



CCIAP FAQ

Why should I register with CCIAP?

CCIAP accreditation shows insurers and OEs – and the general public- that your repair facility has met the modern requirements to fix vehicles safely and effectively. Canada's major repair networks – representing almost 70% of repair business in Canada – have declared their support for the program because it is a not-for-profit program built and operated by Canadians, for Canadians.

How do I register for the program?

If your shop is part of a Banner, chances are you are already registered with the program. In order to get your log-in information, please contact us at info@cciap.ca or by telephone at (800) 808-2920 x. 234. If you are not registered, please visit www.cciap.ca and click on the "LOGIN" Tab located at the top right corner of your monitor. Click on the "Create a new account" button located at the bottom of the LOG IN page under "I DON'T HAVE AN ACCOUNT YET". Create your account by filling out the requested contact information, including username and password and click on save.

Fill out the self-assessment form showing your completion of various standards. Then click on "Save". You can come back to the website at any time, log-in and see your progress against program standards and make adjustments if required.

When do I have to pay?

Once you have met all of the program standards, click on "Submit" at the bottom of the form indicating that you are ready for a shop audit. Only at this point will you be asked to pay the annual program fee.

Do my fees escalate with each OE or insurer recognizing the program?

No. The program fee remains constant. CCIAP is run by AIA Canada, a not-for-profit association representing YOU and YOUR industry.

What happens during the CCIAP audit?

Prior to the audit you will be sent a list of documents that should be on hand for verification by the CCIAP auditor. Over about three hours the auditor will verify that each of the program standards has been met, either through visual inspection and/or taking pictures of equipment and documents.

Is CCIAP synchronized with the Automotive Retailers Association program in BC?

Yes. AIA Canada (which operates CCIAP) and the ARA of BC (which operates the Certified Collision Repair program) have committed themselves to ensuring that any certification issued under one program will be recognized by the other.





CANADIAN
COLLISION INDUSTRY
ACCREDITATION PROGRAM

What is the training standard for CCIAP now that I-CAR Canada is eliminating it's "Gold Class in Progress" status?

Shops can become accredited under CCIAP with no training Status, but must (as currently) be full "Gold Class" on their first renewal.



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