

Update on I-CAR for CIC Meadowlands Meeting

Bill Stage

Director of Marketing & Distribution

March 17, 2011

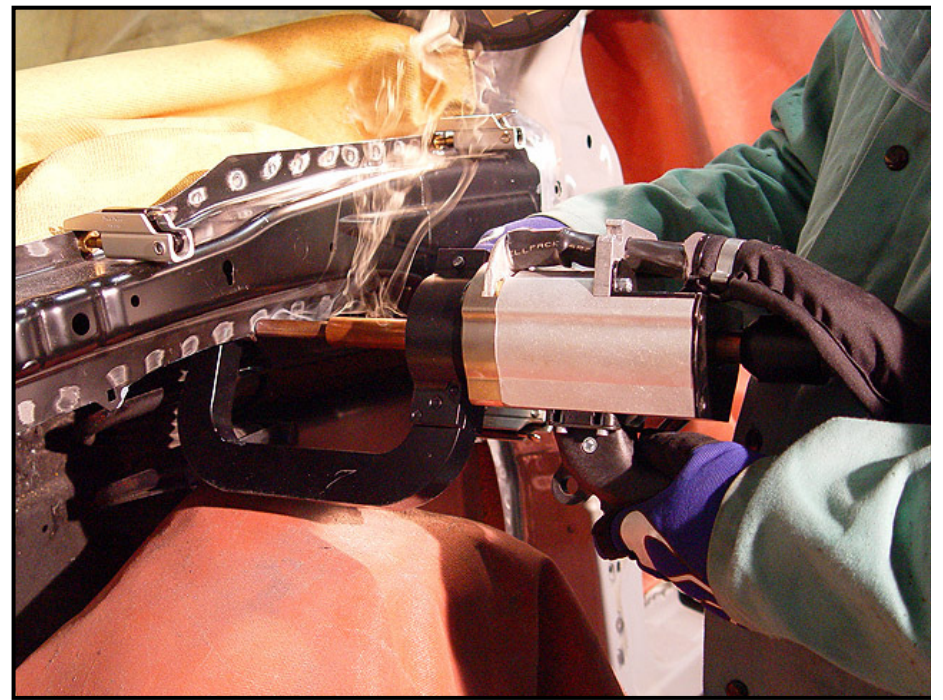
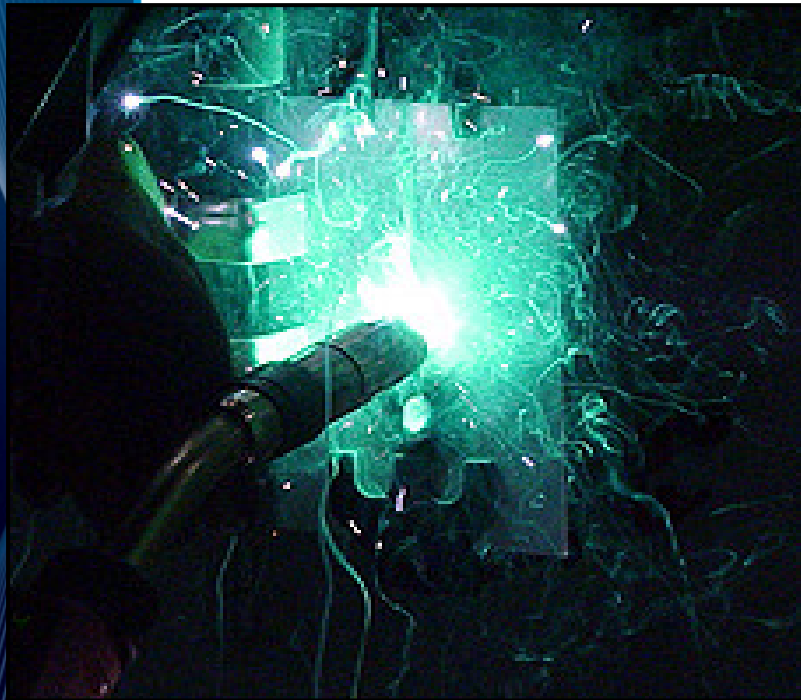


Today's Topics

- I-CAR Vision
- Collision Repair Education Foundation
- I-CAR Professional Development Program
- Gold Class and Platinum Recognition Programs
- Why I-CAR Training in the Future?

