

19th August 2024

I-CAR ANNOUNCES GOLD CLASS FOR GORDON AVENUE ACCIDENT REPAIR CENTRE

I-CAR Australia is pleased to announce today that Gordon Avenue Accident Repair Centre has been awarded the prestigious I-CAR Gold Class Collision status.

Danny Buzadzic the director at Gordon Avenue Accident Repair Centre shared his thoughts on achieving Gold Class for the business, highlighting the benefits and challenges of adding an intensive training schedule into the already busy workload.

“I wanted to invest in our team’s skills and provide them with the best tools and knowledge. By joining the Road to Gold program, we aimed to stand out from competitors, enhance our repair capabilities, and boost customer satisfaction. Gold Class status is a mark of excellence that shows our commitment to top-quality repairs and great customer service.

Achieving Gold Class at Gordon Avenue Accident Repair Centre was both challenging and rewarding, managing the daily operations alongside the time needed for online quizzes, virtual classes, and hands-on certifications required careful planning, but our valued team's commitment made it possible. This experience has improved our ability to tackle similar challenges in the future and highlighted the importance of investing in top-quality training.

The various training delivery options were very helpful in fitting around our work schedule. The online quizzes provided flexibility, allowing our team to complete them at their convenience without disrupting daily tasks. Virtual classrooms held in the afternoon were also effective, as they accommodated our team's work schedules and ensured that everyone could participate after their regular duties.

The hands-on certification was valuable for applying what we learned and for validating our skills. Overall, the combination of online, virtual, and practical training methods was well-balanced and suited our needs. Importantly for us, the feedback on the training delivery options has been positive. The mix of flexible online learning and interactive sessions ensured that the training was both accessible and engaging.

We'll include renewal training as a consistent part of our professional development schedule which will enable us to keep our skills sharp, our knowledge current, and our service quality exceptional. This ongoing dedication will help us maintain our Gold Class status and continue to provide outstanding repair services to our customers”



I-CAR Australia would like to congratulate Gordon Avenue Accident Repair Centre for their amazing dedication and for setting the bar for training and growth to increase productivity and efficiencies within their business.

I-CAR, founded in 1979, is an international, not-for-profit, training organization dedicated to improving the quality, safety and efficiency of auto collision repair for the ultimate benefit of the consumer.

For further information, contact I-CAR Australia at goldclass@i-car.com.au or on 07 3219 9088