

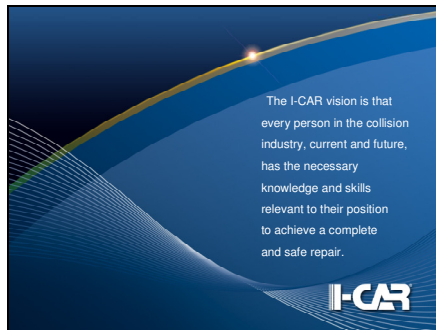
Slide 1



## Presentation for Volunteers & Committees

Title Slide.  
Opening and Introductions

Slide 2



Everything I-CAR does is to move toward this vision of the future, developed by the collision repair inter-industry.

Slide 3

Designing Your Training Program	
THE INDUSTRY SAID TRAINING...	THE INDUSTRY HELPED I-CAR ...
Must be relevant	Focus on Specific Roles
Must be focused on performance-related development	Develop Specific Knowledge Areas
Must support continuous development of knowledge	Define Level-Based Progression
Must eliminate redundancy	Develop an option to demonstrate prior knowledge

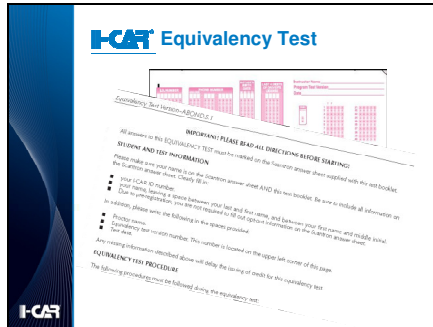
I-CAR was developed by the collision repair inter-industry to serve all segments. The industry directs I-CAR to reflect current collision repair training needs. The industry told I-CAR that it was time for a comprehensive review of training and recognition. The industry stayed involved and assisted as I-CAR developed this program to meet industry requests. Now the last piece is here.

Slide 4



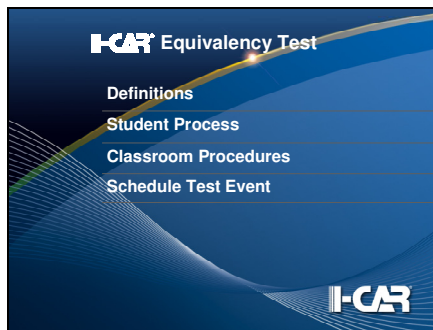
The end result is the I-CAR Professional Development Program, which was officially launched July 21, 2010.

Slide 5



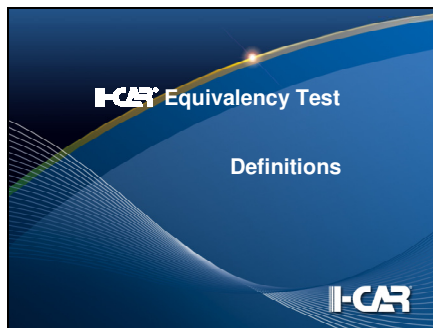
Equivalency Tests complete the request for recognition of prior knowledge and avoidance of redundant classes.

Slide 6



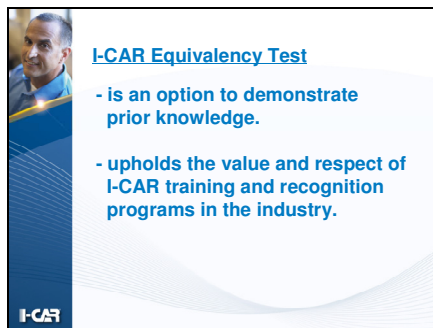
This presentation explains the Equivalency Test Program in four sections.

Slide 7



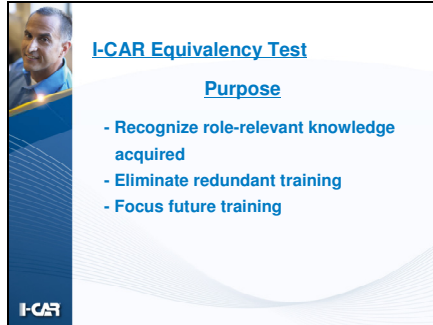
Definitions lay a foundation for understanding the I-CAR Equivalency Program.

