



INSTITUTE OF THE  
MOTOR INDUSTRY

# QUALIFICATION SPECIFICATION PART A: ASSESSOR AND QUALITY ASSURER GUIDANCE

for

IMI L1 Certificate in Carrying Out Periodic Vehicle  
Maintenance and Inspection  
Qualification ID No: 603/3088/0

and

IMI L2 Certificate in Automotive Maintenance  
Qualification ID No: 603/3089/2

This guidance should be read in conjunction with the:

- Qualification Specification Part B: Assessment Criteria
- Support Materials, and
- The IMI Operating Manual for Approved Centres



## CENTRE INFORMATION

Please be aware that any **legislation** referred to in these qualifications may be subject to amendment/s during the life of the qualifications. Therefore IMI Approved Centres must ensure they are aware of and comply with any amendments, e.g. to health and safety legislation and employment practices.

Please be aware that **technologies** referred to in these qualifications reflect current practice, but may be subject to amendment/s, updates and replacements during the life of the qualifications. Therefore IMI Approved Centres must ensure they are aware of the latest developments and emerging technologies to ensure the currency of the qualifications.

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**QUALIFICATION SPECIFICATION Part A:  
ASSESSOR AND QUALITY ASSURER GUIDANCE  
FOR TECHNICAL AWARDS (RQF)**

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## Introduction

IMI has published this qualification specification as required by the Office of Qualifications and Examinations Regulation (Ofqual), to set out:

- the qualifications' objectives
- any other qualification that a learner must have completed before taking the qualifications
- any prior knowledge, skills or understanding which the learner is required to have before taking the qualifications
- units that a learner must have completed before the qualifications will be awarded, and any optional routes
- any other requirements that a learner must have satisfied before the learner will be assessed, or before the qualifications will be awarded
- the knowledge, skills and understanding that will be assessed as part of the qualifications (giving a clear indication of their coverage and depth)
- the method of any assessment and any associated requirements relating to it
- the criteria against which learners' level of attainment will be measured
- any specimen materials
- any specified levels of attainment.

## IMI Awarding Body/Organisation

The IMI was set up in 1920 to serve the developing motor industry. The IMI is now the only organisation representing individuals of all vocations and status within the industry and plays the leading role in advancing the quality and integrity of the profession. The IMI has been committed to vocational qualifications since 1985.

The IMI is now the leading awarding body for the retail motor industry. We offer an unrivalled range of motor industry qualifications that demonstrate knowledge, skills and competence; the foundation of a successful career. IMI is the UK's only awarding body that is focused on the motor industry and closely related sectors.

The IMI is recognised as an awarding organisation by Ofqual, the regulator for qualifications, examinations and assessments in England, CCEA regulation as the regulator for qualifications in Northern Ireland and by Qualification Wales as the regulator for qualifications in Wales. This allows IMI to approve assessment centres, i.e. colleges, training providers and employers to run these qualifications for potential learners.

IMI representatives' i.e. external quality assurers, visit its approved centres to ensure that they are working to regulations.

IMI contact details, are as follows:

IMI  
Fanshaws  
Brickendon Lane  
Brickendon  
Hertford  
SG13 8PQ

Tel: 01992 511521

email: [info@theimi.org.uk](mailto:info@theimi.org.uk)

<http://awarding.theimi.org.uk/>



### **IMI Complaints and Appeals Procedure**

The IMI procedures for complaints and appeals are open to each centre, prospective centres, their staff and all learners. The procedures are designed to resolve disputes arising from the following activities:

- assessment and verification practice or decisions
- centre approval decisions
- claims for certification
- or any other complaint a Learner may have

**Note to assessors:** Learners must have access to the IMI Guidance for Candidates which contains the IMI complaints and appeals procedure.

### **Centre Recognition and Approval**

Centres wishing to offer these qualifications must first be approved by the IMI.

Centres must adhere to the information in this document, and the IMI operating manual. Further details on the approval process and the operating manual are available at <http://awarding.theimi.org.uk/>.



