

PERFORMANCE-  
FOCUSED  
KNOWLEDGE AND  
RECOGNITION



PROFESSIONAL  
DEVELOPMENT  
PROGRAM™

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# I-CAR PLATINUM INDIVIDUAL®

Being recognized as an I-CAR Platinum Individual® in your role means that you've achieved one of the highest training levels recognized in the collision repair inter-industry.

## Your Role as a Professional

The collision repair inter-industry believes that training must be relevant to each person's role. With that in mind, the first step to becoming an I-CAR Platinum Individual® is to identify the role (or roles) in which you work every day. The I-CAR® Professional Development Program™ recognizes a number of roles within the collision repair and insurance industries. Selecting your role is a quick process and simply requires you to login to [www.i-car.ca](http://www.i-car.ca) or by contacting a member of the I-CAR Customer Care team.

## Building Your Knowledge


Once you achieve the I-CAR Platinum Individual® designation, you'll be recognized not only for your training, but for the commitment that you've made to building your knowledge within your role. As you work toward your designation, you will achieve three levels of training known as the I-CAR® ProLevels™. At each step of the way, you will be recognized for your achievement at that level. The courses required at each level vary depending upon your role and have been selected to ensure that specific knowledge areas are met for that level.

## Maintaining Your Designation

Technology continues to change and the need to know about those changes never stops. Once you've achieved the I-CAR Platinum Individual® designation, it is maintained through annual training in a number of subject areas that are relevant to your role and offer a continuing look at the latest technology and advancements in the inter-industry.

## I-CAR® PROFESSIONAL DEVELOPMENT PROGRAM™ ROLES

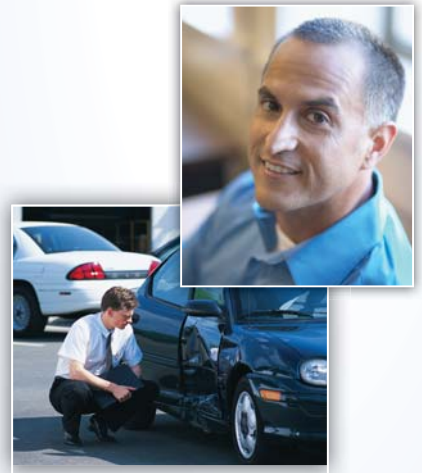
### COLLISION REPAIR PROFESSIONALS

-  ESTIMATOR
-  STEEL STRUCTURAL TECHNICIAN
-  ALUMINUM STRUCTURAL TECHNICIAN
-  NON-STRUCTURAL TECHNICIAN
-  ELECTRICAL/MECHANICAL TECHNICIAN
-  REFINISH TECHNICIAN

### INSURANCE PROFESSIONALS

-  AUTO PHYSICAL DAMAGE APPRAISER

See inserts for detailed information on all I-CAR® Professional Development Program™ roles.



## Performance-Focused Training for Your Role...

I-CAR's 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. The I-CAR® Professional Development Program™ provides you with the knowledge you need for your role as a professional in the collision repair inter-industry.

Knowledge is structured into three I-CAR® ProLevels™ and each level builds upon the previous knowledge and experience of the individual. As you achieve each I-CAR® ProLevel™ within your role, you'll be recognized for having reached an important training milestone. Completion of all three levels within your role is acknowledged with the industry-recognized I-CAR Platinum Individual® designation.

There are a number of flexible options for training including classroom training led by an I-CAR instructor, self-paced online courses, training provided through the I-CAR® Industry Training Alliance, and even hands-on welding training offered on site.

The I-CAR® Professional Development Program™ incorporates the knowledge the collision repair inter-industry has identified and offers the best in collision repair training for today's professional.



# I-CAR GOLD CLASS PROFESSIONALS®

I-CAR Gold Class Professionals® businesses are awarded for commitment to training and ensuring that those who are involved in the repair have the necessary training relevant to their roles.

## A Commitment to Training

Just as the collision repair inter-industry believes that training must be relevant to an individual's role, it is also important for a collision repair business to have the right mix of training within the business. The I-CAR® Professional Development Program™ recognizes those businesses that build upon the collective knowledge base in the organization through the role-relevant training of its employees.