Slide 8



This is one of several choices. Testing may not be for everybody. Along with the Professional Development Program, I-CAR recognition programs have meaning, showing a higher dedication to training, especially by the end of the transition phases.

Slide 9



**I-CAR Equivalency Test**

Purpose

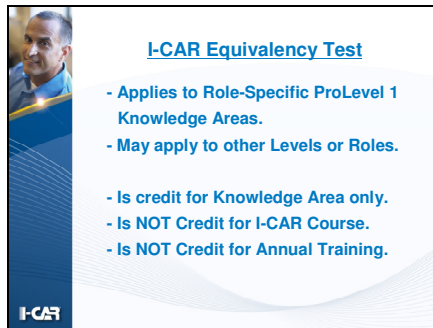
- Recognize role-relevant knowledge acquired
- Eliminate redundant training
- Focus future training

Knowledge may be acquired on the job, in a technical school, or other training.

Test eliminates the need to attend basic class in a strong area.

Can allocate training funds to better advance knowledge / career in their role

Slide 10



**I-CAR Equivalency Test**

- Applies to Role-Specific ProLevel 1 Knowledge Areas.
- May apply to other Levels or Roles.
- Is credit for Knowledge Area only.
- Is NOT Credit for I-CAR Course.
- Is NOT Credit for Annual Training.

Knowledge Areas may happen to apply to additional roles or levels. Tests focus on ProLevel 1

Equivalency Tests complete Knowledge Areas. They are not training.

Slide 11



**Professional Development Program**  
**I-CAR Platinum Individual**

Phase I - Renewals in 2011

100% of Level 1 Knowledge Areas - or  
60% of Level 1 I-CAR points - or  
Traditional 10/2 requirements

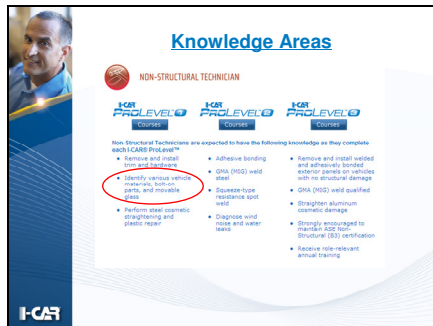
Phase II - Renewals in 2012

100% of Level 1 Knowledge Areas

Summary of Platinum requirements.

Equivalency Tests will be important to help Platinum renewals next year.

Slide 12



**Knowledge Areas**

NON-STRUCTURAL TECHNICIAN

I-CAR PROLEVEL 1 Courses

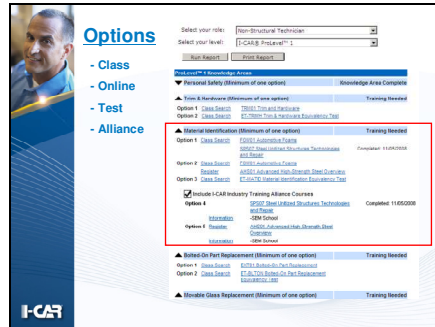
Non-Structural Technicians are expected to have the following knowledge as they complete each I-CAR ProLevel 1 course:

- Remove and install car body panels
- Identify various vehicle materials, fasteners, joints, and movable parts
- Aluminum steel composite straightening and plastic repair
- Adhesive bonding
- GMA (MIG) weld steel
- Square-type resistance spot weld
- Diagnose wind noise and water leaks
- Remove and install welded and adhesive bonded exterior panels on vehicles with no structural damage
- GMA (MIG) weld qualified
- Straighten aluminum composite damage
- Strongly encouraged to maintain I-CAR Non-Structural (NS) certification
- Receive role-relevant annual training

A typical role chart.

For example: One Knowledge Area is for Material Identification

Slide 13



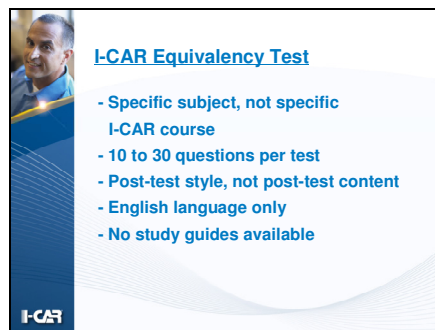
Training planner displays the choices to complete this Knowledge Area, including live classes, on-line courses, Equivalency Tests, and Industry Alliance programs

There are five options available to complete this Knowledge Area.

