



August 29, 2022

Attn: Tow Suppliers

RE: ICBC and ARA supporting industry training

Dear towing partners,

ICBC, in partnership with the Automotive Retailers Association (ARA), is pleased to announce a new pilot program – **Labour Attraction/Retention, Education/Training and Safety**. For the towing industry, the program is focused primarily on helping our business partners with challenges related to training.

We know that the towing industry is continuously evolving and our initial focus is on initiatives that help tow operators stay informed and trained on emerging vehicle requirements for safe recoveries.

Eligibility

Effective immediately, ICBC will cover the costs for all active ICBC tow suppliers for the following ARA programs that support tow operators with safe recoveries:

- [Emergency Response Traffic Control for Tow and Recovery Operators](#)
- [EVfriendly Tow Operator](#)

Courses must be completed by December 31, 2024 to take advantage of this offer.

How to register

To take the training, free of cost, follow the steps below prior to registering through the above links.

We encourage all tow operators to complete these training sessions. If you have any questions about the overall initiative please email ICBC at towingprograms@icbc.com. [Questions about registration can be directed to](#) Ken Hendricks at the ARA, Ken.Hendricks@ara.bc.ca.

Sincerely,

Alden Li
Director, Claims Customer and Material Damage Strategy





Registration instructions EVfriendly Tow Operator or Emergency Response Traffic Control Training

Set up your accounts

To register your facility and employees for training, you will need to:

1. Email Ken Hendricks kenhendricks@ara.bc.ca for instructions and an online training access code. You may wish to assign the administration duties to a manager, supervisor or administrative personnel.
2. Create an ARA training account (if you don't already have one) at <https://training.ara.bc.ca>.

Enroll yourself and/or your employees in a training program

1. Go to [ARA training site](#) and select either the "Emergency Response Traffic Control for Tow and Recovery Operations" or the "EV Friendly Tow Operator" course to enroll in.
2. Determine if you are enrolling an individual or a group into the course.

The default is "**INDIVIDUAL**" (a single seat for a single course). If you wish to purchase multiple seats for a course, select "**GROUP**" instead, then enter the number of seats you wish to purchase, and whether or not you wish to enrol yourself.

Home About Help Courses My Account Log In

Home / Towing and Recovery / Emergency Response Traffic Control for Tow and Recovery Operators

Emergency Response Traffic Control for Tow and Recovery Operators

\$39.00

The ARA Emergency Response Traffic Control for Towing and Recovery Operators online training course is designed to instruct tow and recovery operators how to successfully manage traffic and set up a temporary work zone at the scene of an accident or roadside assistance call. This course **does not provide certification** as a traffic control person (TCP). TCP certification requires additional training not offered in this course.

[Learn More](#)

Individual Group [Add to cart](#) Courses in this Group [?](#)


Emergency Respo...

Category: [Towing and Recovery](#)



Once you have made your selection, click “add to cart” and proceed to checkout.

3. Add the access training code you received from Ken Hendricks and hit “apply coupon”. The total owing should show \$0.

| Product | Price | Quantity | Subtotal |
|---|---------|----------|----------|
|  Emergency Response Traffic Control for Tow and Recovery Operators Group Name: ICBC Test2 | \$39.00 | 2 | \$78.00 |

| Cart totals | |
|-------------|---------|
| Subtotal | \$78.00 |
| Total | \$78.00 |

4. Click “proceed to check out”
5. Complete the checkout screen.

Note: If this is your first time logging in you will need to complete the registration screen. Keep your username and password for future access to see your training history under “My Account”

6. Your group will be listed under the groups’ page of your account.



7. Follow the prompts to add your employees under the newly created group.

You can either a) register them one at a time or b) upload a CSV file. You must include the following information:

- **First Name**
- **Last Name and Company Name** (there is no separate field for this so please include with the last name as a hyphen)
- **Personal email** (two employees cannot share the same email as they need it for their account).

8. When everyone is enrolled, a confirmation email with a link and password to the training website will be sent to the email(s) provided at registration. Make sure to check your junk folder if you don't see the email right away.

Complete your training

We recommend you read the course instructions before you begin. Training can be completed in one sitting, or can be taken over time. You may review the course as many times as you like. You will have to pass a quiz at the end of each module to receive a certificate of completion.

Please print or save a copy of your certification as this will be the record of your completion.

Questions about registration?

Please reach out to Ken Hendricks, kenhendricks@ara.bc.ca, at the ARA for assistance.