



INSTITUTE
OF THE MOTOR
INDUSTRY

IMI PROFESSIONAL DEVELOPMENT COURSE GUIDE

2016/17

*A portfolio of training and
development courses, specifically
designed for the automotive industry*





Some of our courses are delivered here at Fanshaws, the IMI's offices in Brickendon, near Hertford, UK.

Check the 'Venue' section at the footer of each course for information.

Other courses can be delivered in-house and tailored to your needs or electronically. Please contact us to discuss how we can provide courses to suit your requirements.

Call: **+44 (0) 1992 519025**

Email: **cpd@theimi.org.uk**

www.theimi.org.uk

WELCOME TO THE IMI'S PROFESSIONAL DEVELOPMENT COURSE GUIDE

The automotive retail industry is one of the fastest moving in the UK. If you want to achieve more, it's vital that your skills keep pace. Our portfolio of continuing professional development (CPD) opportunities delivers what you need to drive your success.

WHAT CAN CPD DO FOR YOU?

CPD enriches your knowledge, keeps you currently competent, and improves your promotion and career prospects. It also demonstrates to your colleagues and your employers that you're equipped to respond to ever-increasing management and compliance requirements, rapidly-changing technical developments and best practice.

EASY TO ACCESS CPD, ENGINEERED WITH YOU IN MIND

All our CPD courses have been designed with the motor industry in mind and are delivered by specialist automotive training providers. You can train face-to-face, via workshops, online through e-learning, or even from your mobile. Each CPD activity earns a credit value and builds towards your total training target, but to make it easier for you, all of the IMI courses have been given a pre-determined credit value.

WE'RE HERE TO HELP

IMI is committed to meeting the professional needs of individuals in the automotive industry through encouraging and enabling you to fulfil your potential, improve your performance, increase your productivity and take pride in your career and industry.

Some of our CPD courses can also be delivered for you in-house, either in their current format or tailored more specifically to your business needs. Contact us for more information about how we can provide these courses to suit your requirements.

To discuss training and development needs for yourself, your team and your colleagues, please contact our Professional Development team.

Call: **+44 (0) 1992 519025**

Email: **cpd@theimi.org.uk**

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THE PROFESSIONAL ADVANTAGE

RECOGNISING INDIVIDUALS

IMI membership illustrates to the public and your colleagues that you are dedicated to your job, your customers and to the industry.

By becoming a member of the IMI, you'll commit to ethical working practices by signing the IMI's Code of Conduct, and you'll be recognised as an individual dedicated to providing the highest standards for your customers and your business.

Membership allows you to demonstrate your professional status with post-nominal letters and gives you access to a comprehensive range of products and support services, developed specifically to meet your professional needs.

For more information about membership and how it can benefit you, contact a member of the Professional Development team on **+44 (0) 1992 519025** or visit **www.theimi.org.uk/member**

DRIVING UP STANDARDS WITH THE IMI PROFESSIONAL REGISTER

Members who hold a level of membership from Licentiate (LIMI) to Fellow (FIMI) are automatically placed on the IMI Professional Register - the consumer-facing, industry-wide register made up of professional individuals working in the automotive industry. You can view the Register at **www.imiregister.org.uk**.

Being a registered professional shows your customers and your colleagues that you are continually keeping up to date with learning, new skills and working practices.

TRAINING PAYS

IMI, in partnership with the UK Commission for Employment and Skills (UKCES), completed a two-year research project with businesses from across the automotive industry to give a clear picture of the business impact and financial benefit of employer investment in skills and training across four key industry areas.

These particular studies covered the return on investment (ROI) from training and up-skilling for managers & leaders, heavy vehicle technicians, vehicle damage assessors and apprentices.

- Heavy Vehicle - businesses can achieve a 200% ROI from investing in irtec inspection accreditation. Maintenance and service centres have taken control of and improved their MOT first-time pass rates directly through adopting irtec inspection accreditation.
- Accident Repair - training in efficient use of modern estimating technology, vehicle damage assessors (VDAs) increased assessment accuracy by an average of 8% against a control group with an estimated ROI in the following year of 260%.

RESEARCH HIGHLIGHTS ARE:

- Apprenticeships - businesses can typically receive 150%-300% ROI from an apprentice technician.
- Management & Leadership - CPD in the form of competency development leading to IMI Accreditation, competency-based dealer management training, and BSc/MSc Automotive Dealership Management degrees showed clear financial and tangible benefits for the candidates, their staff and the business.

The studies' results show beyond doubt that training and skills development provide significant financial returns for businesses, as well as the obvious benefits for its employees.

For more information and downloads of the results and video case studies, visit **www.theimi.org.uk/roi**



THE MOTOR INDUSTRY

“With advancing technology this industry changes all the time, you are constantly learning.”



THE GLOBAL MOTOR INDUSTRY - HOW IT WORKS

COURSE OVERVIEW

This course has been designed to provide a highly practical and comprehensive insight into the entire structure of the global motor industry. It covers twelve industry topics and explains how the whole industry works as well as considering important future issues and trends. Learners will understand the role of key players including vehicle manufacturers, parts and component manufacturers and suppliers, dealers, logistics service providers and other key support services in bringing vehicles to market through to vehicle end-of-life and recycling. Upon successful completion candidates will receive a University of Buckingham Business School Certificate of Achievement.

*This course is delivered by
Autoconsult, Senior Automotive Industry Executives.*

WHO IS THE COURSE FOR?

This course is ideal for new recruits, graduates and younger members of staff, all levels of management, promotion candidates, those without any academic / automotive qualifications and anyone who would benefit from a better understanding of how the industry works.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Describe the structure of the global motor industry and how it works.
- Explain the role and interactions of key players from a global motor industry perspective.
- Understand important future issues and trends affecting the industry.

CPD Credit Value	14
Member Price	£750.00 + vat
Non-Member Price	£900.00 + vat
Course Format	Classroom
Course Duration	2 days
Venue	Fanshaws, IMI.
Bespoke/in-house/international option also available	

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



THE MOTOR TRADE

COURSE OVERVIEW

This course is about the motor trade in general, which is often much wider than people think. It will outline some of the many job roles in the industry and cover the different types of business and how they operate. Learners will gain an understanding of the different functions within an automotive business and how these work together as a whole.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand key organisational structures, functions and roles within the automotive work environment.
- Understand opportunities for employment.
- Describe types of motor vehicle companies.
- Explain systems and company structures.
- Understand the role of a franchised dealer.
- Understand reception and booking systems.

CPD Credit Value	2
Member Price	£5.00 + vat
Non-Member Price	£10.00 + vat
Course Format	E-learning
Course Duration	1 hour
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**





BUSINESS IMPROVEMENT AND FINANCE

“Training has changed the way I process my work, I formalise tasks in a more structured manner and I am now much more productive and efficient.”



ALTERNATIVE FINANCE

COURSE OVERVIEW

This course explores the 'crowd funding' and 'peer to peer' finance movement who offer alternative sources of funding to small businesses. Managers will learn how much can be borrowed and what securities are required. You will also develop an understanding of how much equity capital a business can raise and how the price and size of the share offer is set.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for senior managers, directors and owner proprietors with a responsibility to manage finances.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how the application process works and what information may be required.
- Explain what happens if the business already has a loan or overdraft.
- Understand how invoice discounting platforms operate and the types of and costs involved with cap finance.
- Describe how fundraising works.

CPD Credit Value	4
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	Approx. 4 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

BODYSHOP MANAGEMENT: GETTING RESULTS AND MAKING PROFIT

COURSE OVERVIEW

Bodyshop survival is a real issue in these austere and difficult times. This course takes the learner from the starting point to the end point of successful bodyshop managing. It unravels the mysteries of how to get to a healthy and sustainable bottom line profit from the business of repairing damaged vehicles. At an extra cost the learner can take a useful 'post course' option of 1 to 1 coaching, to help apply what they have learned into their own business, further enhancing their chances of success.

This course is delivered by Bodyshop Consulting.

WHO IS THE COURSE FOR?

Managers, aspiring managers, owners and proprietors of bodyshops. Designed for all sizes of company, including sole traders, small businesses and larger motor retail groups, franchised and independent dealerships.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Develop an understanding of bodyshop management accounting and the important areas that it addresses.
- Improve self-management to deliver better profitability.
- Improve customer satisfaction.
- Develop project management skills.
- Build a business strategy.

CPD Credit Value	8
Member Price	£180.00 + vat
Non-Member Price	£200.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI. Bespoke/in-house option also available

BUSINESS PERFORMANCE MANAGEMENT

COURSE OVERVIEW

Using key performance indicators (KPIs) can help to add real value to a business and ultimately to deliver success. Optimising performance and achieving great results depends on excellence in both management information systems and management responses. This course provides the tools that managers need to help their organisations succeed. Managers will be able to achieve control of their processes and improve the performance of their team and the business.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

Professionals and managers in functional areas such as sales and after sales in passenger and commercial vehicle businesses, marketing, operations, and shared services. Learners must have access to management and financial business information.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand what sort of plans should come out of the strategy process.
- Advise clients on establishing control systems to achieve business plans.
- Understand and use action review and problem solving meetings.
- Develop process maps and procedures to help solve problems.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



ENTERPRISE AND ENTREPRENEURSHIP

COURSE OVERVIEW

Entrepreneurship is all about creating and exploiting business opportunities. You will appreciate how individuals and companies can apply entrepreneurial skills to turn their business ideas into successful and sustainable ventures. You will understand the importance of strategic thinking and consider how to develop effective business models, value creative methods and exit strategies and manage entrepreneurial projects in good and bad times.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for managers interested in exploiting new ideas and wanting to turn them into viable and practical business opportunities.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to develop a clear strategy for business ideas.
- Identify and evaluate potential growth strategies for a business concept.
- Understand the practicalities of managing a growing business.
- Understand strategies to drive motivation to make it through tough times.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

FINANCE FOR NON-FINANCIAL MANAGERS

COURSE OVERVIEW

Professionals who understand how the numbers work are at a significant advantage over those that don't. Knowing how finance works can help employees to put decisions into a broader context, to identify the financial implications of their actions and to argue their case better for resources. This course looks at documents such as the profit statement, the balance sheet and cash flow analysis, and how they are linked. It also covers budgetary control, standard costing and discounted cash flow evaluations. These topics are set against the place of an organisation within the economy, different kinds of accountancy and the way financial objectives are arrived at, implemented and monitored. Background information and knowledge is combined with interactive activities and scenarios so that learning can be applied in the workplace.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course would suit anybody wishing to understand how finance works within a business.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand what the finance function does and how it can help in your role.
- Deduce relevant information and to recognise its limitations.
- See how decisions impact on the business as a whole.
- Prepare for greater responsibility.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

FINANCIAL CONTROL IN SMEs

COURSE OVERVIEW

This course explores the key differences between company structures and you will learn the importance of corporate social responsibility and how management is changing its response to contemporary business pressures. It encourages you to be proactively involved in the management of the business with the focus on 'outwards' and 'forwards' and how to deal with inevitable uncertainties. You will also find how to distinguish but link three levels of control, i.e. strategic, tactical and operational.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for managers, accountants or anyone with a responsibility for managing finances in a business.

WHAT WILL I GET OUT OF IT?

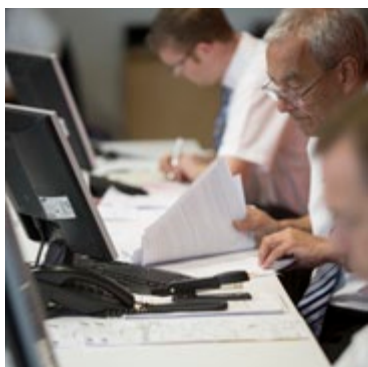
You will be able to:

- Understand the limitations of an accounting model for financial control.
- Explain how to integrate internal and external aspects of financial management and create a comprehensive structure of control.
- Distinguish between standardised financial accounting and customised management accounts.
- Understand how to recognise the importance of the concepts of Net Present Value and Strategic Financial Management.
- Understand how to outline an approach to business modelling and deal with uncertainty and risk.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	Approx. 4 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



FINANCIAL MANAGEMENT IN TURBULENT TIMES

COURSE OVERVIEW

Many of the techniques that underpin financial management were developed in conditions of stability. Yet the last ten years have been marked by increasing and unprecedented turbulence. This course focuses on the dynamics of financial management. Learners will be prompted to think through how the volatility which characterises today's business environment has affected their particular enterprise, and how they are, or might be, responding.

This course is provided by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to managers/finance professionals. Learners must have access to financial and management information.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how financial aspects can be managed, with particular reference to the greater importance now attached to the customer dimension, and to the popularity of more devolved structures.
- Understand the irrelevance of many academic hypotheses (like efficient markets and capital assets pricing) and find an alternative approach to establishing decision making criteria and their communication within a multi-product/market organisation structure, so as to assess value and ensure accountability.
- Identify the 'command and compliance' style of management and the 'trust and commitment' style; its connection with the need to balance the interests of various stakeholders, and the pressure for greater CSR.
- Describe how investment appraisal techniques are being adapted so as to cope with a greater degree of uncertainty and an increase in the proportion of investment which produces intangible assets coupled with a practical approach to the monitoring of investments, strategies and businesses.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

INNOVATION FOR BUSINESS

COURSE OVERVIEW

Innovation is all about generating and implementing new ideas, breaking the mould to deliver business success. This course shows learners why innovation is important, how to create and select great ideas and how to realise them in their own organisation. Learners will appreciate how creativity can grow from crisis, consider alternative business models and try out some practical tools for idea generation and risk management. Innovation will teach professional managers how to contribute effective new ideas to a range of situations within their organisation.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is aimed at all professionals involved in business.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand about what innovation is and why it is important.
- Identify different types of innovation.
- Understand how to encourage innovation within your organisation.
- Identify how to evaluate and select appropriate ideas.
- Understand how to develop ideas into projects that work.
- Understand ways to assess and manage risk.
- Understand how to convert ideas into results.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

INTELLECTUAL PROPERTY AND NEW IDEAS

COURSE OVERVIEW

This course will take you through a process that will help you to assess how new ideas are developing and to ensure weak ideas fail and good ones succeed. You will discover how to invite constructive feedback to support idea development through to realisation. Once a good idea has been identified you need to protect it and the course explores the different options available, the resulting costs and consequences of the choices made.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for anyone wishing to develop new ideas in an effective way for the benefit of the business.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to capture and record ideas and decide if they are worth pursuing.
- Explain why IP protection is important.
- Understand the types of protection available and how to research the best options.
- Understand who owns IP and what happens if it is shared, owned by you or an individual within your business.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

KEY PERFORMANCE INDICATORS

COURSE OVERVIEW

KPIs help us to manage performance. They are powerful tools not because they tell us results, but because they enable us to change them. By linking short term results to longer term goals, we show how KPIs are the key tool for management control. Using a practical approach, the course looks at how to use KPIs to convey results which show the degree to which main bottom line objectives are being met, and to provide incisive knowledge allowing corrective action to be devised.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is ideal for senior managers or advisors who want to introduce KPIs into their business.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Make the best use of KPIs.
- Use KPIs to tackle some of the stumbling blocks which demotivate the team.
- Understand what is involved in implementing the most effective form of management control systems in a few months.
- Use KPIs to highlight areas of opportunity.
- Set and attain high standards for information analysis and decision making.
- Use the right KPIs with the appropriate frequency.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

MAKING BUDGETING WORK IN THE REAL WORLD

COURSE OVERVIEW

Budgeting seems so simple in the textbooks. So why does it often fail in practice? This course explains the barriers to effective budgeting and enables learners to create and manage more successful budgets. The author's practical experience, coupled with many hours debating the issues in the classroom, enables him to frame the key questions and open the debate about how to create an effective and efficient budgeting process.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to professionals, both in finance functions and other areas, who are looking for a practical course that enables them to apply budgeting theory and knowledge in their own organisation.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Choose the most appropriate budgeting method.
- Devise ways to overcome weaknesses in your current budgeting system.
- Consider ways of better communicating and presenting budgets to non-financial staff.
- Meet the varying budget preparation needs of different departments.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A



MARKET ANALYSIS

COURSE OVERVIEW

This course introduces you to a robust framework for market analysis to include exploring business strategy, market analysis and market research. It will help managers to understand how they are perceived by their customers and which of the four quadrants to place a business in: Commodity, Price Down, Manage Risk or Partner.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

Anyone who is involved in business planning and marketing within a business.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the market segments a business serves, its structure, dynamics and who its target customers are.
- Explain Porters 5 Forces.
- Understand how to satisfy customer needs and identify your competitive advantage, competitor goals and strategies.
- Understand how to assess a market for a new product and calculate the chance of success for new products and markets.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

WRITING A BUSINESS PLAN

COURSE OVERVIEW

This course will help managers to produce a well constructed business plan to be used as a tool to aid decision making around project potential, planning and delivery. Learners will learn what constitutes a successful business plan and how to ensure it is complete and accurate. They will be introduced to successful financial models and how to use the business plan as a business benchmark.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for managers with the responsibility to write business plans.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Describe what constitutes a successful business plan.
- Understand how to turn an idea into a business plan.
- Explain the options available for a business plan and how to select the best one.
- Understand how to conduct market research and the internal and external factors to consider.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



CUSTOMER SERVICE

"I always enjoy learning. The pace of change in the industry will always ensure CPD is interesting and beneficial."



CONVERSATIONS WITH CUSTOMERS

COURSE OVERVIEW

The way you plan and conduct conversations with your customers and prospects will be the most significant factor in developing your relationship with them. This course covers the way you structure an interaction and the approach you adopt to uncovering customers' needs through effective questioning which will determine whether you are accepted as a trusted advisor or not.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is ideal for anybody involved in developing long-term relationships with clients.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Plan and research effectively prior to meetings to ensure they are effective.
- Agree objectives with customers by describing the goal in customer-focused terms.
- Understand customers' needs through effective questioning.
- Encourage customers to open up through active listening techniques.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



CUSTOMER CARE

COURSE OVERVIEW

First class customer care has long been acknowledged as vital to any business's reputation and customer retention. Positive customer impressions and attitudes are essential for the overall success of any business.

While the actions of all staff can have a great influence upon the experience for the customer, the application and maintenance of good techniques in this area requires a specific set of skills and knowledge. This course has been specifically designed to develop customer care skills for all customer facing roles.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Anyone involved in customer facing roles in a garage environment.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify the key skills required in providing excellent customer service.
- Understand the difference between good and bad customer service.
- Understand the principles of best practice in customer care.
- Apply defined improvements to benefit the business and working environment.

CPD Credit Value	10
Member Price	£166.50 + vat
Non-Member Price	£185.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	STC Uxbridge / regional centre

How do I book? See 'How to make a booking' on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



ESSENTIAL SKILLS TO DELIVER CUSTOMER SATISFACTION TO PARTS CUSTOMERS

COURSE OVERVIEW

Customer service is the bedrock of all of the behaviours needed to achieve long term customer loyalty and profitable parts and accessories sales. Without great customer service, all the energy that goes into managing the rest of the business is undermined. This course has been designed to equip parts and accessories advisors with the fundamental knowledge, essential skills, positive attitude and customer service behaviours needed to handle customer enquiries, order placement and complaints in the warm professional and responsive manner that creates customer satisfaction.

This course is delivered by Ascari Training & Consulting Ltd.

WHO IS THE COURSE FOR?

Parts and accessories sales advisors, parts delivery drivers.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify the importance of the role of the parts sales advisor within the business in creating loyal and long term customers.
- Describe the skills, attitude, knowledge and behaviours needed to perform the role effectively.
- Distinguish between customer service and sales behaviours.
- Identify how to welcome parts & accessories customers warmly and effectively.
- Identify how to address customer's requirements with empathy, speed and professionalism.
- Distinguish the difference between gathering essential customer information effectively and efficiently.
- Learn how to satisfy customers by professionally responding to parts and accessories enquiries with care, helpfulness and accountability.
- Identify how to handle parts customer complaints with sincerity, empathy, warmth and assertiveness.

CPD Credit Value	9
Member Price	£128.00 + vat
Non-Member Price	£151.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI. Bespoke/in-house option also available



EDUCATION AND TRAINING

*“Training is a great way of knowing you
are competent at your job.”*

ASSESSOR AND VERIFIER UPDATE WORKSHOPS

The Assessor & Verifier (A&V) workshop has been developed to update those that are qualified and assessing and verifying QCF qualifications, to provide an understanding of the latest requirements.

It will also benefit those that are working towards their assessor verifier qualifications, to give them a greater understanding on how to carry out assessments and verification.

CENTRE MANAGEMENT WORKSHOPS

These interactive workshops are designed to prepare centre personnel for their approval visit. This is to ensure that they are fully aware of, and have understood, all the requirements to operate as an IMI Approved Centre, which will simplify and speed up the approval outcome.

The workshop will cover all aspects of IMI's quality assurance requirements such as:

- Centre roles and responsibilities
- Navigating the IMI website - accessing qualifications, support material and systems
- Implementing key policies and procedures
- Internal Quality Assurance (IQA) processes including setting up an IQA strategy

ACCREDITED ASSESSOR AWARDS

IMI facilitate interactive assessments / workshops designed for individuals who are, or who will be, directly involved in the assessment process for IMI Accreditation or the irtec Licensing Scheme.

To find out more about these workshops,
go to **www.theimi.org.uk/awarding**
or email **bookings@theimi.org.uk**

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

CERTIFICATE IN PERFORMANCE COACHING

COURSE OVERVIEW

This course is designed for those who wish to achieve a high level of coaching proficiency. It takes you beyond traditional behavioural coaching frameworks (e.g. 'grow') to explore more detailed approaches to performance coaching.

You will learn how to ensure an individual can identify their goals in detail, pinning down how they will know that they have succeeded, what the goal gives them and why it motivates them, the time frame for achieving it and what makes it difficult to achieve.

This is a fast track qualification mapped at QCF level 4 and EQF level 5 and is built around an intensive 3 day practical workshop but also includes:

- Pre-course reading.
- Case study analysis.
- Self-learning material.
- Reflective learning journal.

This qualification is delivered in partnership with the Institute of Training and Occupational Learning (ITOL) and upon successful completion a year's FREE membership with IMI and ITOL is available.*

*Other criteria may apply. Please call for details.

WHO IS THE COURSE FOR?

Anyone involved in managing the performance of staff and trainers who wish to expand their skill portfolio. It is also ideal for occasional coaches, HR officers, office managers, team leaders and project managers.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Use different goal setting models.
- Understand what positively impacts on the level of performance we accomplish.
- Understand how to achieve lasting performance improvement.
- Find out someone's core values and how these can be harnessed for success.
- Provide the most appropriate feedback and do so in a way that drives motivation.

CPD Credit Value	60
Member Price	£1596.00 + vat
Non-Member Price	£1995.00 + vat
Course Format	Classroom
Course Duration	3 days plus self-study time
Venue	Fanshaws, IMI. Bespoke/in-house option also available

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

CERTIFICATE IN TRAINING AND DEVELOPMENT

COURSE OVERVIEW

This course provides trainers with a broad range of knowledge and skills in order to operate as a rounded training professional. There will be opportunities for skill development, as well as the acquisition of key models and frameworks of relevance to the professional trainer who is gaining influence in his or her organisation. This is a fast track qualification mapped at QCF level 4 and EQF level 5 and is built around an intensive 3 day practical workshop with self-learning material.

This qualification is delivered in partnership with the Institute of Training and Occupational Learning (ITOL) and upon successful completion a year's FREE membership with IMI and ITOL is available.*

*Other criteria may apply. Please call for details.

WHO IS THE COURSE FOR?

Those involved in vocational training, learning and development, training delivery and assessment, e.g. trainers, lecturers, tutors etc.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify learning needs at individual, occupational and organisational levels.
- Design training and development sessions.
- Prepare and develop resources to support learning.
- Create a climate conducive to learning.
- Facilitate learning in groups.
- Evaluate training and development sessions.
- Evaluate and develop own practice.
- Cost training activities.
- Monitor and maintain equal opportunities within the training function.

CPD Credit Value	60
Member Price	£1596.00 + vat
Non-Member Price	£1995.00 + vat
Course Format	Classroom
Course Duration	3 days plus self-study time
Venue	Fanshaws, IMI. Bespoke/in-house options available

CERTIFICATE IN TRAINING CONSULTANCY

COURSE OVERVIEW

This course will help you explore the skills, knowledge and professional behaviours required by an effective training consultant. It reviews the phases of the consultancy process and typical consultancy interventions introducing a range of tools, skills and techniques to support effective interaction with clients. This is a fast track qualification mapped at QCF level 4 and EQF level 5 and is built around an intensive 3 day practical workshop, self-learning and includes:

- Ongoing assessment of practical skills.
- Reflective learning journal.
- Completion of a two part interactive case study.

This qualification is delivered in partnership with the Institute of Training and Occupational Learning (ITOL) and upon successful completion a year's FREE membership with IMI and ITOL is available.*

*Other criteria may apply. Please call for details.

WHO IS THE COURSE FOR?

Anyone involved in learning and development or HR, looking to enhance their skills from that of a practitioner to playing a more consultative role.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand and analyse the 'Competent Consultant'.
- Understand and apply 'The Consultancy Model'.
- Use tools for problem identification.
- Develop a client solution matrix.
- Use strategic implementation planning.
- Present a successful business case.

CPD Credit Value	60
Member Price	£1596.00 + vat
Non-Member Price	£1995.00 + vat
Course Format	Classroom
Course Duration	3 days plus self-study time
Venue	Fanshaws, IMI. Bespoke/in-house options available





DIPLOMA IN CONSULTING EXCELLENCE

COURSE OVERVIEW

Today's volatile business setting has intensified the need for high energy learning and development professionals to build on their understanding of the human side of change. It is imperative that you acquire the skills that will help organisations maintain competitiveness and strategic alignment through all levels of the business.

This highly practical qualification allows you to enhance the skills that deliver excellent consultancy projects. You will develop the tools and techniques to provide superior service as you achieve peak performance in meeting client needs. This is a fast track qualification mapped at QCF level 6 and EQF level 6 and is built around an intensive 4 day practical workshop but also includes:

- Two blocks of personal development.
- Self-learning modules.
- A work related assignment (to be presented).
- Participation in a Virtual Learning Group.

This qualification is delivered in partnership with the Institute of Training and Occupational Learning (ITOL) and upon successful completion a year's FREE membership with IMI and ITOL is available.*

*Other criteria may apply. Please call for details.

WHO IS THE COURSE FOR?

Internal or external consultants, seasoned practitioners or those new to the profession or wishing to engage in it.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Manage the process of consulting.
- Deliver business improvement.
- Build productive relationships.
- Successfully control consulting programmes.
- Develop elite workgroups.
- Navigate organisational complexity.
- Control your personal environment.
- Find out someone's core values and how these can be harnessed for success.
- Provide the most appropriate feedback and do so in a way that drives motivation.

CPD Credit Value	70
Member Price	£2076.00 + vat
Non-Member Price	£2595.00 + vat
Course Format	Classroom
Course Duration	4 days plus self-study time
Venue	Fanshaws, IMI. Bespoke/in-house option also available

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



DIPLOMA IN LEARNING AND DEVELOPMENT MANAGEMENT

COURSE OVERVIEW

This qualification is for experienced learning and development professionals who have elected to pursue a career as a Learning and Development Manager, and want their own experience and knowledge underpinned with a formal, recognised qualification.

The qualification provides an in depth understanding of key concepts relating to the role and develops the skills which enable success. It will provide credibility and confidence to those who have responsibility to manage a learning and development operation and develop specialist skills to help increase your impact when working at the senior and executive levels within organisations. This is a fast track qualification mapped at QCF level 6 and EQF level 6 and is built around an intensive 4 day practical workshop but also includes:

- Two blocks of personal development.
- Self-learning modules.
- A work related assignment (to be presented).

This qualification is delivered in partnership with the Institute of Training and Occupational Learning (ITOL) and upon successful completion a year's FREE membership with IMI and ITOL is available.*

*Other criteria may apply. Please call for details.

WHO IS THE COURSE FOR?

Senior specialists/practitioners, practitioners who are moving into the support and training of senior organisation staff, first line team leaders in learning and development, experienced learning and development consultants seeking to better understand the challenges facing training and development in their client organisations.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the process and practice of learning and development including training design and delivery.
- Understand learning and development within the context of an organisation and business.
- Effectively manage learning and development operations including budgeting, training needs analysis and evaluation.
- Effectively manage learning and development functions including developing policy, managing performance review systems and developing teams.

CPD Credit Value	85
Member Price	£2076.00 + vat
Non-Member Price	£2595.00 + vat
Course Format	Classroom
Course Duration	4 days plus self-study time
Venue	Fanshaws, IMI. Bespoke/in-house option also available

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



DIPLOMA IN ORGANISATIONAL LEARNING

COURSE OVERVIEW

To keep up with the rapid fluctuations and higher challenges of the 21st century business landscape, organisations must become dynamic and responsive in their approach to learning. This qualification provides the skills to help organisations understand learning as a calculated competitive tool and to encourage the paradigm shift that recognises learning, not as a cost but as sound business strategy. It provides an in-depth understanding of a range of concepts relating to the role and develops the skills that will increase not only your personal success, but also increase your impact within an organisation or with clients. It will enable you to ensure aligned, integrated, effective and sustained learning at all levels. This is a fast track qualification mapped at QCF level 6 and EQF level 6 and is built around an intensive 4 day practical workshop but also includes:

- Two blocks of personal development.
- Self-learning modules.
- A work related assignment (to be presented).
- Participation in a Virtual Learning Group.