Trim and Hardware has only two options.

Personal Safety is already complete for this person.

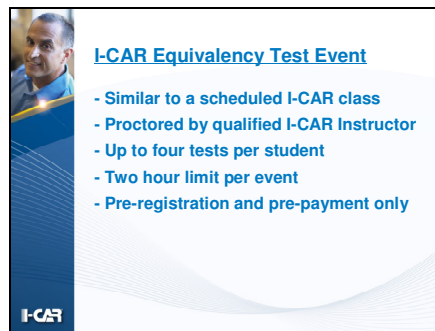
Slide 14



Summary of test details.

If Study Guide is needed, take the class.

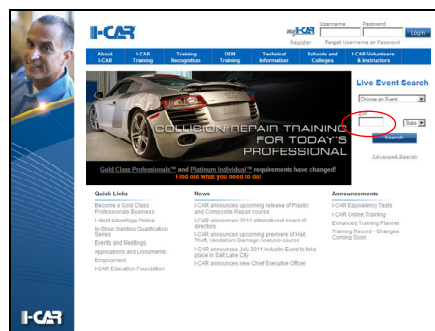
Slide 15



Summary of event details.


Similar to an I-CAR class and yet very different

Slide 16



Finding an event  
Search for all events by ZIP Code


Slide 17



Program/Group Name	Start Date	Location	Distance
<u>Equivalency Test</u>	Start Date: Mar 22, 2011	I-CAR Training Support Center Baltimore, MD 21202	5 mi.
Equivalency Test	Start Date: Mar 22, 2011	I-CAR Training Support Center Baltimore, MD 21202	5 mi.
<u>Joint Address</u>	Start Date: Mar 22, 2011	I-CAR Training Support Center Baltimore, MD 21202	5 mi.
Equivalency Test	Start Date: Apr 04, 2011	I-CAR Training Support Center Baltimore, MD 21202	5 mi.

Search lists both class and test events within 200 miles, sorted by distance

Slide 18

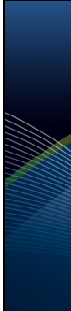


### I-CAR Equivalency Test

- is an option to demonstrate prior knowledge.
- upholds the value and respect of I-CAR training and recognition programs in the industry.

Summary of test definition and purpose.

Slide 19




### I-CAR Equivalency Test

#### Student Process

Explain what a student can expect.

Slide 20



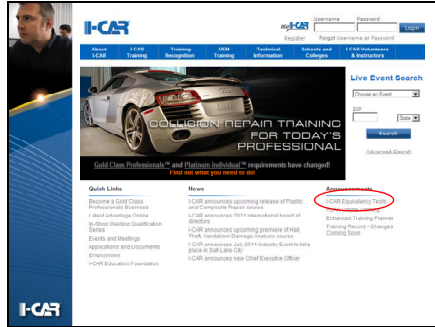
### Student Process

- Determine desired Equivalency Tests.
- Search website for Equivalency Test events.
- Locate convenient day/time.
- Select from one to four tests.
- Register and pre-pay online.

Below the list is a screenshot of the I-CAR website showing the registration process. A red arrow points to the 'Training Needs' link in the 'I-CAR Equivalency Test' section.

Training Planner can help get started here.  
See where training is needed.  
Choose a class, if training in this subject is desired.  
Choose a test, if mastery in the subject has already been attained.