## Building Knowledge for the Collision Repair Business

For collision repairers, the I-CAR Gold Class Professionals® business recognition program requires one I-CAR Platinum Individual® Role Representative in each of four key roles: Estimator, Steel Structural Technician, Non-Structural Technician, and Refinish Technician.

Achieving the designation shows that you have made the commitment to building all of the knowledge areas that are key to a business that is committed to achieving a complete and safe repair. Smaller collision repair businesses with fewer employees can also participate in the program by having one individual train for multiple roles.

Other employees in these roles must also receive training relevant to their role on an annual basis and are encouraged to work toward achieving the I-CAR Platinum Individual® designation. Distinct designations are awarded to businesses that also have I-CAR Platinum Individuals® in the Aluminum Structural Technician and Electrical/Mechanical roles.

## Training to Fit Your Needs...


I-CAR Canada provides a number of training options for your professional development:

- **Live Classes** are offered throughout Canada at insurance offices, shops and other locations. Most of these are open to the public. See the class schedule and register online at [www.i-car.ca](http://www.i-car.ca).
- **Request a class** at your location by contacting I-CAR Canada Customer Care at 1-800-808-2920.
- **Online training**, with many of the courses required under the I-CAR® Professional Development Program™, is available at [www.i-car.ca](http://www.i-car.ca).
- **Independent Learning** combines courseware delivered to your home, shop or office with testing done online or at specified locations. Most of I-CAR Canada's course catalogue can be taken through this route. See [www.i-car.ca](http://www.i-car.ca) for more details.
- **In-shop Welding Qualification Series** can be arranged at your location, at your convenience. Call I-CAR Canada Customer Care at 1-800-808-2920 for further information.



# COLLISION REPAIR PROFESSIONALS: ESTIMATOR

Estimators inspect, analyze, and evaluate damaged vehicles to create a comprehensive and accurate estimate of repair. This individual builds relationships with vehicle owners, repairers, and insurance personnel to negotiate costs and sell work. He or she uses computers to write estimates and interact with other computer software.