## IMI Technical Awards

IMI offers the following Technical Awards (vocationally related qualifications).

**Technical Awards** are broad, high-quality level 1 and level 2 qualifications in non-English Baccalaureate (EBacc) subjects that equip Learners with applied knowledge not usually acquired through general education. They should focus on applied study of a sector or occupational group, including the acquisition of associated practical or technical skills where appropriate.

These qualifications have been developed primarily for schools and colleges to deliver to learners aged in the 14-16 age group, either on a full or part-time basis; however they are also suitable for 16 -19 learners who wish to enter the vehicle maintenance sector.

**Note:** These qualifications are intended for the DfE to include in the list of qualifications that will count in the 2020 14 to 16 Performance Tables, Technical Award category.

These qualifications are for Learners who have a keen interest in vehicle maintenance and are looking to progress within this or the engineering industry. These qualifications will provide Learners with the opportunity to develop their knowledge and skills at the level suiting their ability at entry.

These qualifications have been designed to be practical, engaging and motivating, to support learners in gaining the key knowledge and skills required by vehicle maintenance employers. Once they have achieved their qualification, Learners can progress to further training and education in automotive and engineering subjects (including an apprenticeship) or to a job role in the vehicle or engineering maintenance sector.

The IMI is approved and regulated to offer these qualifications by the Office of Qualifications and Examinations Regulation (Ofqual). Therefore the qualifications appear on The Register of Regulated Qualifications.

The Register contains details of recognised awarding organisations and regulated qualifications in England (Ofqual), Wales (Qualifications Wales) and Northern Ireland (CCEA Regulation). For further information visit: <http://register.ofqual.gov.uk/>

These qualifications are on the **Regulated Qualifications Framework (RQF)**. Qualifications on the RQF are grouped together according to their difficulty. They are given a level from entry level to level eight. The levels are based on the knowledge, skill and/or competence needed for each qualification.



## Department for Education Requirements for Qualifications in the 14-16 Performance Tables

## Overview

Following the recommendations in the Wolf Review of 14-19 education, the Department for Education (DfE) in England published Technical Guidance for the Development of Qualifications for 14-19 year olds and Performance Tables.

Therefore, in addition to these qualifications being accredited by the Office of Qualifications and Examinations Regulation (Ofqual), they have also been developed to meet the DfE criteria and requirements. Therefore they include the following characteristics:

- a. [Declared Purpose](#)
- b. [Size](#)
- c. [Recognition](#)
- d. [Appropriate content](#)
- e. [Appropriate assessment \(external and internal\)](#)
- f. [Synoptic assessment](#)
- g. [Grading](#)

## Declared Purpose

Each qualification has a declared purpose statement.

For the specific qualifications please see the links below **to each qualification's declared purpose statement**, as published on the IMI website.

Ofqual Qualification No.	Qualification Title and Web-link
(603/3088/0)	IMI L1 Certificate in Carrying Out Periodic Vehicle Maintenance and Inspection <a href="http://awarding.theimi.org.uk/Qualifications/IMI-L1-Certificate-In-Carrying-Out-Periodic-Vehicle-Maintenance-And-Inspection">http://awarding.theimi.org.uk/Qualifications/IMI-L1-Certificate-In-Carrying-Out-Periodic-Vehicle-Maintenance-And-Inspection</a>
(603/3089/2)	IMI L2 Certificate in Automotive Maintenance <a href="http://awarding.theimi.org.uk/Qualifications/IMI-L2-Certificate-in-Automotive-Maintenance">http://awarding.theimi.org.uk/Qualifications/IMI-L2-Certificate-in-Automotive-Maintenance</a>

## Size

Level 1 and 2 qualifications are Certificate size.

## Recognition

These qualifications have been developed with the support of training providers and professional bodies in the sector.

## Appropriate Content

It is a requirement of the DfE that a qualification's mandatory content and the associated contribution to the overall grade must make up at least 40% of Technical Awards.

For each IMI qualification, Part B of the qualification specification clearly states the specific content that learners must pass to achieve the qualification.