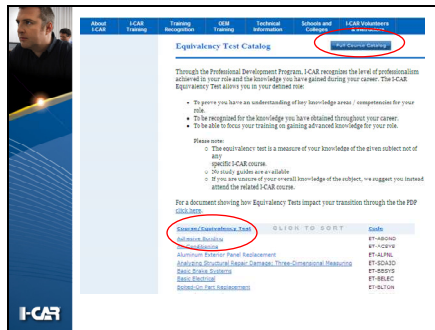
Slide 21



Updated website

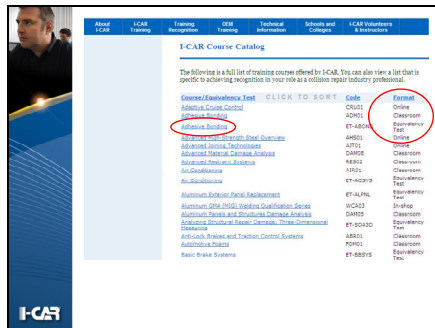
Look for list of Equivalency Tests

Slide 22



Select individual test –or- select full catalog

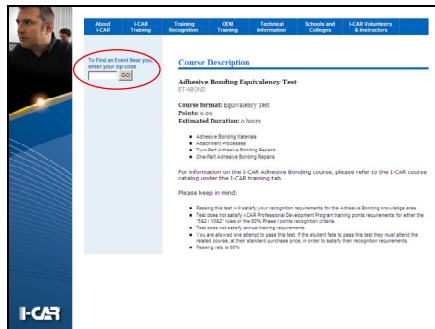
Slide 23



Full Course Catalog shows all available formats.

Select Adhesive Bonding Test as an example.

Slide 24



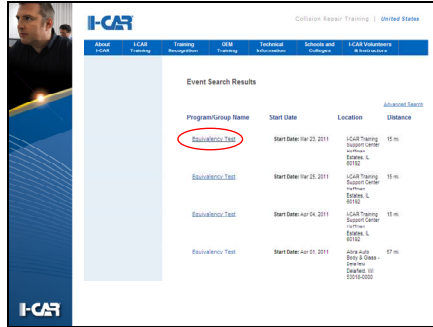
Information page for this individual test.

Bullet items are unique to this test. Other info is standard for all.

Select Zip Code to search for event



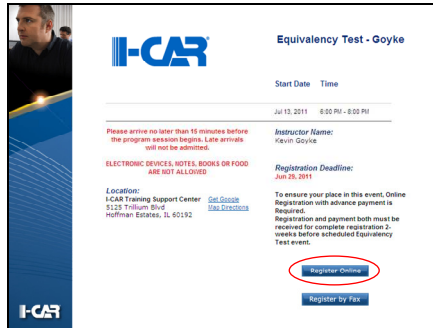
Slide 25



Displays Test events within 200 miles, sorted by distance.

Select Test event.

Slide 26



Shows event details and instructions.

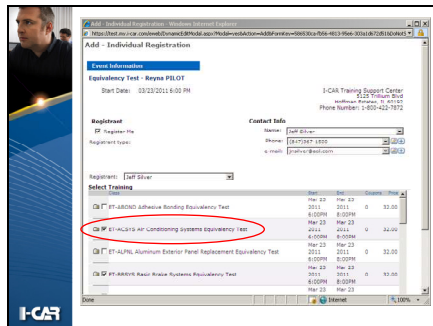
Select "Register Online".

Slide 27



Registration details

Slide 28



Select tests for each individual.

Register multiple individuals, if needed, similar to class registration.

Slide 29

The screenshot shows the I-CAR website interface. At the top, there are navigation tabs: Home, I-CAR, Training, CCB, Technical, and I-CAR. Below these, there's a section for 'Request an Event' with a sub-header 'Request an Equivalency Test'. A table lists available tests, including 'Equivalency Test - Repair PILE-OT'. At the bottom of the page, there's a 'Total Registrations: 10 - Total: \$54,000' and a 'Add to Shopping Cart' button circled in red.

Add another Registrant - or -  
“Add to Shopping Cart”

Slide 30

The screenshot shows a receipt from I-CAR. It includes the following information:
 

- Order Information:** I-CAR order: 115350, Date: 01/15/2015, Rep: Bruce Barone, I-CAR ID: 147445.
- Shipping Information:** Shipping to: 115350, Ship to: 115350, Ship to: 115350, Ship to: 115350.
- Order Confirmation:** Order: 115350, Date: 01/15/2015, Rep: Bruce Barone, I-CAR ID: 147445.
- Receipt Table:**

Registration	Class	Event Date	Event Time	Price
Bruce Barone	Equivalency Test	01/15/2015	9:00 AM	\$54.00
				Fee
				\$54.00

 The receipt also includes a 'Print Friendly Receipt' button and a 'Thank You' message.