I-CAR PROLEVEL™ 1	I-CAR PROLEVEL™ 2	I-CAR PROLEVEL™ 3		
<b>KNOWLEDGE</b>				
<ul style="list-style-type: none"> <li>Write a complete and accurate damage analysis report for front, side, and rear impact damage on drivable vehicles</li> <li>Work safely around hybrid vehicles</li> <li>Analyze damage to restraint systems</li> <li>Coordinate parts ordering and scheduling</li> <li>Understand the automotive refinish process</li> <li>Diagnose simple electrical damage</li> <li>Analyze damage to advanced materials</li> <li>Identify hail, theft, and vandalism damage</li> </ul>	<ul style="list-style-type: none"> <li>Front, side, and rear impact damage analysis on non-drivable vehicles</li> <li>Advanced safety systems and advanced electrical/mechanical systems damage analysis</li> <li>Stationary glass damage analysis and replacement considerations</li> <li>Identify flood and fire damage</li> <li>Strongly encouraged to maintain ASE Estimator (B6) certification</li> </ul>	<ul style="list-style-type: none"> <li>Perform a tear-down for complete damage analysis</li> <li>Advanced steering and suspension systems damage analysis</li> <li>Strongly encouraged to obtain ASE certification, beyond the Estimator (B6) certification</li> </ul>	 <p>Once you have completed I-CAR® ProLevel™ 3 as an Estimator, you will achieve the I-CAR® Platinum Individual™ designation for this role. Your designation is maintained through annual training relevant to your role.</p>	
<b>TRAINING</b>				
<ul style="list-style-type: none"> <li>Hazardous Materials, Personal Safety, and Refinish Safety (WKR01)</li> <li>Vehicle Identification, Estimating Systems, and Terminology (DAM01)</li> <li>Frontal Impact Analysis (DAM02)</li> <li>Restraints, Interior, Glass, Side and Rear Impact Analysis (DAM04)</li> <li>Recycled Parts for Collision Repair (RCY01)</li> <li>Electric and Electric Hybrid Vehicles (ALT01)</li> <li>Hybrid Electric and Alternative Fuel Vehicles (ALT02)</li> <li>Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)</li> <li>Electrical Circuits and DVOM Usage (ELE01)</li> <li>Aluminum Panels and Structures Damage Analysis (DAM05)</li> <li>Advanced Material Damage Analysis (DAM08)</li> <li>Flood, Hail, Vandalism, and Fire Damage Analysis Overview (FHV01) ▲</li> <li>Plus one New Technology course</li> </ul>	<ul style="list-style-type: none"> <li>Damage Analysis of Advanced Automotive Systems (DAM07)</li> <li>Mechanical Systems Analysis (DAM03)</li> <li>Steering and Suspension Damage Analysis (DAM06)</li> <li>Stationary Glass (GLA02)</li> <li>Plus one New Technology course</li> </ul>	<ul style="list-style-type: none"> <li>Electronically Controlled Steering and Suspension Systems (STE05)</li> <li>Plus one New Technology course</li> </ul>		<p style="text-align: center;"><b>PLATINUM INDIVIDUAL™ ANNUAL TRAINING</b></p> <p>To maintain your designation, two (2) points of training must be achieved prior to your expiration date by taking courses from any of the I-CAR® ProLevels™ for this role (those not previously taken), or by taking any of the following courses:</p> <ul style="list-style-type: none"> <li>Advanced Restraint Systems (RES02)</li> <li>Collision Repair for Select High Volume Vehicles (POP01)</li> <li>Collision Repair for Toyota, Lexus, and Scion Vehicles (TOY01)</li> <li>Rear Heating and Damage Analysis and Repair (RHA01) ▲</li> <li>Collision Repair for Honda and Acura Vehicles (HON01)</li> <li>Vehicle Technology and Trends 2010 (NEW10)</li> <li>Vehicle Technology and Trends 2011 (NEW11)</li> <li>I-CAR® Industry Training Alliance role-relevant training</li> <li>Any other I-CAR course (visit i-car.ca for additional options)</li> </ul>
<b>NEW TECHNOLOGY TRAINING</b>				
<p>One course from this section not taken for another level must be taken to complete training for each I-CAR® ProLevel™:</p> <ul style="list-style-type: none"> <li>Collision Repair for Select High Volume Vehicles (POP01)</li> <li>Collision Repair for Toyota, Lexus, and Scion Vehicles (TOY01)</li> <li>Collision Repair for Honda and Acura Vehicles (HON01)</li> <li>Vehicle Technology and Trends 2010 (NEW10)</li> <li>Vehicle Technology and Trends 2011 (NEW11)</li> </ul>				

**Training Course Key:**  
▲ Online Course



**COLLISION REPAIR PROFESSIONALS:**

# STEEL STRUCTURAL TECHNICIAN

A Steel Structural Technician restores vehicle dimensions and integrity to collision damaged vehicles. He or she uses three dimensional measuring and straightening equipment to diagnose damage and return damaged frame or unibody parts to manufacturer's specifications. Hand tools and power tools are used to remove or repair damaged parts, weld as needed, and properly install new parts. This individual also works with a variety of metals and plastics, as well as glass, electrical, and mechanical parts.

## I-CAR PROLEVEL™ 1

## I-CAR PROLEVEL™ 2

## I-CAR PROLEVEL™ 3

### KNOWLEDGE

- Structural repair damage analysis
- Three-dimensional measuring
- Repair and/or replace outer body panels
- Understand and work with advanced high-strength steels
- GMA (MIG) weld qualified

- Straighten structural damage
- Stationary glass replacement
- Pillars, rocker panels, rails, front structures, and floor pan replacement
- Heating, cooling, and air conditioning systems

- Partial replacement of structural parts on unitized structures and full frames
- Develop and follow an appropriate repair plan
- Steering and suspension systems and angles
- Skill in sectioning
- Strongly encouraged to maintain ASE Structural (B4) certification

### TRAINING

- Hazardous Materials, Personal Safety, and Refinish Safety (WKR01)
- Measuring (MEA01)
- Squeeze-Type Resistance Spot Welding (WCS04)
- Adhesive Bonding (ADH01)
- Corrosion Protection (CPS01)
- Automotive Foams (FOM01)
- Steel Unitized Structures Technologies and Repair (SPS07)
- Steel GMA (MIG) Welding Qualification Series (WCS03) \*
- Plus one New Technology course