This qualification is delivered in partnership with the Institute of Training and Occupational Learning (ITOL) and upon successful completion a year's FREE membership with IMI and ITOL is available.*

*Other criteria may apply. Please call for details.

WHO IS THE COURSE FOR?

All learning and development professionals.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Utilise 21st century models and frameworks to increase the performance of your organisation or your clients' organisation.
- Develop a thorough understanding of organisational learning practices that will equip you to provide positive organisational impact.
- Enhance the effectiveness of your organisation or clients' organisation by the application of highly targeted learning and development tactics.
- Expand the capability of your organisation or clients' organisation using relevant and effective tools and techniques.

CPD Credit Value	85
Member Price	£2076.00 + vat
Non-Member Price	£2595.00 + vat
Course Format	Classroom
Course Duration	4 days plus self-study time
Venue	Fanshaws, IMI. Bespoke/in-house option also available



INFORMATION TECHNOLOGY

“Training has given me more structure to my work, it has increased my confidence in my ability and I have gone for jobs that I never would have done without it.”



MICROSOFT OFFICE SPECIALIST – ACCESS 2010

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft Access 2010 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at professionals who are involved in creating business deliverables with Microsoft Office Access 2010 and might have experience with previous versions of Microsoft Office Access.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Structure a database - define data needs and types; define and print table relationships; add, set, change, or remove primary keys; split databases.
- Create and format database elements - create databases and tables; create and modify fields, forms and reports.
- Enter and modify data - navigate among records; find and replace data; attach documents and import data.
- Create and modify queries.
- Present and share data - sort, filter and export data; create and modify charts; save and print database objects.
- Manage and maintain databases - perform routine database operations.

CPD Credit Value	37
Member Price	£195.00 + vat
Non-Member Price	£215.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MICROSOFT OFFICE SPECIALIST – EXCEL 2010

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft Excel 2010 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at professionals who are involved in creating business deliverables with Microsoft Office Excel 2010 and might have experience with previous versions of Microsoft Office Excel.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Manage the worksheet environment.
- Create cell data.
- Format cells and worksheets.
- Manage worksheets and workbooks.
- Apply formulas and functions.
- Present data visually.
- Share worksheet data with other users.
- Analyse and organise data.

CPD Credit Value	37
Member Price	£195.00 + vat
Non-Member Price	£215.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A

MICROSOFT OFFICE SPECIALIST – OUTLOOK 2010

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft Outlook 2010 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at professionals who are involved in creating business deliverables with Microsoft Office Outlook 2010 and might have experience with previous versions of Microsoft Office Outlook.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Manage the Outlook environment.
- Manage e-mail messaging - create and send e-mail messages; manage signatures, attachments; understand delivery options.
- Manage scheduling and calendar settings - create appointments, meetings; customize settings and share calendars.
- Manage tasks - create and modify tasks; accept, decline, assign, update and respond to tasks.
- Manage contacts and personal contact information - create and modify contacts and distribution lists; create address books.

CPD Credit Value	37
Member Price	£195.00 + vat
Non-Member Price	£215.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



MICROSOFT OFFICE SPECIALIST – POWERPOINT 2010

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft PowerPoint 2010 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at anyone who wants to create and manage presentation documents to meet business needs by using the depth and breadth of features in Microsoft Office PowerPoint 2010.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Manage the PowerPoint environment.
- Create a slide presentation.
- Work with graphical and multimedia elements.
- Create charts and tables.
- Apply transitions and animations.
- Collaborate on presentations.
- Prepare presentations for delivery.
- Deliver presentations.

CPD Credit Value	37
Member Price	£195.00 + vat
Non-Member Price	£215.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A

MICROSOFT OFFICE SPECIALIST – WORD 2010

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft Word 2010 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at anyone who wants to gain a better understanding of Microsoft Office Word 2010 and might have experience with previous versions of Microsoft Office Word.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Create, customise and maintain documents - create, format and lay out documents; make documents and content easier to find.
- Format content - format text and paragraphs; control pagination.
- Apply page layout and reusable content.
- Include illustrations and graphics in a document.
- Proofread documents and manage tracked changes.
- Apply references and hyperlinks.
- Perform mail merge operations.

CPD Credit Value	37
Member Price	£195.00 + vat
Non-Member Price	£215.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A

MICROSOFT OFFICE SPECIALIST – ACCESS 2013

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft Access 2013 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at professionals who are involved in creating business deliverables with Microsoft Office Access 2013 and might have experience with previous versions of Microsoft Office Access.

WHAT WILL I GET OUT OF IT?

You will be able to:

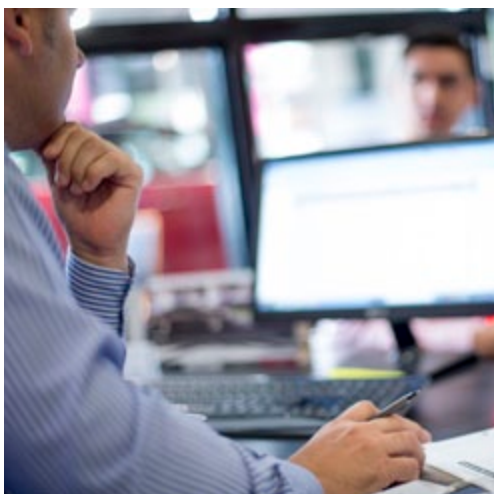
- Structure a database - define data needs and types; define and print table relationships; add, set, change, or remove primary keys; split databases.
- Create and format database elements - create databases and tables; create and modify fields, forms and reports.
- Enter and modify data - navigate among records; find and replace data; attach documents and import data.
- Create and modify queries.
- Present and share data - sort, filter and export data; create and modify charts; save and print database objects.
- Manage and maintain databases - perform routine database operations.

CPD Credit Value	37
Member Price	£195.00 + vat
Non-Member Price	£215.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**





MICROSOFT OFFICE SPECIALIST – EXCEL 2013

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft Excel 2013 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at professionals who are involved in creating business deliverables with Microsoft Office Excel 2013 and might have experience with previous versions of Microsoft Office Excel.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Create and manage worksheets and workbooks.
- Create cells and ranges.
- Create tables.
- Apply formulas and functions.
- Create charts and objects.

CPD Credit Value	37
Member Price	£195.00 + vat
Non-Member Price	£215.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MICROSOFT OFFICE SPECIALIST – OUTLOOK 2013

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft Outlook 2013 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at professionals who are involved in creating business deliverables with Microsoft Office Outlook 2013 and might have experience with previous versions of Microsoft Office Outlook.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Manage the Outlook environment.
- Manage e-mail messaging - create and send e-mail messages; manage signatures, attachments; understand delivery options.
- Manage scheduling and calendar settings - create appointments, meetings; customize settings and share calendars.
- Manage tasks - create and modify tasks; accept, decline, assign, update and respond to tasks.
- Manage contacts and personal contact information - create and modify contacts and distribution lists; create address books.

CPD Credit Value	37
Member Price	£195.00 + vat
Non-Member Price	£215.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A

MICROSOFT OFFICE SPECIALIST – POWERPOINT 2013

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft PowerPoint 2013 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at anyone who wants to create and manage presentation documents to meet business needs by using the depth and breadth of features in Microsoft Office PowerPoint 2013.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Manage the PowerPoint environment.
- Create a slide presentation.
- Work with graphical and multimedia elements.
- Create charts and tables.
- Apply transitions and animations.
- Collaborate on presentations.
- Prepare presentations for delivery.
- Deliver presentations.

CPD Credit Value	37
Member Price	£195.00 + vat
Non-Member Price	£215.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A



MICROSOFT OFFICE SPECIALIST – WORD 2013

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft Word 2013 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at anyone who wants to gain a better understanding of Microsoft Office Word 2013 and might have experience with previous versions of Microsoft Office Word.

WHAT WILL I GET OUT OF IT?

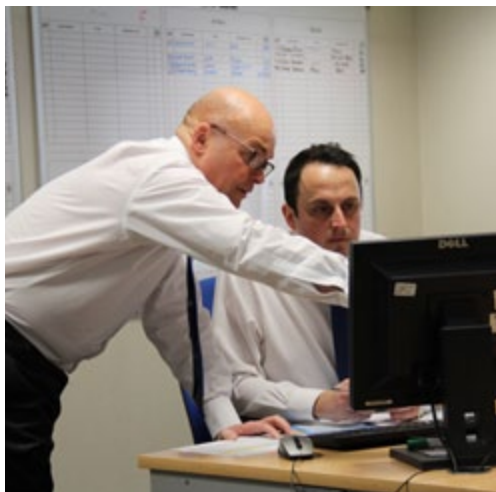
You will be able to:

- Create, customise and maintain documents - create, format and lay out documents; make documents and content easier to find.
- Format content - format text and paragraphs; control pagination.
- Apply page layout and reusable content.
- Include illustrations and graphics in a document.
- Proofread documents and manage tracked changes.
- Apply references and hyperlinks.
- Perform mail merge operations.

CPD Credit Value	37
Member Price	£195.00 + vat
Non-Member Price	£215.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



MICROSOFT OFFICE SPECIALIST - PROJECT 2013

COURSE OVERVIEW

This self-study learning programme combines e-learning, e-courseware, exercises, quizzes and practice tests. This enables learners to test their understanding of the product in a realistic testing environment and take the Microsoft certification exam, all whilst learning Microsoft Project 2013 at their own pace. One Microsoft exam voucher is included and 12 months email and telephone support is provided by our fully qualified Microsoft certified Remit tutorial team.

This course is delivered by Remit IT Academy and is only available in the UK.

WHO IS THE COURSE FOR?

This self-study learning programme is targeted at professionals who are involved in planning and managing projects using the Microsoft Project 2013 application.

WHAT WILL I GET OUT OF IT?

You will be able to:

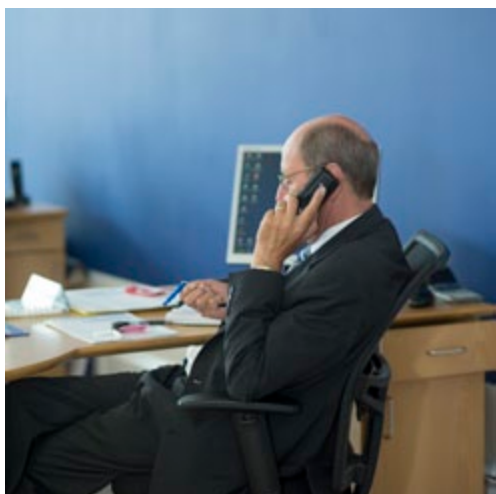
- Create, navigate and customise a project, adding tasks and resources.
- Work with project calendars, tasks and resources.
- Deliver a project plan.
- Manage the project environment.
- Manage task structures.
- Generate project views.
- Produce project reports.

CPD Credit Value	37
Member Price	£260.00 + vat
Non-Member Price	£280.00 + vat
Course Format	Distance learning - E-learning
Course Duration	Approx. 35 hours
Venue	N/A



LEGAL, COMPLIANCE AND HUMAN RESOURCES

“Personal development is important in any role. It helps you to be ready for any future changes in the industry.”



DATA PROTECTION

COURSE OVERVIEW

This course is designed to enable you to understand issues such as choice, consent, transparency, security and legislation relating to the Data Protection Act 1998. The course assessment will demonstrate your competence and compliance with an organisations policies and procedures with regard to data protection compliance.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for anyone in a business with access to personal information of colleagues or clients that could impact on Data Protection.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the current legal arrangements for privacy and data protection in the UK.
- Explain the difference between personal and sensitive personal data and how the Act is enforced.
- Understand the application of the Act regarding information gained through CCTV and surveillance
Understand protocols regarding subject access requests and the implications of disclosing information about a data subject.
- Demonstrate your competence and compliance.

CPD Credit Value	7
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	6 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



EMPLOYMENT LAW FOR MANAGERS

COURSE OVERVIEW

Any good manager needs to understand and be aware of the legal responsibilities they must adhere to on behalf of their company. A good grounding in employment law will give managers both the knowledge and the confidence to handle situations with their staff when following a legal procedure is a requirement.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for managers at all levels and those who are new to management or are preparing to take on a management role. More experienced or senior managers will value the opportunity to spend time refreshing their knowledge of employment law.

WHAT WILL I GET OUT OF IT?

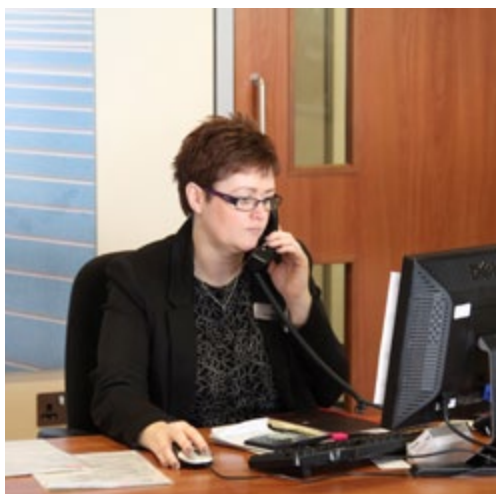
You will be able to:

- Understand the importance of an employment contract and terms and conditions and how to get it right when recruiting new staff.
- Handle situations where an issue may arise with the rights of a member of staff.
- Understand the discipline and grievance procedure and the process that they need to follow to ensure employment law is adhered to.
- Handle a staff dismissal.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



ETHICAL COMPLIANCE

COURSE OVERVIEW

This course is designed to develop an understanding of how ethical compliance should be incorporated into a business culture, and how business performance can be improved through encouraging ethical compliance. Senior managers will understand how important it is to clearly express and reinforce messages and encourage employees' involvement in the ongoing monitoring of ethical compliance.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for senior managers who lead or manage people and have the opportunity to be an effective role model.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand dysfunctional behaviour, corporate culture, sub-culture and counter culture.
- Explain what organisational climate is and how internal behaviours can be affected by external factors.
- Understand how ethical behaviour could affect business objectives.
- Describe policies that should be developed for business.
- Understand formal and informal pathways for reporting.

CPD Credit Value	4
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A



HEALTH AND SAFETY

COURSE OVERVIEW

This course is designed to develop a managers understanding of what actions need to be taken to comply with Health and Safety regulation and legislation and the role they play in this important compliance area. Employees will develop awareness from a day to day point of view of their personal responsibilities and accountabilities for Health and Safety in the workplace.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for anyone in the workplace.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand Health and Safety legislation, policies and employees responsibilities.
- Understand the benefits of good Health and Safety compliance.
- Understand what to consider when managing Health and Safety on a daily basis.
- Explain required emergency evacuation procedures, first aid provision, risk assessment and reporting procedures.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MANAGING SAFELY WITHIN AUTOMOTIVE RETAIL

COURSE OVERVIEW

The effective management of Health and Safety is a legal requirement. This duty has to be discharged by those managing workplace activities. Managers must therefore be aware of their duties and be capable of managing the Health and Safety aspects in the workplace. This course introduces the concept of managing safely, assessing risk in the workplace, controlling risk in the workplace, understanding responsibilities, identifying hazards, investigating accidents and incidents, measuring performance and protecting the environment.

This course is delivered by ACT (National) Ltd.

WHO IS THE COURSE FOR?

Automotive retail proprietors, managers, directors and supervisors.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify the reasons for managing health and safety and explain the main requirements of the Health and Safety at Work Act 1974 and the main requirements of the Management of Health and Safety at Work Regulations 1999.
- Identify the main workplace health, safety and welfare issues.
- Identify common hazardous substances in the automotive industry and how exposure is controlled, including the management of asbestos, and explain the hazards and appropriate control measures for noise and vibration at work.
- Identify the key issues associated with environmental protection, identify the components of an environmental management system and recognise responsibilities associated environmental legislation.

CPD Credit Value	31
Member Price	£695.00 + vat
Non-Member Price	£799.00 + vat
Course Format	Classroom
Course Duration	4 days, within a 6 month period
Venue	Call for details. Bespoke/in-house option also available

WORKING SAFELY WITHIN AUTOMOTIVE RETAIL

COURSE OVERVIEW

Designed for all employees involved in our industry, 'Working Safely within Automotive Retail' has the needs of both management and individuals in mind. Run over a single day, the course sets out to develop a positive health and safety culture in the workplace. It does this by identifying automotive retail-specific hazards and examining the principle that all people within the workplace have legal responsibilities for health & safety.

This course is delivered by ACT (National) Ltd.

WHO IS THE COURSE FOR?

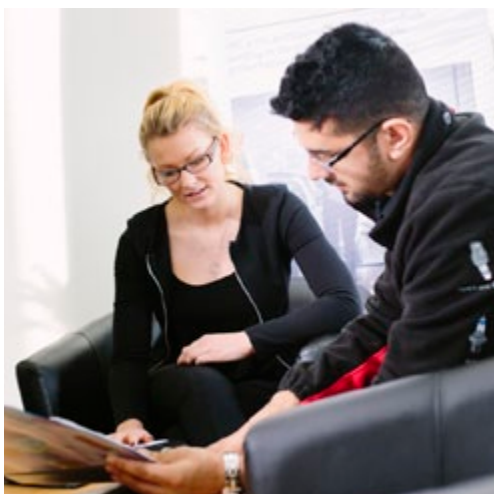
Designed for all employees involved in our industry, 'Working Safely within Automotive Retail' has the needs of both management and individuals in mind.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the need to work safely within the automotive retail industry, not put others at risk and explain the consequences to both the individual and organisation should health and safety fail.
- Define the terms hazard, risk and risk controls.
- Understand the role and importance of risk assessment and give examples of risk assessment in the automotive retail industry and subsequent control measures.
- Know how to report accidents, incidents and near misses, who to report them to, and be aware of emergency and accident plans and procedures in your place of work.
- Be aware of how the automotive retail industry affects the environment and list ways in which individuals and organisations can minimise pollution and waste.

CPD Credit Value	10
Member Price	£175.00 + vat
Non-Member Price	£199.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Call for details. Bespoke/in-house option also available



CONDUCTING PERFORMANCE APPRAISALS

COURSE OVERVIEW

The appraisal sits at the heart of any approach to performance management. The process of viewing the previous year's performance and of agreeing expectations for the coming period is key to the professional relationships that managers develop with their staff. This course shows how investing time in conducting effective appraisals creates a motivated team and saves the manager time in the long term.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to people at all levels who have to conduct performance appraisals. Those who are new to conducting appraisals will find that this course will help them understand the process and techniques required. More experienced or senior managers will value the opportunity to spend time reviewing their attitude and approach to appraisal and learning new techniques.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand what an appraisal is for and why it is important.
- Prepare effectively for an appraisal.
- Plan and conduct constructive preliminary meetings and appraisal meetings.
- Recognise what should and shouldn't be covered in an appraisal.
- Ensure that spoken and written comments are fair and effective.
- Correctly complete any forms related to the appraisal process.
- Learn techniques for handling any difficult situations that arise during appraisal.

CPD Credit Value	4
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

RECRUITMENT AND SELECTION

COURSE OVERVIEW

This course provides a good understanding of the recruitment process from the need to recruit through to making the job offer. It provides practical advice on writing a good job profile, finding and short listing the right candidates, preparing properly for interview and making the right selection, as well as conducting the interview itself.

This course is provided by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to people who are likely to be involved at any stage of the recruitment and selection process. Those who are new to recruitment and selection will find that this course guides them through the process from beginning to end. Those with more experience will value the opportunity to review their approach to recruitment and selection, practise their skills and build on their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand and follow a recruitment and selection process.
- Profile a job by defining accountabilities, standards and competencies.
- Write and place an advert which attracts the right candidates.
- Understand issues of equality and discrimination and their implications.
- Prepare effectively for the interview.
- Use effective body language and questioning to get the best out of candidates at interview.
- Make an informed selection based on appropriate criteria.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

SELECTING THE RIGHT PEOPLE

COURSE OVERVIEW

This course covers good practice in finding and selecting new recruits using objective selection methods, and will provide managers with the skills and knowledge to induct new starters and ensure that they are able to contribute to the success of the business from day one.

This course is delivered by Grass Roots.

WHO IS THE COURSE FOR?

All line managers, particularly those who have responsibility for recruiting and inducting new employees, and managing people during probationary periods.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Manage the selection process to ensure the “best fit” candidates are selected for vacant positions.
- Identify selection criteria, personal specifications and weighting requirements for vacancies.
- Conduct criteria based interviews gathering, recording and scoring evidence to support job criteria.
- Operate a fair and transparent selection process which complies with current legislation.
- Select and promote suitable internal candidates for vacant and new job positions.

CPD Credit Value	8
Member Price	£218.00 + vat
Non-Member Price	£290.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI
	Bespoke/in-house option also available

UNDERSTANDING TRADING LAW AND BUSINESS COMPLIANCE - FOUNDATION

COURSE OVERVIEW

Protect and grow your business by understanding trading and consumer laws, business compliance and consumer protection. This course provides a foundation level understanding of the laws and requirements that will enable you to avoid inadvertent breaches of the law which could result in costs and penalties to your business and damage to your reputation.

This course is delivered by the Chartered Trading Standards Institute.

WHO IS THE COURSE FOR?

Everybody involved in sales, service and maintenance and repair in the retail motor industry. Designed for all sizes of company - sole traders, small businesses and larger motor retail groups, franchised and independent dealerships.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how Trading Standards operate.
- Understand Trading Standards law applicable to the retail motor industry.
- Understand consumer rights.
- Understand and appreciate fair trading and best practice.

CPD Credit Value	6
Member Price	£65.00 + vat
Non-Member Price	£75.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

UNDERSTANDING TRADING LAW AND BUSINESS COMPLIANCE - INTERMEDIATE (X 3)

COURSE OVERVIEW

Protect and grow your business by understanding trading and consumer laws, business compliance and consumer protection. This course is provided as three separate modules to book - Customer Service, Maintenance and Repair, and Vehicle Sales. Each builds on the foundation course, providing more in-depth details of the legislation that applies to each part of the retail motor industry, and to your specific role and responsibilities. The CPD credit value and the prices given below are per module.

These courses are delivered by the Chartered Trading Standards Institute.

WHO IS THE COURSE FOR?

Business owners, managers, supervisors, customer service advisors and complaint handling staff working in service garages and sales businesses and outlets including: maintenance and repair, MOT, vehicle sales and fast fit centres. Designed for all sizes of company - sole traders, small businesses and larger motor retail groups, franchised and independent dealerships. Learners need to have completed the Foundation level course.

WHAT WILL I GET OUT OF IT?

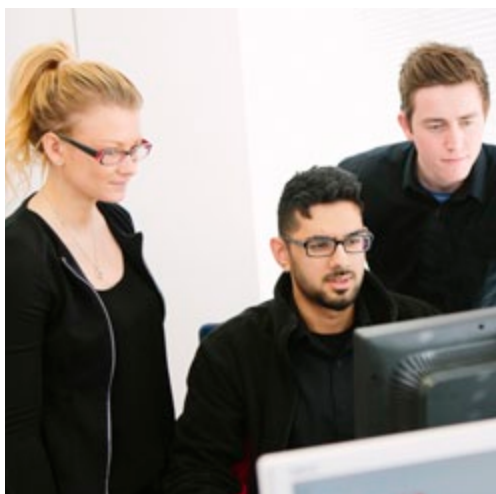
You will be able to:

- Demonstrate an enhanced knowledge of Trading Standards law applicable to the maintenance and repair sub-sector.
- Develop a working knowledge of the broad range of Trading Standards law.
- Develop skills to implement compliance systems and best practice.
- Understand consumer rights and the need for a suitable complaints procedure.
- Develop skills to champion fair trading and best practice.

CPD Credit Value	8
Member Price	£75.00 + vat
Non-Member Price	£90.00 + vat
Course Format	E-learning
Course Duration	6 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



UNDERSTANDING TRADING LAW AND BUSINESS COMPLIANCE - ADVANCED

COURSE OVERVIEW

Understanding compliance to trading and consumer laws, business and consumer protection is critical. Find out how to implement systems and processes that will protect and grow your business and mitigate costs and penalties and damage to your reputation. This course builds on the Foundation course and prior to the course date, you are invited to submit real-life case studies for review during the course, where approaches and solutions will be explored.

This course is delivered by the Chartered Trading Standards Institute.

WHO IS THE COURSE FOR?

Business owners and managers requiring an advanced and more detailed knowledge and understanding of trading and consumer laws, business compliance and consumer protection. Designed for all sizes of company - sole traders, small businesses and larger motor retail groups, franchised and independent dealerships. Learners need to have completed the Foundation level course.

WHAT WILL I GET OUT OF IT?

You will be able to:

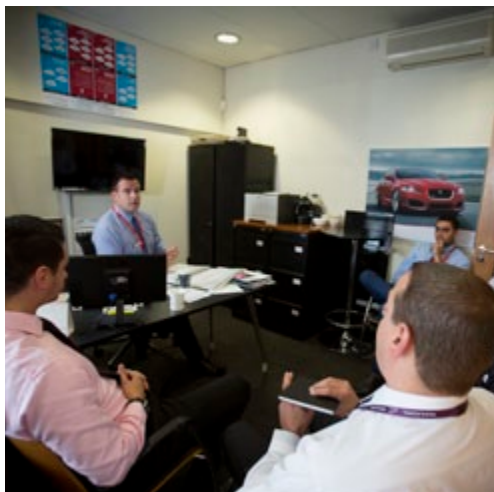
- Demonstrate an enhanced knowledge of Trading Standards law applicable to the retail motor industry.
- Develop the ability to work through practical cases to complete compliance.
- Develop skills to produce and administer a robust due diligence system.
- Understand how to implement a customer complaints procedure to ensure swift and appropriate actions.
- Develop skills to champion fair trading and act as a beacon for best practice.

CPD Credit Value	9
Member Price	£143.00 + vat
Non-Member Price	£168.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI.
Bespoke/in-house option also available	



MANAGEMENT AND LEADERSHIP

*"The course was set at the right level
- you came away wanting to know
more. Thank you for a good course."*



STEP INTO MANAGEMENT

COURSE OVERVIEW

This course introduces the basic core management skills required to successfully manage a team within a department. It gives the learner the tools to be able to supervise, guide and motivate a team and the individuals within it whilst managing their performance. It is a stepping stone to higher level management courses.

This course is delivered by Grass Roots.

WHO IS THE COURSE FOR?

First line managers newly promoted to a supervisory role, existing first line managers looking to improve and enhance their skills or staff members who have been identified as potential supervisors in the future.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Avoid pitfalls as a newly-promoted member of staff.
- Effectively delegate key tasks and responsibilities.
- Demonstrate the skills required to handle difficult situations with staff and customers.
- Explain the different ways in which staff can be motivated.
- Give practical examples of how to help keep a team focused.

CPD Credit Value	8
Member Price	£218.00 + vat
Non-Member Price	£290.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI.
	Bespoke in-house options available

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MANAGING FROM WITHIN THE TEAM

COURSE OVERVIEW

Managers too often think of themselves as sitting above the people they manage, but in reality every manager is also a member of their own team. This course helps managers to balance these two roles, manage their team's workload and delegate effectively. The course takes the learner through how to successfully communicate at different levels within the organisation as well how to avoid or manage conflict within their team.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to people working in the industry at all levels, whether they manage others or wish to develop management skills as part of their personal and professional development. Those who are new to management or preparing to take on a management role will find that this course provides invaluable guidance on how to approach the role of manager within a team. More experienced managers will value the opportunity to spend time brushing up on their skills and refreshing their approach to management.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to get the balance right between doing and managing.
- Understand how to manage time well and delegate effectively.
- Understand how to be responsible as a role model to the team and what it involves.
- Understand how behaviour can shape the behaviour of others.
- Understand when and how to offer help to team members.
- Understand how to provide help to team members without taking over.

CPD Credit Value	4
Member Price	£60.00 + vat
Non-Member Price	£75.00 + vat
Course Format	E-learning
Course Duration	3 hours
Venue	N/A

MANAGING HIGH PERFORMING TEAMS

COURSE OVERVIEW

Successful team management can provide a multitude of benefits to an organisation. A high performing team increases morale, improves productivity and efficiency, and provides better overall organisational performance. This course will equip managers to create, develop and nurture a streamlined team. Learners will understand the different stages of team development, how to adopt the most appropriate approach, and how to handle issues such as team performance, politics, dynamics and power structures.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course will appeal to people at all levels including new managers or those preparing to take on the role. More experienced or senior managers will value the opportunity to refresh their skills and approach.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand your role within the team, what the team needs and how to focus management inputs to provide this.
- Give the team direction by translating business goals into team goals and objectives.
- Adapt behaviour to achieve better results and enhanced team performance.
- Balance own work with the needs of the team, therefore increasing own productivity.
- Delegate effectively and provide help without taking over.
- Enable an environment that allows team members to learn the skills that they need to do their job better.
- Understand how to analyse whether the team is performing to their full potential.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

LEADING THE TEAM

COURSE OVERVIEW

This course will give managers the confidence to develop a leadership style which suits their role and personality while inspiring their team and driving performance in line with the overall needs of the business.