## Appropriate Assessment

### External Assessment

All qualifications appearing in the published list of qualifications approved for inclusion in the 2020 14 to 16 performance tables (first teaching 2018), must also have a minimum amount of content subject to external assessment.

The IMI Level 1 and 2 qualifications have a minimum of 50% external assessment. This exceeds the minimum requirements, as set out in the DfE technical guidance, which states that Level Technical Awards should have a minimum of 40% external assessment.

The IMI has developed externally set and externally marked multiple choice online tests to cover all knowledge units content within each qualification and spanning the breadth of the content for each of the unit groups. (See Part B of the qualification specification for the qualification structure and assessment criteria).

In accordance with DfE instructions, Learners who have failed to reach the required standard or are deemed to have underperformed have only **one retake opportunity for each externally assessed assessment**. This retake may be taken a minimum of 48 hours after the first attempt.

Every externally set and externally marked online test is unique. They are controlled by a computer management system which contains question banks, from which questions are randomly selected (from across the appropriate learning outcomes) to create a test, whilst the order of the answers is also randomised.

### Calculating External Assessment Percentages

The table below shows how the percentage of external assessment for this qualification has been calculated.

Calculating the Percentage of External Assessment for Technical Awards					
Qualification Title	Min Number of Units Required	Max Number of Units Internally Assessed	Min Number of Units Externally Assessed	Total Assessments	% of External Assessment
Level 1 Certificate in in Carrying Out Periodic Vehicle Maintenance and Inspection	3	2	2	4	50%

From the table above you can see that units have been split into 'internally assessed' and 'externally assessed'. Internally assessed refers to skills elements which are observed in a training environment or place of work and externally assessed refers to the knowledge elements which are assessed via the IMI online test platform.

For both the L1 and L2 Certificates included within this qualification specification there is a requirement for the learner to complete all 3 units. Of these 3 units there are 2 that include internally assessed and two that contain externally assessed components. The calculation to work out the overall minimum percentage of external assessment is as follows:

$$\frac{\text{Minimum number of units externally assessed}}{\text{Total amount of assessments}} \times 100 = \text{minimum \% of external assessment}$$

$$\frac{2}{4} \times 100 = 50\%$$





## Internal Assessment

In addition to the externally set and externally marked online tests, all qualifications are also subject to the IMI external quality assurance process, which ensures that assessment and internal quality assurance processes, decisions and outcomes are valid and accurate.

To assist approved centres in the assessment of Learners, IMI has produced sample support materials, which include written and practical tasks. These materials can be found in the qualification section of the IMI website.

Approved centres are free to develop their own tasks, in the place of the IMI samples provided. However, the content and assessment method of these centre devised assessments (CDA) must be approved by IMI *prior to use*. (The process for approving centre devised assessments is outlined in section 2.7 of the Approved Centres' Operating manual.) This **does not** include alternatives for any externally set and externally marked online assessments or any part of the synoptic assessment.

**Full guidance on IMI external quality assurance procedures can be found in the IMI Approved Centres Operating Manual.** If you need any further assistance, please contact your IMI External Quality Assurer (EOA).

## Synoptic Assessment

The DfE have specified that these Technical Awards must include synoptic content.

Synoptic assessment is defined by the DfE as, *“a form of assessment which requires a candidate to demonstrate that s/he can identify and use effectively in an integrated way an appropriate selection of skills, techniques, concepts, theories, and knowledge from across the whole vocational area, which are relevant to a key task.”*

Synoptic assessment for these IMI qualifications will be achieved through completion of the synoptic unit. The synoptic unit for these qualifications has been designed to assess the skills and knowledge obtained whilst completing all the mandatory units within the specific qualification. The successful achievement of the synoptic unit will demonstrate that the learner has covered, as a minimum, the mandatory requirement of 40% of the skills and knowledge within the specific qualification.

Full details of each qualification's unit content can be found in Part B of the qualification specification's assessment criteria and within the guidance documents that have been provided for the synoptic unit.