- Structural Straightening Steel (SSS01)
- Stationary Glass (GLA02)
- Steel Unibody A-, B-, C-, D-Pillar, and Rocker Panels (SPS02)
- Steel Unibody Front and Rear Rails, Floors, and Front Structures (SPS01)
- Heating and Cooling Systems (HEA01)
- Air Conditioning (AIR01)
- Plus one New Technology course

- Full-Frame Sectioning (SPS03)
- Steel Full-Frame Technologies and Repair (SPS08)
- Suspension Systems (STE02)
- Rack and Pinion and Parallelogram Steering Systems (STE03)
- Wheel Alignment and Diagnostic Angles (STE04)
- Structural Parts Steel Welding Qualification Series (SPS05) \*
- Plus one New Technology course

### NEW TECHNOLOGY TRAINING

One course from this section not taken for another level must be taken to complete training for each I-CAR® ProLevel™:

- Advanced Materials Damage Analysis (DAM08)
- Collision Repair for General Motors Vehicles (GEN03)
- Collision Repair for Honda and Acura Vehicles (HON01)
- Collision Repair for Select High Volume Vehicles (POP01)
- Collision Repair for Toyota, Lexus, and Scion Vehicles (TOY01)
- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)



**I-CAR PLATINUM INDIVIDUAL**

Once you have completed I-CAR® ProLevel™ 3 as a Steel Structural Technician, you will achieve the I-CAR® Platinum Individual™ designation for this role. Your designation is maintained through annual training relevant to your role.

**PLATINUM INDIVIDUAL™ ANNUAL TRAINING**

To maintain your designation, two (2) points of training must be achieved prior to your expiration date by taking courses from any of the I-CAR® ProLevels™ for this role (those not previously taken), or by taking any of the following courses:

- Advanced Joining Technologies (AJT01)▲, Induction Heaters (INH01)▲, AND MIG Brazing (BRZ01) ▲
- Collision Repair Overview for Chrysler, Dodge, and Jeep Vehicles (DCX01)
- Collision Repair Overview for the 2006 Corvette Z06 (GEN01)
- Advanced Materials Damage Analysis (DAM08)
- Collision Repair for General Motors Vehicles (GEN03)
- Collision Repair for Honda and Acura Vehicles (HON01)
- Collision Repair for Select High Volume Vehicles (POP01)
- Collision Repair for Toyota, Lexus, and Scion Vehicles (TOY01)
- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)
- I-CAR® Industry Training Alliance role-relevant training

**Training Course Key:**

▲Online Course | \*In-Shop Welding Course



**COLLISION REPAIR PROFESSIONALS:**

# ALUMINUM STRUCTURAL TECHNICIAN

An Aluminum Structural Technician restores aluminum structural dimensions and integrity to collision damaged vehicles. He or she uses three dimensional measuring and straightening equipment to diagnose damage and return damaged unibody parts to manufacturer's specifications. Hand tools and power tools are used to remove or repair damaged aluminum parts, weld, and properly install new parts. This individual also works with a variety of metals and plastics, as well as glass, electrical, and mechanical parts.

**I-CAR PROLEVEL™ 1**

**I-CAR PROLEVEL™ 2**

**I-CAR PROLEVEL™ 3**

**KNOWLEDGE**

- Structural repair damage analysis
- Three-dimensional measuring
- Repair and/or replace outer body panels
- GMA (MIG) weld qualified

- Straighten structural damage
- Stationary glass replacement
- Pillars, rocker panels, rails, front structures, and floor pan replacement
- Heating, cooling, and air conditioning systems

- Partial replacement of structural parts
- Develop and follow an appropriate repair plan
- Steering and suspension systems and angles
- Strongly encouraged to maintain ASE Structural (B4) certification

