



INSTITUTE OF THE  
MOTOR INDUSTRY

## ASSESSMENT STRATEGY

## IMI ACCIDENT REPAIR ACCREDITATIONS





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<b>For Office Use Only</b>		
<b>Version and date</b>	<b>Change detail</b>	<b>Section/page</b>
<b>Owner: Product Development</b>		



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## INTRODUCTION

This document sets out the requirements of the Institute of the Motor Industry (IMI) for the assessment of IMI Accident Repair Accreditations by all IMI approved assessment centres. The Strategy is designed to operate across all Accident Repair 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> April 2019, 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 assurer
- 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

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

The IMI Accreditation reflects the unique needs of the workplace, and will vary by route/discipline.

Each route/discipline should be assessed by technically competent assessors, who have been 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 must therefore always be direct observation of practical tasks carried out in a simulated but realistic work environment.



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

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

- has been registered at least 24 hours prior to taking the assessments with the Awarding Organisation
- is eligible to take the assessments (meeting any pre-requisites for the route being undertaken)
- and has agreed to the IMI Accreditation Code of Conduct.

## **INITIAL ACCREDITATION RE-ASSESSMENT**

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

Any technician who is 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 technician to achieve the initial reaccreditation via the use of the modular route; a technician 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.

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.

The Centre must apply for approval of centre devised assessment before they are used by completing an application form within Centres Hub.

Further details on centre devised assessments can be found in the Awarding Organisation Operations Manual (Section 2.7).



## ASSESSOR REQUIREMENTS

The assessment of all IMI Accreditations must be carried out 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 technician's 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.

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

Centres **must** ensure the appointed assessors:

- 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.  
From 1<sup>st</sup> April 2017 all Assessors must attend and complete an Accredited Assessor workshop and an online knowledge assessment which is route specific
- Demonstrate knowledge and understanding of the competencies that a technician is required to demonstrate for the IMI Accreditation (Competence) that they are undertaking
- Ensure that their technical knowledge is kept up to date to include at least 15 hours related CPD over a twelve month period. You will be asked to provide evidence of completing Continual Professional Development (CPD)
- Be linked by the centre co-ordinator to the IMI Accreditations they are competent in

Assessors **cannot** assess the IMI Accreditation if they are not currently linked to the accreditation within Centres' Hub, or have had their approval removed by the Awarding Organisation.

For those who intend to assess welding AOM's, please refer to the **Welding Assessment Strategy** as this will detail minimum assessor requirements.

For those who intend to assess the standalone ADAS accreditation module AOM230, please refer to the **ADAS accreditation assessor requirements ([Advanced Driver Assistance Systems AOM 230](#))**



## TECHNICIAN TO ASSESSOR RATIO

All practical assessments, with the exception of role play/interpersonal skills, have a **maximum** ratio of four technicians to one assessor.

Role play/interpersonal skills assessments have a **maximum** ratio of one technician to one assessor.

**Note:** A workshop technician must be available to reset tasks between assessments and resolve any technical issues which may arise during the assessment day.

## KNOWLEDGE ASSESSMENT REQUIREMENTS

Knowledge assessment must be invigilated and must be linked as an invigilator within Centres' Hub. Further details on online assessment requirements are provided in the IMI Operating Manual.

## INTERNAL QUALITY ASSURANCE 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 (IQA) of IMI Accreditations shall be the responsibility of an industry competent internal quality assurer.

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 is a requirement that all Centres must have a robust and effective IQA system which is defined by the Centres IQA strategy.

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 so, for example, when monitoring assessors and assessor judgements they are able to confirm that the correct decision has been reached
- Ensure that their technical knowledge is kept up to date and will be asked to provide evidence of completing Continual Professional Development (CPD)





- Be Linked within Centres Hub before they 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 linked to the accreditation route, able to provide evidence to support occupationally awareness, or have had their approval removed by the Awarding Organisation.

## EXTERNAL QUALITY CONTROL

It is expected that the awarding of IMI Accreditation (Competence) 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.

The IMI reserve the right to carry out **spot checks** without prior notice to observe IMI Accreditation assessments.

Assessment dates must be published within Centres' Hub in the location shown below:

The screenshot shows the 'My centre' page in the IMI AWARDING system. The navigation menu includes Home, My centre, Documents, Users (101), Sites (5), Staff (29), Qualification library, and Programmes. The 'Notes' section is active, displaying a list of categories: All categories, Accreditation assessment dates (highlighted), Irtec assessment dates, Audits, MOT delivery dates, Other, FS SLC delivery dates, and Gateway delivery dates. Below the categories, there is a text area for notes, a file upload section with a 'Browse...' button, and a note that documents must be under 25Mb. An 'Add note for The IMI' button is visible at the bottom.

Centres will be subjected to unannounced observations, therefore, it is a requirement that all centres must have the images/evidence for required assessments that have taken place after the last External Quality Assurer visit. Any deviation from this ruling will result in direct claims being removed.



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

The IMI recommend that such systems identify:

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

Where risks or potential risks are identified, The 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

The IMI Accreditation is based on critical competences required in the workplace and therefore the technicians 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 Accident Repair accreditation routes, 'live' or **customers vehicles are not permitted as assessment vehicles.**

The observation of the assessment process must be undertaken away from the direct working environment i.e. with no customers or work colleagues 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 technician 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. Assessments 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. The technician's 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 technician's 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. The technician's must be given workplace responsibilities to enable them to meet the requirements of the individual modules
8. The technician's must show that their productivity reflects those found in the work situation being represented.

## ACCIDENT REPAIR ACCREDITED ASSESSOR WORKSHOP

The IMI recognised that some technician's may require training prior to completing an assessed outcome module, however the purpose of the accredited assessor workshop is to ensure that the assessment of Accident Repair accreditations is standardised and conducted by competent assessors.

The technician's which attend the accredited assessor workshop **must** have current knowledge of vehicle accident repair processes and in addition to this they must know how to interpret and follow researched repair methods and technical data sheets.

## RECOGNITION OF PRIOR ACHIEVEMENT

The flowchart below displays the rules regarding recognising prior achievements of Assessed Outcome Modules for full and reaccreditation routes.

IMI approved centres must ensure that they know and understand the information provided.

