



# ACCREDITED ASSESSOR NON - TECHNICAL

## IMI Non-Technical Accredited Assessor Specification - General

- In order to provide the level of competence and value required in the IMI Accreditation assessment approach, an IMI Assessor must provide full evidence of appropriate experience, knowledge, competence and personal qualities.
- They will have a breadth of experience across the motor industry and will be able to cope comfortably with pressure and the need for accuracy, both during the IMI Accredited Assessor workshop and subsequently in carrying out IMI assessments for candidates.
- They will be able to gather evidence against competences.
- In order to qualify for assessment as part of our IMI-Accredited Assessor Award for Customer Service & Sales, you are first of all required to complete the attached questionnaire. It should not be treated as a test, rather an opportunity for you to confirm your suitability for the role by declaring your current skill-set.

## IMI Non-Technical Accredited Assessor - Information

- As part of the process to become an IMI Accredited Assessor you will be required to complete a multiple choice online assessment. This assessment is separated in to two parts as follows:
- Part 1: 15 generic questions relating to IMI Accreditations, the Code of Conduct and assessing
- Part 2: 25 questions which relate to the Accreditation route you have applied to assess. For example, if you have selected Customer Service the 25 questions will be technical questions relating to the Customer Service route.
- The content of the Accredited Assessor workshop will cover all the knowledge you will require to pass the generic questions. However, the workshop will not contain any of the technical (route specific) content relating to the route in which you have applied to assess. It is expected that the candidate will already have the required technical knowledge and experience, specific to the route they want to assess.
- NB. Through IMI Accreditation we seek to measure the current competence of the candidate in relation to the benchmark set out by industry experts.

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## Qualifications and CPD

Whilst qualifications are not mandatory, it would be an advantage for the candidate assessor to hold relevant academic or industry qualifications. Similarly, alternative evidence that they are able to operate at the required level is also acceptable.

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## Candidate Specification

### Experience

- Previous coaching and assessing experience of candidates up to and/or including IMI Level 3 equivalent in the appropriate discipline
- A minimum of 5 years and recent experience of working with or within the Motor Industry
- Evidence of previously delivering measurable improvements in the sector e.g. via the provision of training, coaching or assessment first hand
- Evidence of experience in criteria-based evaluation of candidates e.g. via interviewing or assessment roles

### Knowledge

- Up to date knowledge of good practice in the sector including legislation and legal accountability
- Up to date knowledge of the sector in which you are becoming accredited
- A working knowledge of the breadth of an organisation within the motor industry whilst understanding the critical inter dependencies of its component parts e.g. departments within a dealership
- Understand fundamental skills across all competences for the area you will be assessing
- Have a working knowledge of effective appraisal implementation, including giving feedback
- Awareness of the codes of practice and professional standards within the sector
- Set up strict but fair assessment environment, including the facilitation of online testing and results
- Understand the aim, structure and content of the IMI Accreditation model

### Personal qualities

- Engender confidence and respect
- Develop rapport within a given time frame
- Demonstrate a high quality of inter personal skills
- Demonstrate strong communication skills that can be adapted to suit the style of the participant - the ability to listen effectively is a key skill here.
- Uphold integrity and professionalism – this includes safeguarding the principles of IMI Accreditation
- Maintain confidentiality at all times
- Ability to adhere to the IMI Education And Training Professional Standard and to impart the importance of the latter to candidates

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