**TRAINING**

- Hazardous Materials, Personal Safety, and Refinish Safety (WKR01)
- Measuring (MEA01)
- Adhesive Bonding (ADH01)
- Replacing Aluminum Exterior Panels (PRA01)
- Corrosion Protection (CPS01)
- Automotive Foams (FOM01)
- Aluminum GMA (MIG) Welding Qualification Series (WCA03) \*
- Plus one New Technology course

- Structural Straightening Aluminum (SSA01)
- Stationary Glass (GLA02)
- Structural Aluminum Design and Repair Processes (SPA01)
- Structural Aluminum Repair Processes (SPA02)
- Heating and Cooling Systems (HEA01)
- Air Conditioning (AIR01)
- Plus one New Technology course

- Structural Straightening Steel (SSS01)
- Suspension Systems (STE02)
- Rack and Pinion and Parallelogram Steering Systems (STE03)
- Wheel Alignment and Diagnostic Angles (STE04)
- Plus one New Technology course

**NEW TECHNOLOGY TRAINING**

One course from this section not taken for another level must be taken to complete training for each I-CAR® ProLevel™:

- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)



Once you have completed I-CAR® ProLevel™ 3 as an Aluminum Structural Technician, you will achieve the I-CAR® Platinum Individual™ designation for this role. Your designation is maintained through annual training relevant to your role.

**PLATINUM INDIVIDUAL™ ANNUAL TRAINING**

To maintain your designation, two (2) points of training must be achieved prior to your expiration date by taking courses from any of the I-CAR® ProLevels™ for this role (those not previously taken), or by taking any of the following courses:

- Aluminum Panels and Structures Damage Analysis (DAM05)
- Collision Repair Overview for the 2006 Corvette Z06 (GEN01)
- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)
- I-CAR® Industry Training Alliance role-relevant training

**Training Course Key:**  
\* In-Shop Welding Course



**COLLISION REPAIR PROFESSIONALS:**

# NON-STRUCTURAL TECHNICIAN

A Non-Structural Technician restores damaged exterior panels to their original integrity, function, and appearance. This technician uses hand tools and power tools to remove or repair damaged parts, weld as needed, and properly install new parts. He or she works with a variety of metals and plastics, as well as glass, electrical, and mechanical parts.

## I-CAR PROLEVEL™ 1

## I-CAR PROLEVEL™ 2

## I-CAR PROLEVEL™ 3

### KNOWLEDGE

- Remove and install trim and hardware
- Identify various vehicle materials, bolt-on parts, and movable glass
- Steel cosmetic straightening, and plastic repair

- Squeeze-type resistance spot weld
- Adhesive bonding
- Diagnose wind noise and water leaks
- GMA (MIG) weld steel

- Remove and install welded and adhesively bonded exterior panels on vehicles with no structural damage
- Straighten aluminum cosmetic damage
- GMA (MIG) weld qualified
- Strongly encouraged to maintain ASE Non-Structural (B3) certification
- Receive role-relevant annual training

### TRAINING

- Hazardous Materials, Personal Safety, and Refinish Safety (WKR01)
- Trim and Hardware (TRM01)
- Automotive Foams (FOM01)
- Steel Unitized Structures Technologies and Repair (SPS07), OR Advanced High-Strength Steel Overview (AHS01) ▲
- Bolted-On Part Replacement (EXT01)
- Movable Glass (GLA01)
- Cosmetic Straightening Steel (STS01)
- Plastic Welding Repair (PLA01), OR Plastic Adhesive Repair (PLA02)
- Lighting, Starting, and Charging Systems (LSC01)
- Plus one New Technology course

- Squeeze-Type Resistance Spot Welding (WCS04)
- Adhesive Bonding (ADH01)
- Wind Noise and Water Leaks (WNN01)
- Plus one New Technology course

- Welded and Adhesively Bonded Panel Replacement (EXT02)
- Replacing Aluminum Exterior Panels (PRA01)
- Cosmetic Straightening Aluminum (STA01)
- Steel GMA (MIG) Welding Qualification Series (WCS03) \*
- Plus one New Technology course

### NEW TECHNOLOGY TRAINING

One course from this section not taken for another level must be taken to complete training for each I-CAR® ProLevel™:

- Collision Repair for Honda and Acura Vehicles (HON01)
- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Recycled Parts for Collision Repair (RCY01)
- Collision Repair for General Motors Vehicles (GEN03)
- Collision Repair for Toyota, Lexus, and Scion Vehicles (TOY01)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)



Once you have completed I-CAR® ProLevel™ 3 as a Non-Structural Technician, you will achieve the I-CAR® Platinum Individual™ designation for this role. Your designation is maintained through annual training relevant to your role.