I-CAR Vision

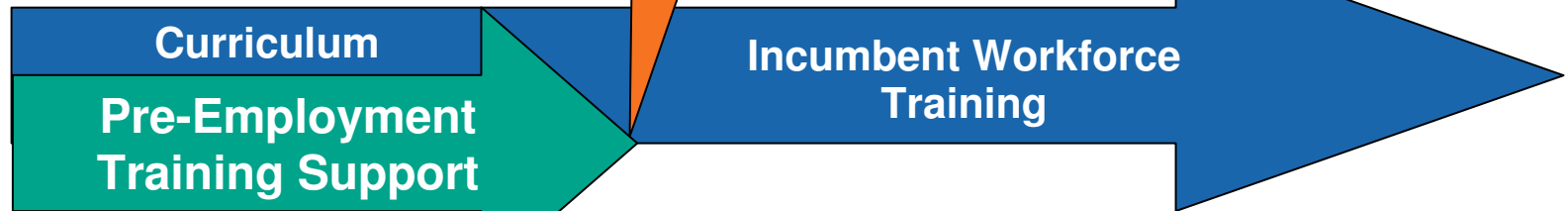
The I-CAR vision is that every person in the collision industry, current and future, has the necessary knowledge and skills relevant to their position to achieve a complete and safe repair.



I-CAR Working with the Collision Repair Education Foundation

Collision education for secondary and post-secondary students at career and technical schools and colleges.

Student graduates and enters the collision industry

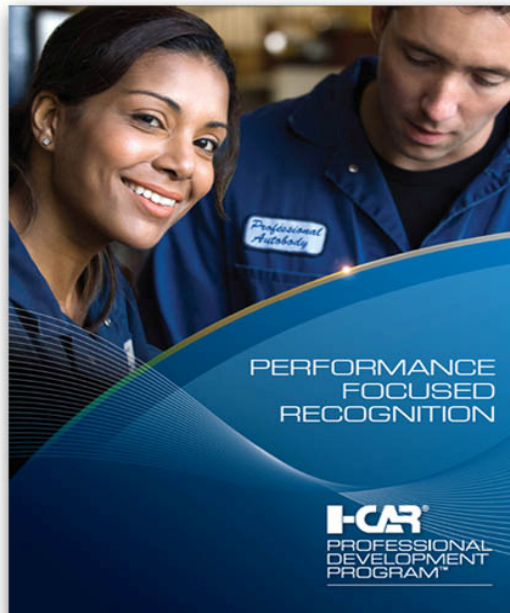


COLLISION REPAIR EDUCATION™
FOUNDATION
I-CAR

Continuing training for technicians and other professionals in the collision industry.



I-CAR® PROFESSIONAL DEVELOPMENT PROGRAM™



PERFORMANCE
FOCUSED
RECOGNITION

I-CAR®
PROFESSIONAL
DEVELOPMENT
PROGRAM™

COLLISION REPAIR PROFESSIONALS: ESTIMATOR

Estimators inspect, analyze, and measure with vehicle owners, regulators, and insurance companies to determine the extent of damage and recommend repair options to best, safe, and most efficient repair or replacement.

- Write a complete and accurate damage estimate reports to best, safe, and most efficient repair or replacement.
- Work with repair shop technicians.
- Perform damage to vehicle exterior.
- Understand the relationship of repair and replacement.
- Apply for damage to vehicle interior, body, and paint, and available damage.

INSURANCE PROFESSIONALS: AUTO PHYSICAL DAMAGE APPRAISER

Auto Physical Damage Appraisers inspect, analyze, and evaluate damaged vehicles to create a comprehensive and accurate estimate of repair. These individuals have a variety of backgrounds, which may include the collision, repair facilities, insurance, and customer relations. They may work in a company office to determine the extent of damage and recommend repair options to best, safe, and most efficient repair or replacement. They may also work in a company office to determine the extent of damage and recommend repair options to best, safe, and most efficient repair or replacement.

- Write a complete and accurate damage estimate reports to best, safe, and most efficient repair or replacement.
- Perform a loss claim for complete damage to vehicle.
- Advanced safety system and advanced technology.

