



Multi-platinum golden achievers

IN THESE EVER-CHANGING TIMES, A COMMITMENT TO TRAINING HAS NEVER BEEN MORE IMPORTANT. THE FOLLOWING REPAIRERS HAVE INVESTED IN BOTH GOLD CLASS ACCREDITATION FOR THE BUSINESS, AS WELL AS ALL THEIR TECHNICIANS ACHIEVING INDIVIDUAL PLATINUM STATUS.

Gaining the I-CAR Gold Class accreditation is seen by many businesses as a notable achievement, providing well-deserved recognition of their commitment to training across all key roles within the business. As the body repair industry becomes ever more complex, validation of the knowledge and skills required to carry out complete, safe and quality repairs is reassuring to business owners and customers alike.

Having a lead technician from each of the key roles achieve the Platinum Individual status is part of the



Gold Class requirements. Platinum status is gained by successfully completing 40 hours of technical training covering all aspects of the role so that they become the expert in that position. All other staff members must

complete 16 hours of training on their specific roles, and as the business commits to ongoing training each year, each staff member continues to amass training knowledge and recognition.

The following businesses are all current Gold Class members that have gone above and beyond the training requirements. They now hold the distinction of having ALL staff members holding the Platinum Individual certification. This is a huge achievement and is worthy of a very special mention for each of them.

B&A Motor Body Repairs

Another great example of integrating training into a business and fully committing to it. Along with the numerous OEM accreditations they hold, B&A has been a Gold Class business with I-CAR for 4 years. They first achieved Gold Class in September 2017 and since then have continued to invest in their staff members, resulting in their business now having a total of 15 Platinum Individuals across all roles. This is a fantastic reflection of B&A's attitude and commitment to improving the knowledge and skills for all members of staff to stay abreast of modern vehicle technology.



East Adelaide Tow and Crash

Despite being small in number, this is another recent addition to the growing number of Gold Class businesses. Tim, Ben and Mick are committed to growing and developing the company by offering a premium service across all aspects of the business. Their belief in role-relevant training has seen them not only gain the Gold Class accreditation in four months but has also seen each of them achieve the Platinum Individual status.



Eblen Collision Repairs

Having recently achieved the Gold Class accreditation with I-CAR, Eblen made the decision to not only meet the training requirements for Gold Class but go way above them. They have achieved Gold Class with all 11 staff members achieving Platinum Individual status. This is a first for a medium/large business and deserves to be recognised. The training completed by the team at Eblen Collision is proof of their outstanding commitment to be front runners in the industry.



Fix Auto Wollongong

The team at Fix Auto Wollongong has also earned a special mention. Rodney and the team made the decision to gain the Gold Class accreditation to provide another level of service and expertise to their customers. They achieved Gold Class in November 2018 and have continued to build upon the foundation level of training. Rodney's belief in the value of training is evident and confirmed by the fact that they now have all members of staff holding the Platinum Individual status.



Killen's Smash Repairs

Mike Killen and the team first achieved Gold Class in March 2018. They have a fantastic attitude towards training and the benefits it can bring to not only the business, but each individual. They are an OEM certified repairer and value the importance of implementing I-CAR training alongside the OEM training to meet and exceed their training requirements. Due to the ongoing investment into their staff members, Killen's can now proudly boast that all staff members are current Platinum Individuals.



Len Hollis Repair Facility

Darren Myers and the team is another business that has a longstanding relationship with I-CAR. Darren completed his first I-CAR course back in 2009 and made the decision to fully commit to I-CAR's professional development program knowing how beneficial the training would be for himself and his team. They were one of the first businesses in NSW to achieve Gold Class and have held the status for over 6 years. Darren's commitment to ongoing training has resulted in his entire team holding a current Platinum certificate and was also a key factor in them becoming the first Level 4 AMBRA Graded Shop in NSW.





McCarthy Panel Works

In September 2013, McCarthy Panel Works was the very first business to achieve the Gold Class certification in Australia. Both Andrea and Craig firmly believe in how beneficial ongoing training can be to any business. After participating in some of the first I-CAR training sessions to be delivered in Australia, they continued to promote the training to their staff members, which resulted in their notable achievement. The McCarthy Panel Works team are still regular participants in I-CAR training, holding the accreditation for over 8 years, with all staff members now holding the Platinum Individual certification.



Rydalmere Prestige

Achieving Gold Class accreditation in February this year, Rydalmere Prestige takes great pride in providing their customers with the highest levels of service and genuinely feel that the training program they successfully completed has benefitted both the management and the individual staff members. Not content to stick to the minimum training requirements, they have continued to register for ongoing training courses since achieving the Gold Class accreditation. The dedication to personal development that they have shown across the business has been confirmed by the great achievement of all staff now holding a Platinum Individual certificate.



Total Collision Repairs

Recognising how critical training was becoming in the industry, Total Collision Repairs made a commitment to achieve the I-CAR Gold Class accreditation in 2019. Their business philosophy is to provide high levels of customer service and quality repairs. They found that the training they were investing in not only contributed to the business model, but also developed the group as a team. They have continued to invest in and develop their staff members, and now proudly have an entire team of Platinum Individuals.



All nine repairers have shown an outstanding commitment and dedication to training. The fact that they have exceeded the basic training requirements of the Gold Class program is proof that they firmly believe in the benefits that up-to-date knowledge and skills can bring to their business. The time and investment to achieve Gold Class can be significant and I-CAR Australia would like to recognise not only the nine repairers mentioned, but the achievements of each and every one of the Gold Class businesses.

Editor: It is with great pride that we at the National Collision Repairer continue our relationship with I-CAR Australia that began back in 2006. We congratulate all nine Gold Class accredited shops and of course all of the technicians who have achieved Platinum status. It is self-evident that I-CAR really does live and breathe its vision: "that every person in the collision repair industry has the information, knowledge and skills required to perform complete, safe and quality repairs for the ultimate benefit of the consumer."

For further information about the Gold Class program and how I-CAR can support your business, contact I-CAR on E: goldclass@i-car.com.au or Tel: 07 3219 9088 and select option 1.