This course is delivered by Grass Roots.

WHO IS THE COURSE FOR?

Existing managers and people aspiring to move into management positions, particularly those who are new to management and/or keen to develop their leadership style and their impact on others.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Set clear standards of performance and high expectations for self and the team.
- Explain the importance of integrity, visibility and consistency in words and actions.
- Gain commitment and accountability through an inclusive and assertive management style.
- Build confidence in the team maintaining a balanced and positive approach in times of pressure.
- Encourage buy in by helping people see the value of win/win solutions.

CPD Credit Value	8
Member Price	£247.00 + vat
Non-Member Price	£290.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI
	Bespoke/in-house option also available

MANAGING PROFESSIONALS FOR RESULTS

COURSE OVERVIEW

To manage professionals to best effect you need to develop a variety of managerial skills. This course will help you hone your leadership skills to enable you to point your team in the best direction, improve your ability to coach and get the best out of your team. It will also help you position yourself within the team to act as a role model and effectively balance your team's workload.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to all professionals who manage a team of any size.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand what management is and how to nurture a talent for managing people.
- Understand how coaching and leadership skills affect your team.
- Understand the best approaches to use when managing professionals.
- Understand the different roles managers are expected to take as part of their team and how to effectively fulfil these different roles and manage from within a team.
- Understand how to give feedback to those in your team and also avoid or resolve any conflict which arises.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A



COACHING SKILLS

COURSE OVERVIEW

Coaching plays a central role in the development of a successful working relationship between a manager and the team, and as such it is a fundamental part of any manager's skill set. This course includes dealing with the root cause of problems, the latest theories on motivational techniques and how to give effective feedback. It uses specific examples to help the learner understand what motivates their team members and looks at how the way in which they give feedback can affect motivation and performance.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to people at all levels, whether they manage others or wish to develop management skills as part of their personal and professional development. Those who are new to management or are preparing to take on a management role will find that this course provides a solid basic knowledge of coaching on which to build their experience. More experienced or senior managers will value the opportunity to spend time refreshing or developing their coaching skills. Experience working as a manager or in a supervisory role would be useful but not critical.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand what motivates you and those around you.
- Choose the right motivational technique for different individuals and situations.
- Use feedback effectively to help individuals realise their potential.
- Get positive results from both motivational and corrective feedback.
- Understand the importance of coaching in the context of your role as a manager.
- Apply effective coaching methods.
- Plan and run successful group feedback sessions.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



LEADERSHIP SKILLS

COURSE OVERVIEW

Many people make the mistake of thinking that leadership is something that only very senior people have to consider. In fact, leadership is a key skill that every manager needs to master. This course includes transformational leadership and goal translation and will help you to develop your leadership skills and use them to provide direction for your team. It also includes how to manage cross-functional teams and write effective mission statements.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

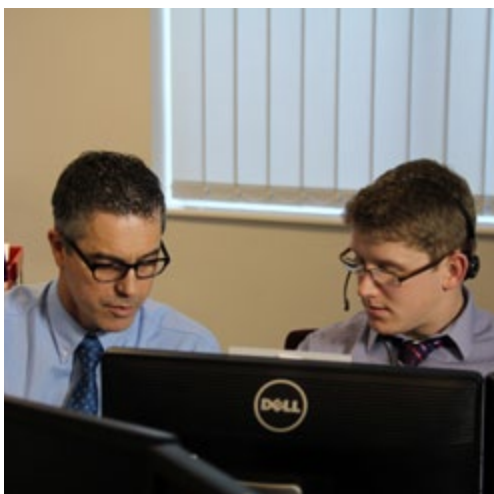
This course is designed to appeal to both those that manage others or who wish to develop management skills as part of their personal and professional development. Those who are new to management or are preparing to take on a management role will find that this course provides an understanding of the leadership skills they will need to progress and how to develop them. More experienced or senior managers will value the opportunity to spend time refreshing or developing their leadership skills.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand what it means to be a manager in your profession.
- Understand the three levels of management and apply them in practice.
- Recognise the main leadership styles and judge which approach to take in different situations.
- Differentiate between goals and objectives and understand how they relate to one another.
- Translate the goals of the company as a whole into individual 'smart' objectives.
- Use ongoing performance criteria to manage your team more effectively.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A



MANAGERIAL MEGATRENDS AND FINANCIAL CONTROL

COURSE OVERVIEW

It is almost a cliché to say that we are living through rapidly changing times, but it is vital that managers are alert to its implications. This course takes the learner through the predominant changes in the business environment during this time of rapid transformation, and how these changes have impacted management practice. The course looks at both general management and then the control function. It takes the learner through a range of scenarios which help them think about how they and their organisation can respond to today's challenging environment.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to all professionals who want to embrace new ideas, theories and ways of working.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the origins of volatility and its impact on management.
- Appreciate the importance of the growing emphasis on strategy.
- Develop a forward-looking, outward-looking and dynamic financial management model.
- Understand the transition from old models to new, and think about how their business can adapt.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MANAGING CHANGE AND TRANSFORMATION

COURSE OVERVIEW

Change is an unavoidable 'norm'. This course helps you to consider how you can have a positive impact on the future of the organisation through change. It will show you how to build a change ready culture, make smart decisions and implement innovative ideas. It also explores the cultural influences and cross cultural responses to change. Learners will also find out how to win management support, set goals and build a team of implementers as well as sustain change in the long term.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for managers at all levels or anyone who can influence or make change within a business.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand why change matters and the link between change and innovation.
- Understand how to share creative ideas and experiences, deal with failure, reassess process and systems and how to build a diverse and adaptive team.
- Understand the most common barriers to change and how to overcome them.
- Describe how to get others to engage in your vision, communicate to others about change and how to balance change, opportunity and risk.
- Understand how to make effective decisions, cope in a crisis and communicate about uncertainty.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

MANAGING THROUGH A RECESSION

COURSE OVERVIEW

Whether you are concerned about your own business or wanting to support your clients going through difficult times, this course will enable you to think through your approach to managing a business through a recession. Working through the process of understanding what is going on, assessing the damage, planning under pressure and making it happen, learners will develop their approach and engage in a dialogue with their peers.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

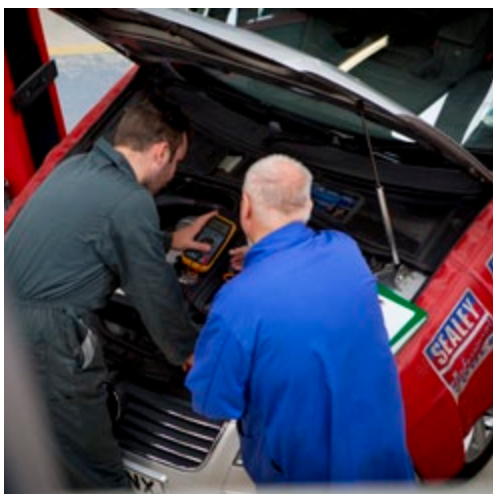
This course is designed to appeal to professionals, both in finance functions and other areas, who are looking for a practical course that enables them to apply business theory to successfully manage their organisation through a recession. Access to financial and management information required.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand and predict what could go wrong in a downturn and spot it early.
- Assess the likely impact of any issues.
- Develop a plan to address problems.
- Demonstrate the right actions and measures to ensure your plan works.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A



RISK MANAGEMENT

COURSE OVERVIEW

Managers need to be fully aware of potential risks to the business and actions or strategies that will enable the business to cope should the risks become reality. The risks may be external such as a natural disaster e.g. earthquakes or floods, or internal such as a failure to comply with regulations, or issues with financial control. If the business is risk aware, evasive action can quickly be taken. This course looks at the context in which the concept of risk management has developed, the sort of infrastructure and processes it requires, and the impact it has on traditional control systems. It also looks at some of the problems which have made national and international news.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to professionals working at all levels.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the concept of risk management.
- Identify the impact risk management has on a company.
- Understand the processes required for risk management to be put in place.
- Develop an understanding of the Bribery Act and its implications.
- Use recent risk management disasters to help avoid future problems.
- Manage the effects of extreme events on a business.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



THINKING STRATEGICALLY

COURSE OVERVIEW

Strategic thinking is all about dealing with uncertainty, questioning the status quo and using a mixture of creative and analytical skills. This course shows learners why strategy is important and how to think strategically within their own organisation. Learners will discover some of the key strategic theories, learn how organisations develop and implement strategy, and try out the key tools used in strategy analysis and formulation.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

Professionals and specialists from all sub-sectors who are undertaking a strategic role.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to contribute effectively to strategic debates and processes within your organisation.
- Understand how to monitor and evaluate what you have been doing effectively.
- Understand and use different strategic tools.
- Understand how to use newly learned skills for strategic planning and thinking.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A



PERSONAL EFFECTIVENESS AND DEVELOPMENT

“Training has helped me have less return of faulty workmanship, more available hours to sell, and technicians getting it right first time.”

PROFESSIONALISM AND ETHICS

COURSE OVERVIEW

Trust, transparency, ethics and corporate social responsibility are high on the business agenda. Reorganising ethical issues and making appropriate and effective decisions are not easy with few straight forward solutions. This course provides the tools and the opportunity to practice using them to help manage ethical dilemmas and learn about communicating in uncomfortable situations.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for managers with a responsibility for Corporate Social Responsibility policy in the business.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand ethics, morals and values and know the importance of behaving ethically.
- Understand personal values and boundaries and how they fit with a business and professionally.
- Explain why people behave unethically.
- Understand the difference between acting legally and ethically.
- Understand the real value of Corporate Social Responsibility.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

DEVELOPING YOUR PROFESSIONAL CAREER

COURSE OVERVIEW

Every professional should actively manage their career, maintain professional knowledge, gain appropriate experience and develop in their chosen field. This course will help you to take responsibility for the direction of your personal career, to consider what makes you marketable and to develop your future career path including internal careers, careers abroad and extended career breaks.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is ideal for all professional people in any job role within the industry.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Explain self limitations and understand how your values influence your choices.
- Describe what is in your personal tool kit and what motivates you.
- Understand the different aspects of a recruitment and selection process and how to prepare for them.
- Describe what a career ladder is and how to optimise your career, confidence and reputation.

CPD Credit Value	4
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

DEVELOPING YOURSELF

COURSE OVERVIEW

This course will provide managers with a clear understanding of the benefits of self development in terms of their own careers and the performance of their teams and the business overall. It will explore the role of professionalism and ethics in modern management and enable managers to take control of their own learning and generate measurable impacts in their own performance.

This course is delivered by Grass Roots.

WHO IS THE COURSE FOR?

All managers who are seeking a greater understanding of how they can take control of their own careers and develop themselves to improve their performance and generate better long term results for themselves, their teams and their organisations.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Seek out learning, development and keep abreast of latest thinking and trends.
- Promote high levels of ethical standards and behaviour to others.
- Demonstrate self awareness and recognises the impact of their behaviour on others.
- Share knowledge of own strengths and areas for development with others.
- Invite feedback on personal performance and use it to change their own behaviour.

CPD Credit Value	8
Member Price	£247.00 + vat
Non-Member Price	£290.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI
	Bespoke/in-house option also available

WORKSHOP COMMUNICATION SKILLS

COURSE OVERVIEW

The way we communicate with other people is important for many reasons. Often disagreements and upsets are caused because communication is poor. This course is about the best ways to communicate in the workplace, positive and negative methods, verbal and written methods and much more. Learners will also gain an understanding of the importance of body language when communicating with colleagues and customers.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

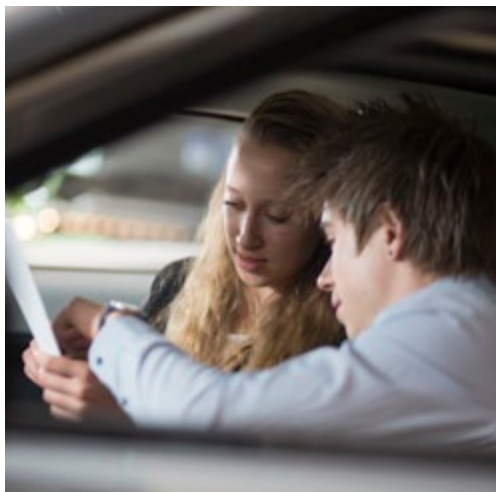
You will be able to:

- Understand the importance of different types of communication within the automotive work environment, both verbal and non-verbal.
- Understand communication requirements when carrying out vehicle repairs in the automotive work environment.
- Understand the importance of customer relations.

CPD Credit Value	3
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	2 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



EFFECTIVE COMMUNICATION

COURSE OVERVIEW

The way you communicate can affect every aspect of your work. If you think you are not being taken seriously - your ideas and inputs are being lost - it may not be because of the standard of your work, but because of how you are putting yourself and your ideas across. To make an impact on your business, and to achieve business goals, communicating effectively is key.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to people in all functions at all levels. Those who are less experienced may not have considered these topics before and will find significant improvements in the way they operate and in their overall effectiveness. More experienced or senior people will value the opportunity to spend time on these critical issues discreetly.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Interact more effectively with colleagues, customers and suppliers by developing listening skills.
- Deliver professional and effective presentations that engage your audience and ultimately help you achieve their objectives.
- Plan, structure and write compelling business reports that put across your point and support your cause.
- Increase effectiveness by both improving your ability to understand other people's needs and developing the effectiveness with which you present ideas.

CPD Credit Value	3
Member Price	£60.00 + vat
Non-Member Price	£75.00 + vat
Course Format	E-learning
Course Duration	3 hours
Venue	N/A

COMMUNICATING COMPLEX IDEAS

COURSE OVERVIEW

How do you explain complicated concepts and issues to colleagues or others who do not have your technical expertise? Whether getting support for ideas from senior management or communicating critical issues to customers and non-technical colleagues, professionals in a wide range of disciplines are increasingly finding that to succeed they need to sharpen their communication skills to augment their technical expertise.

Sharing the full detail of an issue risks baffling the recipient; simplifying the matter can be difficult without misleading. This course provides a professional process for a professional audience to develop their skills in this under-emphasised area.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to professionals working at all levels.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the principles of good communication.
- Describe appropriate techniques and tools to deliver effective communications.
- Demonstrate how to plan and design an effective communication.
- Understand how to make the communication fit the audience.
- Understand how to work with the media and who they are.
- Understand how to deliver very complex ideas and to international audiences.
- Understand how to manage risks and to mitigate them.
- Understand how to evaluate approaches to communication.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

DEVELOPING GOOD WORKING RELATIONSHIPS

COURSE OVERVIEW

Developing good working relationships is key to creating a positive work environment. This course is about getting on with your colleagues and your boss, understanding the needs of customers, and who is responsible for what. To be a successful technician, it is essential that you fully understand your responsibilities in the organisation and the importance of positive customer relations.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to develop good working relationships with colleagues and customers in the automotive workplace.
- Describe job descriptions and titles.
- Understand your duties and your colleague's responsibilities.
- Give advice and support in the workplace.
- Understand lines of communication.

CPD Credit Value	3
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	2 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MANAGING RELATIONSHIPS

COURSE OVERVIEW

Do you understand how your behaviour can influence other people? A good understanding of working relationships can give you the power to persuade, motivate and delegate more effectively and get the best out of the people around you. This course helps the learner understand the complexities of managing relationships and gives advice on how to enhance the way they interact with their colleagues.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to people in all functions at all levels. Those who are less experienced may not have considered these topics before and will find significant improvements in the way they operate and in their overall effectiveness. More experienced or senior people will value the opportunity to spend time on these critical issues discreetly.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how influence and persuasion can help get what you want from working relationships.
- Generate enthusiasm and buy-in for ideas and projects.
- Understand how to achieve objectives through delegation.
- Understand why some relationships are difficult and how to improve them.
- Understand how to get the most out of colleagues, even those over whom you have no direct control.

CPD Credit Value	4
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

MANAGING YOUR BEHAVIOUR AT WORK

COURSE OVERVIEW

This course looks at some of the key aspects of behaviour in the workplace. How to make a good first impression and get the most out of other people is key to the success of a team and business. Managers will understand how to demonstrate more confidence and motivation through their own behaviour and how to behave in a more assertive way in their dealings with others. You will also understand how to anticipate, recognise and cope with stress.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for anyone who interacts with colleagues or customers during the course of the working day.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to reduce stress or to use it to improve performance.
- Describe what causes anger and how it can be expressed constructively and considered acceptable to do so.
- Explain the characteristics of low confidence and how to deal with bullies.
- Understand what body language is in terms of four body language modes.
- Understand how to recognise cultural differences to influence acceptable behaviour.

CPD Credit Value	4
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

MANAGING WORKLOAD

COURSE OVERVIEW

We all have times when we have to work to tight deadlines, or feel we have too much to do, but we shouldn't be fooled into thinking there is nothing we can do about it. This course is designed to help all professionals at any level effectively manage their workloads. The course will provide learners with time management skills whilst identifying what to prioritise and how to cope with an excessive workload.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

Professionals at all levels within a business.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to make the best use of KPIs, avoid time-wasting and focus on the tasks that deliver greatest value to you and your organisation.
- Understand how to set clear, workable goals and achieve them, and reduce frustration and stress by ensuring workload is manageable and contribution adds value to the organisation.
- Understand how to be more efficient at work and find more time for yourself.

CPD Credit Value	4
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

PROJECT MANAGEMENT

COURSE OVERVIEW

Balancing important short term tasks with the completion of critical but longer term project-based work is a key challenge for every professional. This course will provide the essential knowledge and skills for managers so they can understand how to manage and motivate a team to pull together to complete a project successfully, whilst monitoring project risk. It will provide project managers with the necessary tools for starting and finishing a project successfully.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is designed to appeal to staff responsible for project work. Less experienced staff will find that the course will help them understand the process and be more effective at managing a project. More experienced or senior people will value the opportunity to spend time reviewing their approach to project management techniques.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand what a project is so you can clearly define what is involved to ensure each stage of the project can be understood and implemented effectively.
- Ensure you deliver projects on time and within budget by understanding what management tools to use, how to schedule, plan and cost a project.
- Maximise your chance of success by ensuring your project teams have the right blend of knowledge, experience and perspectives.
- Minimise the chance of problems with the project by learning techniques for managing risk and maintaining quality.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

DECISION MAKING

COURSE OVERVIEW

The way that we make decisions is important to the teams and organisations that we are a part of. It establishes reference points and highlights what is important. When done well it creates clarity and precision, when done badly it confuses issues and makes a team unsure about their goals and motivation. This course looks at the key skills needed in the decision making process and gives professionals the skills they need to put them into practice.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is particularly suitable for managers who want to learn new decision making skills or refresh their techniques in order to better manage their team.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify and analyse key decisions to be made.
- Demonstrate the core skills used when making decisions.
- Demonstrate both analytical and creative approaches.
- Understand how to research and plan the decision making approach effectively.

CPD Credit Value	4
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

PROBLEM SOLVING

COURSE OVERVIEW

This course is designed to introduce managers and other employees to a variety of options for problem solving either independently or in collaboration with their teams. You will learn and practice using key skills, techniques and tools which will support you as you identify, analyse and solve problems.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for anyone in a business who could be involved in finding solutions to problems for themselves, their team or the business as a whole.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the importance of thorough analysis regarding key issues and root causes of problems.
- Use analytical problem solving techniques, including data collection and analysis in order to establish the facts and develop a successful solution.
- Understand techniques to encourage creative thinking skills.
- Understand who should be involved in the problem solving process and how to assess and implement successful solutions for all stakeholders.

CPD Credit Value	4
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

NEGOTIATION SKILLS AND NLP

COURSE OVERVIEW

The ability to negotiate effectively in any situation is an important skill to have. Using the principles of Neuro-linguistic Programming (NLP) this workshop enables you to improve your negotiation techniques and strategies. You will be able to plan for complex negotiations, ensuring that the outcome of any negotiation undertaken is successful, and you will learn how to handle difficult situations as they arise.

This course is delivered by Professional Inspirations Ltd.

WHO IS THE COURSE FOR?

Anyone in a management, sales, or customer facing roles where negotiation skills are important.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Establish a preferred representational system.
- Use NLP to build rapport quickly.
- Describe the principles of negotiation.
- Handle difficult situations and people.
- Create a positive atmosphere for agreement.
- Demonstrate your skills in a group negotiation agreement role play.

CPD Credit Value	8
Member Price	£172.00 + vat
Non-Member Price	£201.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI
	Bespoke/in-house option also available

NEGOTIATION SKILLS - THE PRINCIPLES

COURSE OVERVIEW

Being able to negotiate effectively will benefit you both in and outside of the workplace. This course will help you to learn some practical negotiation techniques and strategies, and to plan your negotiations to give you the greatest chance of success.

Covering the principles, preparation and practice of negotiation skills, the course combines theory with practical activities and scenarios to help you put what you learn into practice.

This course is provided by Nelson Croom.

WHO IS THE COURSE FOR?

Suitable for anyone who negotiates with suppliers, partners, customers or colleagues.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to plan all negotiations effectively.
- Identify own negotiation style to help you improve.
- Understand how to adapt negotiation style to suit the context of the situation.
- Understand how to prepare in a way that will ensure the best results.

CPD Credit Value	3
Member Price	£60.00 + vat
Non-Member Price	£75.00 + vat
Course Format	E-learning
Course Duration	3 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



ADVANCED NEGOTIATION

COURSE OVERVIEW

The ability to negotiate effectively in any situation is a skill that can be learnt like any other. This course enables you to hone and improve your negotiation techniques and strategies. You will be able to plan for complex negotiations, ensuring that the outcome of any negotiation undertaken is successful, and you will learn how to handle difficult situations as they arise.

The first module of this course is a refresher of 'Negotiation Skills - The Principles' and also covers the process of negotiation, the trading of constants and variables in order to achieve a successful outcome, the balance of power and persuasion and rapport building techniques. It will give more experienced negotiators the opportunity to refresh their skills, while also providing an overview for those looking to improve their negotiation skills for the first time.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for experienced professionals looking to improve and refresh their skills in negotiation. Ideally 'Negotiation Skills - The Principles' will have been completed first. See page 74.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the principles of negotiation and negotiation dynamics.
- Understand how to use NLP to build rapport.
- Understand how to trade concessions effectively.
- Understand how to reach an acceptable conclusion for both parties by using constants and variables.
- Understand how to handle difficult situations and difficult people.
- Understand and avoid some of the common traps in negotiations.
- Understand when not to negotiate and when to say no.
- Understand how to resolve conflict and create a positive atmosphere for agreement.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A



SALES, MARKETING AND COMMUNICATIONS

“It’s been easy to work towards the requirement for 90 CPD credits. It’s just a few hours a month.”



ADVANCING THE SALE

COURSE OVERVIEW

Many professionals are uncomfortable with the idea of selling. As a result they fail to explore the needs of their clients fully and propose solutions too early. This undermines their professional relationship and alienates their clients. 'Advancing the Sale' places the customer at the heart of the process. It shows how, by focusing on the client and moving at a speed they are comfortable with, you can persuade them to accept your professional advice by involving them more in creating the solution to their needs.

It provides the tools to help you to help them through each stage of the buying process, first creating interest and awareness of a need, then getting them excited, convincing them of the merits of a solution and closing on a new course of action.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is ideal for anybody involved in developing long-term relationships with clients.

WHAT WILL I GET OUT OF IT?

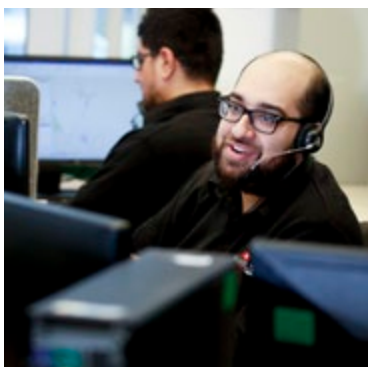
You will be able to:

- Focus on the customer to understand their needs.
- Earn the right to advance the sales discussion by being sensitive to the pace customers are happy to move at.
- Create compelling 'intelligent stories' that will engage a potential customer's interest.
- Uncover the customer's needs by using open, closed and intelligent questions.
- Develop the customer's sense of need by identifying, widening and bridging the gap between their current position and where they would like to be.
- Focus the customer's interest by involving them in devising and exploring options.
- Close in a natural way that leaves the customer feeling positive about the sale.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



SELLING SKILLS FOR SERVICE ADVISORS

COURSE OVERVIEW

This essential training programme aims to equip participants with the key communication and sales skills to influence, commit and retain customers. It focuses on the core behaviours and attitudes necessary to interact effectively with customers as well as the underpinning principles of influence and persuasion for gaining commitment to the up-sell of a vehicle repair recommendation, labour on a supplied part, customer appointment from a phone in enquiry, and commitment to a current marketing campaign.

This course provides a fully-integrated learning event that changes behaviour and produces measurable results.

This course is delivered by PAR Automotive.

WHO IS THE COURSE FOR?

All customer-facing after sales staff, including service advisors, receptionists, supervisors and managers.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Define the core behaviours required to influence and build long term relationships, including balanced communication, listening skills and influencing cues.
- Understand how to apply the six steps of the buying and decision making processes to develop a short up-sell, cross-sell or referral presentation.
- Understand how to present an uncomplicated up-sell example that meets agreed criteria and handles customer resistance.
- Understand how to negotiate an agreement that meets guidelines for profitability and long-term customer relationships.

CPD Credit Value	8
Member Price	£138.00 + vat
Non-Member Price	£183.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI.
Bespoke/in-house option also available	

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



PRINCIPLES OF CONSULTATIVE SELLING

COURSE OVERVIEW

People buy from people they trust and understand their issues. The way a professional develops their relationships with their customers is key to their success. This course will develop skills in successful selling. It covers how to focus on connecting with customers and how to develop trustworthy relationships with a focus on sales meetings and the sales process.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is ideal for anybody involved in developing long-term relationships with clients within a sales environment.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the core attitudes and beliefs shared by successful sales people and place them at the heart of your approach and navigate the steps involved in the consultative selling process.
- Develop and use key selling skills to build more effective relationships with customers and develop intelligent questioning strategies.
- Make the most out of meetings with customers and potential customers.
- Create compelling 'intelligent stories' that will engage a potential customer's interest and help customers to understand their needs and involve them in developing appropriate solutions.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

HIGH IMPACT VEHICLE SALES GROWTH AND PROFITABILITY

COURSE OVERVIEW

Everyone knows how significant sales achievements are for the business - but how do you really make this happen consistently and across the entire team?

This highly interactive course will introduce the fundamental dynamics of high impact professional sales behaviour, focusing in on how to achieve genuine customer collaboration as well as the practical skills to develop the assertiveness and confidence for influencing others. Equipped with a six-step model of understanding, participants will have the opportunity to direct this towards their own business environment in order to help achieve sustained sales growth and profitability.

This course is delivered by PAR Automotive.

WHO IS THE COURSE FOR?

New and used vehicle salespeople - all experience levels.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Describe the principles and benefits of implementing the customer-centred sales process for today's retail environment.
- State the key elements of the sales process and positive influence on sales results, customer satisfaction and profitability.
- Understand how to utilise appropriate communication methods to build trusting customer relationships.
- Understand how to design a structured sales approach that meets individual customer requirements.
- Understand how to gain commitment on the product and price suitability and handle the most common forms of resistance that occur.

CPD Credit Value	8
Member Price	£138.00 + vat
Non-Member Price	£183.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI
Bespoke/in-house option also available	

HIGH IMPACT VEHICLE SALES TELEPHONE AND WEB ENQUIRY CONVERSIONS

COURSE OVERVIEW

With more customers than ever researching their buying decision, the fully prepared customer on the phone can easily become a lost opportunity. This one day, fast moving course will study how to get the most from verbal communication, highlight the most common mistakes and provide credible solutions to maximise on this vital sales area.

Live trainer models will build the framework for the structured approaches that can be applied with every incoming and outgoing telephone call and with appointed customer closing ratios as high as 1:2, participants will identify the massive potential of getting it right every time. Most of all they will be sufficiently motivated to want to put the ideas into practice on return to the workplace.

This course is delivered by PAR Automotive.

WHO IS THE COURSE FOR?

New and used car & LCV salespeople - all experience levels.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to overcome telephone communication disadvantages and initial customer objections.
- Develop a structured approach for conducting incoming and outgoing sales calls that satisfies appropriate criteria.
- Identify customer needs during the call and match suitable benefits to them.
- Understand how to construct effective communication 'accelerators' that reinforce the customer buying process.
- Understand how to reach agreement on the appropriate course of action: either a face-to-face appointment or an agreed follow up date and time.