I-CAR® PLATINUM INDIVIDUAL™

Being recognized as an I-CAR® Platinum Individual™ is your recognition that you're ahead of the industry in terms of training and expertise in the collision repair industry.

Your Role as a Professional

The collision repair industry believes that training is not relevant to each individual. With this in mind, the I-CAR® Platinum Individual™ is a highly respected award that you earn every day. The I-CAR® Professional Development Program™ recognizes an individual who has the collision repair and insurance knowledge, industry skills, and a great attitude and ability to deliver your best work. I-CAR® Platinum Individual™ is a great award and ability to deliver your best work. I-CAR® Platinum Individual™ is a great award and ability to deliver your best work.

Building Your Knowledge

Once you achieve I-CAR® Platinum Individual™ recognition, you'll be recognized not only for your training, but for the commitment you've made to building your knowledge and skills. As you work toward your recognition, you will also have the benefit of being recognized by I-CAR® Platinum Individual™. At each step of the way, you will be recognized for your achievement at that level. The industry is proud of each individual who has the skills and has been selected to receive the specific knowledge and skills that you have.

Maintaining Your Designation

To maintain your I-CAR® Platinum Individual™ designation, you must continue to receive training and education in the collision repair industry. This is achieved through annual training in a number of related areas that are relevant to your role and the collision repair industry. This will ensure that there is no lapse in your designation and that you have continuous recognition for your achievement.

I-CAR® GOLD CLASS PROFESSIONALS™

I-CAR® Gold Class Professionals™ designation are awarded for exceptional training and expertise that those who are involved in the repair from the necessary training related to their roles.

A Commitment to Training

Just as the collision repair industry believes that training is not relevant to each individual, it is also recognized that those who are involved in the repair from the necessary training related to their roles. The I-CAR® Professional Development Program™ recognizes those businesses that have the ability to provide the necessary training for the collision repair industry.

Building Knowledge for the Collision Repair Business

For collision repair, I-CAR® Gold Class Professionals™ business recognition program require the I-CAR® Platinum Individual™ designation. This is achieved through annual training in a number of related areas that are relevant to your role and the collision repair industry. This will ensure that there is no lapse in your designation and that you have continuous recognition for your achievement.

Recognition for Other Businesses

For businesses that are not involved in the collision repair industry, I-CAR® Gold Class Professionals™ designation is achieved through annual training in a number of related areas that are relevant to your role and the collision repair industry. This will ensure that there is no lapse in your designation and that you have continuous recognition for your achievement.

I-CAR® PROFESSIONAL DEVELOPMENT PROGRAM™ ROLES

- COLLISION REPAIR PROFESSIONALS
 - ESTIMATOR
 - COLLISION REPAIR TECHNICIAN
 - PAINT/STRUCTURAL TECHNICIAN
 - NON-STRUCTURAL TECHNICIAN
 - ELECTRICAL/ELECTRONIC TECHNICIAN
 - REFINISH TECHNICIAN
- INSURANCE PROFESSIONALS
 - AUTO PHYSICAL DAMAGE APPRAISER

I-CAR[®] PROFESSIONAL DEVELOPMENT PROGRAM[™]

- Role-based training
- Role-level advancement
- Role-specific recognition





Benefits of the I-CAR Professional Development Program

- Trained technicians:
 - Reduce the number of costly comebacks
 - Improve cycle time
 - Improve customer satisfaction scores
 - Operate more efficiently / with higher degree of safety
 - Provide higher quality repairs
- Provides managers with a basis to assign work to the appropriate technician
- Recognition for individuals and organizations
- Provides framework to evaluate individual job performance

