

In-Shop Knowledge Assessment Policy



In-Shop Knowledge Assessment Policy

Table of Contents

1. Purpose	3
2. Scope	3
3. Definitions	3
4. Policies	3

1. Purpose

To establish policy standards for the administration and delivery of I-CAR In-Shop Knowledge Assessment events.

2. Scope

This policy applies to all In-Shop Knowledge Assessment events, including their delivery, participation, and administration. It applies to collision repair shops seeking to evaluate their technicians' knowledge and identify training needs in support of achieving Gold Class recognition.

3. Definitions

- **OEM** - Original Equipment Manufacturer. The company that makes the original parts and vehicles, such as the car manufacturer.
- **DRP** - Direct Repair Program. An agreement between an insurance company and a collision repair shop that allows the shop to handle repairs for the insurer's customers directly, following the insurer's guidelines and processes.

4. Policies

4.1 Additional Training

Following the In-Shop Assessment, a shop will likely need additional training and will be required to send employees to complete the necessary courses. Any required ProLevel 1 online or virtual training for the four (4) required roles, as well as shop-level training, is included in the price—provided no roster changes occur.

See the "Roster Changes" section of this policy for additional details.

4.2 Inclusions and Exclusions

Any additional training, desired by the shop to achieve or maintain Gold Class, OEM or DRP requirements, must be purchased separately.

4.3 Event Policies

A quiet, private location for the assessments to be conducted is preferred. Cellular service or Wi-Fi must be available at the assessment location.

The shop is expected to provide a constant flow of technicians throughout the assessment to maximize efficiency and ensure the event is completed in the time allotted. If any employees require a translator or interpreter, the shop will be responsible for providing one at the time of the event.

4.4 Cancellation or Reschedule

To maintain effective scheduling and minimize disruption, both shops and I-CAR have responsibilities regarding event cancellations and reschedules. The following guidelines explain the required notice and procedures for each scenario.

Cancellations by the Shop:

- The shop must notify I-CAR at least five (5) business days prior to the scheduled event. Failure to provide the required notice will result in forfeiture of all event fees.

Reschedules by the Shop:

- The shop must notify I-CAR at least five (5) business days prior to the scheduled event. Failure to provide the required notice will result in forfeiture of the full event fee, and a new event request must be submitted.

I-CAR Event Reschedule or Cancellation:

- If I-CAR must reschedule or cancel an event, I-CAR will make every effort to contact the shop as soon as possible once the change has been deemed necessary.
- In the event an I-CAR initiated cancellation occurs, a credit will be applied to the shop's account, or a refund may be requested.

4.5 Student No Show

If a student does not show for the shop's scheduled event, the student will not be assessed. The student will need to train through I-CAR and/or Industry Training Alliance partners to meet Knowledge & Skills Area requirements. The student will maintain access to training purchased as part of the In-Shop Knowledge Assessment event.

4.6 Payment

If paying in full the payment will be collected at the time of request. Payment must be received within five business days of the payment notice. If payment is not received within five business days, the request will be canceled, and a new event request must be submitted, which may result in a new event date.

4.7 Payment Options

Shops may pay in full or elect to use a payment plan option. Payment plans consist of 12 equal monthly installments.

Monthly payments will be processed on the same date as the initial payment and will continue the same date of each month until the balance is paid in full.

Payment plan options will not be available for à la carte course training purchases.

I-CAR will process all credit card charges through Stripe, which will store credit card information for monthly charges. Shops that use the payment plan option are advised to read the [privacy policies for Stripe](#).

4.8 Non-Payment

If a scheduled monthly payment is declined for any reason, the shop must resolve the payment issue before the next scheduled installment date. If the account is not current by the time the next installment is due, the remaining balance will become immediately due in full, and the following actions will occur:

- Gold Class status will not be granted, or active Gold Class status will be changed to “suspend.”
- Status will be reset accordingly once balance is paid in full.
- All successfully fulfilled Knowledge & Skills Area completions achieved by the shop’s employees will be placed on hold until full payment is received.

4.5 Refunds

I-CAR will not offer any refunds after the In-Shop Knowledge Assessment is completed.

4.6 Roster Changes

If a shop experiences any changes to employee status or training history, I-CAR will update the event request to reflect the current shop roster, including any additions, removals, or role changes prior to payment.

If an employee separates from the shop after an assessment or training has been scheduled:

- Successfully completed Knowledge and Skill Areas remain with the individual employee, not the shop.
- Registrations for any incomplete training are forfeited.

4.7 I-CAR Event Reschedule

If I-CAR must reschedule the event, I-CAR will make every attempt to contact the shop as soon as possible once a reschedule has been deemed necessary.

4.8 Additional Assistance

If you need assistance, please contact your Training Manager or the I-CAR Customer Care Team at 1-800-ICAR-USA (800-422-7872) or customercare@i-car.com