



**Program**

**Guide**

*Fall 2017*

**CONFIDENCE. QUALITY. ASSURANCE**

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## **1. AIA Canada**

The Automotive Industries Association (AIA) of Canada is the only national industry association in Canada that brings together the entire automotive aftermarket supply and service chain. AIA membership extends to more than 4,000 member locations across Canada employing professionals dedicated to providing quality parts and products as well as vehicle service and repairs to the country's fleet of more than 23 million vehicles. The AIA mission is to promote, educate and represent members in all areas that impact the growth and prosperity of the industry. AIA is the VOICE and the RESOURCE for the automotive aftermarket industry in Canada.

AIA has extensive experience in delivering I-CAR training to the collision industry including all of the major networks. I-CAR Canada maintains a sophisticated transactional website and database as well as a network of 60 instructors across the country. I-CAR Canada has a day-to-day connection with over half of the repair shops in Canada and very strong support from the major networks, insurers and OEs.

AIA has had marked success managing the Canadian Collision Industry Forum which includes very strong support from the OEs and insurers.

Finally AIA operates a Collision Council, comprised of AIA members who are repairers and direct suppliers to the repair industry. The Council membership represents almost all of the major repair networks, which in turn deliver more than 65% of repair activity in Canada. The Council has been active in recent years in supporting industry-driven initiatives including the Business Conditions Survey and the First Notice of Loss Consolidation project.

## **2. The Canadian Collision Industry Accreditation Program (CCIAP) – Background and Context**

Over the past several years many major OEs in Canada have established certified collision repair networks, setting standards for shops to comply with in order to be identified as a certified shop. The OEs have adopted a variety of accreditation approaches, ranging from contracted third parties to self-declaration.

In addition Canadian insurers have sought to improve the quality and performance of their Direct Repair Programs with a view to better customer service, lower costs and enhanced efficiency.

Within this context Canadian collision repairers are seeking to establish and publicize their credentials as world-leading repair facilities and their ability to meet the exacting requirements of industry partners and the public at large.

The objective is to create an industry-driven, not for profit program to accredit Canadian collision repair facilities against OE, insurer and other standards.

### **3. CCIAP Program Scope**

CCIAP has been created by and for the Canadian collision repair industry. The program establishes a core of business, equipment, operational and training requirements which are required to perform modern collision repairs in a safe and efficient manner.

A high level advisory and oversight structure will ensure that the program continues to test for the highest repair standards as vehicle and repair technologies continue to change.

Through a rigorous audit process, repair facilities will demonstrate their compliance with program standards. The program will also allow OEs, insurers and other interested parties to participate by contributing additional standards against which repairers can be measured.

The CCIAP accreditation logo will demonstrate to consumers, insurers, OEs and suppliers that the facility has all of the necessary infrastructure and training to repair modern vehicles accurately and safely.

As a national, not-for-profit program, every effort will be made to ensure CCIAP equivalence with any unique provincial accreditation programs.

## 4. Program Objectives and Benefits

Develop and promote industry-defined collision repair accreditation standards that set the requirements for safe and effective collision repairs across Canada;

Identify qualified repair facilities based on key business requirements, equipment and training;

Improve customer and stakeholder confidence and satisfaction in the collision repair industry by assuring that industry standards are being met; and

Continually improve the performance and practices of the collision repair industry and raise its level of professionalism.

Accredited Collision Repair providers will receive the following benefits:

- Access to a centralized database of industry, OE, insurer and other standards.
- Day-to-day information on progress against each requirement.
- Ability to target participation in specific OE certified network programs, insurer DRP initiatives or other requirements, plus forecasting of associated costs.
- One audit per year to establish compliance against multiple standards.
- Established evidence of repair competence and quality, increasing the confidence of OE and insurer partners in business capabilities.
- Promotional material identifying the facility as an Accredited Collision Repair provider, including posters, brochures, and other marketing materials available for display in the shop.
- Advertising and promotion via the CCIAP website.

### **For program partners:**

- The program establishes a credible, objective and not-for-profit third-party agency to conduct shop audits.
- Program partners retain full control of their accredited network programs, including final accreditation.
- The central role of AIA within the collision industry, based on cooperation and partnership with all stakeholders, provides OEs, insurers and others with a forum to work with repairers in developing excellence in vehicle repair and customer service.

- OEs and insurers with existing audit services can utilize both approaches - AIA as an initial audit function and another as a final certification audit, for example.
- Partners pay nothing to participate in the program.