Recognizing a Commitment to Training



I-CAR Platinum Individual

End State in 2014

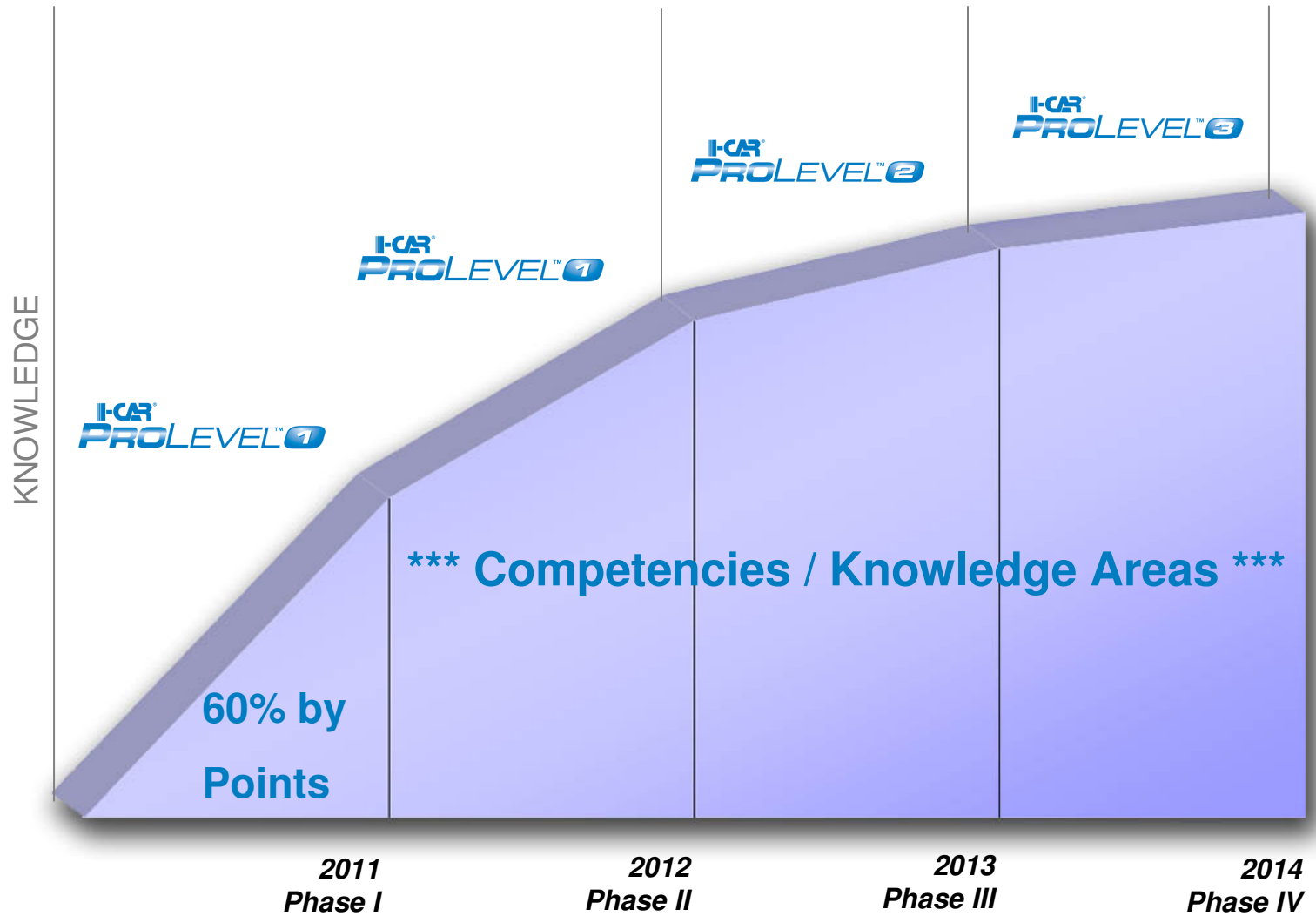
- I-CAR ProLevel 3 requirements completed in declared role
- Minimum of 6 hours of annual, role-relevant training

Today

- 60% of ProLevel 1 point requirements
- Transition timeline through 2014



Transitioning to the Future



I-CAR Platinum Individual Hands-On Skills-Based Requirements

I-CAR
PROLEVEL¹

I-CAR
PROLEVEL²

I-CAR
PROLEVEL³



STEEL STRUCTURAL TECHNICIAN

Steel Welding
Qualification Test

Steel Sectioning
Qualification Test



ALUMINUM STRUCTURAL TECHNICIAN

Aluminum Welding
Qualification Test



NON-STRUCTURAL TECHNICIAN

Steel Welding
Qualification Test



REFINISH TECHNICIAN

Paint Manufacturer
Certification



I-CAR Gold Class Professional Collision Repair Facility

- Ensures role-relevant training in multiple areas of a collision repair facility
- One Platinum Individual in each representative role