CPD Credit Value	8
Member Price	£156.00 + vat
Non-Member Price	£183.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI
Bespoke/in-house option also available	

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



SOCIAL MEDIA FOR PROFESSIONALS

COURSE OVERVIEW

Social media is a powerful tool for supporting your professional activities. It can help you build networks, enhance organisational processes and work practices and boost your personal career development. If you've ever wanted to exploit the power of social media but didn't know where to start, this course is for you. The course covers how social media can help you achieve your own professional goals, the most common social media platforms and how other organisations and individuals use social media in a professional context.

It will give you an understanding of how to develop your own personal social media brand, start an online professional network and how to find diverse new sources of specialist information. You will consider how social media can be used for marketing, organising events or managing collaborative and remote-working projects. Throughout, you will access targeted information delivered across a range of blogs and social networks.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

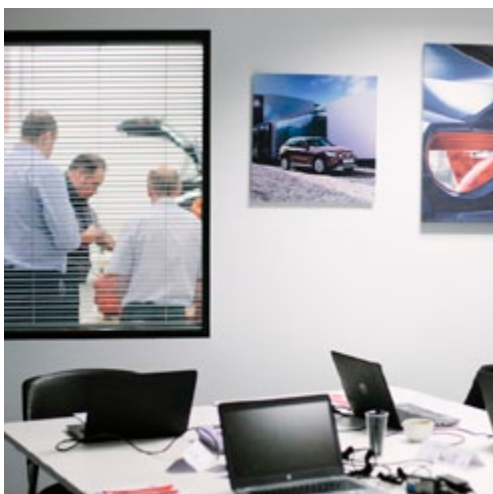
This course is aimed at professionals who want to integrate social media into any aspect of their work life.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Define professional goals in using social media.
- Identify the most personally relevant social media platforms and tools.
- Understand the importance of social media etiquette and appropriate privacy settings.
- Understand how to use social media to stay up to date.
- Understand how to develop a personal social media brand.
- Understand how to build an online professional network.
- Understand how to monitor the effectiveness of social media activity.
- Understand how to avoid information overload.
- Understand how to integrate social media as a tool within the wider organisational practices.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A



PROMOTING YOUR SMALL BUSINESS

COURSE OVERVIEW

The recession has unfortunately hit many businesses, forcing them to cut costs. This often starts with marketing, seen as an expense as it is often not easy to see what the cost produces. But marketing done properly is an investment, and you can see what you get for your money. This course provides practical marketing advice to enable learners to achieve maximum results for their efforts and investment. The course looks at why marketing matters, why potential customers should choose you, the priorities for success, successful direct marketing and developing a marketing brief.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is aimed at both new and experienced professionals.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to assess current marketing activities and decide what other types of promotion will work best for the business.
- Describe what aspects of the business differentiates it from competitors.
- Understand how to target potential customers and retain existing customers.
- Understand how to build and develop a targeted marketing database.
- Understand how to maximise return on investment.

CPD Credit Value	6
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	5 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



MARKET RESEARCH

COURSE OVERVIEW

A detailed understanding of your customers or clients is probably the most important foundation of every organisation's marketing effort. Having that knowledge can make a crucial difference to your success. It can make your marketing campaigns hit the bull's eye every time - or miss with disastrous results.

In today's challenging times more organisations are making greater use of market research than ever before and that means a working knowledge of market research is essential.

This course is delivered by Nelson Croom.

WHO IS THE COURSE FOR?

This course is suitable for professionals from different functional areas such as development, marketing, education and membership.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to create competitive advantage in your organisation.
- Understand how to increase sales, fundraising or membership recruitment by using existing data.
- Understand how to select a market research agency.
- Understand how to clearly define and communicate the objectives of the research project so that it stays on track.
- Understand how to use market research to develop successful new products and services.

CPD Credit Value	5
Member Price	£70.00 + vat
Non-Member Price	£85.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A



PRO SALES SKILLS FOR PARTS SALES ADVISORS

COURSE OVERVIEW

Selling parts and accessories require sales skills, skills that have to be learned and practised and practised every day. The difference between serving and selling is huge, and it is the best trained professional parts and accessories sales advisors that take advantage of this fact and not just search out each and every sales opportunity but successfully convert them into valuable sales invoices as well. This course has been designed to provide parts and accessories sales advisors with the professional parts and accessories sales skills needed to convert simple enquiries into valuable sales orders, and to seek out and sell up additional products when purchase orders are placed.

This course is delivered by Ascari Training and Consulting Ltd.

WHO IS THE COURSE FOR?

Parts and accessories sales advisors, parts and accessories managers.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify the importance of the role of the parts sales advisor within the business in generating sales.
- Describe the skills, attitude, knowledge and behaviours needed to perform the role effectively.
- Identify how to welcome customers and create a positive first impression.
- Distinguish the difference between the different types of needs, desires and motives.
- Demonstrate how to successfully explore customers' needs and motives for buying.
- Identify the techniques to manage and lead the parts sales conversation.
- Distinguish the difference between features, uses and benefits.
- Demonstrate how to make sales presentations and match them to the customers' requirements.
- Identify the process and learn how to use it to overcome product objections.
- Identify the attitude and skills and behaviours needed to present price with confidence.
- Demonstrate how to secure sales enquiries by converting them into orders.
- Demonstrate the true value of customers.

CPD Credit Value	16
Member Price	£257.00 + vat
Non-Member Price	£302.00 + vat
Course Format	Classroom
Course Duration	2 days
Venue	Fanshaws, IMI. Bespoke/in-house option also available

How do I book? See ‘How to make a booking’ on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



PRO SALES SKILLS FOR PARTS SALES REPRESENTATIVES

COURSE OVERVIEW

The role of the trade parts sales representative is critical to the growth of any trade parts operation. Yet many people even those with experience of the industry, fail to grasp the principle that a great parts sales representative will be the major driver in new business acquisition and the fosterer of strong and long term client relationships.

This course has been designed to provide trade parts sales representatives with the professional sales and territory management skills needed by field based personnel in order to succeed. The course encompasses many skills from territory planning, pre call research and making introductions with impact, to questioning skills, developing conversational skills, understanding personality types, presentation skills and of course commitment winning techniques. All of which is necessary if sales growth is to be achieved.

This course is delivered by Ascari Training and Consulting Ltd.

WHO IS THE COURSE FOR?

Parts sales representatives, parts managers with responsibilities for outside sales.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Define the role of the professional parts sales representative in driving business growth.
- Identify the skills knowledge attitudes and behaviours required to perform the role successfully.
- Identify the role of psychology in trade sales development.
- Identify the different drivers of personality types.
- Identify how to create time efficient journey plans.
- Describe pre-visit sales activity.
- Identify how to make a positive introduction.
- Explain how to lead and manage the conversation to explore the needs and motives of the customer.
- Demonstrate how to make powerfully persuasive sales presentations.
- Identify how to meet sales objections and successfully overcome them.
- Demonstrate how to use commitment techniques to win business.

CPD Credit Value	23
Member Price	£340.00 + vat
Non-Member Price	£453.00 + vat
Course Format	Classroom
Course Duration	3 days
Venue	Fanshaws, IMI. Bespoke/in-house option also available



MERCHANDISING TO DRIVE PARTS SALES

COURSE OVERVIEW

It does not matter where you shop, or how you shop, you will be subjected to terrific merchandising techniques each and every time you enter a business. Regardless of whether it is a fuel station, a supermarket, or a home DIY store, the company you visit will have spent a considerable amount of energy merchandising their store for three objectives: to help you make impulse purchases, pre-condition your mind for future visits, and of course, satisfy the demand that motivated you to visit to the store.

You too can learn these techniques that make great retailers so successful, from the theory behind what makes parts and accessories customers buy and how they buy, to practically merchandising parts and accessories displays to generate additional business.

This course is delivered by Ascari Training and Consulting Ltd.

WHO IS THE COURSE FOR?

Parts & accessories sales advisors, parts & accessories supervisors with responsibilities for merchandising and display.

WHAT WILL I GET OUT OF IT?

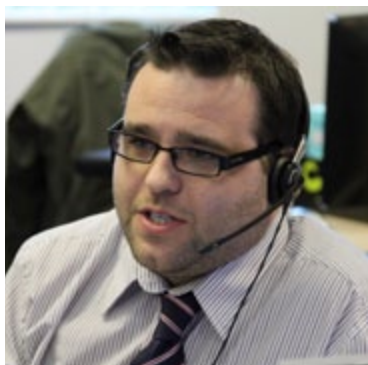
You will be able to:

- Distinguish the difference between the role of marketing and merchandising.
- Identify the various psychological factors that drive customers to buy.
- Identify how customers prefer to shop.
- Identify how to conduct a customer flow analysis.
- Identify how to plan the store for effective customer flow.
- Distinguish between vertical and horizontal merchandising.
- Identify the various merchandising medium available to use.
- Identify how to plan the store.
- Identify how to plan physical merchandising and display of product.
- Demonstrate how to merchandise product and displays.

CPD Credit Value	16
Member Price	£257.00 + vat
Non-Member Price	£302.00 + vat
Course Format	Classroom
Course Duration	2 days
Venue	Fanshaws, IMI. Bespoke/in-house option also available

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



PRO TELEPHONE SALES SKILLS FOR OUTBOUND PARTS TELEMARKETING TEAMS

COURSE OVERVIEW

Parts telemarketing is undoubtedly the single most difficult sales role in the parts business, yet despite this and far too often, businesses underestimate the skills, attitudes and behaviours required by personnel to perform this role competently.

This course has been designed to provide parts telemarketing personnel with the attitudes, skills, knowledge and behaviours needed to make successful out bound business to business sales calls to parts customers.

This course is delivered by Ascari Training and Consulting Ltd.

WHO IS THE COURSE FOR?

Parts and accessories tele-sales personnel, and parts sales staff who have responsibility for making outbound B2B calls.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify the differences between receiving incoming sales enquiries and making outgoing B2B trade parts calls.
- Identify the attitudes and behaviours needed to excel in this role.
- Identify the importance of the tone, timbre and words used in this role.
- Describe the psychological events that the customer must experience if the call is to be successful.
- Identify the importance of the first 30 seconds of the call.
- Identify how to motivate the customer.
- Describe how to explore and create customer needs.
- Identify how to make an effective and dynamic sales presentation over the telephone.
- Describe how to overcome sales resistance.
- Identify how to close on the sales objectives.

CPD Credit Value	16
Member Price	£227.00 + vat
Non-Member Price	£302.00 + vat
Course Format	Classroom
Course Duration	2 days
Venue	Fanshaws, IMI. Bespoke/in-house option also available



PRO TELEPHONE SKILLS FOR PARTS SALES ADVISORS

COURSE OVERVIEW

The telephone is the greatest single medium by which retail and trade parts and accessories customers place the majority of their sales enquiries or orders. Because of this every business needs to be on top of their game with regards to the way in which customer calls are received and how the opportunity for generating sales is managed. This course has been designed to equip parts teams with the professional telephone skills needed in order to create a positive impression of the company and to generate parts business from the incoming call.

This course is delivered by Ascari Training and Consulting Ltd.

WHO IS THE COURSE FOR?

Parts and accessories sales advisors, parts and accessories administration staff and parts and accessories supervisors.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify how customers react to the manner in which telephone enquiries are handled by different companies and personnel.
- Identify the expectations of customers, prospective customers and parts and accessories sales teams.
- Identify how to exceed the needs and expectations of customers and prospective customers.
- Distinguish the differences between auditory and visual communication.
- Describe the attitude and behaviour needed by parts and accessories sales advisors when responding to telephone calls.
- Describe the importance of the Pro Telephone Skills Process.
- Identify the individual steps that make up the Pro Telephone Skills Process.
- Demonstrate how to successfully use the Pro Telephone Skills Process.

CPD Credit Value	14
Member Price	£128.00 + vat
Non-Member Price	£151.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI. Bespoke/in-house option also available

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

ANNUAL LEASING AND CONTRACT HIRE UPDATE

COURSE OVERVIEW

This course explores all aspects of leasing and contract hire from initial customer contact, to the legalities of taxation and VAT during the contract. It is open to all staff who have contact with private or business customers and covers all aspects of the role including the legislation surrounding the supply of vehicles on a lease. The workshop is very interactive with lots of group discussion and learners are encouraged to bring a list of their questions with them. In addition, a section is dedicated to the Financial Conduct Authority's rules and regulations.

This course is delivered by Professional Inspirations Ltd.

WHO IS THE COURSE FOR?

All leasing and contract hire sales staff.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand recent and forthcoming taxation and legislation changes.
- Describe the benefits of maintenance.
- Understand financial products and their tax and VAT treatment.
- Understand the BVRLA's Damage Recharge Policy.
- Explain what is required to help with proposing deals.

CPD Credit Value	8
Member Price	£172.00 + vat
Non-Member Price	£201.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI.
	Bespoke/in-house option also available

INTRODUCTION TO DAILY RENTAL OPERATIONS

COURSE OVERVIEW

This course explores all aspects of daily rental operations from initial customer service skills to the legalities of taking a minibuss overseas. It is open to all staff who have contact with private or business customers and covers all aspects of the role including legislation surrounding daily rental. The course is very interactive with lots of group participation sessions and presentations.

This course is delivered by Professional Inspirations Ltd.

WHO IS THE COURSE FOR?

All daily rental staff.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Develop customer service skills to accurately qualify customer requirements.
- Understand legislation affecting rental companies.
- Understand insurance practice and tariff interpretation.
- Understand overseas rentals and renters.
- Describe rental legislation in respect of light commercial vehicles and minibuses.

CPD Credit Value	15
Member Price	£343.00 + vat
Non-Member Price	£404.00 + vat
Course Format	Classroom
Course Duration	2 days
Venue	Fanshaws, IMI.
	Bespoke/in-house option also available



TECHNICAL

HYBRID AND ELECTRIC VEHICLES

“Personal development is important in any role. It helps you to be ready for any future changes in the industry.”



HYBRID CARS OVERVIEW

COURSE OVERVIEW

Clearly, there are safety issues when working with hybrid vehicles. Hybrid vehicle batteries and motors have high electrical and magnetic potential that can severely injure or kill if not handled properly. It is essential that you take note of all the warnings and recommended safety measures outlined by manufacturers and in this course. This course is an overview of safety, electrical hybrid, hydraulic hybrid, and compressed air hybrid cars.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand component location and layouts.
- Understand high voltage and highly magnetic locations.
- Understand what to do before, during, interrupted, and after maintenance.
- Explain operating nodes and driving cycles.

CPD Credit Value	3
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	2 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

ELECTRIC VEHICLES INTRODUCTION

COURSE OVERVIEW

This course will enable you to develop a general understanding of electric vehicles. It will provide you with an understanding of the different types as well as their history, costs and operation.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians, recovery and emergency services, technical trainers, assessors and electric vehicle owners.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Describe types of electric vehicle and the electric vehicle market.
- Understand the EV experience, history of EVs and Formula-e.
- Understand electricity costs.
- Explain end of life processes.
- Understand emissions.
- Describe autonomous cars and hacking cars.

CPD Credit Value	10
Member Price	£35.00 + vat
Non-Member Price	£70.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

ELECTRIC VEHICLES: SAFE WORKING, TOOLS AND HAZARD MANAGEMENT

COURSE OVERVIEW

This course will enable you to develop an understanding of the importance of health and safety in the electric vehicle and general work place. It will provide you with an understanding of hazard management and high voltages. Tools and equipment are covered too.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians, recovery and emergency services, technical trainers, assessors and electric vehicle owners.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand general safety precautions, hazard management, fire risks and controls.
- Explain high voltage safety precautions and risks of working with EVs.
- Explain AC and DC Electric shock and protection devices.
- Understand work categories (before, during, interruptions and after).
- Describe tools and equipment, including high voltage tools and on-board diagnostics.

CPD Credit Value	10
Member Price	£35.00 + vat
Non-Member Price	£70.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

ELECTRIC VEHICLE: ELECTRICAL AND ELECTRONIC PRINCIPLES

COURSE OVERVIEW

This course will enable you to develop an understanding of the basic electrical and electronic principles to assist you in understanding more complex aspects of electric and hybrid vehicles.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians, recovery and emergency services, technical trainers, assessors and electric vehicle owners.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand electron and conventional flow and the effects of current flow.
- Explain fundamental quantities, definitions and laws.
- Understand conductors, insulators, semiconductors resistors and circuit networks.
- Explain magnetism, electromagnetism and electromagnetic induction.
- Describe electronic components and ICs.

CPD Credit Value	10
Member Price	£35.00 + vat
Non-Member Price	£70.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

ELECTRIC VEHICLE TECHNOLOGY

COURSE OVERVIEW

This course will enable you to develop an understanding of the electric vehicle technology in general. It will provide you with an understanding of how electric vehicles are classified and configured as well as looking at associate regulations.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians, recovery and emergency services, technical trainers, assessors and electric vehicle owners.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify electric vehicles, cables and components.
- Explain hybrid electric vehicle layouts.
- Understand classifications and configurations.
- Explain hybrid control systems.
- Describe ECE R100.

CPD Credit Value	10
Member Price	£35.00 + vat
Non-Member Price	£70.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A



ELECTRIC VEHICLE BATTERIES

COURSE OVERVIEW

This course will enable you to develop an understanding of the different types of electric vehicle battery. The two most common types are alkaline and lithium-ion, but the technology is changing all the time. It will also provide you with an understanding of fuel cells, super-capacitors and flywheels when used with hybrid vehicles as a form of energy storage.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians, recovery and emergency services, technical trainers, assessors and electric vehicle owners.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand battery life and recycling.
- Understand the following types of electric vehicle batteries; lead-acid batteries (Pb-PbO₂), alkaline (Ni-Cad, Ni-Fe and Ni-MH), sodium-nickel chloride (Na-Ni-Cl), sodium sulphur (Na-S) and lithium-ion (Li-ion).
- Understand fuel cells, super-capacitors and flywheels.

CPD Credit Value	10
Member Price	£35.00 + vat
Non-Member Price	£70.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

ELECTRIC VEHICLE MOTORS AND CONTROL SYSTEMS

COURSE OVERVIEW

This course will enable you to develop an understanding of the different types of motor used on electric vehicles. It will also provide you with an understanding of the associated control systems.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians, recovery and emergency services, technical trainers, assessors and electric vehicle owners.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Explain construction and function of electric motors.
- Understand the different types of motor used on electric vehicles; asynchronous motors, synchronous motors, DC motors, electronically commutated motors and switched reluctance motors.
- Understand motor torque and power characteristics.
- Understand control systems and sensors.

CPD Credit Value	10
Member Price	£35.00 + vat
Non-Member Price	£70.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

ELECTRIC VEHICLE CHARGING

COURSE OVERVIEW

This course will enable you to develop an understanding of the electric vehicle charging systems and associated infrastructure. It will provide you with an understanding of different charging methods as well as wireless power transfer. The course will also include a solar charging case study.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians, recovery and emergency services, technical trainers, assessors and electric vehicle owners.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand infrastructure and standardisation.
- Explain charging plugs, time, cost, modes and communication.
- Understand vehicle-to-grid technology and Tesla Powerwall.
- Describe wireless power transfer (stationary and dynamic).

CPD Credit Value	10
Member Price	£35.00 + vat
Non-Member Price	£70.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

ELECTRIC VEHICLE MAINTENANCE, REPAIRS AND REPLACEMENT

COURSE OVERVIEW

This course will enable you to develop an understanding of the different methods necessary when working on electric vehicles. It will also provide an understanding issues associated with roadside assistance and first responders.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians, recovery and emergency services, technical trainers, assessors and electric vehicle owners.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Explain de-energising and re-energising.
- Understand inspection of high voltage components.
- Understand the removal and replacement process of high voltage and low voltage components.
- Explain results, records and recommendations.
- Understand issues associated with roadside assistance, repairs, recovery and emergency response.

CPD Credit Value	10
Member Price	£35.00 + vat
Non-Member Price	£70.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



ELECTRIC VEHICLE CASE STUDIES

COURSE OVERVIEW

This course will enable you to develop an understanding of the range of technologies in use on different types of electric vehicle.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians, recovery and emergency services, technical trainers, assessors and electric vehicle owners.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand and answer questions on the following; General Motors EV-1, Nissan LEAF 2016, GM Volt 2016 (USA version), Tesla Roadster, Honda FCX Clarity, Toyota Mirai, Honda light hybrids, Bosch parallel full-hybrid and Volkswagen Golf GTE.

CPD Credit Value	10
Member Price	£35.00 + vat
Non-Member Price	£70.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A



HYBRID AND ELECTRIC VEHICLE: ROUTINE MAINTENANCE

COURSE OVERVIEW

All vehicle repair professionals should attend training before attempting to service or repair any hybrid or electric vehicle, given the safety critical procedures that must be adhered to during maintenance. Workshop staff and technicians require a complete awareness of the risks and hazards associated with HEVs and must follow the recommended safety measures required during maintenance. This is essential, not just for the safety of the technician, but any employees or customers who may come into contact with the vehicle whilst in the workshop.

This course is delivered by Bosch. Successful learners will achieve IMIAL Level 2 Award in Routine Maintenance Activities on Electrically Propelled Vehicles (Ref 600/0526/9).

WHO IS THE COURSE FOR?

Vehicle technicians who must have a minimum Level 2 qualification in automotive service and repair. Alternatively they must have at least 2 years practical experience in automotive service and diagnostics. The course is not suitable for junior technicians or members of staff that will not be carrying out work on these vehicles.

WHAT WILL I GET OUT OF IT?

You will be able to:

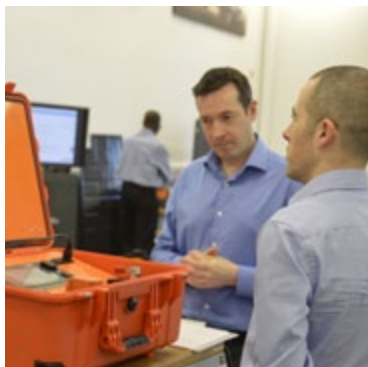
- Identify high voltage components on the vehicle and the dangers they present.
- Understand safe maintenance and repair methods when working on hybrid vehicles.
- Understand how to ensure the vehicle is safe to work on before routine service procedures are carried out.

CPD Credit Value	30
Member Price	£378.00 + vat
Non-Member Price	£405.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSH24.1

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



HYBRID AND ELECTRIC VEHICLE - REPAIR OR REPLACE HV COMPONENTS

COURSE OVERVIEW

Technicians require the knowledge and skills to be able to safely remove and replace HV components for Hybrid and Electric Vehicles. With Hybrid Electric Vehicles (HEV's) increasing in popularity, garage technicians will become increasingly involved in the servicing and repair of HV systems. The technological developments utilised within HEV's, along with the critical safety measures are very different from traditional vehicles. This course is required for technicians who maintain and repair high voltage technology vehicles, including the hybrid or electric drive system. The course content, compiled by Bosch, provides the knowledge required to diagnose and work safely around a vehicle's high voltage system whilst carrying out repairs or replacing parts.

This course is delivered by Bosch. Successful learners will achieve IMIAL Level 3 Award in Electrically Propelled Vehicle Repair and Replacement (Ref:600/0527/0).

WHO IS THE COURSE FOR?

Vehicle technicians who hold a vehicle maintenance and repair level 2 qualification or have a minimum of 2 years experience. Additionally the achievement of the IMIAL Level 2 Hybrid & Electric Vehicle Award is mandatory.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to work safely on hybrid and related vehicle systems.
- Carry out high voltage system diagnosis using a range of diagnostic test equipment.
- Understand removal and replacement techniques of typical system components.

CPD Credit Value	70
Member Price	£378.00 + vat
Non-Member Price	£405.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSH25

ELECTRIC AND SERIES HYBRID VEHICLE AWARENESS

COURSE OVERVIEW

This one day course is designed to give the learner an understanding of the principles of full electric and hybrid vehicles and will deliver the construction, operation and identification of all of the main components and also the key safety aspects when working with high voltage systems. Learners will be able to achieve the level 1 Award in Electric Vehicle Awareness through completion of a knowledge assessment. The learner should have an understanding of key fundamentals of automotive technology, including electrics to attend this course.

This course is delivered by Calex UK.

To note: There is an additional cost to receive the qualification certificate upon successful completion of the assessment. Please call for details.

WHO IS THE COURSE FOR?

Technicians, Recovery Service, Technical Trainers and Assessors.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the construction and operation of electric and series hybrid vehicles.
- Identify the main components.
- Describe the operation and function of the main components.
- Understand how to operate in a safe manner when working on high voltage vehicles.

CPD Credit Value	10
Member Price	£250.00 + vat
Non-Member Price	£280.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	Various
Bespoke/in-house option also available	

ROUTINE MAINTENANCE AND OPERATION OF ELECTRIC AND SERIES HYBRID VEHICLES

COURSE OVERVIEW

This two day course provides the learner with an advanced level of knowledge about the function and operation of electric and hybrid vehicle systems. The learner will also gain a full understanding of the importance of carrying out a manual service disconnection procedure and the implications if the vehicle was not fully powered down, and how important it is for them and any supporting colleges to work safely when carrying out investigations on electric or hybrid vehicles. The learner should have an understanding of key fundamentals of automotive technology, including electrics, to attend this course. Upon successful completion of an assessment learners will achieve a Level 2 Award in Routine Maintenance Activities on Electronically Propelled Vehicles.

This course is delivered by Calex UK.

WHO IS THE COURSE FOR?

Technicians, Recovery Service, Technical Trainers and Assessors.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the construction and operation of electric and hybrid vehicles.
- Identify the main components and describe their operation and function.
- Carry out specific isolation procedures to ensure the vehicle is safe before carrying out service work.
- Work safely with high voltage vehicles.

CPD Credit Value	30
Member Price	£420.00 + VAT
Non-Member Price	£450.00 + VAT
Course Format	Classroom/workshop
Course Duration	2 days
Venue	Various
Bespoke/in-house option also available	

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



INTRODUCTION TO ELECTRONIC REGENERATIVE BRAKING SYSTEMS FOR HYBRID AND ELECTRIC VEHICLES

COURSE OVERVIEW

This course covers the working principles of an Electronic Regenerative Braking System and how the vehicle reacts during brake regeneration and also during failure. It includes an overview of the hydraulic/electronic braking system for regenerative activities, fail safe systems, brake by wire and stroke simulation. Learners will assess system schematics, system functionalities and system fault scenarios and have an introduction to rolling road brake simulation testing and analysing the data available (subject to access of rolling road for simulated testing).

This course is delivered by Calex UK.

WHO IS THE COURSE FOR?

Vehicle technicians who have completed a full level 3 qualification in vehicle maintenance and repair or related manufacturers training, trainers/college lecturers, vehicle collision examiners or anyone who has a relevant qualification, a good knowledge of hybrid and electric vehicles and epicyclical gear trains, working hazards and immobilisation procedures.

WHAT WILL I GET OUT OF IT?

You will be able to:

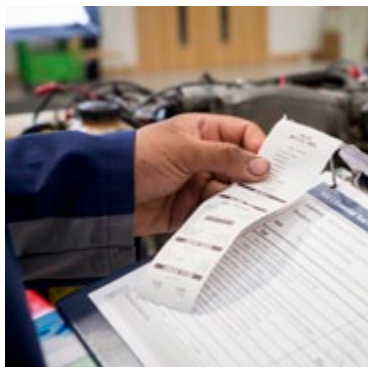
- Understand the working principles of an Electronic Regenerative Braking System.
- Assess system schematics, system functionalities and system fault scenarios.
- Identify what system data can or could be available to use as confirmation of failure.
- Identify driver inputs and how system reaction effects vehicle stability.
- Understand how the vehicle reacts if the electronic system defaults.

CPD Credit Value	8
Member Price	£250.00 + vat
Non-Member Price	£280.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	Various. Bespoke in house option available (Subject to access of rolling road for simulated testing)



TECHNICAL DIAGNOSTICS

“Continuing learning is valuable both from a personal and a professional point of view.”



ESSENTIAL TEST PROCEDURES

COURSE OVERVIEW

All technicians require electrical system know-how and fault finding skills to work on modern vehicle systems. The content of this course is essential knowledge for the development of a technician's diagnostic capability. The overall learning goal is to provide learners with a working knowledge of standard electrical test procedures and how they are applied correctly.

These tests allow learners to perform electrical confirmation checks with confidence when carrying out diagnostic routines.

Attendance is not necessary for technicians who are already proficient in electrical circuit testing theory and practice.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians who are familiar with the operation of a typical digital multimeter and can use it correctly on automotive applications.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand a typical system wiring diagram to identify electrical components.
- Identify the current paths connecting components to control unit(s) of a system.
- Understand how to use electrical test equipment correctly on vehicle system circuits.
- Carry out test procedures using voltage, resistance and current measurement.
- Understand how to carry out test procedures using voltage drop method to indicate circuit faults.
- Understand how to use equipment designed to test battery and circuit condition.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSE1

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

DIAGNOSTIC TECHNIQUES

COURSE OVERVIEW

Diagnostics or fault-finding is a fundamental part of an automotive technician’s work. The subject of diagnostics does not relate to individual areas of the vehicle. If your knowledge of a vehicle system is at a suitable level then you will use the same logical process for diagnosing the fault, whatever the system. This course is about the diagnostic process, data sources, diagnostics on paper, mechanical and electrical diagnostics.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand logic and terminology and the six stage process.
- Explain the different sources of information for diagnostic work.
- Understand concern, cause, correction and root cause analysis.
- Describe test lights and analogue meters.
- Understand volt drop testing and testing for short circuits to earth.
- Understand flight recorders tests and black box technique.

