

Hands-On Skills Development™ Event Policy





Hands On Skills Development Event Policy

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1. Purpose

To set policy standards for the administration and delivery of Hands-On Skills Development events.

2. Scope

This policy applies to all I-CAR Hands-On Skills Development events, including their planning, delivery, participation, and administration.

- **Out of Scope**

Multi-day Hands-On Skills Development (HOSD) events delivered at the Chicago Technical Center are not covered under this policy.

Refer to the Multi-Day HOSD Event Policy for details. [Multi-Day HOSD Attendance Policy](#)

3. Definitions

- **HOSD** - Hands on Skills Development.
- **Prerequisite Course** - A course (or courses) that a student must successfully complete before becoming eligible to enroll in another course.

4. Policies

4.1 Gold Class Renewal:

To allow I-CAR[®] time to schedule and deliver an in-shop Hands-On Skills Development course, event requests must be submitted at least ninety (90) days prior to the location's Gold Class renewal date.

4.2 Prerequisite Course Completion:

To ensure a productive experience for all attendees, students must complete all prerequisite courses before enrolling in a Hands-On Skills Development event to ensure they have the necessary foundational knowledge and skills. Students who have not completed prerequisites will not be permitted to enroll.

4.3 Scheduled Event Start Time:

Students arriving thirty (30) or more minutes after the event scheduled start time may be denied participation. In such cases, all related course fees will be forfeited. A new event will need to be requested for the student(s) and full course fees will apply.

4.4 Equipment & Facility Conditions:

On the day of the event, if the I-CAR[®] instructor determines through the Capability & Readiness Assessment that the equipment or facility is inadequate, then training for that day will be canceled and all course fees will be forfeited. When the required equipment and/or facility conditions are corrected, a new event may be requested, and full course fees will apply.

4.5 Reschedule Event Requests:

If rescheduling is required by the facility, I-CAR[®] must be notified at least five (5) business days prior to the scheduled event. Failure to provide timely notice will result in forfeiture of all course fees. A new event request must then be submitted, and full course fees will apply.

4.6 Student Cancellations:

I-CAR[®] must be notified at least five (5) business days prior to the scheduled event date if a pre-registered student is unable to attend. All related course fees will be forfeit if timely notice is not received or if the pre-registered student does not attend and no substitution is available. On the day of the scheduled event, if no students attend, all event fees will be forfeited. A new event will need to be requested for the student(s) and all applicable course fees will apply.

4.7 Student substitutions:

Student substitutions are allowed at no additional fee. Any pre-registered student that does not attend and no substitution is available; all related course fees will be forfeited.

4.8 Payment Policy:

Payment information is collected at the time an event is requested and will be automatically processed when the event date is confirmed. If payment is not successfully processed, updated payment information must be provided within five (5) business days of notice.

Failure to provide valid payment within this timeframe will result in cancellation of the event request, and a new request will need to be submitted.

- If additional students are added to an event after initial payment has been collected, but prior to the scheduled event date, payment for the additional-student(s) is due immediately. Failure to complete the enrollment process with payment, may result in the additional student(s) being ineligible to participate on the day of the scheduled event.

4.9 Skills Validation:

Students who do not successfully pass the skills validation portion of the Hands-On Skills Development course forfeit all associated event fees. A new event request may be submitted to retake the full course and test; all applicable fees will apply.

4.10 Additional Students:

On the day of the scheduled event, additional students may be allowed to participate when the following conditions are met:

- The I-CAR[®] Instructor has sufficient course materials.
- The shop has adequate equipment and supplies.
- The student is listed on the organizations roster within the I-CAR[®] system.
- Prerequisite courses have been completed.
- The student(s) successfully authenticates the following, by logging into their myI-CAR[®] account.
- In the case where additional students are allowed to participate in the event, payment will be automatically processed using the payment method on file with I-CAR[®].

If payment cannot be successfully processed, the student will not receive credit for the event until all course fees are paid.

4.11 I-CAR Event Reschedule:

If I-CAR[®] must reschedule a scheduled event, I-CAR[®] will make every attempt to contact all enrolled students as soon as possible once a reschedule has been deemed necessary. If the shop is unable to reschedule, a refund of the full course fees will be provided.

4.12 Policy Acknowledgement and Contact Information:

By registering for and/or attending I-CAR[®] training, you agree to the terms of our Hands-On Skills Development Event and Privacy Policies.

For questions, please contact our Customer Care Team at 1.800.ICAR.USA (800.422.7872) or customercare@i-car.com.