



INSTITUTE OF THE  
MOTOR INDUSTRY

# ASSESSMENT STRATEGY FOR IMI NON-TECHNICAL ACCREDITATION





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## Introduction

This document sets out the requirements of the Institute of the Motor Industry (IMI) for the assessment of IMI Non-technical Accreditations by all IMI approved assessment centres. The Strategy is designed to operate across all Non-technical routes available. Further guidance on each route will set out any specific requirements for individual IMI Accreditations.

This is the overarching strategy for the assessment and verification and will come into force on the 1<sup>st</sup> July 2015, and apply to any full IMI Accreditation or IMI Re-accreditation.

This document outlines the IMI principles in regards to:

- assessment
- requirements of assessor and quality assurers
- external quality control of assessment
- simulated work environments
- centre devised assessments

## Centre Approval

Centres wishing to offer IMI Accreditation must first be approved by the IMI. Approval of the different accreditation routes and levels will only be achieved where centres have appropriate resources and technically competent assessors for the route and level they are assessing.

## Assessment

IMI Accreditation is a national voluntary scheme which tests the current competence of individuals working in the retail automotive industry, and who are committed to an ethical code of conduct.

IMI Accreditation design for each route reflects the unique needs of the workplace, and will vary by route.

Centres wishing to offer IMI Accreditation must first be approved by the IMI. Each route should be assessed by technically competent assessors, who are also approved by the IMI prior to delivering any assessment.

IMI Accreditation assessment must attest to competence in an occupational role (where competence is defined as the ability to apply knowledge, understanding, practical and thinking skills to be effective in work: these skills will usually include problem-solving, being flexible to meet changing demands and the ability to work with or alongside others). The primary method of assessment should therefore always be direct observation of practical tasks carried out in a simulated but realistic work environment.

For a candidate to achieve the initial accreditation recognition; a candidate must successfully complete all of the assessments (both UPK test and practical) within a twelve month window as identified by The IMI documents.



Prior to assessment, the approved centre must ensure that the candidate:

- has been registered to take the assessments with the Awarding Organisation
- is eligible to take the assessments (meeting any pre-requisites for the route being undertaken)
- has agreed to the IMI Accreditation Code of Conduct.

## **Initial Accreditation Re-assessment**

Candidates may re-take the on-line knowledge test as many times as the centre considers appropriate. However, if they are not successful after three attempts and suitable refresher training, the centre should review whether they are being assessed at the most appropriate level.

Candidates who are referred on any of the initial practical assessment tasks may re-take these assessments within the twelve-month period.

## **IMI Accreditation Structures**

The mandatory and optional requirements for each IMI Accreditation route will be set out in the specific documents for each route and level.

## **Reaccreditation**

There are 2 options for re-accreditation:

- Full re-assessment
- Modular approach

Organisations wishing to offer assessments through the modular approach must first be approved by the IMI to carry out such assessments.

For a candidate to achieve the initial reaccreditation via the use of the modular route; a candidate must successfully complete all of the assessments whilst their current Accreditation is still valid. Details of the modules available for each route will be found in the specific documentation for each accreditation route.

## **Centre devised Assessments**

Centres may devise their own assessments in place of IMI devised assessments. These centre devised assessments must however reflect the type of assessments specified, i.e. competence assessments must be replaced by other competence assessments. It is not acceptable to substitute competence assessments with assignments, knowledge tests etc.

Please note: The use of psychometric and profiling tools does not constitute a valid and reliable form of assessment

Centre devised assessments must cover the competences or knowledge statements specified for the accreditation route/level being delivered. This can be demonstrated by 'mapping' the competences



being assessed in the centre devised assessments to the Accreditation competences or knowledge statements, and having the centre devised alternative assessment approved. There may be a charge for approval of centre devised assessments.

Further details on centre devised assessments can be found in the Awarding Organisation Operations Manual.



## Assessor Requirements

The assessment of all IMI Accreditations must be carried out by **IMI approved** occupationally competent assessors.

Assessors will be responsible for, and accountable for, the validity, reliability and authenticity of evidence.

The primary responsibility of the assessor is to ensure that candidates satisfy the requirements of the critical competences outlined within each IMI Accreditation (Competence) route. It is important that an assessor can recognise occupational competence as specified within the specific documentation for each IMI Accreditation route. Assessors therefore need to have a thorough understanding of assessment and quality assurance practices, as well as have in depth technical competence related to the IMI Accreditation (Competence) for which they are assessing candidates.

It will be the responsibility of the approved centre to select and appoint assessors.

It will be the responsibility of the Awarding Organisation to approve centre selected assessors.

To be an approved assessor the person must:

- have sufficient and relevant technical/occupational competence in the IMI Accreditation route, at or above the level of the route being assessed which will be as a minimum Relevant Industry/trade experience:
  - 5 year industry experience in an appropriate role relative to the route being assessed.
- have in depth knowledge of the IMI Accreditation routes critical competences and evidence requirements
- where applicable, hold the required accredited assessor award as specified by the IMI (see specific route information for further details if required).
- demonstrate knowledge and understanding of the competencies that a learner is required to demonstrate for the IMI Accreditation (Competence) that they are undertaking
- ensure that their technical knowledge is kept up to date and may be asked to provide evidence of completing Continual Professional Development (CPD).
- be approved by the Awarding Organisation to carry out assessments for the IMI Accreditations they are competent in.