CPD Credit Value	5
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

MOTORCYCLE DIAGNOSTIC PRINCIPLES

COURSE OVERVIEW

This course is designed to give the learner an insight into modern motorcycle electronic systems and be able to carry out accurate diagnosis. Starting with dashboard blink codes through to serial diagnosis and the latest CAN Bus systems the learner will be led through effective diagnosis procedures carried out on engine management, ABS and body control systems. This includes fault code reading, live parameters, data recording, carrying out activations and making settings and adjustments on live motorcycles in the workshop. Wiring diagrams and technical data will be referenced and applied during the course.

This course is delivered by Texa UK Limited and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Motorcycle workshop technicians who are involved in the diagnosis and repair on modern electronic systems.

WHAT WILL I GET OUT OF IT?

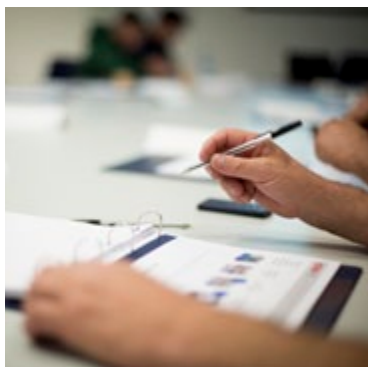
You will be able to:

- Understand electronic systems used on modern motorcycles including petrol injection, CAN Bus and ABS.
- Connect diagnostic equipment and make serial diagnosis on a range of electronic systems on a motorcycle.
- Utilise the data from diagnostic equipment to make accurate system diagnosis on these systems.

CPD Credit Value	9
Member Price	£126.00 + vat
Non-Member Price	£140.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	Texa UK Ltd training centre, Nelson, Lancashire

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



UNDERSTANDING DIAGNOSTIC FAULT CODES AND LIVE DATA

COURSE OVERVIEW

The emphasis on this course is on diagnostic practical skills. Bosch diagnostics testers are computer based and can store and display a vast array of information. The aim of this course is to explain and demonstrate how the information at hand can be used in an integrated way to affect a logical diagnostic procedure.

Additionally the course will cover some of the lesser known variations of fault codes, actual values, adjustments and special functions found with Esi[tronic] 2.0 software. This course is not suitable for new users of KTS 3XX, 5XX or 6XX diagnostic testers.

This course is delivered by Bosch.

WHO IS THE COURSE FOR?

This course is ideally suited to technicians currently using Bosch KTS 3XX, 5XX and 6XX diagnostic testers, and have already attended the Bosch course coded WTE1. It is also useful for technicians looking to improve their diagnostic skills whilst developing an understanding the full functionality of Bosch diagnostic equipment with a view to purchasing it in the future.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to carry out control unit diagnosis test routines for error memory, actual values, actuator test, adjustments and settings and special feature test modes.
- Understand how to access and use a selection of specific fault codes, actual values (live data) within Esi[tronic] 2.0 software.
- Understand how to complete a set of system tests using the linked functions of SD, SIS/CAS and the built in multimeter and oscilloscope test tools in a logical diagnostic procedure.

CPD Credit Value	8
Member Price	£166.50 + vat
Non-Member Price	£185.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	STC Uxbridge / regional centre

VSTD33

ADVANCED DIAGNOSTICS

COURSE OVERVIEW

This course contains interactive modules using a simulated multimeter and vehicle system to help you learn the correct diagnostic process for finding faults. A multimeter can be set to the appropriate range for a test, and then the leads of the meter moved to make connections to a circuit, or representation of a system on a vehicle. The meter will then give readings that have to be interpreted before you decide on the next test to carry out. The results of several tests will allow a diagnosis to be made.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Experienced vehicle technicians who wish to develop their diagnostic skills or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to diagnose and rectify faults in light vehicle systems.
- Understand diagnostic principles.
- Understand battery, starting, charging, interior lighting, exterior lighting and screen wiper diagnostics.

CPD Credit Value	9
Member Price	£0 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

AUTOMOTIVE AIR CONDITIONING SYSTEMS DIAGNOSTICS

COURSE OVERVIEW

This course provides knowledge essential to the servicing of vehicle air conditioning systems, and also covers the required underpinning knowledge and practical skills for technicians intending to undertake the assessment for refrigerant handling certification. EU legislation requires all technicians involved in the servicing, recharging and repairs to vehicle air conditioning in passenger cars and light vans to be certified to carry out this work.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

Note: Air conditioning technician assessment for certification is conducted separately from this course.

WHO IS THE COURSE FOR?

Vehicle technicians who ideally have some prior knowledge of the operation of automotive air conditioning systems and the typical service equipment used.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify all the main components of an automotive air conditioning system and state their function.
- Complete a typical automotive air conditioning service using a Bosch Air Conditioning recovery unit.
- Demonstrate safe working practices.
- Understand air conditioning service health and safety procedures.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VS26

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

COMMON RAIL SYSTEM DIAGNOSIS

COURSE OVERVIEW

Technicians who need to be involved in system testing, fault diagnosis and repair of Common Rail Diesel systems will find this course of great value. The course will introduce learners to Bosch Common Rail technology and provide information on system diagnosis and practical awareness of safety related procedures. Technicians will gain an in-depth knowledge of the hydraulic and electronic system functions and the fault diagnosis processes using the latest Bosch equipment, use will also be made of additional specific test equipment for common rail system pressure testing.

This course is not suitable for technicians without previous training or experience in diesel injection.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians competent with gasoline injection systems who are already familiar with the essentials of diesel car and light van technology.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to carry out diagnostic tests on a high pressure fuel systems.
- Understand safe working practices.
- Identify fuel system faults and confirm repair requirements.
- Identify electrical component faults and confirm repair requirements.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSD15

UNIT INJECTOR SYSTEM DIAGNOSIS

COURSE OVERVIEW

This course is designed to provide technicians with diagnostic testing skills on Bosch Unit Injection systems fitted to diesel passenger cars and light vans. The operation of the system sensors and hydraulic components is covered in depth, along with vital information for the safe testing of components and correct fault diagnosis. Interpretation and analysis of the various system inputs and outputs is integral to a good diagnostic process.

A series of tests are conducted using an oscilloscope, along with other Bosch test equipment for a variety of system diagnosis procedures. This course is not suitable for technicians without previous training or experience in diesel injection.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians competent with gasoline injection systems and are already familiar with the essentials of diesel car and light van technology.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify and state the function of sensors, actuators and components of Unit Injection systems.
- Carry out key test procedures used for the diagnosis of Unit Injector systems.
- Identify fuel system faults and confirm repair requirements.
- Identify electrical component faults and confirm repair requirements.

CPD Credit Value	10
Member Price	£166.50 + vat
Non-Member Price	£185.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	STC Uxbridge / regional centre

VSD16

ON-BOARD DIAGNOSTICS

COURSE OVERVIEW

On-Board Diagnostics or OBD, was the name given to the early emission control and engine-management systems introduced in cars. OBD systems have been developed and enhanced in line with US government requirements into the current OBD2 standard which applies to all cars sold in the US from 1996. EOBD2 is the European equivalent of the American standard and applies to gasoline/petrol cars sold in Europe from 2001 (and diesel cars three years later). This course is about OBD monitors, scanners, and ECU fuel trim diagnostics.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Explain the history of the emissions control legislation.
- Understand fault codes and P Code composition.
- Describe on-board diagnostic monitors.
- Understand OBD scanners, diagnostic connectors and Controller Area Network (CAN).
- Understand smartphone and tablet applications.
- Explain long and short term trim values.
- Explain fuel trim diagnostics

CPD Credit Value	5
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

OSCILLOSCOPE DIAGNOSTICS

COURSE OVERVIEW

This course outlines the methods used and the results of using an oscilloscope to test a variety of systems. It will be a useful reference as all the waveforms shown here are from a correctly operating system. The course will be split into four main sections – sensors, actuators and ignition and other components.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand sensors and waveforms.
- Understand actuators and waveforms.
- Explain ignition primary waveforms and secondary waveforms.
- Understand alternator, relative compression petrol and CAN-H and CAN-L waveforms.

CPD Credit Value	5
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



OSCILLOSCOPE OPERATION AND SIGNAL TEST METHODS

COURSE OVERVIEW

The oscilloscope is now a standard piece of diagnostics equipment for the modern automotive technician in the workshop. The ability to test and read the signals passing between electronic systems and the respective actuators or sensors is now a 'must have' skill set for the job.

This course will enable the technician to competently operate an oscilloscope and use all its functions to aid in the diagnosis of vehicle systems. This course is essential for all technicians other than those who already use an oscilloscope regularly during vehicle system diagnosis work.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians who are fully conversant with the electrical values of voltage, current and resistance and the use of a digital multimeter.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Connect a typical automotive oscilloscope to a vehicle system component or wiring to display a signal wave form.
- Adjust common oscilloscope controls and settings to manipulate the signal displayed so that it can be analysed.
- Monitor, analyse and compare signal wave forms to determine indications of component or wiring faults.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSTD9



ENGINE MANAGEMENT: DIAGNOSIS OF UNIVERSAL COMPONENTS

COURSE OVERVIEW

This course provides technicians with the skills and knowledge to test and diagnose engine management systems with confidence. It gives learners a sound working knowledge of all of the components within a typical engine management system and how to test them. This is done via a mix of classroom theoretical sessions and workshop practical tests to build the skills in a step by step manner. This course also provides the foundation knowledge for progression onto further Bosch engine management training courses - both diesel and petrol.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians competent in the use of an automotive system diagnostic tester, a digital multimeter and an oscilloscope.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Complete tests to prove the integrity of fuel supply sub-systems.
- Carry out diagnostic tests to display diagnostic data and fault codes.
- Interpret diagnostic data and utilise additional settings and functions.
- Describe the working principles of all key engine management components.
- Perform oscilloscope testing to identify faults in components or wiring.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSG5

ENGINE MANAGEMENT: SPARK IGNITION AND DIAGNOSIS

COURSE OVERVIEW

This course is relevant to all technicians involved in the diagnosis and repair of petrol engine management systems. While some operating conditions and faults can be indicated by the use of a diagnostic tester, an ignition oscilloscope is a vital diagnostic tool, and an understanding of ignition waveforms can aid in diagnosing combustion faults and the ignition system performance.

The course covers all spark ignition technologies and will provide learners with an in-depth understanding of the ignition process and analysis of ignition related faults.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians who have some prior experience in using an oscilloscope.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the working principles of ignition system components.
- Connect and use an oscilloscope to display Ignition waveforms.
- Interpret Primary and Secondary ignition oscilloscope displays and data.
- Carry out ignition diagnostic tests to indicate ignition system and engine management system faults.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSG2

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



GASOLINE DIRECT INJECTION SYSTEM DIAGNOSIS

COURSE OVERVIEW

Technicians with a good understanding of manifold fuel injection systems can advance their skills by attending this in-depth, practical training on typical Gasoline Direct Injection applications. The system variants, components used, operating modes and system diagnostics are all covered in this course.

The theoretical knowledge gained will supplement the practical exercises completed during training, where system diagnostics using serial port data and testing of the system components using an oscilloscope will form an integral part of the course.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians who are familiar with manifold type gasoline injection systems.

WHAT WILL I GET OUT OF IT?

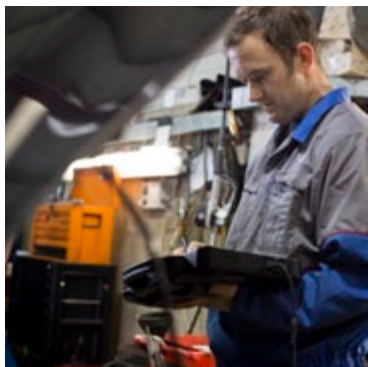
You will be able to:

- Identify and state the function of a typical Bosch GDI system including the operating modes, sensors and actuators.
- Utilise serial diagnostic data and an oscilloscope for the testing of system component input and output signals.
- Understand effective test procedures to diagnose typical system faults.
- Understand test outcomes to determine system or component repairs.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSG11

How do I book? See ‘How to make a booking’ on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



GASOLINE ENGINE EMISSIONS ANALYSIS AND OBD

COURSE OVERVIEW

This course is for technicians who carry out gasoline emissions testing or utilise gas readings in the analysis of engine running faults. The aim is to provide learners with the skills and knowledge required to identify emissions related problems and make effective use of emissions test data for engine management system diagnosis. Identification of faults using tail-pipe gas indications requires a thorough understanding of the gasses involved and the related ECU controls.

Techniques covered include testing of the system via analysis of the exhaust gasses using emissions test equipment, alongside oscilloscope testing of the oxygen sensors and interrogation of the onboard self-diagnosis system.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians with a sound knowledge of spark ignition engine management diagnostics, are familiar with the use of a typical 4-gas analyser and proficient in the operation of an oscilloscope and a diagnostic tester.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Distinguish the fault indications made by each of the individual exhaust gasses.
- Understand how to use gas readings to aid the pinpointing of engine running faults.
- Carry out diagnostic test routines to enable the correlation and assessment of exhaust gas values with diagnostic port information.
- Utilise all available OBD diagnostic modes for the evaluation of vehicle faults.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSG17



TECHNICAL

ELECTRICAL AND ELECTRONIC SYSTEMS

“Logging CPD allows me to fully monitor my achievements and therefore reflect on my learning needs.”

ELECTRICAL AND ELECTRONIC PRINCIPLES

COURSE OVERVIEW

When a current flows in a circuit, it can produce only three effects – heat, magnetic and chemical. The heating effect is the basis of electrical components such as lights and heater plugs. The magnetic effect is the basis of relays and motors and generators. The chemical effect is the basis for electroplating and battery charging. This course is about electricity and the atom, basic circuits and magnetism, electrical components, electronic components, digital systems, vehicle computer systems, and central electrical control.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand light vehicle electrical and electronic principles.
- Describe electron flow and conventional flow, and effects of electricity.
- Understand voltage, current, resistance and power, Ohm's law and the power equation.
- Understand magnetism, electromagnetism and electromagnetic induction.
- Explain basic electronic components and circuits, digital circuits and systems.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

BODY ELECTRICAL SYSTEMS

COURSE OVERVIEW

This course will cover body electrical systems including washers, wipers, horns, obstacle avoidance and cruise control, mobile multimedia, seats, mirrors, roofs, central locking, security systems, starting control, and safety systems.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand wiper blades, linkages and motors, washer and wiper circuits.
- Explain horns, obstacle avoidance and cruise control.
- Explain in car entertainment (ICE) systems.
- Understand the electrical movement of seats, mirrors, sunroofs, central locking and windows.
- Understand security systems, security coded ECUs and passive anti-theft systems (PATs).
- Understand electronic safety systems including passive and active safety, air bags and belt tensioners.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

HEATING, VENTILATION AND AIR CONDITIONING

COURSE OVERVIEW

Fresh air helps to keep the driver of a vehicle alert. Most cars now allow a wide range of settings for ventilation. This course is about ventilation systems, vehicle heating, air conditioning fundamentals, air conditioning components, air conditioning systems, pollen filters and other heating systems.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Describe blower motors, heat control, air-cooling and cooling fans.
- Understand the principle of air conditioning and refrigerants.
- Explain the main components of an air conditioning system.
- Understand the operation of air conditioning systems.
- Explain other heating systems such as screen heating, seat heaters, mirror heaters and cab heaters.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

LIGHTING AND INDICATORS

COURSE OVERVIEW

Vehicle lighting systems are very important, particularly where road safety is concerned. If headlights were suddenly to fail at night and at high speed, the result could be serious. This course is about lighting systems, stoplights and reverse lights, interior lighting, lighting circuits, indicators and hazard lights, and other lighting technology.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand basic lighting circuits and real circuit operation.
- Describe the different types of bulbs, headlight reflectors and lenses.
- Explain headlamp levelling and alignment and self-levelling lights.
- Understand stoplights, reverse lights, interior lighting, indicators and hazard lights.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MONITORING AND INSTRUMENTATION

COURSE OVERVIEW

This course will cover monitoring and instrumentation including sensors, gauges, instrument displays, vehicle conditioning monitoring, digital instrumentation systems, global positioning systems, and drowsiness detection.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand sensors, speed, position, temperature, bulb failure, fluid level, brake pad wear and lights in operation.
- Understand thermal, moving iron and air cored gauges.
- Understand cable and electronic speedometers and rev-counters/ tachometers.
- Explain instrument displays and display techniques, including head up displays.
- Understand vehicle condition monitoring.
- Describe GPS, triangulation and dead reckoning.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

ENGINE ELECTRICAL SYSTEMS

COURSE OVERVIEW

A good supply of electric power is necessary for modern vehicles. Many components, that were once mechanically operated, are now driven by small electric motors and controlled by microprocessors. This course is about battery construction, state of charge, types, charging, testing and diagnostics. It also covers the starting system and starting system testing, the charging system and charging system testing, alternator developments, and stop-start control.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle batteries, starting and charging systems operate.
- Understand relative density readings, discharge testing, volt amp tester and conductance tests.
- Explain start/stop systems and electronic starter control.
- Explain rectification, voltage regulation, and charging circuits.
- Understand LIN interface and intelligent charging.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

INTRODUCTION TO PASSTHRU TECHNOLOGY

COURSE OVERVIEW

Vehicle manufacturers are required to make any emissions related software updates for their vehicles available to all garages and technicians by way of a common standard known as J2534. The SAE J2534 PassThru standard defines a common communication driver that can be used for ECU diagnostics and reprogramming on vehicles. This course provides practical instruction on the process using a Bosch KTS type serial diagnostic tester with PassThru capability to access the vehicle manufacturer's website. The emphasis is on how to set up KTS hardware and software for PassThru operation and guidance on access and operation of additional software required for a PassThru process will be provided.

The course also gives an overview of Euro emissions legislation and what it means for the workshop.

This course is delivered by Bosch.

WHO IS THE COURSE FOR?

Vehicle technicians involved in vehicle servicing and diagnostics and who are, or want to carry out ECU software updates via PassThru technology.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to operate Bosch KTS controls and carry out machine adjustments to use on a typical vehicle when completing a PassThru process.
- Identify and access other system information available via a typical vehicle manufacturer website when completing a PassThru process.
- Explain what Euro emissions legislation means to the workshop.

CPD Credit Value	5
Member Price	£83.25 + vat
Non-Member Price	£92.50 + vat
Course Format	Technical seminar
Course Duration	0.5 days
Venue	STC Uxbridge / regional centre

VSTD37

AIRBAG AND SUPPLEMENTARY RESTRAINT SYSTEM

COURSE OVERVIEW

This course is a must for technicians involved in fault diagnosis, inspection and repairs to a vehicle Airbag or Supplementary Restraint System. The objective of the course is to provide learners with a working knowledge of Airbag and SRS control systems and enable them to carry out accurate diagnosis on these safety critical systems. Technicians must also be aware of the safety implications when working with pyrotechnic devices of this type, therefore technicians who book on this course must provide evidence that they have the essential electrical knowledge and skills required to safely work on these systems.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians who have gained the essential knowledge and skills to use a digital multimeter.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Carry out safe diagnostic test routines on airbag and SRS control systems, components and wiring.
- Identify and understand airbag and SRS fault codes.
- Carry out safe system and component test procedures.
- Identify where appropriate repair or replacement should be carried out.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSB8

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



AUTOMOTIVE ELECTRONICS ADVANCED: ECU CONTROL AND MICROELECTRONICS

COURSE OVERVIEW

Technicians actively engaged in advanced diagnostic procedures and electronic repair work on motor vehicles will benefit from attending this course. The diagnosis of complex vehicle system faults requires an experienced technician to have a high level of competence with electronic components and systems.

The aim of this laboratory-based electronics course is to extend the learner's knowledge of electronic principles, computer based controls and advanced electronic circuitry. Emphasis on the course is given to the construction of specialised electronic circuits and practical testing, using laboratory oscilloscopes and instruments.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians with a sound knowledge of essential electronic principles at diagnostic technician level and are familiar with oscilloscope waveform manipulation and advanced electrical fault-finding. A good understanding of mathematical principles will also be an advantage.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Carry out advanced electronic analysis of vehicle circuitry and control electronics for the high-level diagnosis of vehicle electronic faults.
- Identify hardware faults.
- Identify software faults.
- Identify correct ECU control function.

CPD Credit Value	24
Member Price	£499.50 + vat
Non-Member Price	£555.00 + vat
Course Format	Classroom/workshop
Course Duration	3 days
Venue	STC Uxbridge / regional centre

VSE11

AUTOMOTIVE ELECTRONICS: VEHICLE SENSORS AND COMPONENTS

COURSE OVERVIEW

Technicians involved in diagnosis and repair need to work on a variety of electronically controlled vehicle systems. The aim of this laboratory based electronics course is to provide a sound knowledge of the essential electronic principles, to assist in understanding the internal function of the sensors and components found on today's vehicles. Course emphasis is focussed on the practical construction of electronic circuits using discrete components, the study of various sensor technologies and the bench testing of vehicle components. The relationships between the fundamental workings of electronics and actual vehicle applications are established.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians with skills at diagnostic technician level and are familiar with common electrical principles including essential mathematical formulae used in electrical calculations.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Carry out advanced analysis of vehicle electronic faults at an accomplished level.
- Utilise specific component test procedures to provide extra data in the evaluation of vehicle system and component faults.
- Identify the correct or incorrect function of electronic devices.
- Identify that a component requires replacement or repair.

CPD Credit Value	24
Member Price	£499.50 + vat
Non-Member Price	£555.00 + vat
Course Format	Classroom/workshop
Course Duration	3 days
Venue	STC Uxbridge / regional centre

VSE7

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



BATTERY MANAGEMENT SYSTEMS AND START/STOP TECHNOLOGY

COURSE OVERVIEW

The design and development of Battery, Starting and Charging systems has evolved significantly over the last few years. We now regularly encounter sophisticated electronic monitoring and self diagnostic options in the related system control units. This course will build confidence by covering the system layout, the main components and the test techniques employed in both classroom and the practical workshop sessions. This course is not suitable for learners completely new to vehicle electrical systems.

This course is delivered by Bosch.

WHO IS THE COURSE FOR?

Vehicle technicians who work on vehicle electrical systems wishing to upgrade their knowledge and skills in order to complete diagnostics work on the latest power management systems. Learners need to be familiar and competent in the use of a vehicle system diagnostics tester and the application of correct electrical test methods.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to carry out diagnostic test procedures to identify faults in conventional and smart charge systems.
- Understand how to test typical Start Stop systems to locate faults in the system components and wiring.
- Understand how to test a typical battery management system and be able to complete a system battery adaption process.

CPD Credit Value	16
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSE32

MULTIPLEXING AND CONTROLLER AREA NETWORKS

COURSE OVERVIEW

The number of vehicle components which are networked has considerably increased the requirements for the vehicle control systems to communicate with one another. The CAN (Controller Area Network), developed by Bosch, is today's communication standard in modern cars. However there are a number of other systems. This course is about multiplexing, controller area networks (CAN), data signals, local interconnect network (LIN), Flexray, and diagnostics.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand multiplex operation, data bus and control functions.
- Understand controller area networks including F-CAN and B-CAN.
- Describe hierarchical vehicle networks.
- Explain FlexRay systems, data exchange, physical layer, bandwidth, data rate and synchronisation.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

BODY CONTROL SYSTEMS, CAN AND MULTIPLEXED NETWORKS

COURSE OVERVIEW

Garage technicians involved in the diagnosis of vehicle network faults and involved in repair work on the various vehicle body electronics systems will gain valuable skills and knowledge by attending this course. Theoretical instruction on the various network mediums and body peripherals, combined with practical testing, will enable technicians to carry out efficient diagnosis on such systems. The testing of drive train networks is also included.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians who are experienced in the use of a typical oscilloscope and diagnostic tester and can carry out diagnostic test procedures.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify the various vehicle network types, typical transmission signal profiles and transport mediums.
- Carry out diagnostic test routines on vehicle network bus systems and analysis of related faults.
- Test body electrical systems and components to identify items requiring replacement or repair where appropriate.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSBI0

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



BRAKING AND CHASSIS SYSTEMS: ABS AND ESP

COURSE OVERVIEW

This course is designed for technicians involved in the inspection and repair of modern vehicle braking systems. It provides essential knowledge about the operation, maintenance and testing of electronically controlled braking systems, covering both Bosch and non-Bosch variants. The course includes the hydraulic actuation and electronic control of typical Antilock Braking Systems and an introduction to Electronic Stability Control.

The skills learned will enable technicians to apply the correct procedures when carrying out service activities and diagnosis on these safety critical systems. This course is not necessary for technicians who have previously attended the Bosch advanced ESP and chassis control course.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians who are familiar with the use of a vehicle system diagnostic tester and an oscilloscope.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the function and operation of electronically controlled braking systems.
- State developments in electronically controlled braking systems.
- Understand the function and operation of an electronic stability programme including traction control and its interface with ABS.
- Understand test procedures to identify faults in ABS and ESP.
- Clarify the integrity of the system and the related brake functions in ABS or ESP control unit.
- Identify ABS and ESP system and component faults requiring repair or replacement.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSC6

ELECTRONIC DIESEL CONTROL SYSTEMS

COURSE OVERVIEW

Technicians who have a good understanding of petrol injection can achieve the same level with diesel cars and light vans with this course, which provides an important introduction to diesel technology and contains the foundation knowledge required to attend further Bosch courses on specific diesel systems.

The well proven mix of classroom sessions to reinforce knowledge, and workshop practical tasks to develop skills, are combined to give technicians confidence in their work. This course is not necessary for technicians who have already achieved competence in diesel system diagnostics.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians who are familiar with the use of a typical diagnostic tester and an oscilloscope. Previous experience with gasoline injection systems is also a distinct advantage.

WHAT WILL I GET OUT OF IT?

You will be able to:

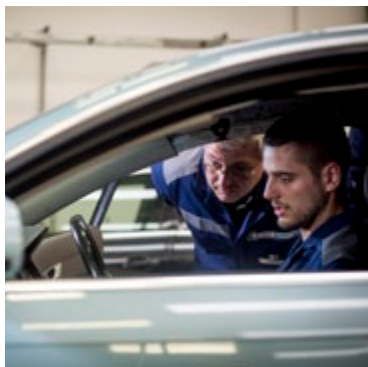
- Identify components of typical electronic diesel control systems and state their function.
- Carry out fault diagnosis and test procedures on typical electronic diesel control systems.
- Perform tests to ensure the serviceability of diesel system components.



CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSD12

How do I book? See ‘How to make a booking’ on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



GASOLINE ENGINE MANAGEMENT: ADVANCED SYSTEM CONTROLS

COURSE OVERVIEW

Technicians requiring the more advanced technological aspects of gasoline engine management, the developments in component technology, emissions controls and associated sub-systems, will benefit from attending this course. Highly advanced system components and controls are becoming increasingly common. To carry out efficient diagnosis, technicians require a thorough understanding of the operational concept of these components and controls. Practical test procedures will include analysis of component signal patterns and their characteristics to provide trainees with an in-depth working knowledge.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Award (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians with a sound knowledge of spark ignition engine management diagnostics including gas analysis and are familiar with the use of a typical oscilloscope, gas analyser and diagnostic test equipment.

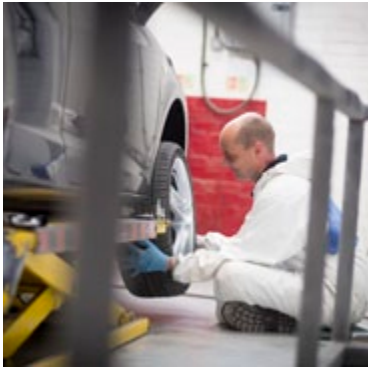
WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify and state the detailed operation of the sensors, components and actuators of advanced engine management systems.
- Carry out advanced diagnostic test routines on systems and individual components.
- Utilise all available data for the evaluation of vehicle faults.

CPD Credit Value	24
Member Price	£499.50 + vat
Non-Member Price	£555.00 + vat
Course Format	Classroom/workshop
Course Duration	3 days
Venue	STC Uxbridge / regional centre

VSG14



ADVANCED BRAKE, CHASSIS AND STEERING CONTROL SYSTEMS

COURSE OVERVIEW

An increasing number of electronically controlled systems now influence the area of vehicle dynamics, including systems that actively respond to control the braking, steering and suspension of a vehicle. Technologies such as Electronic Stability Control and Adaptive Cruise Control often work together to enhance the safety and control of a vehicle, alongside other systems such as Servotronic Steering and Electronic Damper Control.

This course provides an in-depth view of the functional operation of these systems and will equip technicians with the diagnostic skills required for efficient fault diagnosis.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians with a sound knowledge of braking, ABS and ESP systems.

WHAT WILL I GET OUT OF IT?

