

I-CAR GOLD CLASS COLLISION REPAIR CERTIFICATION, WHY IT'S IMPORTANT AND WHY YOU SHOULD CARE



WHAT IS I-CAR GOLD CLASS

The Gold Class® recognition is the highest role-relevant training achievement recognized by the collision repair industry.

It is estimated that only 20% of repair shops currently meet the rigorous Gold Class standard. The **I-CAR Professional Development Program™** provides collision repair with a reliable training framework for acquiring Gold Class and maintaining the up-to-date knowledge and skills that contribute to proper repairs.

WHY SHOULD YOU CARE

When your car has been in a collision, getting it repaired properly is critical for your family's safety and your peace of mind. But how do you know if a shop has the up-to-date knowledge to repair your vehicle safely?

The Gold Class designation lets you know a collision repair shop has trained technicians who know how to repair your vehicle properly.

Approximately 20% of collision repair shops currently complete the rigorous training requirements needed to meet the Gold Class standard.

ACHIEVING GOLD CLASS IS NOT AN EASY TASK.

It takes hundreds of hours of training for the business owners, the managers and of course the technicians. They all must learn to work together to provide a perfected customer experience and while delivering superior auto body repair.

As vehicles incorporate more and more new materials and new technologies, current training has become increasingly important for proper repairs. Gold Class shops are trained to know:

- How to make the right decisions for a safe repair
- How to find hidden damage others may not see
- The latest repair procedures and technologies

Which parts to repair and which to replace

To be awarded Gold Class a collision shop must have a team with at least four individuals that are I-CAR Platinum certified in four specific categories. One individual must excel in the following subjects:

- **Value Estimator:** This person must be able to accurately provide an estimate for collision repair for the customer and/or insurance company.
- **Non-Structural Technician:** This technician needs to be an expert in body pieces that are not integral in the structure of the vehicle, such as trim, moldings and other visual body pieces. They learn to remove broken parts and install new pieces, including those that are welded, or pieces held on with a strong adhesive.
- **Structural Technician:** This person has a very important role, they must know every detail about the structural integrity of a car so they can complete a full reconstruction, including frame straightening using high powered computers and other equipment.
- **Refinish Technician:** This is the auto body repair technician who completes the finish work that includes body sanding and vehicle painting.

Businesses that earn Gold Class status are proud of their accomplishment and will typically display the Gold Class logo prominently in their shop and on their website to help you identify them as highly trained repair facilities.

LOOK FOR THE I-CAR GOLD SIGN AND LOGO
AND WHEN YOU CALL, MAKE SURE TO ASK
THE REPAIR FACILITY IF THEY ARE GOLD
CLASS CERTIFIED