



# MEMBERS' GUIDE TO CONTINUING PROFESSIONAL DEVELOPMENT (CPD)



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## Introduction

Professional development is a continuous process of learning and improvement. It plays a crucial part in achieving and maintaining competence in your area of expertise. Keeping skills and knowledge up to date is achieved through what is widely known as continuing professional development (CPD).

The IMI defines CPD as a range of learning activities through which you can maintain and develop job relevant skills and knowledge throughout your career for the benefit of your own professional development and your employer. CPD enriches your knowledge, keeps you currently competent and improves your career prospects. It also demonstrates to your employer and colleagues that you're equipped to respond to ever-increasing management and compliance requirements, rapidly-changing technical developments and best practice.

The IMI developed a credit-based system for CPD designed to enable you to evaluate your CPD activity, give it a credit value, and log it with the opportunity to gain extra impact credits. You can make your own decisions about the kinds of CPD that you do, and you can plan your CPD in a way that suits your work, your learning needs, your preferences, and the time and resources available to you. To get the most out of your CPD, and for it to count towards your target, it should be focused on making sure you are up to date, competent and effective in all areas of your job role.

The information in this guide is based on frequently asked questions and aims to provide simple guidance. If you have any questions, please contact the membership team on +44 (0)1992 519025 or email [cpd@theimi.org.uk](mailto:cpd@theimi.org.uk).

### Three simple steps to CPD ...





## Your questions answered

### 1. Do I have to do CPD?

If you are a member at Licentiate grade or above, it means you'll automatically be added to the IMI Professional Register, the industry-wide register and representation of members who have been further recognised for continually keeping up to date with learning, new skills and working practices. CPD is a mandatory requirement for maintaining status on the Register, so for this reason you will have to do CPD.

If you have achieved an IMI Accreditation (ATA or AMA), you'll also be listed on the IMI Professional Register. To maintain your accreditation status and therefore your status on the Register, you'll have to renew your accreditation every three years. Renewal is available through a full assessment or, for technicians, through regular update modules. These are effectively the equivalent of CPD activities for IMI accredited individuals.

If you are an Affiliate grade or retired member, we would recommend that you complete CPD for your own development, but there is no other requirement from the IMI's perspective.

### 2. What if I don't have time to do CPD?

You're likely to be doing some CPD already without realising it, so there is no need to take time out of work to do formal paid for training for example. Take a look at the list of potential CPD activities in this guide as these should help you decide what you can realistically do within the time and budget that you have.

### 3. How much CPD must I do?

As an IMI member, you must achieve at least 90 CPD credits, or pro-rata 70 or 80 credits, over a three year CPD cycle, which is equivalent of approximately four days of training/learning per year. It's ideal to aim at 30 credits per year (or equivalent pro-rata) so that your personal development is 'continuous' rather than doing it all towards the end of the CPD cycle. Achieving the target is easier than you think and the IMI has many members who do exceed their credit target.

### 4. Why is the CPD target set at 90 credits?

When the IMI developed its credit-based system for CPD, we researched the CPD requirements of other organisations and bodies to identify a reasonable and realistic amount for a professional person to do in order to continually develop themselves. This included considering vehicle manufacturer dealer standards, other professional association requirements, and those associated specifically with training such as Sector Skills Council requirements for the delivery of competence-based qualifications. Typically four days per year, or 30 hours per year, was the target amount identified through the research.

### 5. How much is a CPD credit worth and can I gain extra credit?

One hour of learning is worth one CPD credit. You can add an additional credit if the activity has a test or exam. You can add up to six extra credits for each of your activities as long as you can provide reflective statements/evidence that what you have learnt has changed your behaviour and approach and/or provided impact and results within the workplace. In most

cases, courses provided by the IMI have higher pre-determined credit values than the one hour to one credit ratio, making them useful for achieving your target more quickly.

## 6. What counts as CPD?

Any activity where you learn something new, and that is relevant to your job role can be counted as CPD. So 'learning' is one very important point and 'job relevance' is another. Being a developmental activity that moves your skills and knowledge forward is important too. In summary, a good activity counts as CPD if it is developmental and you have learnt something new relevant to your job role.

## 7. Where can I find CPD activities to suit me?

The IMI professional development portfolio has many industry-specific training and development opportunities and delivers exactly what you need to drive your success. You can view the CPD Course Guide at [www.theimi.org.uk/cpdcourseguide](http://www.theimi.org.uk/cpdcourseguide).

