Peace of Mind

Program Guide

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ARA

Established in 1951, the Automotive Retailers Association (ARA), a non-profit association, has worked to represent the aftermarket industry for more than 68 years. We are the largest trade association of its kind in British Columbia and represent over 1,000 automotive member businesses.

Mission Statement

To be the engine of industry development to set practices and standards that enhances opportunities for retail success while protecting the safety and satisfaction of the motoring public.

To create compelling opportunities for membership participation in enhancing our industry and the communities in which we operate.

Vision Statement

Driving Industry Excellence

Certified Collision Repair (CCR) Program

The Automotive Retailers Association (ARA) Certified Collision Repair Program is a two-part initiative driven by and for the collision repair industry. The program certifies collision repair service providers who have demonstrated commitment to service excellence through investment and training to achieve the highest levels of industry standards. The program differentiates industry members through the use Certified, and Certified + Aluminum level identifiers. It leads consumers to those facilities that have achieved the highest levels of industry standards for quality, safety, and service for the repair of a collision-damaged vehicle.

The Certified Collision Repair program is also part of a national solution to establish and publicize the repairer's credentials as a world-leading repair facility and their ability to meet the requirements of industry partners and their customers. It ensures that customers receive the best in collision repair by recognizing facilities that are qualified, competent, and fit to complete repairs on the complex vehicles of today and the future.

The ARA and the AIA have synchronized our programs so that industry members who adopt either the Certified Collision Repair (CCR) program or Canadian Collision Industry Accreditation program (CCIAP) will be recognized on both websites as having achieved the levels of equipment and training in-line with the accreditation needs of Original Equipment Manufacturer (OEM) certification programs. Both programs have been developed to complement the OEM certification programs, not compete with them.

CCR Program Scope

The Certified Collision Repair (CCR) program and Canadian Collision Industry Accreditation program (CCIAP) define industry standards—the qualifications deemed necessary to be a top-level performer. The program is voluntary and open to all collision repair providers, and as a result of reciprocal agreements signed between the Saskatchewan Automotive Association of

Repairs (SAAR) and the Automotive Trades Association (ATA) Manitoba, members in good standing in all three provinces are able to take advantage of the lower cost option of the CCR program. The ARA administers this program in British Columbia, Saskatchewan, and Manitoba where the program targets the main user of the services: the consumer.

The CCR program logo demonstrates to consumers, insurers, OEMs, and suppliers that the facility has all of the necessary infrastructure and training to repair modern vehicles accurately and safely. Those recognized as having completed the CCR program will be recognized as either a “Certified” or “Certified + Aluminum” level CCR provider.

This guide describes the program, application process, benefits of admission, and the requirements a Certified Collision Repair provider must meet and maintain to participate. The ARA offers its British Columbia, SAAR (Saskatchewan Association of Automotive Repairers), and Manitoba ATA (Automotive Trades Association) members a substantial price reduction to participate.

Program Goals & Benefits

- Develop and promote industry-defined collision repair certification standards that set high measures for safe, quality collision repairs
- Create the foundation on which to introduce performance measures and standards to identify and reward high-performing Certified Collision Repair providers that have achieved higher levels of technical ability, qualifications, performance, and customer service through the use of the Certified and Certified + Aluminum identifiers
- Provide a mechanism for collision repairers to establish and publicize their credentials as world-leading repair facilities and their ability to meet the requirements of industry partners and the consumer
- Improve customer and stakeholder confidence and satisfaction in the collision repair industry by ensuring the motoring public in British Columbia, Saskatchewan and Manitoba receives the highest standards for collision repair
- Provide a strong governance system to ensure the values of the Certified Collision Repair program are maintained and expanded as vehicle and repair technology continue to change

All Certified Collision Repair providers will receive the following benefits:

- Access to a centralized database of industry, OEM, insurer, and other standards
- The opportunity to measure and establish evidence of repair competence and quality for their facility against requirements of major auto manufacturer certified collision repair network programs
- Third-party recognition as the top tier of collision repair facilities and the opportunity to be identified with the best

- Inclusion of their company name and information on the Certified Collision Repair program section of the ARA website and Canadian Collision Industry Accreditation program section of the AIA website

- Promotional material identifying their shop as a Certified Collision Repair provider, including a plaque, a poster, brochures, and other marketing materials available for display

- Improved recruitment by promoting their company as an industry-leading employer

For insurers, and other partners:

- The program establishes a credible, objective, not-for-profit third-party agency to conduct shop audits and validate the credentials of the top industry performers.