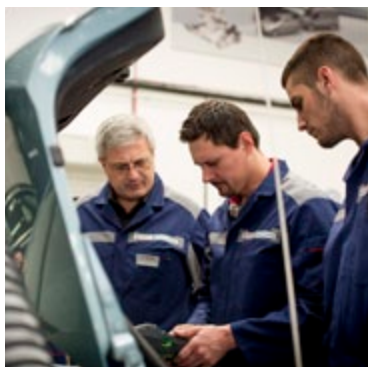
You will be able to:

- Carry out advanced diagnostic testing on typical ESP Plus systems and the individual system components.
- Identify component faults that require replacement or repair where appropriate.
- Complete diagnostic tests on active vehicle systems to locate faults and identify items that need to be repaired or replaced.
- Carry out initialisation procedures to return ESP and active system components to correct vehicle adaptation settings.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSC13

How do I book? See ‘How to make a booking’ on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



ADVANCED DIESEL SYSTEM CONTROLS AND EMISSIONS

COURSE OVERVIEW

This course is for technicians who require training on the more advanced technological aspects of diesel engine management, the developments in component technology, emissions control and the associated sub-systems that are currently found on diesel systems.

Highly advanced system components and controls are becoming increasingly common, to carry out efficient diagnosis, technicians require a thorough understanding of the operational concept of these components and controls. Practical test procedures and demonstrations will provide trainees with an in-depth working knowledge.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians who are proficient in the use of a typical oscilloscope and diagnostic tester and can carry out diagnostic test procedures on diesel engine management systems.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Identify and state the detailed operation of the sensors, components and actuators of advanced diesel engine management systems.
- Carry out advanced diagnostic test routines on diesel systems and individual components.
- Utilise all available data for the evaluation of vehicle faults.
- Identify any components requiring replacement or repair.
- Carry out comprehensive system tests to ensure functional serviceability.

CPD Credit Value	17
Member Price	£333.00 + vat
Non-Member Price	£370.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

VSD23



TECHNICAL

ENGINE SYSTEMS

“Time and technology have moved on incredibly quickly. Taking up CPD has put me back on the path to re-educating myself.”

ENGINE COMPONENTS AND OPERATION

COURSE OVERVIEW

The modern motor vehicle engine is a complex machine and power plant of the vehicle. This course will cover mechanical operating cycles, engine components, engine variations, engine operating details, terminology and systems, cylinder components, valves and valve gear, engine designs, and cylinder deactivation.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Explain the four-stroke cycle (or Otto cycle) and the two-stroke cycle.
- Understand how the main light vehicle engine mechanical systems and components operate.
- Understand the reasons for different engine designs and features.
- Describe engine components and cylinder configuration.

CPD Credit Value	17
Member Price	£30.00 + vat
Non-Member Price	£60.00 + vat
Course Format	E-learning
Course Duration	16 hours
Venue	N/A

AIR SUPPLY, EXHAUST AND EMISSIONS

COURSE OVERVIEW

Atmospheric pollution has become a serious problem for the environment and the health of people. Many urban areas are now heavily polluted, with people suffering medically from the effects of vehicle exhaust pollution. This course is about air pollution, engine combustion, environmental protection, air supply, exhaust systems, catalyst systems, diesel particulate filters, emission control systems, and pressure charging.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle engine air supply and exhaust systems operate.
- Understand how to check, replace and test light vehicle engine air and exhaust system units and components.
- Explain carbon dioxide and pollutants and environmental regulations.
- Understand air supply systems including air intake and air temperature control.
- Understand the requirements of the exhaust, catalyst and emission control systems.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

ENGINE COOLING SYSTEM TECHNOLOGY

COURSE OVERVIEW

The main function of the cooling system is to remove the heat from the engine, particularly around the cylinder walls and the combustion chambers. This should occur under all operating conditions, including the extremes of very hot weather, hard driving and high altitude. This course is about cooling operation, antifreeze, component operation, and the heater. Learners will also gain an understanding of the part cooling systems play in keeping exhaust emissions to a minimum.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle engine cooling systems operate.
- Explain air cooling and liquid cooling systems.
- Understand in-car heating, radiator construction and heater blower motors.
- Describe air distribution, heat control and fresh air supply.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

ENGINE LUBRICATION SYSTEM TECHNOLOGY

COURSE OVERVIEW

All types of vehicle engines incorporate metal parts that have to rub against each other, thus causing friction which creates stress, wear and heat, e.g. cylinders in cylinder liners. These parts require lubrication to prevent the wear, keep the surfaces clean and help to remove the heat.

This course is about friction and lubrication, oils and specifications, lubrication system operation, oil pumps and filtration, oil lubrication systems, and other lubrication components.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle engine lubrication systems operate.
- Describe engine oils, classifications and environmental regulations.
- Explain oil pumps, filtration and other system component operation.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

FUEL SYSTEM TECHNOLOGY

COURSE OVERVIEW

The fuel supply systems of petrol engine vehicles have been extensively developed over the last 50 years. The introduction of mechanical and electronic petrol injection systems has made carburettors almost obsolete. Fuel injection is now fitted to all petrol engine vehicles in order to meet the latest requirements for reducing harmful exhaust gas emissions. This course is about petrol fuel systems, electronic fuel injection and Bosch DI-Motronic. It also covers diesel injection, the Bosch VE, VR and CR systems, ECU calibration, and alternative fuels.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle engine fuel systems operate.
- Explain the operation of various types of Electronic Fuel Injection (EFI) system.
- Explain the operation and benefits of Gasoline Direct Injection (GDI).
- Understand diesel fuel injection components, pump operation and fuel metering.
- Understand common rail fuel injection.

CPD Credit Value	17
Member Price	£30.00 + vat
Non-Member Price	£60.00 + vat
Course Format	E-learning
Course Duration	16 hours
Venue	N/A

IGNITION SYSTEM TECHNOLOGY

COURSE OVERVIEW

The purpose of the ignition system is to supply a spark inside the cylinder, near the end of the compression stroke, to ignite the compressor charge or air/fuel vapour. This course is about ignition systems, electronic ignition, electronic spark advance, distributor less ignition, coil on plug ignition and spark plugs and leads.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle engine ignition systems operate.
- Explain the purpose of the ignition system.
- Describe sensors and input information and electronic control unit.
- Understand electronic spark advance (ESA), distributorless and coil on plug (COP) ignition systems.
- Describe spark plugs, heat range, electrode gaps and HT distribution.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A



TECHNICAL

BRAKING, STEERING AND SUSPENSION

“CPD is a yardstick of how I am developing and performing as a professional in both my business and the automotive industry.”

BRAKING SYSTEM TECHNOLOGY

COURSE OVERVIEW

The main purpose of the braking system is simple – it is to slow down or stop a vehicle. Correct maintenance of the braking system is essential to driver safety. This course will introduce braking system technology including, discs, drums and parking brakes, hydraulic components, brake servo operation, braking force control, anti-lock brake systems, Bosch ABS, electric parking brakes and traction control.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Describe the braking system layout and components.
- Understand how light vehicle braking systems operate.
- Understand how to check, replace and test light vehicle braking units and components.
- Understand how to diagnose and rectify faults in light vehicle braking systems.
- Explain braking force distribution and braking efficiency.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

STEERING SYSTEM TECHNOLOGY

COURSE OVERVIEW

The driving safety of a motor vehicle depends largely on the steering. Reliable steering at high speeds is required, together with easy manoeuvrability. This course will introduce the development of steering system technology and will cover steering racks and boxes, power steering overview, steering geometry, advanced wheel alignment, hydraulic power steering, and electric power steering. Learners will also gain an understanding of the new 3D wheel alignment system from Bosch.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Describe the components that make up the steering system.
- Understand how light vehicle steering systems operate.
- Understand how to check, replace and test light vehicle steering units and components.
- Understand how to diagnose and rectify faults in light vehicle steering systems.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

SUSPENSION SYSTEM TECHNOLOGY

COURSE OVERVIEW

A vehicle needs a suspension system to cushion and dampen out road shocks. This provides comfort to the passengers and prevents damage to the load and vehicle components. This course is about suspension system technology and will cover the reasons for suspension, springs, dampers or shock absorbers, front suspension layouts, rear suspension layouts and active suspension. It will also include a case study of Delphi MagneRide, the industry's first semi-active suspension technology that employed no electro-mechanical valves and small moving parts.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Describe the components that make up the suspension system.
- Explain different suspension types and layouts.
- Understand how light vehicle suspension systems operate.
- Understand how to check, replace and test light vehicle suspension units and components.
- Understand how to diagnose and rectify faults in light vehicle steering systems.
- Understand the effects of suspension.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

STEERING GEOMETRY AND FOUR WHEEL ALIGNMENT

COURSE OVERVIEW

Technicians involved in the inspection of vehicle suspension and steering systems require specialist knowledge to identify the appropriate adjustments and where component replacement is necessary. Incorrect steering geometry or wheel alignment can affect the vehicle's stability and cause uneven tyre wear. The principles of steering geometry, the operation of alignment equipment and the interpretation of measurements are covered in this course, enabling technicians to correctly diagnose faults and propose the appropriate corrective action. This course is not suitable for technicians without access to wheel alignment test equipment in their workplace.

This course is delivered by Bosch and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Vehicle technicians who are familiar with wheel alignment equipment in their workplace and the primary vehicle steering geometry measurements.

WHAT WILL I GET OUT OF IT?

You will be able to:

- State the mechanical and geometric measured values in relation to suspension and steering systems.
- Understand the effects of incorrect adjustment.
- Measure and record alignment values for all wheels to determine the alignment adjustments required.
- Carry out adjustments to return the vehicle to the correct specification.

CPD Credit Value	10
Member Price	£166.50 + vat
Non-Member Price	£185.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	STC Uxbridge / regional centre

VSC28

How do I book? See 'How to make a booking' on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



ZF STEERING AND SUSPENSION

COURSE OVERVIEW

This one day course considers the key aspects of modern light vehicle steering systems and gives an insight into the developments currently taking place in both steering and suspension systems. This is done by both classroom and hands on tutorials. The course content will include:

- Steering System Integration.
- Shock Absorber development including continuous damping control.
- Suspension developments and the use of composite materials.
- Active Steering Systems.
- Vehicle system faults and investigation.
- Steering Geometry set up and complexity using VW/Audi multilink system as an example.

This course is delivered by ZF Services UK Ltd and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

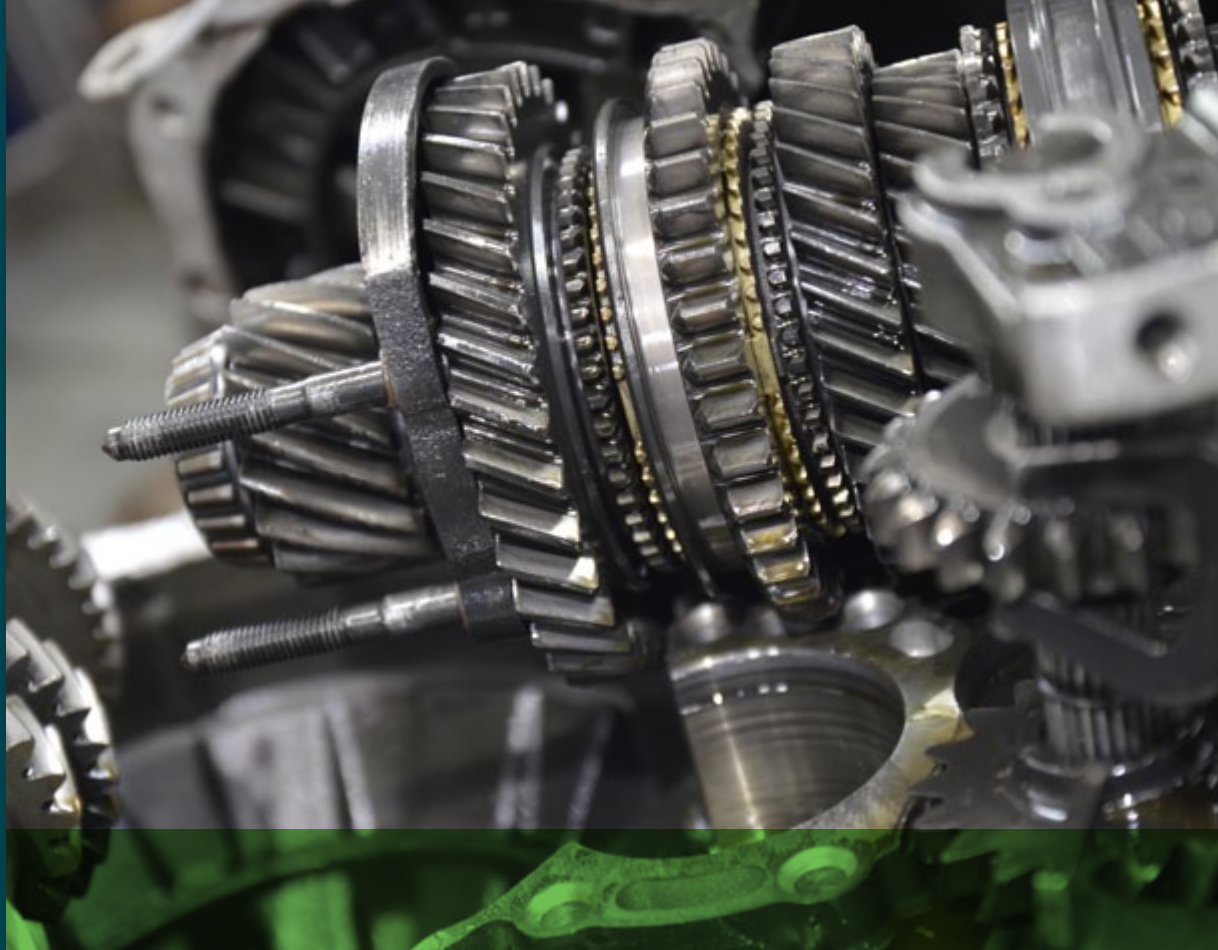
This course is aimed at garage technicians or mechanics for car and light commercial vehicle applications.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand steering and suspension systems as integrated parts.
- Explain modern developments in steering and suspension systems.
- Describe the principles of active steering systems.
- Understand the importance and complexity of steering geometry.
- Apply potential workshop costs reduction (reducing chances of repeat vehicle failure).

CPD Credit Value	10
Member Price	£153.00 + vat
Non-Member Price	£170.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	ZF Services UK Ltd, Crick, Northants



TECHNICAL

TRANSMISSION SYSTEMS

“Not only does CPD improve your knowledge, it also contributes to a more positive, overall customer experience.”

MANUAL GEARBOX TECHNOLOGY

COURSE OVERVIEW

A transmission system gearbox is required because the power and torque of an engine changes at different speeds. The transmission also reverses the drive and provides a neutral position when required. This course will cover gearbox operation, gear change mechanisms, gears and components, and synchromesh mechanisms. It will also introduce front wheel drive and rear-wheel drive gearboxes.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle manual gearbox systems operate.
- Understand types of gear, power, speed and torque.
- Describe the main components in a transmission gearbox system.
- Understand gear change mechanisms including single, two and three-rail systems.
- Explain synchromesh, neutral and synchronising positions.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

AUTOMATIC TRANSMISSION TECHNOLOGY

COURSE OVERVIEW

An automatic gearbox contains special devices that automatically provide various gear ratios, as they are needed. Most automatic gearboxes have several forward gears and one reverse gear. Instead of a gearstick, the driver moves a lever called a selector. This course will introduce automatic transmission systems and will cover torque converters, electronic and hydraulic control, constantly variable transmission, transaxle transmission, and direct shift gearboxes.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle automatic gearbox systems operate.
- Describe the main parts of the automatic transmission system.
- Describe the main elements in epicyclic gearbox operation.
- Understand fluid circuit and hydraulic control.
- Explain electronic control of automatic transmission (ECAT).

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

FINAL DRIVE AND DIFFERENTIAL SYSTEM TECHNOLOGY

COURSE OVERVIEW

Because of the speed at which an engine runs, and in order to produce enough torque at the road wheels, a fixed gear reduction is required, this is known as the final drive. The differential is a set of gears that divides the torque evenly between the two drive wheels and it allows one wheel to turn faster than the other. This course will cover final drives, differential operation, limited slip differentials, and other differentials and units.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle final drive systems operate.
- Describe the different types of gears and gear ratios.
- Describe the main differential components.
- Explain differential locks and lock control.
- Explain 4x4 power flow.
- Understand final drive in rear and front wheel drive.

CPD Credit Value	7
Member Price	£12.00 + vat
Non-Member Price	£24.00 + vat
Course Format	E-learning
Course Duration	6 hours
Venue	N/A

DRIVELINE AND FOUR WHEEL DRIVE SYSTEM TECHNOLOGY

COURSE OVERVIEW

Driveline includes the components of the power train of an automotive vehicle that are after the transmission, and generally consisting of the drive shaft and the universal joints. This course will cover propshafts, driveshafts, rear-wheel drive bearings, front-wheel drive bearings, and four-wheel drive systems.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle driveline systems operate.
- Understand how to check, replace and test transmission and driveline units and components.
- Understand how to diagnose and rectify faults in light vehicle transmission and driveline systems.
- Describe universal joints (UJs) and propshafts.
- Describe rear-wheel drive and front-wheel drive bearings.
- Explain four-wheel drive systems including part-time and full-time.

CPD Credit Value	5
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

ZF 6 SPEED AUTOMATIC TRANSMISSION

COURSE OVERVIEW

This two day course considers the key aspects of the light vehicle ZF 6HP automatic transmissions operation and servicing requirements and covers basic diagnostic skills. The course content will include:

- Transmission design and operation.
- Lubrication requirements.
- Correct oil change processes.
- Basic diagnostic skills.
- The use of the ZF Test Man diagnostic system.

This course is delivered by ZF Services UK Ltd and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

This course is aimed at garage technicians or mechanics for car and light commercial vehicle applications.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how the 6 speed automatic transmission operates.
- Understand the lubrication requirements of the transmission.
- Explain the effect of using the incorrect lubricants.
- Understand the correct processes for oil changes.
- Understand how to correctly identify transmission faults in order to ensure correct diagnosis (A separate course operates covering detailed transmission diagnostics, including information on the mechatronic unit).

CPD Credit Value	17
Member Price	£306.00 + vat
Non-Member Price	£340.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	ZF Services UK Ltd, Crick, Northants

ZF DUAL MASS FLYWHEEL

COURSE OVERVIEW

This one day course considers the key aspects of light vehicle DMF awareness, illustrating the DMFs superiority above conventional dampers through presentation, discussion and hands on tutorial. The course content will include:

- Conventional driven plate dampers, functions and failures.
- DMF — why install it, why do we need it and how does it work?
- DMF — components and types.
- DMF — wear and damage assessment.
- Vehicle system faults and investigation.
- DMF — practical assessment of damage(workshop).

This course is delivered by ZF Services UK Ltd and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

This course is aimed at garage technicians or mechanics for car and light commercial vehicle applications.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Gain the skills to undertake a practical DMF damage assessment.
- Recognise the principle differences between conventional damper and DMF.
- Gain fault finding skills for root cause of DMF failures.
- Receive guidance from an experienced tutor; with extensive practical knowledge of SACHS DMF.
- Apply potential workshop costs reduction (reducing chances of repeat vehicle failure).

CPD Credit Value	10
Member Price	£153.00 + vat
Non-Member Price	£170.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	ZF Services UK Ltd, Crick, Northants



CLUTCH TECHNOLOGY

COURSE OVERVIEW

In a vehicle with a manual gearbox, the clutch allows a temporary neutral position for gear changes and also a gradual way of taking up drive from rest. This course will cover the purpose of the clutch, clutch mechanisms and different types of clutch including coil spring and diaphragm. Learners will also gain an understanding of electronic clutches and high-performance clutches.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle clutch systems operate.
- Describe the purpose of the clutch and its components.
- Understand different types of clutch mechanism including, cable, hydraulic operation and the electronic clutch.
- Describe torque converters used in automatic transmission.

CPD Credit Value	5
Member Price	£12.00 + vat
Non-Member Price	£24.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

ZF CLUTCH SYSTEMS

COURSE OVERVIEW

This one day course considers the key aspects of light vehicle clutch system awareness, illustrating the clutch functions, components and types through presentation, discussion and hands on tutorial. The course content will include:

- Components and clutch operation.
- Clutch release systems - CSC fitting awareness and installation.
- Vibration damping - damper design, functions and features.
- XTend self-adjusting clutch - features and fitting awareness.
- Fitting awareness theory.
- Practical fitting awareness (workshop).

This course is delivered by ZF Services UK Ltd and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

This course is aimed at garage technicians or mechanics for car and light commercial vehicle applications.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Gain the skills to undertake a correct clutch and release system installation.
- Recognise the clutch components.
- Gain knowledge of vibration reduction.
- Gain the skills to undertake a practical clutch damage assessment.
- Receive guidance from an experienced tutor; with extensive practical knowledge of SACHS clutches.
- Apply potential workshop costs reduction (reducing chances of repeat vehicle failure).

CPD Credit Value	10
Member Price	£153.00 + vat
Non-Member Price	£170.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	ZF Services UK Ltd, Crick, Northants

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



TECHNICAL

WHEELS AND TYRES

“Motor vehicle technology is constantly evolving so there’s always something new to learn.”

WHEEL AND TYRE TECHNOLOGY

COURSE OVERVIEW

Together with the tyre, a road wheel must support the weight of a vehicle and be strong enough to withstand forces when driving. Tyres are the only part of the car in contact with the road and therefore correct assessment and maintenance is crucial to driver safety. This course will introduce different types of wheel, wheel rims and fixings, tyre construction, functions of the tyre, tread patterns, and wheel balancing.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how light vehicle wheel and tyres systems operate.
- Carry out basic checks and assess tyre damage.
- Understand the removal and refitting process of standard wheels and tyres.
- Understand the removal and refitting process of UHP and SSR tyres.

CPD Credit Value	9
Member Price	£15.00 + vat
Non-Member Price	£30.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

TYRE TECHNOLOGY AND TYRE PRESSURE MONITORING SYSTEMS

COURSE OVERVIEW

The course content covers modern tyre construction and technology as well as looking at recently introduced legislation regarding the application of Tyre Pressure Monitoring (TPM) systems. The learner will find out in classroom and workshop sessions the function and operation of both direct and indirect TPM systems, and the diagnosis of system faults using fault code access and special functions tests.

This course is delivered by Bosch.

WHO IS THE COURSE FOR?

Vehicle technicians working in the diagnosis of vehicle systems and those in the tyre specialist fast fit sector.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Differentiate between direct and indirect Tyre Pressure Monitoring Systems.
- State the function and operating principles of each component.
- Carry out TPM system fault diagnosis procedures.
- Carry out coding and adaption of the TPM system.

CPD Credit Value	8
Member Price	£166.50 + vat
Non-Member Price	£185.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	STC Uxbridge / regional centre

VSC31

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



TECHNICAL

HEAVY VEHICLE

“Logging CPD is a simple and easy way to keep track of your own development within the motor industry.”

SCANIA BUS & COACH: SERVICE AND INSPECTION (MODULE 1)

COURSE OVERVIEW

This course takes you through service maintenance and inspection requirements of the current Scania bus and coach chassis systems at Euro 5 and 6 emission levels. You will also gain an understanding of the chassis electrical system, the different ECU systems found on current vehicles and how to read and interpret diagnostics trouble codes (DTC).

This course is delivered by Scania (Great Britain) Ltd.

WHO IS THE COURSE FOR?

This course is suitable for technicians/employers/vehicle operators with technical knowledge. Also would be suitable for trainers/instructors or newly qualified bus and coach apprentices. The course can be stand alone or in conjunction with Scania Bus and Coach Modules 2 and 3.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Carry out routine service/ inspections and adjustments to Scania's recommended standards.
- Extract fault code data using the on-board diagnostic system, and correctly interpret the data.
- Understand the major systems found on current vehicles.
- Understand any Health and Safety requirements associated with vehicle maintenance.

CPD Credit Value	16
Member Price	£366.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	Scania Training Centre, Loughborough

SCANIA BUS & COACH: FAULT DIAGNOSIS AND REPAIR (MODULE 2)

COURSE OVERVIEW

This is a comprehensive course covering a wide range of technology and skills development associated with the Scania KN product range. In both a theoretical and hands-on way you will gain an understanding of the purpose and location of all engine components through to fault finding and diagnostics on fuel systems, VGT and EGR, SCR Euro 6, ZF gearbox, Scania Opti-Cruise gearbox, SLC suspension systems, EBS and APS. You will also gain an understanding of how to interpret new generation electrics wiring diagrams and have an introduction to Scania's diagnostic programme (SDP3).

This course is delivered by Scania (Great Britain) Ltd.

WHO IS THE COURSE FOR?

This course is suitable for technicians/employers/vehicle operators with technical knowledge. Also would be suitable for trainers/instructors or newly qualified bus and coach apprentices. The course can be stand alone or in conjunction with Scania Bus and Coach Modules 1 and 3.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Carry out effective fault diagnosis and repairs to chassis systems.
- Understand the ECU systems and the interaction between such systems.
- Carry out routine fault-finding capabilities using DTC/SDP3.
- Locate components.
- Demonstrate a knowledge of the systems used at Euro5 and 6 levels.
- Relate to Scania workshop literature.
- Understand Health and Safety as applicable to each topic area.

CPD Credit Value	30
Member Price	£732.00 + vat
Course Format	Classroom/workshop
Course Duration	4 days
Venue	Scania Training Centre, Loughborough

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



SCANIA BUS & COACH: ADVANCED ELECTRICAL SYSTEMS (MODULE 3)

COURSE OVERVIEW

This course takes you from a brief re-cap on the chassis electrical systems (see Scania module 2) through to an in-depth investigation of the electrical system including CAN bus checking and how to check various signal types of a range of different sensors and actuators. Using Scania's diagnostic system (SDP3) you will identify the correct methods of use, how to locate information, read and erase diagnostic trouble codes and carryout practical fault diagnostic exercises on a range of vehicle systems.

This course is delivered by Scania (Great Britain) Ltd.

WHO IS THE COURSE FOR?

This course is suitable for technicians/employers/ vehicle operators with technical knowledge. Also would be suitable for trainers/instructors or newly qualified bus and coach apprentices. Prior to attending this course it is recommended that you have attended Scania Bus and Coach Modules 1 and 2.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Successfully diagnose faults on the chassis systems using a variety of diagnostic techniques.
- Be fully conversant with Scania Bus and Coach wiring diagrams.
- Demonstrate an understanding and practical application of Scania diagnostic software (SDP3).

CPD Credit Value	23
Member Price	£549.00 + vat
Course Format	Classroom/workshop
Course Duration	3 days
Venue	Scania Training Centre, Loughborough

How do I book? See 'How to make a booking' on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



SCANIA: HEAVY VEHICLE BRAKING SYSTEMS

COURSE OVERVIEW

This course fully explores Scania braking systems taking the learner from the physics of braking and foundation brake principles to pneumatic components and circuits. Emphasis is given to the identification and appropriate use of test points to promote efficient and accurate diagnostics.

This course is delivered by Scania (Great Britain) Ltd.

WHO IS THE COURSE FOR?

Technicians wishing to work on/or supervise work on Scania braking systems. Owing to the generic nature of braking systems, technicians working on other manufacturers vehicles can also benefit.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Describe the fundamental requirements of a heavy vehicle braking system.
- Relate to the physical properties of the braking process.
- Describe the main features of the foundation brakes, disc brakes and drum brakes.
- Apply the brake valve port marking convention to the function of the valves and relate to the pipe marking system used by Scania.
- Describe the layout and constituent components of the air supply circuit.
- Describe the layout and constituent components of the front service circuit.
- Describe the layout and constituent components of the park/ trailer circuit.
- Describe the layout and constituent components of the optional circuits.
- Select the appropriate test points and employ the correct procedures to identify brake system faults.

CPD Credit Value	23
Member Price	£549.00 + vat
Course Format	Classroom/workshop
Course Duration	3 days
Venue	Scania Training Centre, Loughborough



SCANIA: PETROLEUM REGULATIONS AND THE SAFE LOADING PASS SCHEME

COURSE OVERVIEW

Protect yourselves and/or your employees, minimise risk to your business and comply with health and safety legislation by attending this course focused on best practice whilst working on petroleum product tankers. This course includes an overview of the ADR classes and describes safe working practices. It explores the requirements of the Safe Loading Pass Scheme and includes a practical tanker inspection.

This course is delivered by Scania (Great Britain) Ltd.

WHO IS THE COURSE FOR?

Technicians wishing to work on/ or supervise work on petrol tankers. A good understanding of heavy vehicle systems, especially brakes and electrics is required.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Describe the products in scope, the related hazards, terminology, characteristics, necessary precautions, emergency action, tanker marking and documentation.
- Describe the different types of installation terminals and understand the regulations applicable to accessing and working on site.
- Describe the construction features of tankers and the general layout of their components.
- Explain the standards applicable to a workshop designated to the repair of petrol tankers, the necessary equipment and procedures.
- Specify and apply the various legislation and codes of practice.
- Demonstrate the ability to inspect, maintain and test tankers and ancillary equipment in line with manufacturers' documentation.
- Demonstrate an understanding of the necessary labelling and documentation for the vehicle chassis and the tanker.
- Describe the process for loading and unloading tankers at distribution terminals / garage forecourts.
- Demonstrate an understanding of the Safe Loading Pass Scheme.
- Demonstrate the ability to conduct an inspection in accordance with the Safe Loading Pass schedule.