ESTIMATOR



NON-STRUCTURAL TECHNICIAN



STEEL STRUCTURAL TECHNICIAN



REFINISH TECHNICIAN

- All other technicians/managers: a minimum of 6 hours of annual, role-relevant training



Currently 4,424 Gold Class Shops and 30,604 Platinum Individuals



Industry Trends with Gold Class and Platinum Recognition

- Collision Repairers
 - Major MSO's – ABRA, Caliber, Gerber, Carstar, Service King
 - Independents – Over 2,000
- Insurance
 - Allstate DRP PRO Shops
 - Ford AMRO Insurance Adjusters
 - Amica Insurance Adjusters
 - Allstate Insurance Adjusters
 - Another Top 10 Insurer DRP program decided, roll-out pending
- OEMs
 - One Detroit 3 OEM close to decision
 - One Japanese OEM committed, roll-out pending

Tracking Your Training Progress



I-CAR Website



Username

Password

Login

[Register](#)

[Forgot Username or Password](#)

[About I-CAR](#)

[I-CAR Training](#)

Training Recognition

[OEM Training](#)

[Technical Information](#)

[Schools and Colleges](#)

[I-CAR Volunteers & Instructors](#)



I-CAR® Professional Development Program™

Platinum Individual® Recognition

Gold Class Professionals® Business Recognition

Training Records and Certificates

Marketing Your Business

Gold Class Professionals® and Platinum Individual® Merchandise

[my I-CAR Login](#)



Class Search

Choose a Class

ZIP

State

[Search](#)

[Advanced Search](#)

Quick Links

[Become a Gold Class Professionals Business](#)

[In-Shop Welding Qualification Series](#)

[Register for classes](#)

[Resource and Documents Library](#)

News

[I-CAR continues to seek input for role-based training](#)

[I-CAR to exhibit at SEMA 2010](#)

[I-CAR returns to NACE in 2010](#)

Related Links

[I-CAR Education Foundation](#)



BETA #05

name & address information

org id: 0026480650 **acronym:**

name: BETA #05

parent: BETA-METRO IL AREA

pri contact:

org type: Collision Repair

active alliance? No receives member benefits? No

addr type: Mailing member flag? No

address: BETA #05
8521 S Parkside Ave
Hoffman Estates, IL 60192

DEMOGRAPHICS

School Start Up

EDIT

primary contact information

phone type: Office

phone: (555)555-5555

fax type: Fax

fax: (555)555-5555

e-mail:

web site:

contact pref:

tax id:

Web Login

EDIT

buy product add membership add chap membership add payment add event sponsorship exhibitor centralized order entry

Membership **Relations** Contact Info Events Correspondence More >>

- industry affiliation +
- individuals +
- related organizations +

Related to	Parent	Relationship	Start Date	End Date
BETA-METRO IL AREA	✓	Parent	11/3/2008	

organization declared roles					
Name	Role	Start Date	OrgRoleRep	PDP-L1 %	PDP-L1
Main, Gloria	Refinish Technician	10/14/2010	✓	0	0/11
Parker, Mike	Estimator	7/22/2010	✓	22	0/15
Main, Gloria	Electrical/Mechanical Technicians	12/15/2010		0	0/13
Parker, Mike	Non-Structural Technician	7/16/2010	✓	7	0/9
Parker, Mike	Steel Structural Technician	7/16/2010	✓	6	1/11





About I-CAR

I-CAR Training

Training Recognition

OEM Training

Technical Information

Schools and Colleges

I-CAR Volunteers & Instructors

Amy Lintz - BETA Corporation - CORPORATE 
If you are not Amy Lintz [click here](#)



Personal Information

[My Classes](#)

[Training Record](#)

[Training Planner](#)

[Order History](#)

[Industry Affiliation](#)

Company Information

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Logout

Training Planner

Lintz Amy 2648165

I-CAR® Platinum Individual™ requirements for Phase I of the I-CAR® Professional Development Program™ require 60% of the total I-CAR® ProLevel™ 1 point requirement to be taken within a give role. Phase I is in effect until December 31, 2011. In 2012, the requirement for an I-CAR® Platinum Individual™ will change and completion of all knowledge areas for I-CAR® ProLevel™ 1 of a given role will be required.