Code of Ethics

All Certified Collision Repair providers must follow the highest professional and ethical business practices when dealing with customers, suppliers, and business partners. This code of ethics applies to all Certified Collision Repair providers including owners, managers, and staff.

Certified Collision Repair providers shall commit to the following:

- Adhering to the Certified Collision Repair Program Guide and all standards related to collision repairs

- Fully supporting the Certified Collision Repair program and its compliance, audit measures, and processes

- Adhering to all federal, provincial, and local legal requirements governing the operations of collision repairs

Program Administration

How to apply for certification

Applicants may apply to register their interest in the program and to confirm what, if any, program requirements are necessary for them to complete to achieve the standards (Appendix 1) of the Certified Collision Repair program. The online application and checklist outlines the program requirements to achieve the Certified and Certified + Aluminum Level standards. The annual program fee will be charged once the on-site audit inspection has been coordinated. The intention of the program is to ensure industry is prepared prior to the audit completion; as such, no refund will be issued after the on-site audit has been completed. The program's annual fee structure is as follows:

	Annual Fee	GST	Total
CCR Fee – BC ARA Member	$800	$40.00	$840.00
CCR Fee – SAAR/ATA Member	$950	$47.50	$997.50
CCR Fee – Non-Member	$1,450	$72.50	$1,522.50

By applying to the program, the repairer agrees to the CCR Program Terms and Conditions outlined in (Appendix 2).

Upon receipt of the completed application, a review of the document will take place to confirm if the shop is in a position to be successful in their application. If the shop has not completed all of the necessary requirements, the CCR program coordinator will work with the shop to ensure all program requirements are fulfilled prior to program fees being charged. If the shop is attempting to attain designation, notification will be forwarded to AIA Canada to register the shop for the national CCIAP.

Upon passing the inspection and audit, a Certified and Certified + Aluminum level shop will be designated as an ARA Certified Collision Repair provider and recognized an AIA Canadian Collision Industry Accredited facility.

Note: If you are attempting certification for a second time, you will be required to pay an additional $300.00 fee.

Certification Agreement

The Certified Collision Repair Program Agreement with the ARA has a term of one (1) year unless terminated by either party. A summary of the Terms and Conditions of the agreement can be found in Appendix 2. A provider may withdraw from the program at any time with thirty (30) days written notice to the ARA.

Certified Collision Repair program requirements may change from year to year, without prior notice, as a reflection of advances in the repair industry and in customer service standards.

Program fees are non-refundable if a provider withdraws or is terminated from the program.

Maintaining your certification

Certified Collision Repair providers must continue to meet all requirements and standards of the program. The ARA reserves the right to inspect and audit any shop, without notice, during business hours to verify continued compliance and fulfillment of all requirements.

Permitted Uses of Logos and Logo Usage Guidelines

Any reproduction of the ARA logo requires prior approval from ARA Marketing to assess the brand image, the company it is being partnered with, and the correct use of the logo. It is ARA Marketing's responsibility to ensure the ARA brand is correctly represented and protected.

ARA Marketing must approve all uses of the ARA logo, brand, or mark prior to their use. Please review the Logo Usage Guidelines found on the ARA Certified Collision Repair program site.

The ARA Automotive Repair Certification Advisory Board

The Collision Repair Certification program will ensure that adequate oversight is a foundation of this program. The ARA Automotive Repair Certification Advisory Board, an independent industry board, will provide oversight to all ARA certification and accreditation programs.

