

EFFECTIVE IMMEDIATELY

## TRAINING EVENT POLICY

PUBLISHED 4/30/2020

### Training Event Policy updated from April 30

I-CAR will continue to offer the full suite of our **On-Line** and **Virtual** training which we fully expect to continue delivering without impact.

For the time being, and in the health and safety interest of all our stakeholders, I-CAR will not be delivering **Live** and **In-Shop** (WTC/HOSD/ISKA) training events at least until June 15, unless allowed by local and state governments, accepted by instructors and authorized by management.

#### RESOURCES:

Visit [www.cdc.gov/coronavirus/2019-ncov/](http://www.cdc.gov/coronavirus/2019-ncov/) to learn more.

### Credentialing Renewal Extensions –

Credentialing renewals related to Gold Class, Platinum and WTC: Should an individual or a business have an upcoming renewal and be unable to complete successful renewal for any reason, please know that I-CAR has their back. They will be automatically extended in 30-day increments until they successfully complete renewal requirements or until we are past the COVID-19 situation. We will continue to monitor the situation and update this policy as may be required going forward.

PUBLISHED 3/12/2020

It is I-CAR's intent to continue to service the industry's training needs as the COVID-19 situation evolves and hopefully resolves.

I-CAR will continue to offer the full suite of our training/service portfolio to the industry, including Online and Virtual training which we fully expect to continue delivering without impact.

At this time, we plan to continue delivery of our Live classroom and In-Shop training and services. This said, we do wish to consider the health and welfare of our students and instructors to the best of our ability, thus we have established the following policies that are in effect at this time and subject to further updates as may become necessary.

### I-CAR Delivered In-Shop Training

(Hands-On Skills Development™, Welding and Training Certification, and In-Shop Knowledge Assessment™) Prior to a(n) live/in-shop event taking place, I-CAR will require the shop for which the event will be delivered to complete a "COVID-19 Shop" questionnaire (Appendix B) identifying any shop employee who may have been exposed to the COVID-19 virus within the last 14 days. Responses to this questionnaire will be subject to review with our instructor/assessor during the pre-event coordination call. If any shop employee identifies as potentially exposed, the course/event will be rescheduled. If an instructor arrives and finds that any shop employee is ill or showing symptoms, the instructor reserves the right to cancel the event, and it will be rescheduled at a later time. If an instructor opts to not deliver a scheduled course citing health/exposure concerns, I-CAR will attempt to identify another instructor willing to deliver the course. If no instructor can be identified, I-CAR will reschedule the course. In order to opt out, the instructor must notify their Lead Associate or AVP-Delivery prior to cancelling the event.

### Fixed Training Sites (FTS) – Live Instructor-Led Courses

Shop and student will be messaged 24 hours in advance of scheduled events regarding best practice criteria for attendance. We ask for shop and student compliance with such criteria for the health and benefit of all students and our instructors.

Should a student arrive and/or show symptoms at an event, I-CAR reserves the right to dismiss the student. I-CAR also reserves the right to cancel the event for any concerns relative to the health and welfare of the students and instructor.

**Customer-Specific (JLR) Training Delivery at I-CAR Facilities**

Jaguar Land Rover (JLR) students will be messaged one week in advance of scheduled events regarding best practice criteria for attendance. We ask for student compliance with such criteria for the health and benefit of all students and our instructors. We would also ask students to alert us of any changes in their health status prior to departure for the event.

Should a student arrive and/or show symptoms at an event, I-CAR reserves the right to dismiss the student; in such case, JLR will also be notified of this action. I-CAR also reserves the right to cancel the event for any concerns relative to the health and welfare of the students and instructor. JLR has approved these policies.

**Live and In-Shop Event Rescheduling and Cancellation Policies**

If an assigned instructor/assessor is unable to deliver a scheduled event citing COVID-19 concerns, I-CAR will make every attempt to identify another instructor/assessor to deliver the event. If a replacement instructor/assessor is unavailable, I-CAR will reschedule the event.

Regarding normal I-CAR policy on cancellation and/or rescheduling, at this time, it is I-CAR's plan to waive any cancellation or rescheduling fees associated with COVID-19 disruption of I-CAR's ability to deliver Live and In-Shop training and services, assuming customer cooperation with I-CAR policies.