## 5. Code of Ethics

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

Accredited Collision Repair providers shall commit to the following:

- ✓ Adhere to the CCIAP Program Guide
- ✓ Fully support the CCIAP, and its compliance, audit measures, and processes
- ✓ Adhere to all federal, provincial, and local legal requirements governing the operations of collision repairs

## 6. Application Procedures

### How to register for accreditation

Applicants will register to the CCIAP by creating an account (username & password) at [www.cciap.ca](http://www.cciap.ca), complete the self-assessment form (see Appendix 1 for audit standards) and submit an annual program fee of \$1,450 plus all applicable taxes to move to the audit process.

The annual program fee may be refundable if official cancellation is completed and the refund request is received prior to the on-site audit. No refund will be issued after the on-site audit has been completed.

By registering to the Program the repairer agrees to the CCIAP Terms and Conditions outlined in Appendix 2.

Upon receipt of the completed self-assessment and the full payment of the fee, a facility inspection and audit will be scheduled within 60

days. Upon passing the inspection and audit, the shop will be designated as a CCIAP-accredited collision repairer.

### **Second Audit**

Should the initial audit show that the repairer has not met all of the audit standards, and the repairer wishes a second audit to demonstrate completion, a fee of \$450 plus all applicable taxes will be charged.

### **Accreditation Agreement – Terms and Conditions**

The CCIAP statement of Terms and Conditions, agreed to upon program registration, has a term of one (1) year unless terminated by either party. The provider may withdraw from the program at any time with thirty (30) days written notice to CCIAP.

CCIAP requirements and standards 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 Accreditation**

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

## **7. Oversight**

CCIAP will operate under the administrative oversight of AIA Canada and its Board of Directors. A financial audit of the program will be conducted annually in conjunction with all other AIA programs. The AIA Collision Council will provide policy and strategic direction to the program, and a sub-committee of the AIA Collision Council will be established to maintain up-to-date accreditation standards and handle decision appeals.

## 8. Audits

### Audit objectives

CCIAP 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 by:

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

All audits are based on the CCIAP program requirements and standards checklist (Appendix 1) and will be conducted within 60 days of application at the provider's facility.

In addition to the core CCIAP standards, various OEs, insurers and other stakeholders may add audit standards to the program. The repairer may ask to be audited against these standards as well. The results of these "extraneous" audit standards will be available to the repairer, and may, at the repairer's express consent, be conveyed to the stakeholder in question. Under no circumstances will these results be conveyed to anyone outside of CCIAP without the express consent of the applicant.

The primary purpose of the audit is to validate that the repair facility meets or does not meet each of the audit standards (Appendix 1). Where appropriate, documented proof (pdf, scanned documents, pictures) of standards met will be gathered during the audit process and kept on file.

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 audit findings, including completion and non-completion of audit standard requirements, will be documented by the auditor and maintained by the CCIAP. The findings will be communicated to the applicant.

## 9. Loss of Accreditation

CCIAP reserves the right to withdraw a provider's accreditation for reasons including but not limited to the following:

- Failure to abide by the terms and conditions outlined in this program guide
- Failure to complete guaranteed, quality, safe repairs
- Willfully making false statements on the application for accreditation
- Unprofessional conduct
- Intentional, negligent or fraudulent misrepresentation to customers or insurance providers with respect to services performed or parts supplied
- Unauthorized use of the CCIAP logo

In the event that an applicant's accreditation is withdrawn, all signage and promotional material must be removed, and the applicant must immediately discontinue use or display of the CCIAP program logo on any and all premises, mobile units, business cards, stationery, advertising, and any other use of the logo.

# Appendix 1: CCIAP Accreditation Standards

## 1. Core Business Operations

- ✓ Full time business in a permanent structure at a fixed location
- ✓ Current Garage Liability Policy
- ✓ Commercial General Liability Insurance - min \$2,000,000
- ✓ Evidence of compliance with Municipal, Provincial and National business regulations including health and safety
- ✓ Provide proof of proper disposal of environmentally hazardous materials as required by applicable environmental laws.
- ✓ Documented CSI/customer feedback process
- ✓ Written limited lifetime warranty
- ✓ Maintain clean and orderly customer service areas including reception areas, and restrooms.
- ✓ Secure vehicle storage area.

## 2. Structural Repair Capabilities

- ✓ Current I-CAR Canada Gold Class recognition (or Gold Class in Progress, with Gold Class to be achieved by 1st accreditation renewal date)
- ✓ Evidence that all collision technicians are provincially licensed where required
- ✓ Access to OE repair procedures and proof of compliance
- ✓ Use of an electronic p-page estimating system
- ✓ Frame rack or dedicated fixture bench with appropriate anchoring and pulling capabilities
- ✓ Utilize an electronic 3-D measuring system with current data subscription
- ✓ Use of an R134a refrigerant recovery/recycling system or proof of a qualified sublet provider
- ✓ Have the ability to conduct a four-wheel alignment either in-house or through sublet
- ✓ Spray booth with forced drying capability
- ✓ OEM-approved refinish system
- ✓ An above ground lift with minimum 7,000 lb capacity