### PLATINUM INDIVIDUAL™ ANNUAL TRAINING

To maintain your designation, two (2) points of training must be achieved prior to your expiration date by taking courses from any of the I-CAR® ProLevels™ for this role (those not previously taken), or by taking any of the following courses:

- Advanced Joining Technologies (AJT01) ▲, AND MIG Brazing (BRZ01) ▲
- Collision Repair for Honda and Acura Vehicles (HON01)
- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Recycled Parts for Collision Repair (RCY01)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)
- Aluminum GMA (MIG) Welding Qualification Series (WCA03) \*
- I-CAR® Industry Training Alliance role-relevant training

#### Training Course Key:

▲ Online Course | \* In-Shop Welding Course



**COLLISION REPAIR PROFESSIONALS:**

# ELECTRICAL/MECHANICAL TECHNICIAN

The Electrical/Mechanical Technician diagnoses and repairs collision-related mechanical damage including steering, suspension, air conditioning, engine, brake, restraint, and electrical systems. This individual uses measuring and alignment equipment to diagnose damage and return front and rear wheel alignments to manufacturer's specifications. Electrical diagnostics are performed using scan tools. Hand tools and power tools are used to remove or repair damaged parts and properly install new parts.

**I-CAR PROLEVEL™ 1**

**I-CAR PROLEVEL™ 2**

**I-CAR PROLEVEL™ 3**



Once you have completed I-CAR® ProLevel™ 3 as an Electrical/Mechanical Technician, you will achieve the I-CAR® Platinum Individual™ designation for this role. Your designation is maintained through annual training relevant to your role.

**PLATINUM INDIVIDUAL™ ANNUAL TRAINING**

To maintain your designation, two (2) points of training must be achieved prior to your expiration date by taking courses from any of the I-CAR® ProLevels™ for this role (those not previously taken), or by taking any of the following courses:

- Adaptive Cruise Control (CRU01) ▲, Collision Warning Systems (CWS01) ▲, AND Rear Heating and Air Conditioning Damage (RHA01) ▲
- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Collision Repair for Toyota, Lexus, and Scion Vehicles (TOY01)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)
- I-CAR® Industry Training Alliance role-relevant training

**Training Course Key:**  
▲ Online Course

**KNOWLEDGE**

- Electrical circuits and troubleshooting electrical systems using basic diagnostic equipment
- Diagnose, test, and repair electrical loads
- HVAC, lighting, starting, charging, fuel, exhaust, brake, steering, suspension, drivetrain, and restraint systems
- Safely work around alternative fuel vehicles

- Understand diagnostic flow charts, clear codes, and identify flash codes
- Basic scan tool operation
- Advanced restraint and braking systems
- Diagnose steering and suspension angles
- Full frame replacement

- Use of diagnostic testing equipment to identify and repair computer controlled electronic systems, including advanced suspension systems
- Strongly encouraged to maintain ASE Mechanical and Electrical Components (B5) certification

**TRAINING**

- Hazardous Materials, Personal Safety, and Refinish Safety (WKR01)
- Electrical Circuits and DVOM Usage (ELE01)
- Diagnosis, Testing, and Repair of Common Electrical Loads (ELE02)
- Power Accessories (PWR01)
- Heating and Cooling Systems (HEA01)
- Air Conditioning (AIR01)
- Lighting, Charging, and Starting Systems (LSC01)
- Fuel and Exhaust Systems (FUE01)
- Brakes (BRA01)
- Suspension Systems (STE02)
- Rack and Pinion and Parallelogram Steering Systems (STE03)
- Restraints (RES01)
- Electric and Electric Hybrid Vehicles (ALT01)
- Hybrid Electric and Alternative Fuel Vehicles (ALT02)
- Drivetrains and Engine Mounts (DRT01)
- Plus one New Technology course