Receipt – not necessary to bring receipt to test event

Slide 31

The screenshot shows the 'Request an Event' form on the I-CAR website. The form is titled 'Request an Event' and 'Request an Equivalency Test'. It includes fields for:
 

- Registration of Interest
- Contact First Name
- Contact Last Name
- Address
- City
- State
- Zip Code
- Phone
- Fax

 There is a 'Submit' button at the bottom right of the form.

Failed search (within 200 miles) prompts an invitation to fill out this form.

Slide 32



The screenshot shows the 'Day of Test Event' tips on the I-CAR website. The tips are listed as follows:
 

- No preparation materials are available.
- Do not bring electronic devices.
- Arrive early.
- Check in with photo ID.
- Follow Proctor instructions.

Tips for students and what to expect



Slide 33





### Test Event Classroom

- ▶ No electronic devices are allowed.
- ▶ No books, notes, or food are allowed.
- ▶ Seating is pre-arranged.
- ▶ Proctor gives instructions.
- ▶ Proctor begins test session.
- ▶ No exit until finished.

Classroom procedures

Slide 34





### Taking Each Test

- ▶ One test booklet per test
- ▶ One Scantron sheet per test
- ▶ 10 to 30 questions per test
- ▶ Complete Scantron for each test.
- ▶ Take tests in any order.
- ▶ Test event is up to two hours.
- ▶ Return test booklets and Scantrons to Proctor.
- ▶ Exit classroom.

Testing procedures

Slide 35



### Test Processing



- ▶ Proctor sends in all materials.
- ▶ Materials returned are checked against materials sent.
- ▶ Scantron sheets are scored.
- ▶ Test results are posted on Student Training Record.

Post-test procedures.

All materials must be returned.

Results are posted similar to time frame with classes.

Slide 36




### Test Results

- ▶ Score is number of correct answers.
- ▶ Passing score is 80%.
- ▶ Successful test completes Knowledge Area.
- ▶ Platinum is recalculated daily.
- ▶ Platinum is checked for Declared Roles only.
- ▶ Unsuccessful test requires class.
- ▶ Only one attempt per test is allowed.

Higher score required than the open-book class post-test.

This tests existing knowledge, not material just learned.

Slide 37




**Cancellations / Refunds**

- ▶ Cancel with more than 24 hours notice
  - ◆ Call Customer Care
  - ◆ Reschedule to another Test Event
  - ◆ Refund available (less \$10 fee)

Cancellation policies

Slide 38




**Cancellations / Refunds**

- ▶ Cancel with less than 24 hours notice
  - ◆ Registration fee forfeited
  - ◆ Can re-register and pay for same test at another Test Event
- ▶ No Show at Test Event
  - ◆ Registration fee forfeited
  - ◆ Can re-register and pay for same test at another Test Event

Encouraged to attend after commitment.

Materials have already been printed and shipped.

Slide 39



**Objections**

- ▶ Too expensive
- ▶ Not convenient
- ▶ Too hard
- ▶ Not necessary
- ▶ Too confusing
- ▶ Not interested

Typical objections, similar to I-CAR class objections.

Slide 40

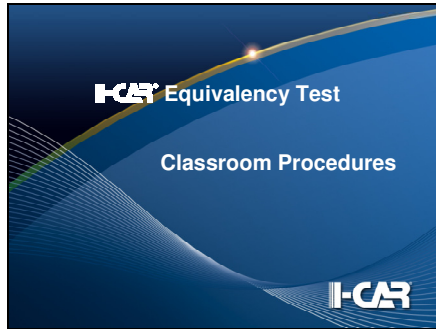


**Benefits**

- ▶ Industry-wide Recognition
  - ◆ Role-specific Knowledge Areas
  - ◆ Platinum Individual
  - ◆ Gold Class Business
- ▶ Avoid redundant training
- ▶ Focus future training