The advisory board will consist of the following members:

- A chairperson (Certification Program Manager)
- Members of the automotive repair and service repair industry (Collision Repair Division Executive)

Audits

Audit objectives

The audits will help identify potential opportunities to improve both the administrative and technical aspects of the collision repair process for the benefit of our customers, stakeholders, and the collision repair industry through the following:

- Monitoring and promoting shop performance
- Monitoring and promoting shop compliance with the Certified Collision Repair program standards
- Minimizing potential risks to customers, stakeholders, and the collision repair industry

All audits are based on the Certified Collision Repair program requirements and inspection checklist and will be conducted within a reasonable time period at the provider's facility.

The primary purpose of audits is to validate whether or not the repair facility meets each of the audit standards (Appendix 1).

It is the applicant's responsibility to assure that all information requested is available to the inspector at the time of the audit.

Audit outcomes

All findings, including the completion and non-completion of audit standard requirements, will be documented by the auditor and maintained by the ARA or his agent. The findings will be communicated to the applicant.

Loss of Certification

The ARA reserves the right to withdraw a provider's certification. The reasons a Certified Collision Repair provider can lose certification include but are not limited to the following:

- Failure to abide by the Terms and Conditions outlined in this program guide
- Failure to abide by the terms of the certification agreement
- Failure to complete guaranteed, quality, safe repairs
- Wilfully making false statements on the application for certification
- Unprofessional conduct
- Intentional, negligent, or fraudulent misrepresentation to customers or insurance providers with respect to services performed or parts supplied
- Unauthorized use of ARA Certified Collision Repair program logo

In the event that a provider's certification is withdrawn, all signage and promotional material must be returned, and the provider must immediately discontinue use or display of the Certified Collision Repair program logo on any and all premises, mobile units, business cards, stationery, advertising, and any other use of the logo.

Appendix 1 – Certified Collision Repair Program Standards

Business Requirements

- A full-time business in a permanent structure at a fixed location open during normal business hours
- Have a current Garage Liability Policy
- Have Commercial General Liability insurance — minimum $2,000,000.00
- Adhere to applicable federal, provincial, and municipal acts, regulations, and standards including health and safety
- Provide proof of proper handling and disposal of hazardous wastes and contaminants as required by applicable laws, regulations, and guidelines
- Provide a written limited lifetime guarantee
- Documented CSI/Customer feedback process
- Maintain clean and orderly customer service areas including reception areas, and restrooms.
- Have a secure vehicle storage area
- Use of a p-page estimating system

Structural Repair Capabilities – Certified Level

- I-CAR Canada Gold Class recognition to be achieved by 1st certification renewal date
- Evidence that collision & refinish technicians are provincially licensed
- Plastic repair system (eg. Airless, chemical, hot air)
- Headlight alignment system
- Lifting equipment to elevate a vehicle for inspection with a minimum 6,000lb lifting capacity
- Have a 200 amp/220 volt MIG/MAG welder – minimum 35% duty cycle required
- Have a frame rack or dedicated fixture bench with appropriate anchoring (4 point) and pulling capabilities
- Spray booth with forced drying capability, equipped with a respirator system that meets all current federal, provincial, and regional requirement
- OEM approved refinish system
- Tools and equipment necessary to remove, replace, and reinstall steering and suspension components, engines and drive train units or proof of a qualified sublet provider
- Use a R134a or R1234yf refrigerant recovery/recycling system or proof of a qualified sublet provider
- Use of a pressure-feed, anti-corrosion compound and application equipment
- Have the ability to conduct a four-wheel alignment either in-house or through sublet
- Have access to OEM repair procedures and proof of compliance
- Have a 220 volt, 3-Phase Inverter-Type Squeeze type Resistance Spot Welder (STRSW) capable of 600lbf (270 daN) clamp force and 10,000 amps at electrodes
- Have a pulse MIG welder with silicon-bronze MIG brazing capabilities
- Utilize a electronic 3-D measuring system capable with current data subscription
- Have a documented Quality Assurance system
- Have a dent removal system/pulling system for steel panels that contains a stud welder, stud pins and washers, wiggle wire and pulling attachments
- Have the ability to perform pre and post-repair vehicle diagnostic scans and proof of calibrations (in house or sublet)