- Fault Code Retrieval, Diagnosis, and Testing Electronic Systems (ELE03)
- Advanced Restraint Systems (RES02)
- Anti-Lock Brakes and Traction Control Systems (ABR01)
- Electronic Stability Control Systems Overview (ESC01) ▲
- Wheel Alignment and Diagnostic Angles (STE04)
- Full-Frame Replacement (SPS06)
- Plus one New Technology course

- Electronically Controlled Steering and Suspension Systems (STE05)
- Plus one New Technology course

**NEW TECHNOLOGY TRAINING**

One course from this section not taken for another level must be taken to complete training for each I-CAR® ProLevel™:

- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Collision Repair for Toyota, Lexus, and Scion Vehicles (TOY01)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)



# COLLISION REPAIR PROFESSIONALS: REFINISH TECHNICIAN

A Refinish Technician prepares and applies paint to repaired vehicles. Duties may include final sanding, masking, color mixing and tinting, spray booth operations, applying primers, sealers, color, and clearcoats. He or she may need to blend color into adjacent panels for a better color match to the existing vehicle finish. This individual works with potentially hazardous materials, so attention to safety and personal protection is essential. Vehicles must be correctly prepared and refinished to ensure proper adhesion, color match, and overall appearance.

## I-CAR PROLEVEL™ 1

## I-CAR PROLEVEL™ 2

## I-CAR PROLEVEL™ 3

### KNOWLEDGE

- Remove trim and hardware
- Prepare and prime vehicles and vehicle parts
- Use and maintain a spray gun
- Mix, store, and dispose of hazardous materials
- Understand the corrosion protection process
- Sand, buff, and detail a refinished vehicle

- Understand color theory
- Mix, tint, apply, and blend basecoat/clearcoat and multi-stage materials
- Strongly encouraged to maintain ASE Refinishing (B2) certification

- Certified by their product-maker

### TRAINING

- Hazardous Materials, Personal Safety, and Refinish Safety (WKR01)
- Trim and Hardware (TRM01)
- Surface Preparation and Masking (REF02)
- Refinishing Equipment and VOC Regulations (REF01)
- Hazardous Air Pollutant Reduction (HAP01) ▲
- Liquid and Solid Hazardous Waste Storage and Disposal Overview (HWD01) ▲
- Corrosion Protection (CPS01)
- Detailing (REF04)
- Plus one New Technology course

- Color Theory, Application, Tinting, and Blending (REF03)
- Plus one New Technology course

- To complete the I-CAR® ProLevel™ 3 Certification and reach the Platinum Individual™ designation for a Refinish Technician, you must:
- Take one New Technology course, and
  - Receive certification from your paint maker through the I-CAR Industry Training Alliance

### NEW TECHNOLOGY TRAINING

One course from this section not taken for another level must be taken to complete training for each I-CAR® ProLevel™:

- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Waterborne Products, Systems, and Application (REF07)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)



Once you have completed I-CAR® ProLevel™ 3 as a Refinish Technician, you will achieve the I-CAR® Platinum Individual™ designation for this role. Your designation is maintained through annual training relevant to your role.

### PLATINUM INDIVIDUAL™ ANNUAL TRAINING

To maintain your designation, two (2) points of training must be achieved prior to your expiration date by taking courses from any of the I-CAR® ProLevels™ for this role (those not previously taken), or by taking any of the following courses:

- Custom Painting (ISP02) ▲, Introduction to Custom Painting (ISP01) ▲, Spray-On Bedliners (BED01) ▲, AND Ultraviolet Curing Technologies (UVC01) ▲
- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Waterborne Products, Systems, and Application (REF07)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)
- I-CAR® Industry Training Alliance role-relevant training

#### Training Course Key:

- ▲ Online Course



**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 travel to a vehicle's location, which may include tow facilities, repair facilities, dealerships, and customer locations. They may work in a company drive-in claims center and use computers to write estimates and interact with other company computer software. Those in this role document all aspects of claims investigation and processing and follow company claims processes that account for a fair and accurate settlement, customer satisfaction, and cost management.