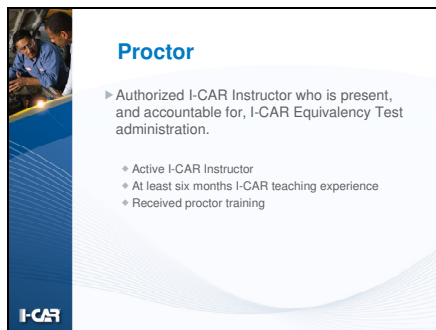
Review / reminder of Equivalency Test benefits

Slide 41



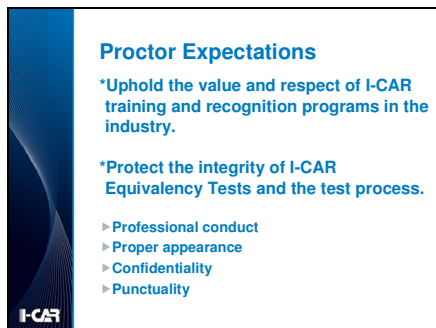
This section shows what to expect during the event.

Slide 42



Proctor must be a part-time I-CAR employee.

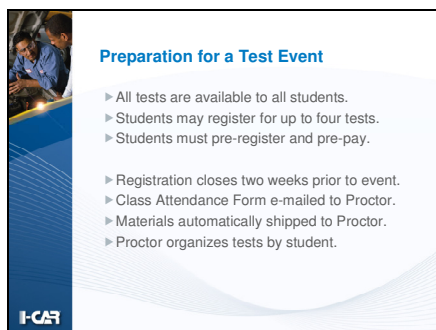
Slide 43



These are the principles behind Equivalency Test administration.

For any test event problem or student situation that may arise, Proctors are to make decisions according to these.

Slide 44



Proctor preparation.

No materials are to be ordered.

## Slide 45

[illegible]

## New Attendance Form for Equivalency Test event

## Slide 46

## Test Event Set Up

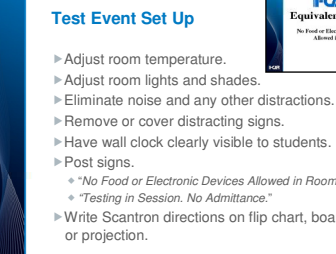
- ▶ Arrive early.
- ▶ Arrange seating for best test environment.
  - ✦ Students should all face the same direction.
  - ✦ Maintain proper distance between students.
  - ✦ Ideal distance is four feet.
  - ✦ Do not use round tables.
- ▶ Assign seating to distribute tests and friends.

### Proctor setup suggestions:

Create the best test environment possible with the facilities and equipment available. Do what makes sense.

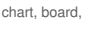
Distribute companies, friends, and roles in the classroom.


## Slide 47



## Test Event Set Up

- ▶ Adjust room temperature.
- ▶ Adjust room lights and shades.
- ▶ Eliminate noise and any other distractions.
- ▶ Remove or cover distracting signs.
- ▶ Have wall clock clearly visible to students.
- ▶ Post signs.
  - ◊ "No Food or Electronic Devices Allowed in Room."
  - ◊ "Testing in Session. No Admittance."
- ▶ Use Scantron directions on flip chart, board, or projection.





With respect for the students,  
make room comfortable.


## Slide 48

The image shows a Scantlon Information form, which is a standardized tool for gathering patient history. It consists of several columns and rows for recording data. Two red circles are drawn on the form: one around the 'Form ID' field at the top left, and another around the 'Security Information' field, which is located in the middle right section of the form.

Only five pieces of information needed:

I-CAR ID,  
Student Name,  
Proctor Name,  
Test Name/Version,  
Date.

Slide 49



**Setting Up Student Places**


Suggestions:

- ▶ Package each student's tests in large envelope.
- ▶ Write their name on the outside.
- ▶ Write their I-CAR ID # on the outside.
- ▶ Place at their assigned seat.
- ▶ Place Scantrons and pencils at each seat.

Sealed envelope can keep tests secure and identify seat.

Scantrons and pencils are available for writing admin information while they are waiting.

Slide 50




**Signing In for a Test Event**

- ▶ Student presents government-issued photo ID.
  - ♦ No photo ID, no admittance
- ▶ No electronic devices, books, notes, or food allowed in testing room.
  - ♦ Return items to vehicle, or
  - ♦ Tag and secure items away from seating
- ▶ Student initials Class Attendance Form.