**IMPORTANT NOTE:** This core (synoptic) unit must NOT be assessed until successful completion of the mandatory units.

## Grading

The DfE have specified that grading must be applied to Technical Awards approved for 14-16 year olds and for those which appear on the approved 14 to 16 Performance Tables.

Grading for these IMI qualifications is achieved through a combination of results from the following:

IMI L1 Certificate in Carrying Out Periodic Vehicle Maintenance and Inspection (603/3088/0)

- L1CAM1 externally set, externally marked online test \*
- L1CAM2 practical assessments \*
- L1CAMS -Synoptic unit externally set, externally marked online test \*\*
- Synoptic unit practical assessment \*
- Synoptic unit detailed written report \*\*

IMI L2 Certificate in Automotive Maintenance (603/3089/2)

- L2CAM1 externally set, externally marked online test \*
- L2CAM2 practical assessments \*



- L2CAMS -Synoptic unit externally set, externally marked online test \*\*
- Synoptic unit practical assessment \*
- Synoptic unit detailed written report \*\*

*\*\* denotes the grading will be either refer, pass, merit or distinction*

*\* denotes the grading will be either refer or pass*

Multiple choice, externally set and externally marked online tests for these qualifications (OLT) will be graded as follows:

- 0% to 59% = Refer
- 60% to 74% = Pass
- 75% to 84% = Merit
- 85% and above = Distinction

The detailed written report will be graded according to the supplied grading criteria as either refer, pass, merit or distinction.

### **Practical Assessments (mandatory units)**

Although the practical assessments for each qualification unit (see evidence requirements of each unit in the Part B specification) are not graded above a 'Pass', these assessments **MUST** all be 'passed' to achieve the qualification, as the 'Pass' grades are used in the final grading calculation.

If any of the required practical assessments do not meet a 'pass' grade the overall qualification grade will be a 'refer'.

### **Synoptic Unit Detailed Written Report**

For the Technical Award qualifications the Learner also needs to provide a detailed written report for the practical task completed as part of their synoptic unit. This detailed report is subject to grading and will contribute towards the overall qualification grade. A grading criteria document is available specific to each of the Technical Award qualifications; this clearly identifies the required criteria for each grade (pass, merit, distinction). This grading criteria document **MUST** be made available to the Learner prior to commencement of the detailed written report and **MUST** be used by the assessor when grading the report.

**If a Learner is referred on their first submission of the 'detailed written report' they will have one opportunity to resubmit a new detailed written report and this must relate to a different practical task. If the resubmitted detailed written report does not meet the minimum of a 'Pass' grade the Learner will fail the qualification as a whole and will be unable to achieve the qualification.**



### Grading

The overall qualification grade of the Level 1 and 2 Technical Awards will be calculated using the grades achieved in each of the Synoptic unit online test, the practical assessment and the synoptic unit detailed written report.

### Grading Matrix

IMI have developed a self-calculating grading matrix for each of the Technical Award qualifications. Below is an example of the grading matrix. The fields highlighted in blue are the ones which require user input. For the 'online test', 'practical tasks', 'synoptic task' and 'synoptic report' you will be presented with a drop down box to select the appropriate response.

The 'Mark %' box requires the user to enter the overall percentage achieved for the online test.

Once all the blue fields have been completed you will be presented with an 'overall grade' in the green box at the bottom of the matrix, which will display as either Refer, Pass, Merit or Distinction. This field is the overall qualification grade. To achieve a minimum of a 'Pass' every mandatory practical task, online test, synoptic task and synoptic report must display at least a 'Pass' grade.

This completed grading matrix must be submitted to IMI to enable the qualification outcome to be claimed.