CPD Credit Value	31
Member Price	£732.00 + vat
Course Format	Classroom/workshop
Course Duration	4 days
Venue	Scania Training Centre, Loughborough

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



SCANIA: ROADSIDE ASSISTANCE - HEAVY VEHICLE

COURSE OVERVIEW

Protect yourselves and/or your employees, minimise risk to your business and comply with health and safety legislation by attending this Scania course focused on best practice whilst working on heavy vehicles at the roadside. Learners will develop an understanding of how to work in a safe way during breakdown situations including attending breakdowns of hazardous goods vehicles and when and how to involve the Highways Agency.

This course is delivered by Scania (Great Britain) Ltd.

WHO IS THE COURSE FOR?

Technicians and/or employers involved in the breakdown process.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the importance of following SURVIVE best practice guidelines at the roadside.
- Demonstrate an understanding of the Highway Code and traffic legislation.
- Understand the role of the breakdown facilitator in the process.
- Demonstrate the importance of real time reporting.
- Demonstrate an understanding of how to comply with a roadside assistance policy.
- Demonstrate an understanding of how to use tracking systems.
- Understand how companies collect and apply breakdown statistics.
- Understand legislation and best practice associated with hazardous goods vehicles.
- Understand the different categories of ADR vehicles and their applications.
- Understand the role and remit of the Highways Agency in a breakdown situation.

CPD Credit Value	16
Member Price	£366.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	Scania Training Centre, Loughborough

SCANIA ‘PGR’ SERIES: MAINTENANCE/INSPECTION AND ELECTRICAL SYSTEMS (MODULE CT1)

COURSE OVERVIEW

This comprehensive course leads you from a brief overview of Scania type designation and the basic operation of all vehicle systems through to routine maintenance and inspection requirements and methods and a detailed explanation of the vehicles electrical platform. Through both theoretical and hands on methods you will gain an understanding of fault finding and diagnostics using both Scania’s diagnostic system (SDP3) and basic diagnostic tools.

This course is delivered by Scania (Great Britain) Ltd.

WHO IS THE COURSE FOR?

This course is suitable for technicians/employers/ truck operators with technical knowledge. Also would be suitable for trainers/instructors or newly qualified truck apprentices. The course can be stand alone or in conjunction with Scania modules CT2 and CT3.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand routine maintenance and inspection requirements.
- Explain the basic operation of all vehicle systems.
- Describe types of approved lubricants.
- Understand the Scania electrical platform and electrical diagrams.
- Use the Scania diagnostic system (SDP3) to identify faults.
- Understand Health and Safety as applicable to each topic area.

CPD Credit Value	30
Member Price	£732.00 + vat
Course Format	Classroom/workshop
Course Duration	4 days
Venue	Scania Training Centre, Loughborough

SCANIA ‘PGR’ SERIES: ENGINE 9, 13 LITRE, EURO 5/6 FUEL SYSTEMS AND TRANSMISSION SYSTEMS (MODULE CT2)

COURSE OVERVIEW

This comprehensive course leads you from operating principles through to a detailed explanation of Scania ‘PGR’ series engines, fuel systems, EGR and SCR Euro 5 and 6 and VGT. Through both theoretical and hands on methods you will gain an understanding of repair methods and fault diagnostics of the latter using both Scania’s diagnostic system (SDP3) and basic diagnostic tools. The course also provides you with an understanding of the operation of Scania manual gearbox and Opti-Cruise systems.

This course is delivered by Scania (Great Britain) Ltd.

WHO IS THE COURSE FOR?

This course is suitable for technicians/employers/ truck operators with technical knowledge. Also would be suitable for trainers/instructors or newly qualified truck apprentices. Due to the modular style of the Scania courses it is recommended that you attend Scania module CT1 first.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the operation of Scania 5 and 6 cylinder 9 and 13 Litre engine range.
- Describe Euro 5 and 6 fuel systems and associated EGR and SCR systems.
- Explain the operation of the variable geometry turbocharger (VGT).
- Diagnose fuel system faults and explain appropriate repair methods.
- Describe Scania manual gearbox operation.
- Explain the operation of Scania 2 and 3 pedal Opti-Cruise systems.
- Understand Health and Safety as applicable to each topic area.

CPD Credit Value	30
Member Price	£732.00 + vat
Course Format	Classroom/workshop
Course Duration	4 days
Venue	Scania Training Centre, Loughborough

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



SCANIA 'PGR' SERIES: STEERING, SUSPENSION, BRAKING SYSTEM, AXLE AND HUBS (MODULE CT3)

COURSE OVERVIEW

Through both theoretical and hands on methods, this comprehensive course leads you from operating principles, checks and adjustments through to a detailed explanation of Scania 'PGR' series steering systems (including rear steer tag axle), Electronic Level Control (ELC) suspension systems, Air Processing Systems (APS) and braking systems EBS and AEBS. The course also covers the operation, checks and adjustments of axles and associated hubs and the use of Scania's diagnostic system (SDP3) for fault diagnostics.

This course is delivered by Scania (Great Britain) Ltd.

WHO IS THE COURSE FOR?

This course is suitable for technicians/employers/truck operators with technical knowledge. Also would be suitable for trainers/instructors or newly qualified truck apprentices. Due to the modular style of the Scania courses it is recommended that you attend modules CT1 and CT2 first.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the operation, checks and adjustments of steering systems, including rear steer.
- Explain axle and hub arrangements for steered and non-steered axles.
- Understand the operation, checks and adjustments of electronically controlled suspension systems.
- Describe the operation of the Air Processing System.
- Understand the operation of electronic braking systems EBS and AEBS.
- Describe how to use Scania's diagnostic system (SDP3) for fault diagnostics on steering, suspension and braking systems.
- Understand Health and Safety as applicable to each topic area.

CPD Credit Value	30
Member Price	£732.00 + vat
Course Format	Classroom/workshop
Course Duration	4 days
Venue	Scania Training Centre, Loughborough



SELECTIVE CATALYTIC REDUCTION SYSTEM (SCR) - ADBLUE™

COURSE OVERVIEW

This course covers AdBlue systems used on Euro IV and Euro V commercial vehicles. It covers how emission control systems have evolved from Euro I to Euro V including the latest post treatment technologies, e.g. DPF, FAP and the SCR chemical process. Each component of the SCR system is analysed in detail including self diagnosis in relation to Bosch Denoxtronic 1 used by DAF, MAN and Scania, Bosch Denoxtronic 2 used by Iveco, Renault and Volvo, Mercedes Bluetec system and the Cummins MSCR system. The learner will gain an understanding of the diagnostic processes and procedures used for effective trouble shooting on these systems.

This course is delivered by Texa UK Limited and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Workshop Technicians and supervisors who are involved in diagnosing and repairing modern commercial vehicle AdBlue systems.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand why vehicle manufacturers have to use these systems to comply with emission legislation and the processes adopted by the vehicles with regard to emission standards.
- Identify the difference between all of the systems used by vehicle manufacturers.
- Understand the function and operation of each component on the various systems.
- Be able to confidently test each system correctly (electrical, hydraulic and pneumatic) for accurate diagnosis.

CPD Credit Value	15
Member Price	£342.00 + vat
Non-Member Price	£380.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	Texa UK Ltd training centre, Nelson, Lancashire

How do I book? See ‘How to make a booking’ on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



TRAILER EBS (ELECTRONIC BRAKING SYSTEM) ADVANCED SETTINGS

COURSE OVERVIEW

This course is based on the three main EBS braking systems Wabco, Knorr Bremse and Haldex covering the differences between the early generations and the latest. Learners will also study pneumatic braking and emergency functions of the service and park brake circuits and the connections between the tractor unit and the trailer including ISO 7638, 24S and N, red and yellow pneumatic lines. In the workshop learners will cover a wide range of up-to-date systems and will do practical testing on purpose built test rigs including pneumatic and electronic, self-diagnosis and ECU programming on all versions.

This course is delivered by Texa UK Limited and upon successful completion qualifies for IMI Quality Assured Programme (QAP) certification.

WHO IS THE COURSE FOR?

Workshop technicians and supervisors who are involved in the service and repair of trailers with EBS.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the electrical and pneumatic connections between tractor unit and trailer including emergency functions.
- Identify all of the different EBS systems fitted to trailers
- Carry out pneumatic and electrical tests for accurate diagnosis.
- Make diagnostic communication with all of the systems to troubleshoot issues.
- Programme a new replacement EBS module.

CPD Credit Value	15
Member Price	£270.00 + vat
Non-Member Price	£300.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	Texa UK Ltd training centre, Nelson, Lancashire



TECHNICAL

VEHICLE BODY REPAIR

“The CPD process is invaluable for career advancement and adds value to anyone’s curriculum vitae.”



ALUMINIUM REPAIR, BONDING AND WELDING TECHNIQUES

COURSE OVERVIEW

This course is designed for body repair technicians looking to learn the techniques needed to rivet, bond, weld and reform aluminium body panels.

This course is delivered by Bridgwater College.

WHO IS THE COURSE FOR?

Body repair technicians. Previous experience in a body repair role is ideal.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the principles and techniques used in bonding, riveting and cosmetic aluminium repair on vehicles.
- Develop the skills needed for preparing surfaces for and applying adhesives/bonding agents.
- Apply techniques needed to assess bonded materials for visible defects.
- Understand how to carry out cosmetic panel repairs to aluminium panels.

CPD Credit Value	16
Member Price	£200.00 + vat
Non-Member Price	£250.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	Bridgwater, Somerset

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



MIG AND SPOT WELDING FOR AUTOMOTIVE APPLICATIONS

COURSE OVERVIEW

This course is designed for body repair technicians looking to improve their skills and techniques with MIG and spot welding. Technicians will also benefit from the explanation of techniques used to perform a series of welds to National Occupation Standards.

This course is delivered by Bridgwater College.

WHO IS THE COURSE FOR?

Body repair technicians and people with previous experience in body repair roles is ideal.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the principles and techniques used in MIG and spot welding on vehicles.
- Understand techniques used to set up MIG and spot weld equipment and carry out pre-checks and identify visible faults.
- Understand techniques used to perform a series of welds to National Occupational Standards.

CPD Credit Value	16
Member Price	£200.00 + vat
Non-Member Price	£250.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	Bridgwater, Somerset

How do I book? See ‘How to make a booking’ on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MIG BRAZING FOR AUTOMOTIVE APPLICATIONS

COURSE OVERVIEW

This course is designed for body repair technicians looking to improve their skills and techniques with MIG braze welding.

This course is delivered by Bridgwater College.

WHO IS THE COURSE FOR?

Body repair technicians with previous experience in body repair roles is ideal.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to set up and shut down MIG brazing equipment.
- Carry out various MIG brazing welds in the vertical, horizontal and overhead positions confidently.
- Competently assess the welds for visible defects.
- Demonstrate an ability to carry out successful MIG braze plug welds.

CPD Credit Value	9
Member Price	£160.00 + vat
Non-Member Price	£180.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	Bridgwater, Somerset

STRUCTURAL ALIGNMENT VEHICLE JIG REPAIRS

COURSE OVERVIEW

This course is designed for body repair technicians looking to improve or learn the techniques needed to perform structural alignment Jig repairs using bracket and electronic measuring systems.

This course is delivered by Bridgwater College.

WHO IS THE COURSE FOR?

Body repair technicians with previous experience in body repair roles is ideal.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to assess and measure damage on vehicles.
- Explain how to set vehicles on body jigs ready to carry out straightening repairs.
- Understand how to straighten vehicles using jig repair methods.

CPD Credit Value	16
Member Price	£200.00 + vat
Non-Member Price	£250.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	Bridgwater, Somerset



TECHNICAL

MOTORSPORT AND HIGH PERFORMANCE VEHICLES

“As a motor engineer I need to be professional and keep up to date with new and emerging technologies.”



HIGH PERFORMANCE VEHICLE CHASSIS DYNAMICS

COURSE OVERVIEW

Designed for technical people with an interest in motorsport, this course covers the preparation and modification of a high performance chassis in order to best suit its application. The main focus is on the engineering of the vehicle for optimal mechanical performance on the track and how it is influenced by its integral chassis design and the interaction of aerodynamics, chassis dynamics and tyres.

This course is delivered by The Academy of Motorsport Sciences.

WHO IS THE COURSE FOR?

This course is ideal for anyone technical seeking to broaden and deepen their understanding of the dynamic performance of a vehicle.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand tyre construction, force transmission pathways, grip generation and contact patch operation.
- Understand the affect of tyre rotation and temperature upon grip generation.
- Understand how to analyse a used tyre, and gather data in a live environment.
- Understand various suspension components and how they affect tyre contact patch physics.
- Understand dynamic mass distribution through a chassis, and become familiar with the technical terminology.
- Understand the principles of fluid dynamics and aerodynamics.
- Understand the effects that aerodynamic forces have upon a chassis.
- Understand commonly used aerodynamic devices.
- Understand how to analyse aerodynamic effects in a live environment.
- Understand the conflicts at play between chassis dynamics and aerodynamics.

CPD Credit Value	15
Member Price	£895.00 + vat
Non-Member Price	£995.00 + vat
Course Format	Classroom/workshop
Course Duration	2 days
Venue	STC Uxbridge / regional centre

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

CHASSIS DYNAMICS - THE HUMAN PERSPECTIVE

COURSE OVERVIEW

Designed for technical people with an interest in motorsport, this course covers the science of bridging the communication gulf between man and machine and focuses on the study of human actions and how we perform driving tasks, so that the vehicle can be improved, enabling effective interaction between humans and machines such as motorsport vehicles.

This course is delivered by The Academy of Motorsport Sciences.

WHO IS THE COURSE FOR?

This course is ideal for anyone seeking to understand the complex relationship between man and machine, and how to improve a vehicle for use by humans. This will be of specific interest to technical people, vehicle designers, chassis engineers, race team managers, driving coaches, educators etc.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand human biological motor systems and the associated neuro-science.
- Describe vehicle control processes.
- Understand the psychology of vehicle feedback.
- Understand what data to gather and how to interpret it.

CPD Credit Value	8
Member Price	£595.00 + vat
Non-Member Price	£795.00 + vat
Course Format	Classroom/workshop
Course Duration	1 day
Venue	Call for details

ENGINE MANAGEMENT SYSTEMS AND DYNO TUNING IN THEORY AND PRACTICE

COURSE OVERVIEW

This course is ideal for those seeking to enhance their knowledge of engine and ECU operation. This course will provide an explanation of the theory of the internal combustion engine and its control methods and components, through to becoming comfortable doing live ECU calibration on a state-of-the-art chassis dynamometer. A third of the learning on this course is in a practical situation.

This course is delivered by The Academy of Motorsport Sciences.

WHO IS THE COURSE FOR?

Vehicle technicians at all levels, college lecturers and trainers and any others interested in this technical subject matter.

WHAT WILL I GET OUT OF IT?

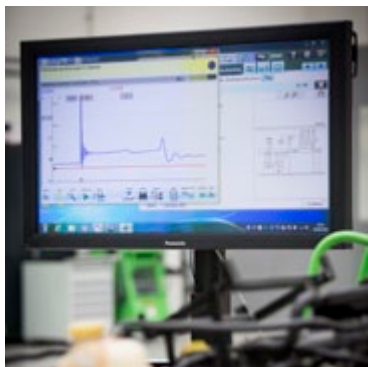
You will be able to:

- Understand engine operating fundamentals.
- Understand engine management system theory.
- State the different types of engine management system.
- Understand the operation of engine management system components.
- Understand the principles and effects of fuel and ignition calibration.
- Understand how to use a chassis dynamometer.
- Safely re-calibrate engine management systems for optimum performance.

CPD Credit Value	12
Member Price	£795.00 + vat
Non-Member Price	£895.00 + vat
Course Format	Classroom/workshop
Course Duration	1.5 days
Venue	Call for details

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**



ENGINE MANAGEMENT CALIBRATION - ADVANCED

COURSE OVERVIEW

This course is for those who have completed the 'Engine Management Systems and Dyno Tuning in Theory and Practice' course and now want to complete and enhance their knowledge of ECU calibration and advanced dyno tuning techniques.

This course will take you to a very high level of competency in terms of understanding engine management systems and doing live ECU calibration on a state-of-the-art chassis dynamometer. A third of the learning on this course is in a practical situation.

This course is delivered by The Academy of Motorsport Sciences.

WHO IS THE COURSE FOR?

Vehicle technicians at all levels and anybody with technical knowledge and an interest in this technical subject matter. The Engine Management Systems & Dyno Tuning in Theory and Practice course must be completed before attending this course.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand fuel chemistry and delivery systems.
- Understand the theory & practice of Pulse Width Modulation and Proportional Integral Derivative actuators.
- Understand engine protection control methods & practices.
- Understand different requirements of racing and road-going vehicles.
- Understand advanced engine calibration methods and practices in order to produce maximum performance safely.
- Use a chassis dynamometer to apply advanced tuning techniques.

CPD Credit Value	12
Member Price	£795.00 + vat
Non-Member Price	£895.00 + vat
Course Format	Classroom/workshop
Course Duration	1.5 days
Venue	Call for details



DVSA: MOT ANNUAL TRAINING AND ASSESSMENT

“DVSA are changing the way that individuals achieve MOT Tester or Manager status. IMI is the one-stop-shop for all your MOT needs.”

MOT ANNUAL TRAINING AND ASSESSMENT OVERVIEW

From April 2016 the vehicle tester refresher course will be replaced by MOT annual training and an annual assessment. To maintain tester status, current testers will have to follow the programme specified by DVSA for each class of vehicle that they test. The vehicle classes have been split into the following categories:

- **Motorcycle: Classes 1 and 2**
- **Light Vehicle: Classes 3, 4, 5 and 7**

THE MOT ANNUAL ASSESSMENT IS SET IN THREE PARTS:

- **Part 1** – The mandatory elements set out in the MOT annual training CPD syllabus.
- **Part 2** – The information included in any Special Notices and other relevant information/ guidance published by the DVSA covering the period.
- **Part 3** – MOT inspection standards and procedures – underpinning knowledge requirement as set out in the MOT Inspection Manual for the class of vehicle that you test.

The IMI eLearning modules in this section provide all the learning content that you need, and after completing the annual assessment allow you to print a unique certificate. This is ideal evidence to keep and show the DVSA, when requested, that you have completed the annual training and assessment and so keep your nominated tester status. We recommend the module that combines the annual training and annual assessment.

The assessment is open book, so you can refer to the MOT Inspection Manual and Special Notices while doing the questions – just like you would if you needed to know something during an actual MOT test.

To find out more about the IMI annual training offer, go to **www.theimi.org.uk/mot**

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

LV/MC MOT ANNUAL TRAINING AND ASSESSMENT - FREE PRACTICE

COURSE OVERVIEW

This eLearning course will enable you to PRACTICE for the requirements of the annual training subjects as specified each year by DVSA. The course includes a PRACTICE assessment.

DVSA requires MOT testers to complete both the annual training and pass the annual assessment each year to maintain nominated tester status.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Existing Light Vehicle (classes 3, 4, 5 and 7) and Motorcycle (classes 1 and 2) MOT nominated testers who wish to PRACTICE using eLearning for the DVSA MOT Annual Training and Annual Assessment.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the way the eLearning courses work for the annual training.
- Complete a PRACTICE annual assessment.
- Print off a certificate as proof of PRACTICE annual training hours and the PRACTICE annual assessment result.

CPD Credit Value	1
Member Price	£0 + vat
Non-Member Price	£0 + vat
Course Format	E-learning
Course Duration	1 hour
Venue	N/A

LIGHT VEHICLE MOT ANNUAL TRAINING AND ASSESSMENT

COURSE OVERVIEW

This eLearning course will enable you to complete the requirements of the annual training subjects as specified each year by DVSA. The course includes the annual training eLearning content AND the mandatory annual assessment.

DVSA requires MOT testers to complete both the annual training and pass the annual assessment each year to maintain nominated tester status.

This course is delivered by IMI.

By purchasing this combined option for Light Vehicle, you will be able to proceed with the annual training immediately, and take the annual assessment from 1st June 2016.

WHO IS THE COURSE FOR?

Existing Light Vehicle (classes 3, 4, 5, & 7) MOT nominated testers who wish to prepare for, and then complete, the DVSA MOT Annual Training and Annual Assessment.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the requirements of the subjects specified annually by DVSA.
- Understand the benefits of annual training.
- Complete the annual assessment.
- Print off a certificate as proof of annual training hours and the annual assessment result.

CPD Credit Value	4
Member Price	£38.00 + vat
Non-Member Price	£60.00 + vat
Course Format	E-learning
Course Duration	3 hours
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

LIGHT VEHICLE MOT ANNUAL ASSESSMENT ONLY

COURSE OVERVIEW

This eLearning course will enable you to complete the requirements of the annual training subjects as specified each year by DVSA. The course includes the mandatory annual assessment ONLY.

DVSA requires MOT testers to complete both the annual training and pass the annual assessment each year to maintain nominated tester status.

This course is delivered by IMI.

By purchasing this option for Light Vehicle you will be able to take the annual assessment when it goes live from 1st June 2016.

WHO IS THE COURSE FOR?

Existing Light Vehicle (classes 3, 4, 5, & 7) MOT nominated testers who wish to prepare for, and then complete, the DVSA MOT Annual Training and Annual Assessment.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Complete the annual assessment.
- Print off a certificate as proof of the annual assessment result.

CPD Credit Value	0
Member Price	£19.00 + vat
Non-Member Price	£34.00 + vat
Course Format	E-learning
Course Duration	N/A
Venue	N/A

LIGHT VEHICLE MOT ANNUAL TRAINING ONLY

COURSE OVERVIEW

This eLearning course will enable you to complete the requirements of the annual training subjects as specified each year by DVSA. The course includes the annual training eLearning content ONLY.

DVSA requires MOT testers to complete both the annual training and pass the annual assessment each year to maintain nominated tester status.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Existing Light Vehicle (classes 3, 4, 5, & 7) MOT nominated testers who wish to prepare for, and then complete, the DVSA MOT Annual Training and Annual Assessment.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the requirements of the subjects specified annually by DVSA.
- Understand the benefits of annual training.
- Print off a certificate as proof of annual training hours.

CPD Credit Value	3
Member Price	£29.00 + vat
Non-Member Price	£36.00 + vat
Course Format	E-learning
Course Duration	3 hours
Venue	N/A

MOTORCYCLE MOT ANNUAL TRAINING AND ASSESSMENT

COURSE OVERVIEW

This eLearning course will enable you to complete the requirements of the annual training subjects as specified each year by DVSA. The course includes the annual training eLearning content AND the mandatory annual assessment.

DVSA requires MOT testers to complete both the annual training and pass the annual assessment each year to maintain nominated tester status.

This course is delivered by IMI.

By purchasing this combined option for Motorcycle, you will be able to proceed with the annual training immediately, and take the annual assessment from 1st June 2016.

WHO IS THE COURSE FOR?

Existing Motorcycle (classes 1 & 2) MOT nominated testers who wish to prepare for, and then complete, the DVSA MOT Annual Training and Annual Assessment.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the requirements of the subjects specified annually by DVSA.
- Understand the benefits of annual training.
- Complete the annual assessment.
- Print off a certificate as proof of annual training hours and the annual assessment result.

CPD Credit Value	4
Member Price	£38.00 + vat
Non-Member Price	£60.00 + vat
Course Format	E-learning
Course Duration	3 hours
Venue	N/A

MOTORCYCLE MOT ANNUAL ASSESSMENT ONLY

COURSE OVERVIEW

This eLearning course will enable you to complete the requirements of the annual training subjects as specified each year by DVSA. The course includes the mandatory annual assessment ONLY.

DVSA requires MOT testers to complete both the annual training and pass the annual assessment each year to maintain nominated tester status.

This course is delivered by IMI.

By purchasing this option for Motorcycle you will be able to take the annual assessment when it goes live from 1st June 2016.

WHO IS THE COURSE FOR?

Existing Motorcycle (classes 1 & 2) MOT nominated testers who wish to prepare for, and then complete, the DVSA MOT Annual Training and Annual Assessment.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Complete the annual assessment.
- Print off a certificate as proof of the annual assessment result.

CPD Credit Value	0
Member Price	£19.00 + vat
Non-Member Price	£34.00 + vat
Course Format	E-learning
Course Duration	N/A
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MOTORCYCLE MOT ANNUAL TRAINING ONLY

COURSE OVERVIEW

This eLearning course will enable you to complete the requirements of the annual training subjects as specified each year by DVSA. The course includes the annual training eLearning content ONLY.

DVSA requires MOT testers to complete both the annual training and pass the annual assessment each year to maintain nominated tester status.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Existing Motorcycle (classes 1 & 2) MOT nominated testers who wish to prepare for, and then complete, the DVSA MOT Annual Training and Annual Assessment.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the requirements of the subjects specified annually by DVSA.
- Understand the benefits of annual training.
- Print off a certificate as proof of annual training hours.



CPD Credit Value	3
Member Price	£29.00 + vat
Non-Member Price	£36.00 + vat
Course Format	E-learning
Course Duration	3 hours
Venue	N/A



DVSA: MOT QUALIFICATION SUPPORT

“DVSA are changing the way that individuals achieve MOT Tester or Manager status. IMI is the one-stop-shop for all your MOT needs.”

IMI MOT QUALIFICATION SUPPORT COURSES

From September 2016, IMI will be officially authorised by DVSA to offer MOT Tester and Manager qualifications. We will be offering both Light Vehicle (LV) and Motorcycle (MC) MOT Tester and Manager qualifications via our Approved Centre network.

The IMI eLearning modules in this section provide all the learning content to support the MOT Tester and Manager qualifications, but please note you will also need to undertake practical training and the examination, both of which can be arranged by your local IMI Approved Centre. The modules in this section will be available to take from September 2016.

IMI recommend that you contact your local IMI Approved Centre for guidance and to arrange the full training package and the final invigilated examination.

To find your nearest IMI Approved Centre and for more information about the IMI qualification offer, go to **www.theimi.org.uk/mot**

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

SAFE WORKING PRACTICES IN THE VEHICLE TEST CENTRE

COURSE OVERVIEW

This course will enable you to develop an understanding of the importance of maintenance of health and safety in the work place. It will provide you with an understanding of significant risks and how to identify and minimise them.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians who wish to prepare for becoming an authorised vehicle tester/examiner.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the requirements relating to health, safety and good housekeeping in a vehicle test centre.
- Understand your personal responsibilities within the vehicle test centre.
- Work safely within the vehicle test centre.

CPD Credit Value	6
Member Price	£25.00 + vat
Non-Member Price	£50.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

WORKING RELATIONSHIPS WITHIN THE VEHICLE TEST CENTRE

COURSE OVERVIEW

This course will enable you to understand and apply knowledge of effective communication as well as building good working relationships with colleagues and customers.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians who wish to prepare for becoming an authorised vehicle tester/examiner.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to communicate within the vehicle test centre.
- Understand the rights of vehicle presenters relating to vehicle testing.
- Communicate effectively with others within the vehicle test centre.

CPD Credit Value	6
Member Price	£25.00 + vat
Non-Member Price	£50.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MANAGING YOUR OWN PROFESSIONAL DEVELOPMENT AS A VEHICLE TESTER

COURSE OVERVIEW

This course is about understanding the need and methods of how you keep your technical skills and knowledge up to date. This course will also enable you to develop and monitor a personal development plan.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians who wish to prepare for becoming an authorised vehicle tester/examiner.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the Supervising Body/Competent Authority requirements for Continuous Professional Development (CPD).
- Manage your CPD requirements.

CPD Credit Value	6
Member Price	£25.00 + vat
Non-Member Price	£50.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

DEALING WITH CUSTOMER SERVICE PROBLEMS WITHIN A TEST CENTRE

COURSE OVERVIEW

This course will provide you with the knowledge required when dealing with customers within a vehicle testing environment. This will include providing reliable customer service and dealing effectively with issues as they arise. The learner will also understand how to deal with customer service issues and handle complaints in professional manner.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians or managers who wish to prepare for becoming a vehicle test/inspection centre manager.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to deal with customer service problems.
- Prevent customer service problems from re-occurring.
- Deal with a customer complaint.

CPD Credit Value	6
Member Price	£25.00 + vat
Non-Member Price	£50.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

CARRY OUT PRE-TEST CHECKS FOR A VEHICLE TEST

COURSE OVERVIEW

This course will provide you with the knowledge required to carry out the necessary preparatory checks on a vehicle to ensure that a valid vehicle test can take place.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians who wish to prepare for becoming an authorised vehicle tester/examiner.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand if facilities are suitable to test the vehicle presented.
- Understand if a vehicle is able to be tested and identify systems to be tested.
- Access information required for vehicle testing.