The IMI also provides free CPD opportunities, which include a 'point of need' information resource and library of practical tools, information and advice, Membership Association events, technical webinars and e-learning. For more information, contact the Professional Development team on +44 (0)1992 519025 or email [cpd@theimi.org.uk](mailto:cpd@theimi.org.uk). You may want to consider some of the examples of CPD below:

### Workplace learning

- ✓ Learning by doing
- ✓ Reflective practice
- ✓ Coaching to or from others/colleagues/managers
- ✓ Mentoring
- ✓ Professional discussions with others colleagues/managers
- ✓ Supervising/managing staff
- ✓ Meetings
- ✓ Briefings
- ✓ Peer review
- ✓ Appraisals
- ✓ Participating in individual/team performance development activity
- ✓ Involvement in wider work of your employer, e.g. being a representative on a committee
- ✓ Site visits
- ✓ Visiting other departments
- ✓ Secondments
- ✓ Job rotation
- ✓ Work shadowing
- ✓ Work-based clubs
- ✓ Work-based assessing
- ✓ Special interest, steering, study or focus groups
- ✓ Self-assessment questionnaires



- ✓ Project work or project management
- ✓ Research
- ✓ Expanding your role/promotion
- ✓ Analysing or devising new policy, processes, operational procedures or events
- ✓ Developing pathways, protocols, processes or guidelines for business improvement
- ✓ Quality assurance/process activities
- ✓ Case studies
- ✓ Delivering presentations
- ✓ Public speaking
- ✓ In-house training (both formal and informal)

### **Self-directed learning**

- ✓ Reading journals/articles/books/trade newsletters/internet
- ✓ Reviewing books or articles
- ✓ Researching and writing articles or other materials
- ✓ Online discussion groups/webinars/podcasts/social media
- ✓ TV or radio broadcasts/programmes
- ✓ Keeping a file of your progress
- ✓ Attending IMI Member Association events (where content is job relevant)
- ✓ Involvement in IMI activity/events/specialist groups/consultations
- ✓ Membership and activity in other professional bodies or groups

### **Formal training and education**

- ✓ Courses
- ✓ Workshops
- ✓ Conferences
- ✓ Seminars
- ✓ Distance or blended learning
- ✓ E-learning

### **Further education (FE)**

- ✓ Vocationally Related Qualification (VRQ) Awards, Certificates and Diplomas
- ✓ Vocational Competence Qualification (VCQ)
- ✓ National Vocational Qualification (NVQ)
- ✓ Scottish Vocational Qualification (SVQ)
- ✓ National Certificates
- ✓ Higher National Certificates



- ✓ Higher National Diplomas

### Higher education (HE)

- ✓ Diplomas
- ✓ Foundation Degrees
- ✓ Undergraduate Degrees
- ✓ Honours Degrees
- ✓ Post Graduate Degrees
- ✓ Doctorates

### Other possibilities

- ✓ Lecturing or teaching
- ✓ Being an examiner
- ✓ Being an expert witness
- ✓ Public service
- ✓ Voluntary work
- ✓ Personal interests, e.g. developing and managing a race car

## 8. How do I know if a CPD activity is suitable for me?

You can decide if a CPD activity is suitable by checking that it:

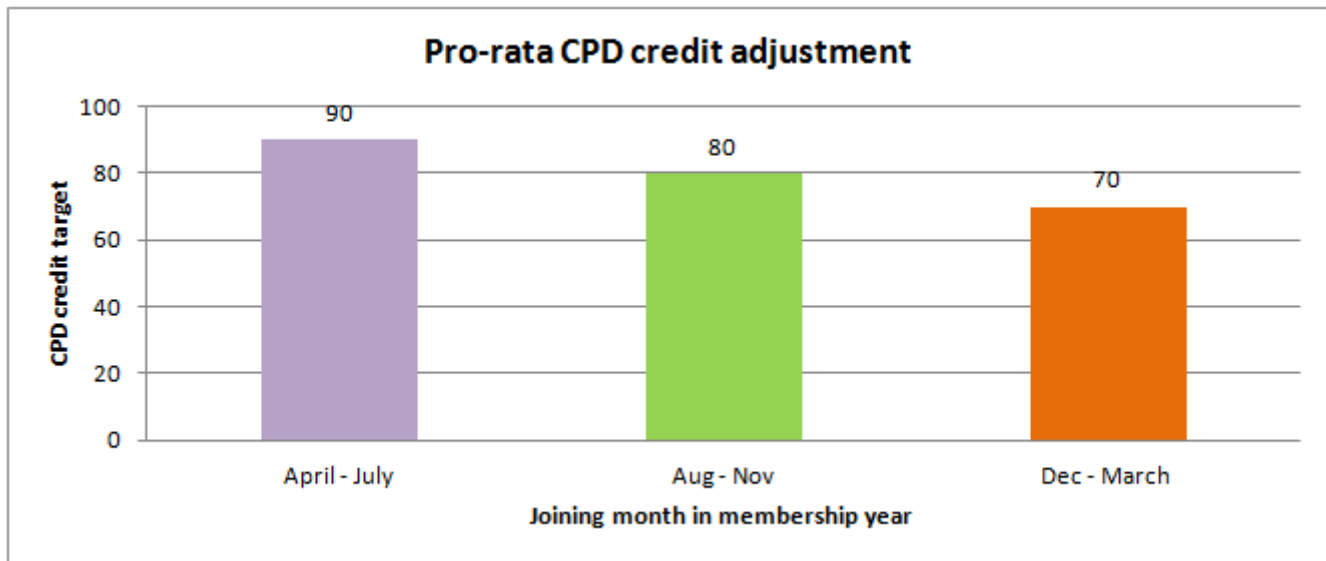
- is relevant to your job role
- enables you to learn something new
- challenges you above your current qualification/skill or knowledge level
- maintains or develops your knowledge or skills
- enables you to provide, at a minimum, a reflective statement of developmental, job relevant learning as evidence

## 9. Are there any restrictions on the CPD I choose to do?

A maximum of 27 hours reading activity over the three year CPD cycle can be claimed for reading books, journals, articles, web pages etc. However, additional impact credits can be added to the base credit value calculated for reading (one credit per hour), which can increase the amount of credit claimed to over 27 base credits.

**10. What happens if I come into membership midway through a CPD cycle?**

Your CPD target will be pro-rata the full 90 credits. This will depend on the month in which you join membership within any 12 month period from 1st April through to the 31st March the following year. Pro-rata credits are allocated as per the chart below:



**11. Do I need to record my CPD?**

As a member on the IMI Professional Register, you must record your CPD and provide any evidence possible to support your activities. You will need to record reflective statements that clearly articulate that developmental, job relevant learning has taken place. This is a minimum requirement. You can also record the impact of the learning to gain additional credits and you can upload supporting evidence.

**12. Where do I record my CPD?**

This is done online on the IMI's CPD management system called MyCPD. You can access MyCPD once logged into your IMI account at [www.theimi.org.uk](http://www.theimi.org.uk). Just click the 'Log CPD' icon.

**13. How do I know what period my CPD cycle covers?**

You can see your CPD cycle period and your progress towards your target on the homepage of MyCPD.

**14. Do I have to provide evidence of my CPD?**

You must provide evidence of your CPD activities, and at a minimum:

- a) a clear and accurate CPD activity title –
  - i. This is particularly important for nationally-recognised qualifications and it is advised that you include the qualification number so that it can be identified upon audit.



- II. If it is a book, journal, article, internet etc, it must be referenced clearly so that it can be found upon audit.
- III. If it is a course, an accurate name of the training provider so they can be identified upon audit.
- b) a start date and end date (some activities don't require a start date)
- c) the duration (in hours and minutes if applicable)
- d) a clear and sufficiently explained reflective statement that demonstrated you have learnt something new that is relevant to your job role. This statement must be written in the 'New knowledge and Skills' section in MyCPD.

Supporting evidence could include:

- ✓ A qualification or examination certificate
- ✓ A certificate of attendance or achievement
- ✓ Attendance validation to a seminar, workshop or conference
- ✓ A copy of results from an online or other test or exam
- ✓ A record of CPD undertaken with your employer - HR records
- ✓ References to books and the publisher
- ✓ Internet links to the web pages you have read
- ✓ Photocopies or scans of relevant articles in trade journals and magazines etc.

You should ensure that evidence of your CPD activities are personal to you and that it can be verified by the IMI upon audit. The IMI accepts screen shots, photos, emails and hard copies as supporting evidence - provided they can be verified as genuine and personal to you.