### Example Grading Matrix:

		<b>Level 1 Certificate in Carrying Out Periodic Vehicle Maintenance and Inspection</b>											
<b>CENTRE NAME</b>	<input type="text"/>	<b>CANDIDATE NUMBER</b>	<input type="text"/>										
<b>CANDIDATE NAME</b>	<input type="text"/>												
<b>LICAM01</b>	Online Test	<b>Mark %</b> <input type="text" value="85"/>	<b>Grade</b> Distinction										
<b>LICAM5</b>	Online Test Synoptic Task Synoptic Report	<b>Mark %</b> <input type="text" value="85"/>	<b>Grade</b> Distinction <input type="text" value="Pass"/> Distinction										
<b>LICAM02</b>	Practical Tasks	<table border="1"> <tr><td>Task 1</td></tr> <tr><td>Task 2</td></tr> <tr><td>Task 3</td></tr> <tr><td>Task 4</td></tr> <tr><td>Task 5</td></tr> </table>	Task 1	Task 2	Task 3	Task 4	Task 5	<table border="1"> <tr><td>Pass</td></tr> <tr><td>Pass</td></tr> <tr><td>Pass</td></tr> <tr><td>Pass</td></tr> <tr><td>Pass</td></tr> </table>	Pass	Pass	Pass	Pass	Pass
Task 1													
Task 2													
Task 3													
Task 4													
Task 5													
Pass													
Pass													
Pass													
Pass													
Pass													
<b>GRADING SUMMARY</b>	Online Test Practical Task Synoptic Task Synoptic Report	<table border="1"> <tr><td>Distinction</td></tr> <tr><td>Pass</td></tr> <tr><td>Pass</td></tr> <tr><td>Distinction</td></tr> </table>	Distinction	Pass	Pass	Distinction	<b>OVERALL GRADE</b> <input type="text" value="Distinction"/>						
Distinction													
Pass													
Pass													
Distinction													
Destination Codes:	<b>LEARNER DESTINATION DATA</b>	<input type="text"/>											
01 - Full Time Employment. 02 - Part Time Employment. 03 - Entered Further Education. 04 - Entered Higher Education. 05 - Other Education or Training not FE or HE. 06 - Unemployed.													



## DfE Approved Performance Tables List

These qualifications are intended for the DfE and inclusion in the list of qualifications that will count in the 2020 14 to 16 Performance Tables alongside full course GCSEs, established iGCSEs, and other Level 1 and Level 2 qualifications.

For the full approved lists:

Link to follow, once the Tables have been published

For details on comparing different types of qualifications, including levels, see:

<http://www.qaa.ac.uk/en/publications/documents/qualifications-can-cross-boundaries.pdf>

## Qualification Specification Part B Information

Part B of the specification document contains the qualification structures. These structures include each unit's IMI unit reference code, Ofqual unit I.D no, guided learning hours (GLH), Total Qualification Time (TQT), Credits; and assessment methodology.

**Note:** The IMI unit reference code is the same, where applicable, as the unit's online test number.

Part B contains the qualification's assessment criteria in the form of units. These qualifications consist of a mandatory units which require either knowledge, skills or a combination of both knowledge and skills.

The synoptic unit is essential for the learner to achieve, in order to bring the learning journey together through the use of synoptic assessment.

Each unit is written in a specific way, as follows:

The **unit reference** is the IMI code for the unit and, where applicable, also the unit's on line test number.

The **unit title** is a concise, but explicit description of what the unit covers.

The **unit level:** RQF has 9 levels, from entry level to level eight.

The **guided learning hours** are an indication to assessors/tutors of how long each unit will take to deliver. These times allow for teaching supported by practical task and training. Please note that the guided learning hours should be viewed flexibly, as they will be dependent on the experience of the Learner.

The **total qualification time** is an indication to assessors/ tutors of how long each unit will take including deliver, assessment and any additional self-directed study required by the Learner. Please note that the total qualification time should be viewed flexibly, as they will be dependent on the experience of the Learner.

The **unit rationale** is a short description of what the unit covers and what the learner will achieve.

The **learning outcomes** and **assessment criteria** set out what learners are expected to know, understand and/or be able to do.

The **units** are also amplified by a separate document that lists **content**. **Learners are required to understand how to apply this content to the unit.** This will ensure that they have the required breadth of knowledge across the units they are undertaking.