CPD Credit Value	6
Member Price	£25.00 + vat
Non-Member Price	£50.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

CARRY OUT A VEHICLE TEST (classes 1 and 2)

COURSE OVERVIEW

This course will provide you with the knowledge required to carry out a motorcycle test using prescribed methods and current published guidance.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians who wish to prepare for becoming an authorised vehicle tester/examiner.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand testing methods and how to conduct a test.
- Work safely when carrying out a vehicle test.
- Use suitable sources of information to carry out a test.
- Use appropriate tools and equipment in relation to a test.
- Understand how to carry out the test in accordance with the guidance for the vehicle class.
- Record the information resulting from the test.

CPD Credit Value	10
Member Price	£25.00 + vat
Non-Member Price	£50.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A

CARRY OUT A VEHICLE TEST (classes 3, 4, 5 and 7)

COURSE OVERVIEW

This course will provide you with the knowledge required to carry out a light vehicle test using prescribed methods and current published guidance.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians who wish to prepare for becoming an authorised vehicle tester/examiner.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand testing methods and how to conduct a test.
- Work safely when carrying out a vehicle test.
- Use suitable sources of information to carry out a test.
- Use appropriate tools and equipment in relation to a test.
- Understand how to carry out the test in accordance with the guidance for the vehicle class.
- Record the information resulting from the test.

CPD Credit Value	10
Member Price	£25.00 + vat
Non-Member Price	£50.00 + vat
Course Format	E-learning
Course Duration	8 hours
Venue	N/A



DEVELOPING AND SUPERVISING STAFF WITHIN A TEST CENTRE

COURSE OVERVIEW

This course will provide you with the knowledge required to monitor the progress and quality of the work of individuals and/or teams, to ensure that the required level or standard of performance is being met. This also includes identifying problems with performance and helping to develop staff members with the use of plans and a review process.

You will understand how to effectively communicate during the development and management of staff. You will also be able to identify your own training needs and produce a suitable development plan.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians or managers who wish to prepare for becoming a vehicle test/inspection centre manager.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand your own responsibility to others.
- Keep yourself and others up to date.
- Understand the importance of monitoring performance.

CPD Credit Value	6
Member Price	£25.00 + vat
Non-Member Price	£50.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

MANAGING THE LEGISLATIVE AND COMPLIANCE REQUIREMENTS OF A VEHICLE TEST CENTRE

COURSE OVERVIEW

This course will provide you with the knowledge required to manage the legislative and compliance requirements of a vehicle test centre. This will include the responsibilities relating to ensuring facilities, staff and record keeping requirements are maintained as per the by the Supervising Body/Competent Authority guidance.

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians or managers who wish to prepare for becoming a vehicle test/inspection centre manager.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand your responsibilities for maintaining health and safety in test centres.
- Understand the requirements for carrying out pre-checks in a vehicle test centre.
- Comply with the legal requirements for carrying out vehicle tests.
- Understand the information required for compliance as a vehicle test centre.
- Understand your responsibilities for maintaining compliance with the requirement for authorisation.

CPD Credit Value	6
Member Price	£25.00 + vat
Non-Member Price	£50.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

TEST CENTRE QUALITY SYSTEMS AND QUALITY AUDITS

COURSE OVERVIEW

This course will provide you with the knowledge required when you have a specific responsibility for managing quality systems relating to test centres. This course also includes preparing for, and participating in, quality audits of your area of responsibility to ensure compliance with the MOT scheme. You will also understand the planning for a quality audit and make effective decisions when evaluating and preparing test centre(s).

(This course will be available from September 2016.)

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Technicians or managers who wish to prepare for becoming a vehicle test/inspection centre manager.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand quality management systems and methods.
- Understand the requirements of a quality audit.
- Participate in a quality audit.

CPD Credit Value	6
Member Price	£25.00 + vat
Non-Member Price	£50.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A



VEHICLE OVERVIEW AND WORKSHOP SKILLS

*“CPD demonstrates that we take pride
in our profession.”*

LIGHT VEHICLE LAYOUTS AND DESIGNS

COURSE OVERVIEW

This course is a general introduction to the car as a whole. Over the years many unusual designs have been tried, some with more success than others! Learners will gain an understanding of the basic layouts, designs and main systems of modern vehicles as well as an overview of vehicle maintenance and inspections.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the basic light vehicle types, their layouts and main systems.
- Understand how to carry out routine light vehicle maintenance.
- Describe vehicle categorisation.

CPD Credit Value	3
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	2 hours
Venue	N/A

HAND TOOLS AND MEASURING BEST PRACTICE

COURSE OVERVIEW

Using hand tools is something you will learn by experience, but an important first step is to understand the purpose of common types. This course is about hand tools and using them safely, as well as measuring and how to do it accurately.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to select, use and care for hand tools and measuring devices in the automotive environment.
- Explain the correct use of tools.
- Understand the importance of accuracy when measuring.
- Describe mechanical equipment and electrical equipment.

CPD Credit Value	2
Member Price	£5.00 + vat
Non-Member Price	£10.00 + vat
Course Format	E-learning
Course Duration	1 hour
Venue	N/A

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

USING EQUIPMENT FOR BEST RESULTS

COURSE OVERVIEW

In addition to hand tools and test equipment, most workshops will also have a range of equipment for lifting and supporting, as well as electrical or air-operated tools. This course is about workshop equipment and test equipment, and how to use it safely and properly to achieve the best results.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to prepare and use common workshop equipment.
- Explain safe usage of a range of workshop equipment and test equipment.

CPD Credit Value	2
Member Price	£5.00 + vat
Non-Member Price	£10.00 + vat
Course Format	E-learning
Course Duration	1 hour
Venue	N/A

MATERIALS AND FABRICATION

COURSE OVERVIEW

Different materials are used in different places on motor vehicles because of their properties. This course covers the basics of materials, metal cutting and shaping, joining with mechanical fixings and adhesives, the basics of soldering, brazing, welding and more.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to select materials when fabricating, modifying and repairing vehicles and fitting components.
- Understand how to apply automotive engineering, fabrication and fitting principles when modifying and repairing vehicles and components.

CPD Credit Value	5
Member Price	£20.00 + vat
Non-Member Price	£40.00 + vat
Course Format	E-learning
Course Duration	4 hours
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

SERVICING AND INSPECTION BEST PRACTICE

COURSE OVERVIEW

It is important to carry out regular servicing and inspections of vehicles for a number of reasons including safety and regulations, maintaining efficiency, and extending the vehicles life. This course is about servicing and the associated rules and regulations as well as documentation, road testing and information sources. The course will also cover understanding customer expectations.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the importance of carrying out light vehicle maintenance.
- Understand the reason for servicing and inspections.
- Explain distance and time based services.
- Understand the importance of service sheets.
- Explain typical road test routes and test methods.



CPD Credit Value	3
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	2 hours
Venue	N/A

ESTIMATING COSTS AND JOB TIMES IN THE WORKSHOP

COURSE OVERVIEW

This course is a very short section on information and systems relating to costing and time planning.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand how to estimate costs and times of jobs.
- Understand standard times.

CPD Credit Value	1
Member Price	£0 + vat
Non-Member Price	£5.00 + vat
Course Format	E-learning
Course Duration	0.5 hours
Venue	N/A

DOCUMENTATION BEST PRACTICE

COURSE OVERVIEW

This course is about documentation and the importance of keeping good records of the work we do and parts that are ordered. Learners will gain an understanding of job cards, invoicing, service schedules and warranties.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the importance of obtaining, interpreting and using information in order to support their job role within the automotive work environment.
- Explain job cards and systems, invoicing.
- Gain an introduction to computerised workshop systems.
- Understand warranties and authorisation.

CPD Credit Value	2
Member Price	£5.00 + vat
Non-Member Price	£10.00 + vat
Course Format	E-learning
Course Duration	1 hour
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**





WORKSHOP/ WORKPLACE SAFETY

“CPD allows me to update my skills and knowledge to maintain and improve my professional progression and credibility.”

SAFE USE OF AN AUTOMATED EXTERNAL DEFIBRILLATOR

COURSE OVERVIEW

With the increase of electrical technology and presence of high voltage vehicles within the automotive sector it is vital to have the correct equipment and skills to be able to respond effectively in the event of an emergency. This interactive course will teach you how to use an Automated External Defibrillator (AED) in an emergency situation. It will give you the knowledge needed to save a life, but more importantly will give you realistic practical experience giving you the confidence to know what to do in a life or death emergency. The course will also focus on Cardiopulmonary Resuscitation (CPR) skills. Effective use of an AED within the first 4 minutes of a cardiac arrest, along with good quality CPR, can increase survival rates by 75%. By training on QCPR manikins you will be able to see how good your CPR is via computer feedback, and identify areas that need improvement. These manikins are as good as simulation gets, with realistically weighted chest movement and give visual, real time feedback. The course utilises the latest standards from the Resuscitation Guidelines 2015 of the Resuscitation Council (UK).

This course is delivered by ACT (National) Ltd.

WHO IS THE COURSE FOR?

This course is designed for anyone who has a specific responsibility at work, or in voluntary and community activities, to use an AED when dealing with an emergency situation. The course is ideal for anyone who wants to learn vital skills that can be used at any time to save lives.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Carry out effective Cardiopulmonary Resuscitation (CPR) in emergency situations.
- Understand the safe and effective use of the AED in emergency situations such as electric shock.
- Understand anatomical and physiological reasons why CPR and AED's save lives.

CPD Credit Value	3
Member Price	£85.00 + vat
Non-Member Price	£99.00 + vat
Course Format	Classroom
Course Duration	3 hours
Venue	Call for details. In house option available

How do I book? See 'How to make a booking' on page 192

CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

PERSONAL AND VEHICLE PROTECTION

COURSE OVERVIEW

This course will cover personal protective equipment (PPE), such as safety clothing and the importance of protecting yourself. Some things are obvious - such as when holding a hot or sharp exhaust you may get burnt or cut. Other things such as breathing in brake dust, or working in a noisy area, do not produce immediately noticeable effects but could affect you later in life. Learners will also gain an understanding of the basics of vehicle safety and moving loads.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand the correct personal and vehicle protective equipment to be used within the automotive environment.
- Explain construction of the vehicle.
- Understand environmental laws.
- Understand driving and operating a vehicle.
- Describe correct lifting and moving techniques.

CPD Credit Value	3
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	2 hours
Venue	N/A

WORKSHOP HOUSEKEEPING

COURSE OVERVIEW

This course covers basic workshop housekeeping and equipment maintenance.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand effective housekeeping practices in the automotive environment.
- Describe hand tools, equipment and cleaning materials.
- Understand faults and reporting procedures.

CPD Credit Value	2
Member Price	£5.00 + vat
Non-Member Price	£10.00 + vat
Course Format	E-learning
Course Duration	1 hour
Venue	N/A

How do I book? See ‘How to make a booking’ on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

HAZARDS AND RISKS

COURSE OVERVIEW

Working in a motor vehicle workshop is a dangerous occupation – if you do not take care. The most important thing is to be aware of the hazards and then it is easy to avoid the danger. This course is about general workplace hazards but also covers fire prevention and procedures as well as the importance of good signage.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand hazards and potential risks relevant to the automotive environment.
- Understand the fire triangle and fire tetrahedron.
- Understand what to do in the event of a fire and how to use fire extinguishers.
- Explain hazard warnings and signage.

CPD Credit Value	3
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	2 hours
Venue	N/A

HEALTH AND SAFETY

COURSE OVERVIEW

Health and safety law is designed to protect you. In the UK Health and Safety Executive (HSE) is the enforcement and legislative body set up by the government. This course is about the subject of health and safety in general but also includes an outline of important regulations and laws.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand key health and safety requirements relevant to the automotive environment.
- Understand health and safety regulations and laws.
- Understand what employers must do.
- Understand what you must do.

CPD Credit Value	3
Member Price	£10.00 + vat
Non-Member Price	£20.00 + vat
Course Format	E-learning
Course Duration	2 hours
Venue	N/A

PERSONAL RESPONSIBILITIES

COURSE OVERVIEW

This course is about your personal responsibilities and environmental protection in the workplace.

This course is delivered by IMI.

WHO IS THE COURSE FOR?

Vehicle technicians who are just starting out in the industry or those who have been working for some time and want to consolidate their experience.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Understand personal responsibilities in the workplace.
- Understand health and safety at work legislation.
- Understand what to do in the case of a serious accident.
- Understand environmental regulations and recycling.

CPD Credit Value	2
Member Price	£5.00 + vat
Non-Member Price	£10.00 + vat
Course Format	E-learning
Course Duration	1 hour
Venue	Bespoke/in-house options available

EMERGENCY FIRST AID AT WORK

COURSE OVERVIEW

This level 2 course will give you the knowledge needed to save a life, but more importantly will give you realistic practical experience and the confidence to know what to do in an emergency. It also covers Cardiopulmonary Resuscitation (CPR) skills and includes the latest standards from the Resuscitation Guidelines 2015 of the Resuscitation Council (UK). Learners will develop the skills and knowledge needed to deal with a range of Emergency First Aid situations with particular emphasis on hazards, conditions and situations found within the automotive sector. Successfully completing this qualification will meet regulatory requirements to act as a first aider in the workplace dependent upon location and workforce numbers, or as a support to a fully qualified level 3 First Aider.

This course is delivered by ACT (National) Ltd.

WHO IS THE COURSE FOR?

This course is designed for those who have a responsibility for first aid at work in low risk environments.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Act as a first aider in the workplace.
- Carry out effective Cardiopulmonary Resuscitation (CPR) in emergency situations.
- Manage an unconscious casualty.
- Deal with wounds and bleeding and minor injuries effectively.

CPD Credit Value	8
Member Price	£115.00 + vat
Non-Member Price	£125.00 + vat
Course Format	Classroom
Course Duration	1 day
Venue	Fanshaws, IMI, or Leicestershire. Bespoke/in-house options available

How do I book? See ‘How to make a booking’ on page 192
CPD bookings and advice: Call **+44 (0) 1992 519025** or email **cpd@theimi.org.uk**

FIRST AID AT WORK

COURSE OVERVIEW

This level 3 course equips learners with the vital skills necessary to recognise, diagnose and treat injuries or illness, with an emphasis on dealing with life threatening situations until professional help arrives. There is a particular focus on conditions and situations experienced in the automotive sector. It also covers Cardiopulmonary Resuscitation (CPR) skills and includes the latest standards from the Resuscitation Guidelines 2015 of the Resuscitation Council (UK). Successfully completing this qualification will meet regulatory requirements to act as a first aider in the workplace.

This course is delivered by ACT (National) Ltd.

WHO IS THE COURSE FOR?

This course is designed for those who are appointed to act as a first aider in higher risk areas, such as workshops or service departments.

WHAT WILL I GET OUT OF IT?

You will be able to:

- Conduct a primary and secondary survey.
- Risk assess the scene of an incident.
- Carry out effective Cardiopulmonary Resuscitation (CPR) in emergency situations.
- Manage an unconscious casualty.
- Understand anatomical and physiological reasons why CPR save lives.
- Administer first aid to a casualties suffering from a variety of injuries.
- Recognise and treat anaphylaxis, poisoning.



CPD Credit Value	21
Member Price	£275.00 + vat
Non-Member Price	£290.00 + vat
Course Format	Classroom
Course Duration	3 days
Venue	Fanshaws, IMI, or Leicestershire. Bespoke/in-house options available

ABOUT OUR CPD PARTNERS

All course content and partner profile information are kindly provided by each of the CPD Partners.

A.C.T. (NATIONAL) LTD

Formed in 1997, A.C.T. (NATIONAL) Ltd offers training and consultancy services to the automotive aftermarket. A.C.T. are the only approved and licensed supplier of the IOSH (Institute of Occupational Safety and Health) 'Managing Safely within Automotive Retail' & 'Working Safely within Automotive Retail' courses. A.C.T. also provides the IMI's Compliance Companion member benefit and is a long standing working partner with the IMI with regards to risk management. At our core is the provision of Health & Safety Management Services which aids and assists motor manufacturers, dealer groups, SMEs and individuals in progressing toward legislative compliance.

ASCARI TRAINING AND CONSULTING LTD

Ascari Training and Consulting Ltd is a leading training and consulting company specialising in sales and customer service training for the automotive aftermarket. Our company designs, develops and delivers a comprehensive range of learning programmes from trade parts sales to accessory merchandising, and from inventory management to electronic parts catalogues. Operating in the UK, Europe, and Middle East, our company, which started in 1991, counts some of the world's largest vehicle manufacturers amongst our longstanding clients. Participants enjoy the dynamic way in which training is delivered, while their managers and directors welcome the results achieved.

AUTOCONSULT

David Cardle and John Sparrow offer a comprehensive range of motor industry training programmes and consultancy. David has over 35 years' experience in the global automotive logistics and supply chain industry and has served at board level for most of his career in both private and public companies. He has developed a number of training, environmental and security initiatives targeted at the global automotive logistics and supply chain sectors. John has over 40 years UK and international automotive experience and previous senior positions include Director, Business Development in BMW Group and Rover Group; Director, UK Operations, Land Rover; Director UK Sales, Land Rover; Head of Network Development for Honda Motor Europe (EMEA Region). David and John are both Visiting Fellows of the University of Buckingham Business School.

BODYSHOP CONSULTING

Bodyshop Consulting delivers proactive solutions to bodyshops and accident repair centres of all sizes - franchised or independent. From training management to other key personnel, we look at all areas of operation within the business. Business turnarounds are what we specialise in. Net profit is our prime focus for any business we work with, where the current starting point is, and what potential can be realised. We involve all employees in any changes needed to improve the current performance of the business as their involvement is paramount to a successful undertaking of any change project.

BOSCH

The Bosch Group is a leading global supplier of innovative technologies and solutions. Our product philosophy is 'Invented for Life', which underpins our aim to improve the quality of life and help to conserve energy resources. Automotive Technology is the largest Bosch business sector. Bosch manufactures a range of systems including fuel-injection systems for internal combustion engines, peripheral devices for power train control, alternative drive concepts, active and passive vehicle safety systems, driver-assistance and other guidance functions, in-car information and communication systems. In the Automotive Aftermarket, Bosch offers an extensive range of original equipment quality parts, garage equipment, technical support and training as well as service concepts.

BRIDGWATER COLLEGE

Examination and course results consistently place the College amongst the best of all education and training providers in the South West. We have an excellent reputation both regionally and nationally as a highly successful provider of training. The College has received several awards for its provision to employers, in particular for its services to the automotive industry. National training solutions can be catered for via the College's involvement with The Motor Industry Skills Consortium (MISC).

CALEX UK

Calex UK was formed in 1997 and is a specialist training and consultancy organisation, working with global employers across a wide range of sectors. We specialise in working within the automotive sector with many large automotive manufacturers, delivering apprenticeships, bespoke learning and development programmes and specialist electric vehicle and hybrid training to maximise the skill levels and productivity of today's employees. Calex believe in delivering cost effective, flexible, client-focused quality solutions with a genuine passion to develop long term partnerships and improve client performance through staff development.

CHARTERED TRADING STANDARDS INSTITUTE

The Chartered Trading Standards Institute is a not-for-profit membership organisation supporting and represent trading standards professionals in the UK and abroad. The Institute is the national accreditation and awarding body for the Trading Standards Qualification Framework (TSQF) and a long-standing provider of training for businesses. We provide classroom and online business training courses to help businesses and staff understand trading and consumer protection regulations, to know their business rights, and to protect themselves and customers. Our training helps companies to reduce costs, improve customer service standards and enhance business reputation.



BOSCH
Invented for life



GRASS ROOTS

Grass Roots are the world's leading provider of employee and customer engagement solutions and have worked with the automotive sector since 1980. Services include face-to-face training and eLearning, customised to the needs of the client organisations and delivered by a dedicated team of designers, trainers, coaches and facilitators. Our aim is to maximise the relevance to the learners and the return on investment for their organisations.

ITOL

The Institute of Training and Occupational Learning (ITOL) is the UK's elite professional body for trainers and L&D Professionals. In the year 2000 the UK government granted 'Institute' status and since that time we have become recognised as the premier organisation for everyone involved in the world of learning and education.

Whether you're a new trainer taking your first steps into the profession or an experienced professional seeking to further your career, ITOL, with its vast range of expert advice and accessible learning, is on hand to help you progress.

NELSON CROOM

Founded in 2000, Nelson Croom has rapidly grown into a leading developer and publisher of online professional development courses. Our courses are designed to put you in charge and actively engage you in your own professional development. You can work through the courses at your own pace, and you are able to learn from expert authors and from your peers. E-learning is available 24/7 and offers a genuine learning experience by encouraging you to apply and practise what you've learned.

PAR AUTOMOTIVE

Since 1999 our team has specialised in helping people grow by developing skills and giving a renewed sense of energy and motivation to want to deliver improved results. PAR is a highly-acclaimed training organisation with extensive automotive experience and a simple philosophy – training should produce a measurable change in behaviour during the learning process and a measurable improvement in performance afterwards. Our ability to go beyond conventional training and to shape people attitudes, beliefs and values gets people to really want to learn.

PROFESSIONAL INSPIRATIONS LTD

Professional Inspirations is headed by Nige O'Shea FIMI, who has enjoyed a highly successful career within the automotive industry, for the past 18 years he has specialised in training and consultancy. In 2004 he set up Professional Inspirations Ltd, aiming to make training and consultancy support more available to smaller independent dealer groups and help professionals to achieve their targets.

REMIT IT ACADEMY

Remit IT Academy is the IT apprenticeship and training division of the Remit Group and a Microsoft Silver Learning Provider. We are committed to being the learner- focussed IT provider of choice, offering technical, sales and user apprenticeships. We also offer a wide range of technical and end user courses which are delivered through distance learning or self-paced study. All our programmes can lead to professional qualifications or certifications.

SCANIA (GREAT BRITAIN) LTD

The Scania Training Centre is widely recognised as one of the best training facilities of its type in the world. Scania is a major supplier to British industry of trucks, buses, coaches and engines for industrial and marine applications. Additionally, the company provides a wide range of complementary and ancillary services in support of its products and customers through its 90-plus strong network of service centres. Reflecting its own commitment to training, Scania has invested heavily in an extensive and modern training centre. Located centrally in rural Leicestershire and dedicated to excellence, expertise and personal development, the centre has been totally equipped to meet every training need.

THE ACADEMY OF MOTORSPORT SCIENCES

The Academy of Motorsport Sciences hosts training courses in core subjects relating to the exciting world of motor racing. The courses are a blend of classroom and practical activities which are held in very professional facilities. You can expect to gain a good working knowledge of engine management systems and their calibration, engine dynamics, chassis dynamics and aero dynamics.

TEXA UK LTD

TEXA UK opened its offices in January 2006. Today TEXA is a global leader in the design, development and production of multibrand diagnostic tools, exhaust gas analysers, air conditioning service stations and telediagnostic devices for cars, bikes, trucks, boats and farm machinery.

TEXA has an extensive, worldwide distribution network and employs over 450 people, 350 of whom are based in the company's head offices in Monastier di Treviso, where all TEXA products are designed, developed and made.

ZF SERVICES UK LTD

ZF is a global leader in driveline and chassis technology with 122 production companies in 26 countries. In 2013, the Group achieved a sales figure of approximately EUR 16.8 billion with 72,643 employees. ZF is among the top 10 companies on the ranking list of the largest automotive suppliers worldwide.

The company was founded in 1915 for the development and production of transmissions for airships and vehicles. Today, the group's product range comprises transmissions and steering systems as well as chassis components and complete axle systems and modules.

HOW TO MAKE A BOOKING

To purchase a course, simply visit **www.theimi.org.uk/courses-and-events** and click on either 'courses' or 'e-learning'. Select the course from the list provided or use the search facility.

If you're not already an IMI Member, you'll need to register and create an IMI user account to book a course online. By registering, you'll also have access to exclusive content on the site and be kept up to date with news and events that are relevant to you. You can do this at **www.theimi.org.uk/create-account**.

Courses can be paid for online using a debit or credit card. If you wish to book a course which does not have a specific date/venue attached to it, please call for further details. If you wish to make a group or commercial booking, or would like to pay by cheque, please contact us.

Call the Professional Development team
on **+44 (0) 1992 519025**
Email us at **cpd@theimi.org.uk**

TERMS AND CONDITIONS

BEFORE BOOKING

Before booking, please read the course information carefully to ensure that it meets your needs. If you require further information about whether the course is right for you, please call the Professional Development team on **+44 (0)1992 519025** or email us at **cpd@theimi.org.uk**

Please read the IMI learner Terms and Conditions before booking a course, as it constitutes a legally-binding contract. These can be obtained by calling us on **+44 (0)1992 519025** or visiting **www.theimi.org.uk/cpdterms**

PAYMENTS AND FEES

Payments may be made by debit/credit card using Sage Pay or by invoice. Invoices will be sent to the contact name and address supplied at the time of booking. Fees must be received in full before the start of the course as set out in the IMI Terms and Conditions.

BOOKING CONFIRMATION

Learners will receive confirmation of booking and joining instructions.

ACCOMMODATION AND TRAVEL

The cost, sourcing and booking of accommodation and travel to and from the venue are the sole responsibility of the learner.

CANCELLATIONS

Please read the IMI Terms and Conditions to understand the full details relating to cancellations. Any cancellation must be received in writing (letter or email). The appropriate charge will apply dependent on the cost of the booking and will be based on the following percentage scales:

20 plus working days before event - 25% of fee
16 working days but less than 20 days - 50% of fee
15 days or less - 100% of fee
Non attendance without notification - 100% of fee

IMPORTANT NOTES

It may be necessary, for reasons beyond the control of the IMI, to change the date or venue of a course or event. In the unlikely event of a cancellation by the IMI, the IMI will automatically make a full refund but disclaim any further liability.

The IMI is registered under the Data Protection Act 1998. Personal information supplied to the IMI will be stored securely and used in relation to the course onto which you have booked. Your personal data will be passed onto the IMI CPD Partners for course/event registration purposes; however the IMI will not divulge any personal information to other third parties without your consent. Personal data in relation to post-course feedback, attendance and achievement data (where applicable) will be passed from the IMI CPD Partner to the IMI to enable the issuing of CPD certificates and ongoing course improvement. IMI CPD Partners will not divulge any personal information to other third parties without your consent.

Full details of the reasons why the IMI process personal information are given in the IMI Data Protection register entry, which can be found on the Information Commissioner's website www.ico.gov.uk. Participants may be contacted by letter, email or phone with details of future courses/events and publications organised or promoted by the IMI, which may be of interest to you.

IMI Registered office:

Institute of the Motor Industry, Fanshaws,
 Brickendon, Hertford SG13 8PQ

OTHER CPD OPPORTUNITIES

MEMBER EVENTS

In addition to the courses in this guide, the IMI holds a range of events for members including Member Associations (MA), Representative Member Assemblies (RMA) and Technical Seminars, to help you achieve CPD.

To find out more about these events please visit www.theimi.org.uk/memberevents

ALCHEMY PERFORMANCE ASSISTANT

Exclusively for IMI members, Performance Assistant for Managers provides small, bite-sized pieces of learning, ideal for day-to-day management or coordination of people. As a member, you can now benefit from accessing these resources absolutely free as part of your current package. Access this resource by following the link below for hundreds of topics such as coaching, negotiation skills, risk management and many, many more.

To start using Alchemy Performance Assistant today, please visit www.theimi.org.uk/alchemy

SNAP-ON

Snap-on offers a range of IMI-accredited training solutions designed to meet the varying needs of its customers and distributors and provide top-quality professional training from its team of industry-leading experts.

Its one-day training courses, which take place across the UK, offer in-depth information to technicians about how to use and get the most from their equipment and provide real-world examples as part of the courses.

The one-day accredited courses teach technicians how to get the best out of Snap-on's handheld tools covering various platforms including MODIS Ultra, VERDICT, VERUS and VERUS Pro.

Snap-on also runs evening diagnostic seminars at more than 50 venues across the country – evening seminars last for approx. 2 1/2 hours and subject titles rotate according to demand.

Attendees can gain 3 credits per seminar towards their IMI CPD target.

For more details, please visit www.snapontraining.co.uk



CPD AND THE PROFESSIONAL REGISTER

CPD is a mandatory requirement for members on the IMI Professional Register. The Register is designed to make sure consumers end up in skilled, competent and trustworthy hands, and so members are recognised for maintaining their knowledge, skills and competency.

IMI Members can log their CPD activity using MyCPD, the free online CPD management tool.

HOW TO LOG YOUR CPD, IN 5 EASY STEPS:

- 1 Log in to www.theimi.org.uk
- 2 Click on the 'CPD icon' in the pop-up page
- 3 Click on the 'Log CPD' button
- 4 Choose one of the options. If you're not sure which one to choose, just click on the blue button for help.
- 5 Fill in the following 4 boxes; title, date completed, time spent and a short description, then click save.

For more information about MyCPD
or for a reminder of your log in details,
contact a member of the Professional
Development team on **+44 (0) 1992 519025**
or email **cpd@theimi.org.uk**

JOIN THE CONVERSATION ON SOCIAL MEDIA



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