



APPROVED
CENTRE

PROCEDURAL GUIDANCE FOR CANDIDATES

Introduction

Congratulations on being registered to take your observer qualification. This means that when you complete your qualification successfully, IMI Awards will be the organisation that issues you with your certificate having checked that all your assessments have been correctly carried out.

This document provides the background information you may want about Health and Safety, Equal Opportunities, appeals and complaints, and how to contact IMI Awards should you need to do so. It does not give guidance on taking the qualification itself – the information in relation to that is contained in the other documentation provided to you. If you have not received that, please contact IAM Group Support at IAM House.

Registration:

The IAM has been approved to offer IMI Awards qualifications and has registered you.

You will be given a unique registration number, which is in your letter from the IAM. Please keep this safe – it will be needed during your assessment, and if you take any other qualification with IMI Awards, either through the IAM or by any other route, that same number will be used.

How you will be assessed:

This is difficult to summarise as the type and number of assessments you need to pass will depend upon the exact qualification you are taking.

The assessment will be explained to you by your assessor, as it varies a little depending on the particular qualification you are being assessed for, and your individual circumstances.

How much does your qualification cost?

The IAM observers' programmes are paid for by the IAM, and the candidate is not expected to pay for registration or assessment for any first attempt. If you are referred there will be a small fee for a second assessment. The level of the fee is available through group support (or through your assessor).

How you get your certificate:

When you have completed your programme and your assessor is satisfied that you have met all the requirements of the qualification you are taking, the IAM will contact IMI Awards to request your certificate.

IMI Awards will check that everything is in order and if satisfied that this is a valid claim will issue your certificate and send it to the IAM. IMI Awards has a customer charter that means we will send out your certificate between 3 and 10 days.

If you haven't received your certificate within a month of you completing your qualification, please check with Group Support at IAM House to check that your certificate has been claimed and if necessary contact IMI Awards to find out what's happened to this claim.

Your certificate is issued by IMI Awards, and if you need a duplicate you will need to apply to them for it. There is a fee for issuing duplicates.

Assessment

- All candidates will be assessed on merit.
- Policies, practices and procedures will ensure that at all stages of the assessment process there is no discouragement and/or discrimination of candidates because of their sex, age, colour, race, nationality, ethnic or national origins, class, political or religious beliefs, HIV antibody status (including AIDS), marital status, sexual orientation, disability or any other reason unrelated to the requirements of the position.

All employees have a legal responsibility to comply with statutory requirements concerning discrimination. The IAM treats discrimination of any sort as a serious matter, and in appropriate cases as a serious breach of contract.

Equal Opportunities:

The IAM is committed to ensuring that all those who deal with it are dealt with fairly and equally. We recognise the worth of every individual and will value and benefit from making full use of people's talents.

The senior leadership team has adopted this policy and the co-operation of all is essential for its success. Actions against the spirit and/or the letter of the laws on which the strategy is based will be considered serious disciplinary matters and may in some cases lead to dismissal.

- We are firmly committed to recruiting, retaining and developing the best available talent and potential in society.
- We recognise that unjustified discrimination based on factors such as gender; marital status; racial group; disability; age; religion; sexual orientation; criminal convictions, where these bear no relation to an individual's ability to do the job, is uneconomic, bad practice and likely to be unlawful.
- We are an equal opportunities employer. This policy provides the framework for ensuring fair treatment and the absence of discrimination in all the organisation's employment-related policies, practices and procedures.

Health & Safety:

A copy of the risk assessments for the assessments for the observers awards is available on the IAM website, in the Groups section.

How to contact IMI Awards:

The person from IMI Awards you are most likely to meet is your centre's external verifier. These are the people that visit centres to check that all IMI Awards' requirements are met and that the centre are carrying out assessments correctly. Occasionally, the external verifier may talk to you to find out what you think about your qualification and the processes you have to follow.

If you do meet an external verifier, don't hesitate to ask questions or discuss any queries you might have. They will be more than happy to help you. If you want to contact IMI Awards direct at head office the details are:

The Qualifications Office, IMI Awards Limited, Fanshaws, Brickendon, Herts., SG13 8PQ
Tel: 01992 511521

If you have a simple query for example about your registration or certificate it is probably easiest to telephone. If you need to contact IMI Awards on a more serious matter, such as a complaint about your centre, you will need to write.

How to complain or appeal against an assessment decision:

If you have cause to complain about an assessment decision of any other aspect about the qualification you are taking, you should first discuss the problems with your assessor. If the assessor cannot resolve the issue you should contact the verifier (Group Support at IAM House can always provide details of the individuals if you need them). At this stage the matter must be in writing, if it is a complaint or an appeal, rather than a less formal query of some kind. If the verifier cannot resolve the matter, the IAM Chief Examiner will consider it.

In many cases the only evidence available is the judgement of the assessor, or that of the candidate – whether a particular driving decision about speed was safe or otherwise, for example – and in those circumstances the IAM will not overturn a judgement, but offer a re-assessment without any fee being charged if the assessment has not been conducted properly.

If you are not satisfied with the IAM's response you may complain to IMI Awards direct. The process for doing this is available on the IMI Awards website.