**Note:** Any item listed in the content may be assessed within the online tests.



## IMI Vehicle Maintenance Qualification's Assessment Methodology

In summary learners must:

- pass the IMI externally set and externally marked online tests
- pass the IMI set practical tasks
- complete the synoptic unit, which amalgamates the qualification's synoptic assessment requirement
- provide evidence of their ability to demonstrate the qualification's learning outcomes effectively

IMI Approved Centres are responsible for adopting learning and assessment strategies to help the Learner throughout their qualification. It is essential that delivery of the qualification is designed to allow each learner to develop a broad understanding of the vehicle maintenance sector.

Learners will be taught in school/college/training centre workshop, and could spend time in the workplace as part of their course.

### IMI Set Online Tests

The Learner is required to take the IMI set online tests for each qualification.

**Note:** The qualification structure tables in Part B of the qualification specification document list the unit reference numbers for the units, which are also the units' on line test numbers.

Qualification	Unit Ref	DURATION	No OF QUESTIONS	QUESTION TYPES	GRADES
IMI L1 Certificate in Carrying Out Periodic Vehicle Maintenance and Inspection (603/3088/0)	L1CAM01	40 mins	20	Multiple choice	Refer, Pass,
	L1CAMS	60 mins	30	Multiple choice	Refer, Pass, Merit, Distinction
IMI L2 Certificate in Automotive Maintenance (603/3089/2)	L2CAM01	60 mins	30	Multiple choice	Refer, Pass,
	L2CAMS	60 mins	30	Multiple choice	Refer, Pass, Merit, Distinction

IMI provides and marks these online tests externally through its website, <http://awarding.theimi.org.uk/>

Non synoptic tests re graded as follows:

- Refer – 0% to 59%
- Pass – 60% and above

The Synoptic tests are graded as follows:

- Refer – 0% to 59%
- Pass – 60% to 74%
- Merit – 75% to 84%
- Distinction – 85% and above

Blank scrap paper will be allowed during the online test, but must NOT leave the assessment room; it must be handed to the invigilator and destroyed.

**Learners are not required nor permitted to use calculators in any of the online tests.**



In accordance with DfE instructions, Learners who have failed to reach the required standard, or are deemed to have underperformed have **only one retake opportunity** for each online test. This retake may be taken a minimum of 48 hours after the first attempt.

**Full guidance on the use and invigilation of online tests can be found in the IMI Centres' Operating Manual.**

If you need any further assistance, please call IMI Qualification Services on tel.: 01992 511521.

**Note:** Centre devised alternatives to the IMI online tests are NOT permitted.

### IMI Synoptic Unit

Synoptic assessment for these IMI qualifications will be achieved through completion of the synoptic unit. This unit measures the learner's understanding and application of knowledge and practical skills in a holistic manner. This unit encompasses the synoptic assessment element of the qualification and brings together the learning journey.

Therefore the synoptic unit for these qualifications has been designed to assess the skills and knowledge obtained whilst completing all the mandatory units within the specific qualification.

**IMPORTANT NOTE:** This synoptic unit must NOT be assessed until successful completion of the mandatory units.

To ensure consistency of approach, the unit will be sampled by an IMI External Quality Assurer during their regular monitoring visits to the approved centre (see IMI Operating Manual for monitoring procedures).

### Evidence of a Learner's Knowledge and Skills (Portfolio of Evidence)

The main purpose of these qualifications is to develop the Learner's ability in the skills and knowledge required for the vehicle maintenance sector, and then assesses them to ensure they can complete the qualification's learning outcomes effectively.

Therefore Learners are required to demonstrate their skills and knowledge to complete tasks effectively. Learners will be assessed and will generate a 'portfolio of evidence' to prove that they understand and can demonstrate that they can perform tasks correctly.

All evidence must be:

- Valid: It meets the standards and is relevant to the learning outcomes and assessment criteria.
- Authentic: It must be a record of the learner's own performance.
- Current: It must be up to date (no more than 3 years old).
- Sufficient: It covers the learning outcomes for the unit.

