



INSTITUTE  
OF THE MOTOR  
INDUSTRY

## IMI PROFESSIONAL STANDARD



### *Technical*

IMI Professional Standards sit at the heart of what we stand for and, along with our Professional Register, provide a benchmark for the motor industry, focusing on professional behaviours both with customers and business associates.

This Professional Standard applies to a range of retail motor industry technical roles. For example: vehicle maintenance and repair technician at all levels, body repair and paint technician at all levels, VDA, MET, fast fit technician, roadside assistance and recovery technician, specialist technical roles, e.g. wheel alignment, refrigeration, auto electrician, glazing, inspection, MOT testing, tyre fitting.



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## PROFESSIONAL CONDUCT AND ETHICS

*As a technical professional you:*

- act as a role model and champion for the industry
- are honest, courteous and have customer satisfaction at the heart of your work ethic
- have integrity and treat others with respect and without discrimination
- work in a safety conscious manner and consider the health and welfare of others
- are environmentally aware and minimise any impact resulting from your work
- are accountable and take responsibility for your own actions
- adhere to the law at all times and raise legitimate concerns of non-compliance
- protect the confidentiality, security and use of any stored or processed personal data
- do not bring yourself, others, IMI or the Professional Register into disrepute

## PROFESSIONAL COMPETENCE

*As a technical professional you:*

- understand your role and responsibilities within the structure of the business
- build positive and productive working relationships with colleagues and others
- confirm there is agreement from customers before carrying out any work and that accurate quotations are provided
- communicate clearly, making sure methods and timescales are agreed with the customer
- work within your scope of competence to ensure vehicle safety and draw on the expertise of others when help is required
- follow repair methods, processes and procedures that are appropriate for the vehicle
- work to industry agreed timescales with consideration of the time and cost to the business and the customer
- strive to 'fix first time' with the business and customer in mind
- ensure an accurate record of any work carried out is created in a professional, customer-friendly format
- take every opportunity to receive and share knowledge and skills that will benefit you, colleagues, customers and the business

## CONTINUING PROFESSIONAL DEVELOPMENT

*As a technical professional you:*

- have a commitment to Continuing Professional Development (CPD) to maintain your professional competence
- review your performance to identify areas of improvement and development
- focus your CPD on subjects that are developmental, effective and appropriate to your job role or career progression
- plan CPD through regular learning activities spanning a recurring three year cycle
- log CPD with IMI to meet the mandatory requirement for Professional Registration
- take every opportunity to learn and develop using a variety of formal and informal sources of CPD

*This section only applies to IMI members on the Professional Register.*

Professional Standards are currently available for the following Job Families at [www.theimi.org.uk/standards](http://www.theimi.org.uk/standards)

- Technical
- Sales
- Business Support
- Customer Service
- Management and Leadership
- Education and Training

If you would like help deciding which one best suits you, or to find out more about Professional Registration or CPD requirement, please call **+44 (0)1992 519025** or email [imimembers@theimi.org.uk](mailto:imimembers@theimi.org.uk)