To ensure your designation is maintained in 2012, it is recommended that courses be taken from several Knowledge Areas.

Declared Role(s):

[Auto Physical Damage Appraiser](#)
[Auto Physical Damage Appraiser](#)
[Non-Structural Technician](#)
[Steel Structural Technician](#)

Select a role and an I-CAR® ProLevel™ to display training that you have completed and options available for completing training at this level. You may select from roles that you have declared or those that you have not declared as your role.

Select your role:

Select your level:

Amy Lintz - BETA Corporation - CORPORATE
 If you are not Amy Lintz [click here](#)


- Personal Information
- My Classes
- Training Record
- Training Planner
- Order History
- Industry Affiliation
- Company Information
- Contact Us
- Logout

Training Planner

Lintz Amy 2648165

I-CAR® Platinum In-Development Program taken within a given year for an I-CAR® Platinum or I-CAR® ProLevel™

To ensure your desired role is known from several known roles

Declared Role(s):

 Auto Physical Damage
 Auto Physical Damage Non-Structural Technology
 Steel Structural Technology

Select a role and an available role for completion or those that you have

Select your role:

Select your level:

ProLevel™ 4 Knowledge

Personal Safety

Trim & Hardware

Material Identification

 Option 1 [Class Search](#)
[Class Search](#)

 Option 2 [Class Search](#)
[Register](#)

 Option 3 [Class Search](#)
 Include I-CAR Industry Training Alliance Courses

 Option 4 [Class Search](#)
[Information](#)

 Option 5 [Register](#)
[Information](#)
Bolted-On Part Replacement

 Option 1 [Class Search](#)

 Option 2 [Class Search](#)

Movable Glass Replacement

Cosmetic Steel Structural

Plastic Repair (Miscellaneous)

Lighting Systems (Minimum of one option)

New Technology (Minimum of one option)

Knowledge Area Complete

[Terms and Conditions](#) | [Privacy](#)

Material Identification (Minimum of one option)	Training Needed
---	-----------------

- | | | |
|-----------------|------------------------------|---|
| Option 1 | Class Search | FOM01 Automotive Foams |
| | Class Search | SPS07 Steel Unitized Structures Technologies and Repair |
| Option 2 | Class Search | FOM01 Automotive Foams |
| | Register | AHS01 Advanced High-Strength Steel Overview |
| Option 3 | Class Search | ET-MATID Material Identification Equivalency Test |

 Include I-CAR Industry Training Alliance Courses

- | | | |
|-----------------|------------------------------|---|
| Option 4 | Class Search | SPS07 Steel Unitized Structures Technologies and Repair |
| | Information | -SEM School |
| Option 5 | Register | AHS01 Advanced High-Strength Steel Overview |
| | Information | -SEM School |

Bolted-On Part Replacement (Minimum of one option)	Training Needed
--	-----------------

- | | | |
|-----------------|------------------------------|--|
| Option 1 | Class Search | EXT01 Bolted-On Part Replacement |
| Option 2 | Class Search | ET-BLTON Bolted-On Part Replacement Equivalency Test |

Allow APD I-CAR - I-CAR Development Group
If you are not Allow APD I-CAR click [here](#)

[Order History](#)[Personal Information](#)[Company Information](#)[I-CAR Training Manager](#)[Location List](#)[Employee List](#)[Search](#)[Contact Us](#)[Logout](#)

I-CAR[®] Training Manager™

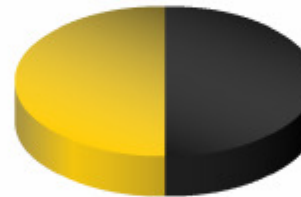
I-CAR[®] Professional Development Program™ Dashboard

Phase I of this recognition program continues until December 31, 2011

Click [here](#) to view the dashboard using the "5&2" recognition program rules

Gold Class Status

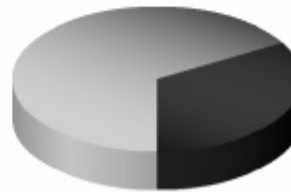
Shows percentage of all locations that have achieved Gold Class designation