## I-CAR PROLEVEL™ 1

## I-CAR PROLEVEL™ 2

## I-CAR PROLEVEL™ 3

### KNOWLEDGE

- Write a complete and accurate damage analysis report for front, side, and rear impact damage on drivable vehicles
- Work safely around hybrid vehicles
- Analyze damage to restraint systems
- Understand the automotive refinish process
- Diagnose simple electrical damage
- Understand their organization's policies and processes for writing damage reports
- Advanced materials damage analysis
- Identification of potential fraud indicators
- Identification of subrogation issues
- Identification of hail, theft, and vandalism damage

- Front, side, and rear impact damage analysis on non-drivable vehicles
- Advanced safety systems and advanced electrical/mechanical systems damage analysis
- Stationary glass damage analysis and replacement considerations
- Evaluate and process total loss claims
- Identify flood and fire damage
- Strongly encouraged to maintain ASE Estimator (B6) certification

- Perform a tear-down for complete damage analysis
- Advanced steering and suspension systems damage analysis
- Perform post-repair inspections
- Complete accident scene investigations
- Strongly encouraged to obtain ASE certification, beyond the Estimator (B6) certification
- Perform estimate audits for I-CAR® ProLevel™ 1 appraisers
- Recognized by an accredited insurance industry training/designation organization
- Receive role-relevant annual training

### TRAINING

- Vehicle Identification, Estimating Systems, and Terminology (DAM01)
- Frontal Impact Analysis (DAM02)
- Restraints, Interior, Glass, Side and Rear Impact Analysis (DAM04)
- Recycled Parts for Collision Repair (RCY01)
- Electric and Electric Hybrid Vehicles (ALT01)
- Hybrid Electric and Alternative Fuel Vehicles (ALT02)
- Electrical Circuits and DVOM Usage (ELE01)
- Aluminum Panels and Structures Damage Analysis (DAM05)
- Advanced Materials Damage Analysis (DAM08)
- Flood, Hail, Vandalism, and Fire Damage Analysis Overview (FHV01) ▲
- Plus one New Technology course

- Damage Analysis of Advanced Automotive Systems (DAM07)
- Mechanical Systems Analysis (DAM03)
- Steering and Suspension Damage Analysis (DAM06)
- Stationary Glass (GLA02)
- Plus one New Technology course

- Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)
- Electronically Controlled Steering and Suspension Systems (STE05)
- Inspecting Repairs for Quality Control (QUA01)
- OR Inspecting Repairs for Quality Control (QUA01) ▲
- Plus one New Technology course

### NEW TECHNOLOGY TRAINING

One course from this section not taken for another level must be taken to complete training for each I-CAR® ProLevel™:

- Collision Repair for Select High Volume Vehicles (POP01)
- Collision Repair for Toyota, Lexus, and Scion Vehicles (TOY01)
- Collision Repair for Honda and Acura Vehicles (HON01)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)



Once you have completed I-CAR® ProLevel™ 3 as an Auto Physical Damage Appraiser, you will achieve the I-CAR® Platinum Individual™ designation for this role. Your designation is maintained through annual training relevant to your role.

### PLATINUM INDIVIDUAL™ ANNUAL TRAINING

To maintain your designation, two (2) points of training must be achieved prior to your expiration date by taking courses from any of the I-CAR® ProLevels™ for this role (those not previously taken), or by taking any of the following courses:

- Advanced Restraint Systems (RES02)
- Rear Heating and Air Conditioning Damage Analysis and Repair (RHA01) ▲
- Collision Repair for Select High Volume Vehicles (POP01)
- Collision Repair for Toyota, Lexus, and Scion Vehicles (TOY01)
- Collision Repair for Honda and Acura Vehicles (HON01)
- Vehicle Technology and Trends 2010 (NEW10)
- Vehicle Technology and Trends 2011 (NEW11)
- I-CAR® Industry Training Alliance role-relevant training

#### Training Course Key:

- ▲ Online Course



I-CAR Canada  
1272 Wellington Street West  
Ottawa, ON K1Y 3A7  
Phone: 800-808-2920  
Fax: 613-728-6021  
[www.i-car.ca](http://www.i-car.ca)