- ✓ Tools to remove, replace, and reinstall steering and suspension components, engines and drive train units or proof of a qualified sublet provider.
- ✓ Use of a pressure-feed, anti-corrosion compound and application equipment
- ✓ Have the ability to perform pre- and post-repair vehicle diagnostic scans and proof of calibrations (in house or sublet)
- ✓ Have a documented Quality Assurance system
- ✓ Have a 220 Volt, 3-Phase Inverter-Type Squeeze-type Resistance Spot Welder (STRSW) capable of producing a minimum of 600 lbf (270 daN) of clamping force and 10,000 amps of current at the electrodes
- ✓ Have a Minimum 200 amp/220-volt MIG/MAG welder
- ✓ Have a dent removal/pulling system for steel panels that contains stud welder, stud pins and washers, wiggle wire and pulling attachments
- ✓ Have a pulse MIG welder with silicon-bronze MIG brazing capabilities

### **3. Advanced Repair Capabilities**

- ✓ Have at least one technician successfully complete the I-CAR FOR06 Structural Repair Training Course
- ✓ Have at least one technician successfully complete the I-CAR WCA03 or WCA05 Aluminum GMA (MIG) Welding Certification.
- ✓ Maintain a separate and isolated aluminum repair space.
- ✓ Have a designated set of aluminum-specific tools containing all required hand tools per manufacturer specifications
- ✓ Use 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 system
- ✓ Utilize a specialized aluminum Self Piercing Rivet gun that meets or exceeds manufacturer specifications
- ✓ 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 cfm) 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.

## Appendix 2: CCIAP Terms and Conditions

### 1. CCIAP Accreditation Terms and Conditions

By registering with CCIAP, you agree to the terms and conditions as listed below: Accreditation is not transferable to other applicants

- Accreditation cancellations must be made in writing to: AIA Canada, 1400 - 180 Elgin Street, Ottawa ON, K2P 2K3, or by email to AIA Canada
- The Accreditation program fee may be refundable if official cancellation is complete and the refund request is received prior to the on-site audit.
- No refund will be issued after the on-site audit has been completed.
- Program registration is required annually and will be automatically renewed upon expiration unless the shop provides written notice 30 days in advance.
- CCIAP Accreditation does not provide automatic membership in any OEM certified repair network except as expressly noted in the Program Guidelines.
- These Terms and Conditions are subject to change without notice.

### 2. Accreditation Program Signage

- CCIAP signage may be used freely by the registered program participant while accreditation is valid.
- Accreditation is based upon annual renewals and inspections. Failure to renew your accreditation by the registration expiry date will require the shop to discontinue use of any CCIAP signage and/or logos until the Accreditation is fully reinstated.
- Upon expiration, the shop agrees to discontinue any and all display or use within your sales, marketing and promotions and return all signage and Accreditation materials provided via prepaid shipment.

### 3. Marketing Materials

- You are granted limited rights to incorporate your accreditation status into your marketing and promotions as long as your business is in good standing and currently accredited.
- Once Accredited, CCIAP logos and marketing materials will be available and sent to the repairer by e-mail.

#### **4. Non-Compliance**

- Any shop found to be non-compliant with these Terms and Conditions will be notified in writing and given 90-days to become compliant. If still non-compliant at the end of the 90 day period, the business will be de-accredited, ineligible for program benefits, and must return and /or delete any signage / logos immediately.
- CCIAP reserves the right to adapt accreditation requirements and establish new requirements as appropriate. To renew your accreditation status, you will be required to bring your shop up to date on any new requirements within the compliance period provided and/or upon renewal.
- Failure to maintain your compliance may result in termination and cancellation and loss of any accreditation-recognition benefits and the rights to market/advertise or promote your status including all signage and use of the logos and program name(s).

#### **5. Data Collection and Privacy**

- CCIAP will make every effort to protect all data provided by the shop except as specified under the Terms and Conditions. No data will be shared with a third party except where expressly permitted by the applicant.
- All personal information remains private, privileged, and protected. Any personal information you submit, including user names, passwords, contact names, addresses, phone numbers, email addresses, are treated as confidential material. No third party may capture, data-mine, or use this data in any way without your specific authorization. Your personal information is not shared with any unauthorized third party. Further, any personal information is available for your use only and not shared with outside entities including the wholesale parts dealership or vehicle manufacturer.

#### **6. Acknowledgement of Terms and Conditions**

By submitting the self-assessment to CCIAP the repairer acknowledges reading, understanding, and agreeing to the terms above and agrees to pay the fees as described in accordance with the payment terms on the official invoice.

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