Advanced Repair Capabilities – Certified + Aluminum Level

- Have at least one technician who has successfully completed the I-CAR ALI01 or FOR06 Structural Repair Training Course
- Have at least one technician who successfully completed the I-CAR WCA05 Aluminum GMA (MIG) Welding Certification
- Have a separate and isolated space for aluminum repair
- Maintain an Immersion-Type, Wet Mix dust extraction system OR a dry vacuum system using compressed air only, at a low cfm rating (less than 10 cjm) with no electric input that captures aluminum dust, fines and particles at the source and removes them to a disposable bag meeting the appropriate safety certifications
- Have a designated set of aluminum-specific tools containing all required hand tools per manufacturer specifications system
- Have a 220V Pulse MIG welder specifically for aluminum components
- Have a dent extraction system specifically designed for aluminum that contains an aluminum stud welder, heat gun, pyrometer, aluminum hammers, and dent extraction systems
- Utilize a specialized aluminum Self-Pierce Rivet (SPR) gun that meets or exceeds manufacturer specifications

Appendix 2 – Certified Collision Repair Program Terms and Conditions

Requirements for Certification

Any collision repair provider who wishes to become certified must submit a completed application together with the application fee to the ARA for approval.

Each Certified Collision Repair provider (herein known as the “PROVIDER”) must meet and maintain the requirements set out in the Certified Collision Repair Program Guide.

During the term and any renewal of this agreement, the PROVIDER shall maintain the highest standards of quality, safety and service to protect the motoring public and the collision repair industry’s reputation and goodwill and will refrain from deviating from the program or from otherwise operating in any manner which may adversely reflect on the program.

Terms and Renewal

The initial term of this agreement shall be for a one (1) year period effective from the PROVIDER’s certification start date.

Program registration is required annually and will be automatically renewed upon expiration unless the PROVIDER has given written notice to the ARA of their intention not to renew at least thirty (30) days prior.

Participation in the Certified Collision Repair program or CCIAP Accreditation does not provide automatic membership in any OEM certified repair network, except as expressly noted in the Program Guidelines.

The certification is not transferable without the written consent of the ARA.

The Terms and Conditions are subject to change without notice as the ARA may from time to time revise the contents of the program materials, as it deems necessary or appropriate.

Proprietary Marks

Certified Collision Repair program signage may be used on all signs, forms, stationery, and other material used in connection with the program as prescribed by the ARA.

ARA Logo Application Standards are found on the ARA website.

Non-Compliance

If any PROVIDER is deemed to be non-compliant with these Terms and Conditions, the ARA may, at its option, terminate this agreement and all rights granted herein. The ARA will provide written notice to the PROVIDER of the default under this agreement. The PROVIDER may be granted an opportunity to rectify non-compliance within thirty (30) days or such longer period as deemed appropriate by the Certified Collision Repair program committee.

If the PROVIDER remains in default of any one or more of the requirements of this agreement, then the Certified Collision Repair program committee may elect to take one or more of the following actions:

(a) terminate this agreement immediately;
(b) permit the PROVIDER to operate under the terms of the agreement until the certification appeals committee renders a decision on an appeal from the PROVIDER.

Data Collection and Privacy

The Certified Collision Repair program will make every effort to protect all data provided by the PROVIDER except as specified under the Terms and Conditions. No data will be shared with a third-party except where expressly permitted by the applicant. The Certified Collision Repair program will be sharing company name and contact information as it pertains to registering the PROVIDER with the CCIAP to ensure their business is registered for purposes of recognition and benefit of participation within this national program.

All personal information remains private, privileged, and protected. Any personal information the PROVIDER submits, including contact names, addresses, phone numbers, email addresses, or employee Certificate of Qualification names and numbers are treated as confidential material. No third-party may capture, data-mine, or use this data in any way without the specific authorization of the PROVIDER.

Acknowledgement of Terms and Conditions

The applicant understands that the Terms and Conditions outlined above are a summary of the program's Terms and Conditions. The specific Terms and Conditions of the Certified Collision Repair program can be found in the Certified Collision Repair Program Agreement on the Certified Collision Repair program section of the ARA website.

By submitting an application to the Certified Collision Repair program, the PROVIDER acknowledges reading, understanding, and agreeing to the terms as outlined above and agrees to pay the fees as described in accordance with the payment terms on the application form.