## IMI Support Materials: Practical and Written Tasks

IMI has created a set of sample support materials, including practical and written tasks to be accompanied by assessor observation and oral questioning, which can be completed by learners for each of their selected units. These tasks are designed measuring the Learner's knowledge and skills. These materials are downloadable in an editable format from the qualifications section of the IMI website.

Guidance for Learners completing the tasks is shown on the front cover of each task document.

Assessor feedback/observation boxes are supplied to provide assessors with an area where they can record their observations of the learner for each task. **These boxes can be used flexibly, at the assessors' discretion.**

All tasks must be recorded and marked by an IMI approved assessor from the Approved Centre. They will form part of the Centre's internal quality assurance process.

To ensure consistency of approach, the tasks will be sampled by an IMI External Quality Assurer during their regular monitoring visits to the approved centre (see IMI Operating Manual for monitoring procedures).

## Centre Devised Assessment

It is acceptable for an approved centre to develop their own practical and written tasks, in the place of the IMI samples provided. However the content and assessment method of the centre devised assessment (CDA) must be agreed with IMI *prior to use*. (The process for approving centre devised assessments is outlined in section 2.7 of the IMI Approved Centre's Operating Manual.) This **does not** include alternatives for any externally set and externally marked online tests or any part of the synoptic assessment.

## Additional Information for Assessors and Quality Assurers

### Learner Entry Requirements

Learners taking the qualifications must be 14 years or over. There are no other formal entry requirements for the qualifications, and Learners are not expected to have any prior knowledge or experience (although some knowledge at Level 1 would be desirable).

Selection for entry should take into account each applicant's existing academic/vocational qualifications, experience and interest in working in the sector.

### Learner Induction

Each Learner must receive a face-to-face induction before commencing a qualification. The Learner must be informed of which qualification they are registered for with IMI, and be made aware of the assessment methods that will be used throughout their chosen qualification.

IMI expects the approved centres to pay particular attention to the following areas during the learner's induction:

- Health and safety
- Employment rights and responsibilities, including codes of conduct and anti-discrimination
- Customer rights, including ethics
- Industry Issues, including professional organisations, and environmental and economic concerns.

All Learners registered must have access to fair and proper assessment. Approved Centres must ensure that all learners have access to The IMI Guidance for Candidates, which contains the IMI Complaints and Appeals Procedure.



## IMI Administration

The IMI Approved Centre Operating Manual is the key source of information for approved centres offering IMI qualifications. It states clearly the roles and responsibilities of centre personnel and the policies and procedures that must be in place at the centre.

It includes details of:

- the centre approval criteria
- the administrative procedures to register learners and request certificates
- health and safety requirements
- the policy to ensure equal opportunities and access to fair assessment for all learners
- the procedures for applying for **special assessment arrangements**
- the Complaints and Appeals Procedure, and
- the IMI customer service charter.

Up to date information on IMI fees and charges can be found on its website, <http://awarding.theimi.org.uk/>

In brief, the **assessment requirements** for these qualifications (as specified in these guidance notes) must be met in full before a learner can be deemed to have completed the qualification. These qualifications must be **internally quality assured** in line with the Approved Centre's strategy for internal quality assurance.

Records of Learner's progress and achievements must also be kept at the Centre. Although centre records may take a variety of formats, they must be clear and concise and show unsuccessful assessments, as well as Learner achievements. They must be made available to an IMI External Quality Assurer during routine monitoring visits; therefore providing a clear audit trail to show where, when and how Learners have met the criteria.

IMI has developed a **Candidate Assessment Summary** document for assessors and internal quality assurers to complete as the learner achieves each unit. The Candidate Assessment Summary (or an approved equivalent) must be used throughout the Learner's qualification. This document can be found in the qualification section of IMI website.

IMI External Quality Assurer will sample learners' work during routine monitoring visits to the centre and prior to **certification** claims being made unless the centre has direct claim status (see the IMI operating manual).

For up-to-date information, please ensure all the latest amendments are downloaded from the IMI website at <http://awarding.theimi.org.uk/>.

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