishing III	2
Electric and Electric Hybrid Vehicles (ALT01)	Mechanical III	1

Refinish technicians and refinish technician helpers may also find applicable training through I-CAR Online Training and the Industry Training Alliance. See I-CAR web site for details.

Do all employees need training for a business to attain the Gold Class Professionals designation?

All employees involved in the collision repair process or estimating must meet their initial 5 tested point requirement and the 2 points of ongoing training annually. Employees not directly involved in the collision repair process or estimating are exempt from a Gold Class point requirement. A sample list of exempt employees can be found in the Gold Class Professionals section of the I-CAR web site.

Do employee positions affect the Gold Class Professionals application under 5&2, 10&2?

Positions are needed only to determine which employees have a point requirement and which are exempt from a point requirement. Employees not directly involved in the collision repair process or estimating are exempt from a point requirement. A sample list of exempt employees can be found in the Gold Class Professionals section of the I-CAR web site.

Is there still a six-month grace period for new hires?

Yes. All new hires still have six months from their hire date until their point requirement is effective.

If I hire a new employee, how many points does that person need?

After the six-month grace period is up, the new employee would have the same point requirement as all other employees at your location. If your location holds the Gold Class Professionals status, all of your employees, including new hires past their six-month grace period, will need to earn 2 points of ongoing training within the year before reapplication. If your location has not yet applied for the Gold Class Professionals designation, that employee will have the same requirement (5 tested points) as all other employees once their six-month grace period is up. See below for a quick reference.

New Hire Point Requirements

- 0 = New hire still within six-month grace period
- 2 = New hire past six-month grace period employed at a Gold Class Professionals designated business
- 5 = New hire past six-month grace period employed at a non-Gold Class Professionals designated business

Can I earn the Platinum Individual designation if I have no Gold Class Professionals point requirement?

Yes, regardless of your job title, you will need to initially earn 10 tested points to attain the Platinum Individual designation, then 2 points of ongoing training annually to maintain.

I've already completed a lot of I-CAR training. How do I keep up with ongoing training requirements?

I-CAR is constantly expanding its curriculum to help keep the industry current on changing technology and repair procedures. For example, I-CAR has recently expanded into vehicle-specific Live training, while also adding Live training programs on general collision repair procedures. With over 70 Live training programs, I-CAR encourages its students to look outside of their task area on the training paths to ensure that they are completing all of the training that is relevant to their position. A complete list and descriptions of I-CAR Live training programs can be found online or in the I-CAR Training Catalog.

I-CAR also offers Online Training, which offers students self-paced training 24/7 in vehicle-specific and general collision repair concepts. For more information on Online Training please see www.i-car.com.

Where can I learn more information on the 5&2, 10&2 requirement changes?

The I-CAR web site contains a wealth of information on the Gold Class Professionals and Platinum Individual programs, including the January 1, 2007 requirement changes. From the I-CAR homepage, simply click on the Gold Class



Professionals logo or Platinum Individual logo to learn more about either program. Information can also be found in the latest I-CAR Training Catalog, which is available online or by ordering through I-CAR customer care. If you have more questions or need some assistance to determine how this change affects you, please call your I-CAR regional manager at **800.422.7456**. Your regional manager can direct you on a path that meets your needs. Specific questions

about training records should be directed to I-CAR customer care at **800.422.7872** or viewed at no charge on the *myI-CAR* section of **www.i-car.com**.

GENERAL GOLD CLASS PROFESSIONALS & PLATINUM INDIVIDUAL QUESTIONS

What is the difference between the Gold Class Professionals and the Platinum Individual designations?

The Gold Class Professionals designation is awarded to businesses whose employees have achieved a specific level of training. The Platinum Individual designation is awarded to collision industry professionals who have met a higher level of training. Both designations are recognized within all industry segments as benchmarks of training achievement.

What are the benefits of earning the Gold Class Professionals or the Platinum Individual designation?

After successful completion of training and obtaining the Gold Class Professionals or Platinum Individual designations, businesses and individuals possess the tools that can lead to some or all of the following benefits:

- Reduced exposure to liability
- Improved cycle time and more throughput
- Reduced rework
- Increased customer satisfaction
- Improved bottom line
- Discounts on future I-CAR training
- Improved relations between employer and employees, as well as between business and industry
- Improved image for yourself, your business, and your industry
- Offers your customers symbols of trust
- Free recognition of Platinum Individual designees at the I-CAR web site
- Free listing in the Gold Class Business Directory at the I-CAR web site and at the award-winning, informative consumer web site (**www.goldclass.com**)

Do I need to apply for the Gold Class Professionals or Platinum Individual designation or will I-CAR automatically grant the designation to my business upon qualification?

You must complete an application after all employees at your business have earned enough points to qualify for the Gold Class Professionals designation. Beginning January 1, 2007, there is no longer a need to submit an application for the Platinum Individual program; I-CAR will automatically award the designation to those who meet the initial training requirements, and renew those who meet the ongoing training requirement. If you are unsure of your status or if you qualify, please call customer care at **800.422.7872**.

What is the cost of a Gold Class Professionals and Platinum Individual application?

The Gold Class Professionals application and annual reapplication fee is \$150 US or \$180 CDN. When applying or reapplying, merchandise may be ordered and payment included at the time of application. An application is available for download on the Gold Class Professionals section of the I-CAR web site.

Effective January 1, 2007, no Platinum Individual application or fee will be necessary to qualify.

GENERAL TRAINING QUESTIONS

What is the cost of training?

I-CAR offers a variety of training to meet the industry's needs. A list of training deliveries and their costs is below.

Training Delivery	Point Value	Gold Class/Platinum Discount Coupon	Regular Discount Coupon	At-the-Door
I-CAR Live	1 or 2	\$75 US/ \$90 CDN per point	\$100 US/ \$120 CDN per point	\$125 US/ \$150 CDN per Gold Class point
Training Delivery	Point Value	Credit Card Payment		
I-CAR Online Training	0.25 (one-quarter)	\$45 US (converted at the time of purchase to non-US currency)		
Collision TV (Canada only)	1 (one)	\$75 CDN		

See the Qualification Test section on the I-CAR web site for details on I-CAR Qualification Test pricing.

Where can I find more information on I-CAR or I-CAR recognized training?

Visit the I-CAR web site at www.i-car.com. A variety of information can also be found in the I-CAR Training Catalog, which is available online or by ordering through I-CAR customer care. If you prefer to speak with an I-CAR representative about which training is right for you, you may contact your local regional manager at **800.422.7456** or customer care at **800.422.7872**.