Verify student taking tests is the same person that will get credit.

Minimize distractions in testing room. Do what makes sense.

Slide 51




**Starting a Test Event**

- ▶ Test event is called to attention on time.
- ▶ Test process is explained.
- ▶ Any announcements are made.
- ▶ Students are told they may begin.
- ▶ The two-hour clock starts.

Proctor procedures

Slide 52




**Monitoring a Test Event**

- ▶ Room must be attended at all times.
  - ♦ Proctors and students only
- ▶ Classroom must be quiet and orderly.
- ▶ No one may come in late.
- ▶ No one may leave the room.
- ▶ Avoid any real or perceived improprieties.

Students should expect the tests to be administered in a professional manner. Proctors should project confidence when providing instructions and should be able to answer general questions with authority. Cheating is cause for immediate dismissal, forfeit of fees, and failed tests.

Slide 53




**Student Activities**

- ▶ Write name on each test booklet.
- ▶ Fill out a Scantron for each test.
- ▶ Complete tests in any order.
- ▶ No time limit per test.
- ▶ Overall time limit is two hours.
- ▶ Must turn in all materials.
- ▶ Must leave room when finished.

Student procedures

Slide 54




**Proctor Activities**

- ▶ May walk around or through the testing area to make their presence known.
- ▶ May not read questions.
- ▶ May not interpret or help with answers.
- ▶ May announce time remaining.
  - ◆ Example:
    - 30 minutes remaining
    - 15 minutes remaining
    - 5 minutes remaining

Proctor is to stay attentive to the group.

Proctor is not to give an advantage to any student by helping on a test.

Slide 55



**Translations**

- ▶ Proctor discretion
- ▶ Decision based on principles

**\*Uphold the value and respect of I-CAR training and recognition programs in the industry.**

**\*Protect the integrity of I-CAR Equivalency Tests and the test process.**

Second language issues are a challenge and may not be possible.

Decisions are based on integrity, professionalism, and respect for other students

Slide 56




**In Case of Emergency**

- ▶ Top priority
  - ◆ Safety and welfare of people
- ▶ Second priority
  - ◆ Security of test materials

Security of tests is the proctor's responsibility.

Slide 57



**Closing a Test Event**

Proctor:

- ▶ accepts completed test materials.
- ▶ Verifies Scantron sheet is filled out.
- ▶ Verifies student name is on test booklet.
- ▶ Collects all materials – no materials leave the room.
- ▶ Signs off each student on Class Attendance Form as materials are collected.
- ▶ At the two-hour mark, collects all remaining materials from all remaining students.

Proctor duties.

Slide 58





**Equivalency Test**

**Schedule Test Event**



How to.

Slide 59



**Schedule a Test Event**



- ▶ Find and reserve location.
- ▶ Find and secure Proctor.
- ▶ Determine date (at least four weeks ahead).
- ▶ Determine start time.
  - ✦ All Test Events are two hours
  - ✦ Must be at least 30 minutes between any test and class

Similar to scheduling a an I-CAR class event.

Plan ahead. Leave enough time for on-line registrations.

May schedule before or after regular I-CAR class

Slide 60




**Schedule a Test Event**

- ▶ Submit information to Field Support.
  - ✦ Use same process/form as I-CAR class
  - ✦ Send to same person/place
- ▶ Check website for proper listing.

Use the same process as scheduling an I-CAR class.




Slide 61




### Event Cancellation

- ▶ If no students are registered
- ▶ If Proctor unable and no substitute available
- ▶ Reschedule Test Event
- ▶ Field Support to call registered students
  - ◆ Reschedule registered students - or -
  - ◆ Refund fees as needed



Test event may be cancelled.


Slide 62



### I-CAR Equivalency Test Program Principles

\*Uphold the value and respect of I-CAR training and recognition programs in the industry.

\*Protect the integrity of I-CAR Equivalency Tests and the test process.



These are the principles behind Equivalency Test administration.

Decisions are made according to these and common sense.

Slide 63



## I-CAR Equivalency Test



Closing Title Slide.

Wrap up discussion.