- Gold Class : 1
[view data](#)
- Expires within 90 Days : 0
[view data](#)
- Expires within 60 Days : 0
[view data](#)
- Expires within 30 Days : 0
[view data](#)
- Non-Gold Class : 1
[view data](#)

Role Representative Platinum Individual Status

Shows percentage of all role representative employees that have achieved the Platinum Individual designation



- Platinum Individual™ : 4
[view data](#)
- Non-Platinum Individual™ : 2
[view data](#)

Non-Role Representative Platinum Individual Status

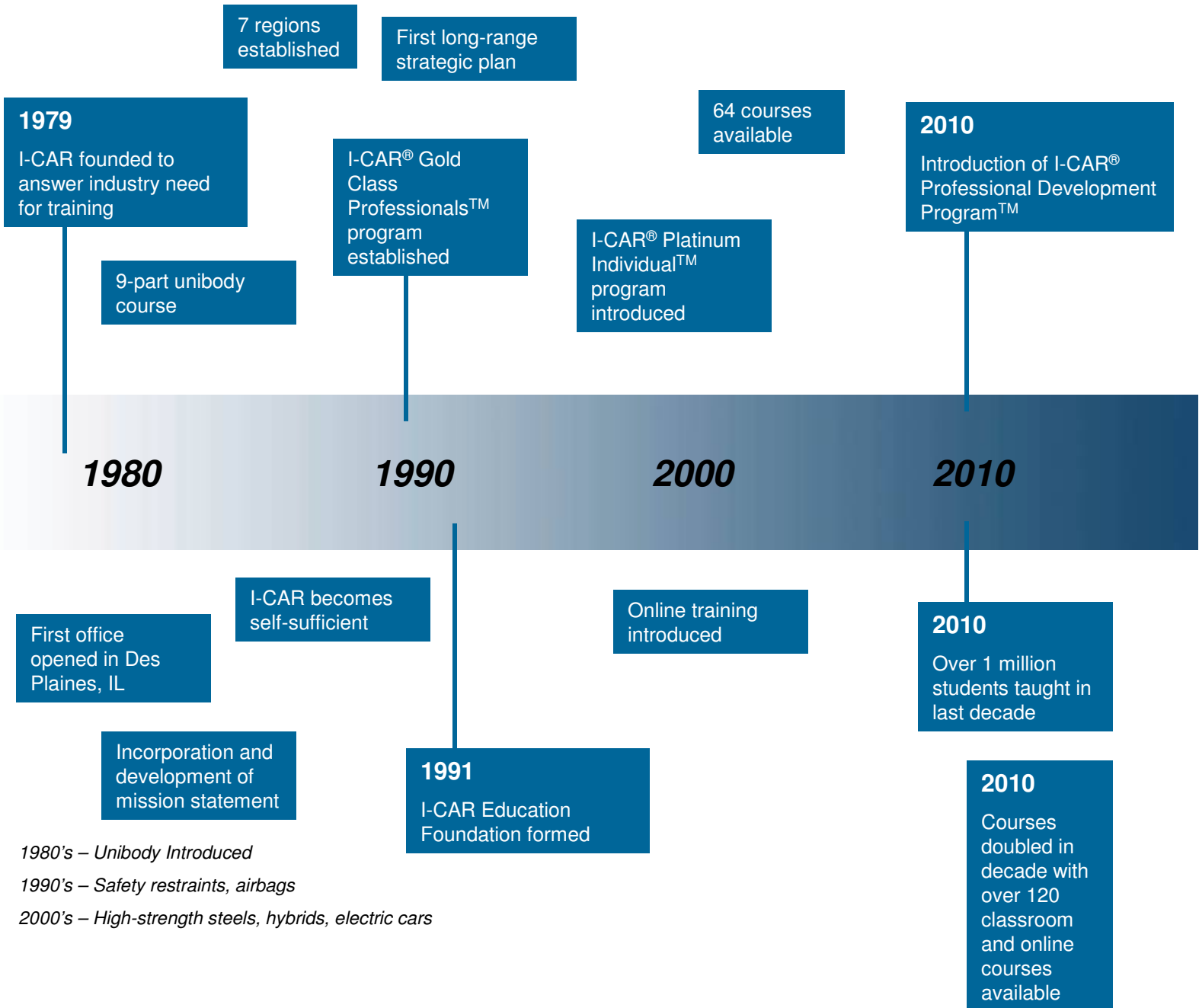
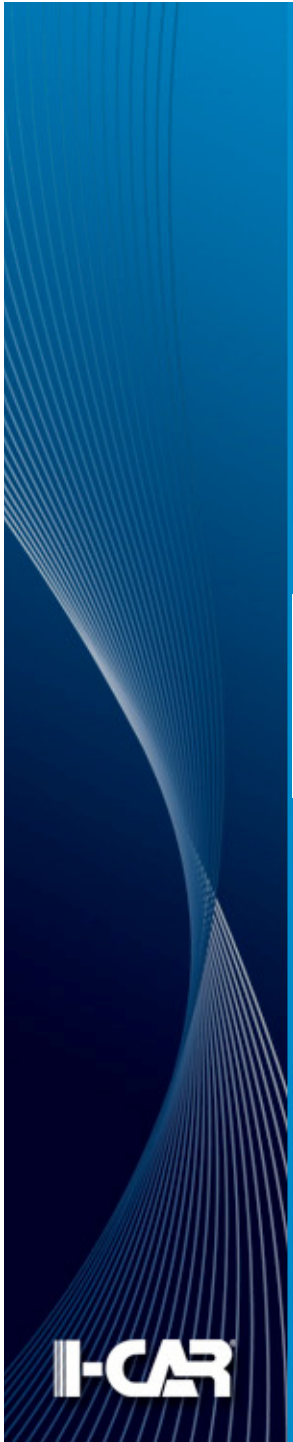
Shows percentage of all non-role representative employees that have achieved the Platinum Individual designation



