

Undertaking given by the Institute of the Motor Industry (IMI) to the Office of Qualifications and Examinations Regulation (Ofqual) in accordance with Condition B8 of the General Conditions of Recognition, June 2016 (The Conditions).

Undertaking:

In the context of:

An admission that there was a failure to comply with Conditions A6.1, A8.6 and I4.2(c) by withdrawing qualification certificates in circumstances where it was disproportionate to do so.

IMI, having completed an internal review of the case, successfully reissued the affected learner's certificates to the affected centre, notified all relevant parties and corrected all internal systems to accurately reflect that the certificate claims were valid and not withdrawn.

With a view to securing compliance with the Conditions on an ongoing basis, IMI undertakes as follows:

1. IMI will immediately review the governance arrangements and systems of control to ensure that it only issues and withdraws qualification certificates in circumstances required by the Conditions.

IMI will implement the changes required by the review by 30 September 2017.

In the event that IMI is unable to implement any of the changes required by 30 September 2017, IMI shall immediately notify the VTQ Standards Team.

With a view to securing compliance with Conditions A6, A8 and I4 IMI, undertakes as follows:

2. IMI will immediately review the current malpractice and maladministration policy and internal operating process. In particular, IMI shall immediately review its malpractice and maladministration policy and internal operating process to ensure that it only revokes a certificate in circumstances where it has established that the result on the certificate is false because of malpractice, maladministration or is revealed to be inaccurate as a consequence of an appeal process, and has determined that taking such action would be proportionate in the circumstances.

IMI will implement the changes required by the review by 30 September 2017.

In the event that IMI is unable to implement any of the changes required by 30 September 2017, IMI shall immediately notify the VTQ Standards Team.

3. IMI will identify and ensure that all applicable staff receive training on IMI's malpractice and maladministration policy, internal operating process and any other necessary training about the requirements of its Conditions of Recognition by the 1 November 2017.
4. IMI will review staff training arrangements to ensure that applicable staff receive fresher training at sufficient intervals to ensure they are reminded of the requirements in the malpractice and maladministration policy, internal operating process and the requirements of the Conditions of Recognition.

IMI will implement the changes required by the review by 30 September 2017.

With a view to assuring Ofqual that it has complied with this Undertaking, IMI will:

5. On or before the 8 November 2017 provide to Ofqual a Statement of Assurance signed by the Chair of its Governing Body and the Responsible Officer, confirming that it has completed the actions set out in paragraphs 1 - 4 of this Undertaking.

In giving this Undertaking, I acknowledge on behalf of IMI that:

- 1) Ofqual will publish this Undertaking; and
- 2) Ofqual may take enforcement action in respect of any failure to comply with an Undertaking given to it which may include the issue of a Direction, the imposition of a fine, costs or other such action as it deems appropriate.

Signed: Steve Nash

Date: 29 August 2017

Responsible officer