Approval of assessors can be **removed**. Assessors **cannot** assess the IMI Accreditation if they are not currently approved by, or have had their approval removed by, the Awarding Organisation.



## Candidate to Assessor Ratio

Role play/interpersonal skills/Professional Discussion and presentation assessments have a **maximum** ratio of one candidate to one assessor.

## Knowledge Assessment Requirements

Knowledge assessment (whether delivered online or paper based) must be invigilated. Invigilators do not need to be qualified assessors but must be approved by the IMI. Further details on online assessment requirements are provided in the IMI Operating Manual.

## Internal Quality Assurer Requirements

IMI Accreditations must be underpinned by quality assurance appropriate to centre based delivery. At a minimum this should reflect the principles outlined below.

Internal Quality Assurance of IMI Accreditations shall be the responsibility of approved industry competent internal quality assurers.

The primary responsibility of the internal quality assurer is to assure the quality and consistency of assessments by the assessors for whom they are responsible. Internal quality assurers therefore need to have a thorough understanding of quality assurance and assessment practices, as well as technical competence related to the IMI Accreditations that they are internally quality assuring.

Internal quality assurers will be responsible for, and accountable for consistency, quality and reliability of evidence and assessors.

It will be the responsibility of the approved centre to select and appoint internal quality assurers.

It will be the responsibility of the Awarding Organisation to approve centre selected internal quality assurers.

To be an approved internal quality assurer the person must:-

- have in-depth knowledge of the IMI Accreditation routes critical competences and evidence requirements.
- be occupationally aware of the relevant industry sector being internally quality assured
- ensure that their technical knowledge is kept up to date and may be asked to provide evidence of completing Continual Professional Development (CPD).
- be approved by the Awarding Organisation to carry out internal quality assurance for relevant IMI Accreditations
- demonstrate knowledge and understanding of the quality assurance processes required by the centre and the awarding organisation





Approval of internal quality assurers can be removed. Internal quality assurers cannot verify the IMI Accreditation if they are not approved by, or have had their approval removed by the Awarding Organisation.

## External Quality Control

It is expected that the awarding of IMI Accreditation will be underpinned by quality assurance processes and procedures. At a minimum this should reflect the principles outlined below.

Centres will be monitored by an External Quality Assurer on an ongoing basis using a risk based approach.

IMI recommends that approved centres adopt a risk rating and risk management system for centres offering IMI Accreditations.

IMI recommend that such systems identify:

- Commercial Risk – is there potential for commercial pressures to ensure that candidates achieve IMI Accreditations within unduly short time frames?
- Assessment/Verification risk – are factors apparent in the relationship between candidates, assessors and quality assurers that might prejudice a fair and consistent assessment process?

Where risks or potential risks are identified, IMI expects that the approved centre, via the external quality assurer takes appropriate action to ensure that the credibility of the assessment process is not prejudiced.

Awarding Organisations will be responsible for and accountable for the quality of IMI Accreditations delivered and assessed by their approved assessment centres.

## Use of video recording/Remote assessment

Where role play is required it is acceptable to use video recording to help reduce the burden of having to use an actor and separate assessor. A single person may be able to play the part of an actor whilst also fulfilling the required assessor role. The interaction must however be recorded and kept as evidence. It may also be used where qualified assessors are not able to carry out the role of an actor and the video footage then reviewed remotely or at a later date by a qualified assessor.

## Simulated Work Environment

IMI Accreditation is based on critical competences required in the workplace and therefore candidates are to be assessed under conditions as close as possible to the normal workplace.

It is essential that organisations operate a simulated environment which reflects a real work setting. This will ensure that any competence achieved in this way will be sustained in real employment.

For technical accreditation routes, the use of live / customer vehicles is not recommended for the purpose of practical assessments.



The observation of the assessment process must be undertaken away from the direct working environment i.e. with no customer present. This can be in a segregated area within or controlled by an IMI approved assessment centre.

The area used for assessment purposes must be a “controlled environment” and thereby provide a ‘fair assessment’. Any vehicles used for assessment purposes must be screened off appropriately to prevent external viewing of the assessments.

The candidate must not be subject to external influence during an assessment.

To undertake the assessment in a simulated environment the following guidelines must be met:

1. the simulated environment represents a real work situation
2. assessment must be carried out under realistic business pressures
3. all services that are carried out should be completed in a way, and to a timescale, that is acceptable in business organisations
4. candidates must be expected to achieve a volume of work comparable to normal business practices
5. the range of services, products, tools, materials and equipment that the candidates use must be up to date and available
6. account must be taken of any legislation or regulations in relation to the type of work that is being carried out
7. candidates must be given workplace responsibilities to enable them to meet the requirements of the individual modules
8. candidates must show that their productivity reflects those found in the work situation being represented.