- Platinum Individual™ : 0
[view data](#)
- Non-Platinum Individual™ : 1
[view data](#)

Why I-CAR Training is Needed Now More Than Ever





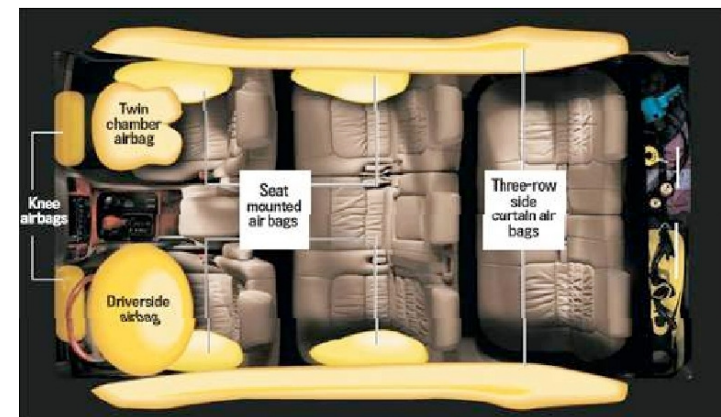
1980's – Unibody Introduced
1990's – Safety restraints, airbags
2000's – High-strength steels, hybrids, electric cars

Changing Technology

Corporate Average Fuel Economy (CAFÉ Standards)

1974	14 mpg (est)
1978	18.0 mpg
1982	24.0 mpg
1986	26.0 mpg
1990	27.5 mpg
2000	27.5 mpg
2010	27.5 mpg
2011	30.2 mpg
2016	35.0 mpg

Additional Safety Systems



Alternative Fuels



Rapid change in the auto industry

- New CAFE standards mandate 17% increase in fuel economy by 2016
- In the last five years, gasoline/electric hybrid vehicles increased from 7 to 24 models, in 2012 up to 34 planned
- All manufactures have or will have produced an all-electric concept car
- Roof crush regulations are more stringent in 2012
- Electronic stability control required by 2012
- Use of aluminum, magnesium, boron, and other advanced materials no longer reserved for luxury nameplates

I-CAR Training Programs For OEMs



I-CAR Training Options

- I-CAR Live Training
- I-CAR Online Training
- Test Out Option - Level 1
- Industry Training Alliance Training



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Director of Marketing & Distribution

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