#### 15. Will my CPD records and evidence be checked?

Yes they will be checked and verified by the IMI, and it will be subject to ongoing monitoring throughout the three year CPD cycle. The monitoring process is designed to give you direction and support if required and to check any evidence submitted has been assigned the correct credit value, is job relevant and sufficient in the information provided to pass a more formal audit. It is important to note that you may be selected at random for an audit at the end of any given CPD cycle. If you are chosen for audit, the IMI will contact you by email and/or telephone with full instructions and guidance to make sure you are fully prepared.



## Example reflective statements

When writing your reflective statements you must bear in mind that, as an absolute minimum, they must articulate that the CPD activity is developmental and that you have learnt something new and relevant to your job role. The latter minimum requirement needs to be recorded in the mandatory 'New Knowledge and Skills' section in MyCPD. Here are some examples of good reflective statements for this section:

### Example Set 1 – New Knowledge and Skills

#### Technical scenario

This training helped me develop new skills in using basic test equipment to diagnose faults on vehicle electrical/electronic systems. I now know and understand alternative methods of fault diagnosis without total reliance on fault code readers, which in my experience are not always foolproof.

#### Customer Service scenario

This course was excellent in providing me with new customer service skills that I didn't have before. I have learnt a really effective questioning technique that enables me to draw out and fully understand the concerns and needs of the customers.

#### Management scenario

I had never been exposed to formal management training and have always relied upon my own views about how to manage people. This training has developed my understanding of various management styles, including autocratic, democratic, consultative and persuasive which will help me be far more effective as a manager.

## Getting extra credits

The IMI credit-based system for CPD was designed to be a mechanism for driving really meaningful CPD rather than a simple tick box. With this in mind there are optional sections within MyCPD where you can gain additional 'impact' credits on top of the base credits given for the evidence you record in the 'New Knowledge and Skills' section. The following are some examples of good reflective statements in these sections and are related to the scenarios set out above for consistency.

### Example Set 2 – Behaviour and Approach (worth an extra 2 credits)

#### Technical scenario

Because the training gave me such a good understanding of the different diagnostic methods available for electrical/electronic vehicle systems, my approach now involves applying the most appropriate and effective method, such as using an oscilloscope, rather than just plugging in a fault code reader every time.



### **Customer Service scenario**

The training has completely changed my behaviour and approach to conversations with customers. I now do it in a very different way, as I focus on a good questioning technique right from the start to draw out the right information from them. This leads to far better customer service.

### **Management scenario**

My behaviour and approach to managing my staff have been significantly changed by this course. I am confident in using the various management styles I have learnt in the right place at the right time. It has enabled me to manage the different ways in which people like to work as well as giving consideration to styles and beliefs of others.

### **Example Set 3 – Impact and Results (worth an extra 4 credits)**

#### **Technical scenario**

This training was brilliant as through being able to evaluate different, cost-effective diagnostic methods and apply them more reliably, I have dramatically increased fix-first-time rates. This has had a positive impact on my customer retention and satisfaction figures. Both of these points have made a difference to my bottom line profits over the two months that I have been applying what I've learnt.

#### **Customer Service scenario**

By introducing the excellent questioning technique, our customer service is now rated more highly in our in-house surveys. This is based on better fix-first-time rates and meeting customer needs more effectively. We have an increased volume of followers on Twitter and our monthly income figures reflect higher levels of business. This clearly shows the positive impact and results of this training.

#### **Management scenario**

The impact of approaching the management of my team in such a different way has been excellent. I am far more flexible and effective as a manager which has enabled me to get to my aim of increased work output from my team without affecting their work/ life balance or their motivation and enthusiasm for the job. In fact it has had the opposite effect. On top of this, looking at recent accounts I can see that our profits will benefit considerably.

### **Need help?**

If you have any CPD related questions, contact a member of the membership team on +44 (0)1992 519025. You can also email us at [cpd@theimi.org.uk](mailto:cpd@theimi.org.uk).

View our full portfolio of opportunities for professional development at [www.theimi.org.uk/cpdcourseguide](http://www.theimi.org.uk/cpdcourseguide).

You can record all of your CPD activities by logging into your account at [www.theimi.org.uk](http://www.theimi.org.uk). Just click on the 'Log CPD' button.