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**Overview**

This standard is about providing a range of technical support to other automotive work colleagues. It includes ensuring technical information is up to date and giving technical advice, instruction and briefings to colleagues.

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**Performance  
criteria**

- You must be able to:**
- P1 check vehicle technical information is up to date and accessible to relevant colleagues
  - P2 check colleagues have the correct technical resources to carry out their work
  - P3 promptly and correctly identify any additional resources required
  - P4 promptly report any problems affecting the work operations to your manager
  - P5 respond promptly and positively to requests for technical **support and advice**
  - P6 provide colleagues with clear instruction on:
    - P6.1 product updates
    - P6.2 technical tasks
    - P6.3 what the results should be
    - P6.4 how they should perform tasks
    - P6.5 the standard that must be achieved
  - P7 deliver technical instruction and demonstrations in a manner and at a speed that is appropriate to the individual(s) concerned
  - P8 give on-going technical **support and advice** to colleagues
  - P9 ensure your **support and advice** is technically accurate and in line with:
    - P9.1 manufacturer's instructions
    - P9.2 your organisation's and legal requirements
  - P10 choose the most effective situation for giving **support and advice** to colleagues
  - P11 give colleagues time to consider your response and give further explanation when appropriate, checking they have fully understood
  - P12 identify and correct mistakes in a way which supports your colleague's self-confidence and praise them when they perform tasks correctly
  - P13 check the work of colleagues at regular intervals and take prompt action to resolve problems
  - P14 suggest possible methods for improving the work of colleagues to your manager, when necessary
  - P15 carry out your checks in a cost effective and efficient manner that is not detrimental to the smooth running of the business

## Knowledge and understanding

You need to know and understand:

### Legislative and organisational requirements and procedures

- K1 the legislation and workplace procedures relevant to:
  - K1.1 health and safety
  - K1.2 employee rights and responsibilities
  - K1.3 the environment including disposal of waste
  - K1.4 appropriate personal and vehicle protective equipment
  - K1.5 the type of vehicle being worked on
- K2 legal requirements relating to the vehicle (including road safety requirements)
- K3 your workplace procedures for:
  - K3.1 recording fault location and correction activities
  - K3.2 reporting the results of tests
  - K3.3 the referral of problems
  - K3.4 reporting delays to the completion of work
  - K3.5 gaining up to date technical information and repair methods
- K4 the importance of working to recognised procedures and processes and obtaining the correct information for automotive work activities to proceed
- K5 the importance of documenting automotive work information
- K6 the importance of working to agreed timescales and keeping others informed of any delays
- K7 the relationship between time, costs and productivity
- K8 the importance of promptly reporting anticipated delays to the relevant person(s)
- K9 the hazards associated with high voltage electrical vehicle components

### Personal skills

- K10 how to recognise when a colleague needs **support**
- K11 how to give straightforward presentations on technical matters
- K12 how to file and store technical information
- K13 how to instruct colleagues and demonstrate tasks clearly and correctly, using coaching and mentoring skills
- K14 how to conduct effective checks of your colleague's work

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- K15 how to choose the best action to take when work is not in line with requirements
  - K16 how to discuss colleague's work with them in a way that will encourage them to be positive and not lead to conflict
  - K17 how to give **advice and guidance** in a way that is appropriate to the colleague you are supporting
  - K18 how to recognise a training need
  - K19 what might happen if you undermine colleagues' self-confidence when correcting mistakes
  - K20 the importance of liaising with your manager when evaluating others' work and giving feedback
  - K21 the importance of continuous development and learning

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### Scope/range

1. **Support, advice and guidance** may be about any of the following:
  - 1.1. fault finding
  - 1.2. fault correction
  - 1.3. customer handling
  - 1.4. time (productivity)
  - 1.5. tools
  - 1.6. equipment
  - 1.7. materials
  - 1.8. technical information

**Additional  
Information****Glossary**

*This section contains examples and explanations of some of the terms used but does not form part of the standard.*

**Alternative fuel**

This is defined as any type of fuel that may be used to power an internal combustion engine, examples would include LPG, bio ethanol etc.

**Manufacturers**

Examples include vehicle and product or equipment manufacturers.

**Methods for improving the work of colleagues**

Examples include further training, on-the-job coaching, giving people more appropriate responsibilities

**Problems**

Examples include equipment, tool and material shortfalls and faults; sustainability, using consumables to full potential, requirements for new resources; lack of technical information; staffing or workload problems; communication skills, inclusivity, training needs etc.

**Situation for giving support and advice**

Examples include one-to-one during a work activity, one-to-one away from a work activity, or to the whole team.

**Support and advice**

Examples include demonstrations, instruction and briefings.

**Technical information**

This could be hard copy, electronic information or verbal advice.

**Vehicles:**

Light vehicles, heavy goods and public service vehicles, motorcycles, heavy vehicle trailers and lift trucks, to include SI, CI, Hybrid, Electric or alternative fuel vehicles.

IMICA15

Provide technical support and advice to colleagues in automotive environments



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<b>Developed by</b>	IMI
<b>Version number</b>	1
<b>Date approved</b>	31 March 2025
<b>Indicative review date</b>	31 March 2028
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	IMI Ltd
<b>Original URN</b>	LV15, HV15, HVT15, LT015
<b>Relevant occupations</b>	Engineering; Vehicle Trades; Light Vehicle Diagnostic Technician (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive)
<b>Suite</b>	Core Automotive
<b>Key words</b>	Technical support advice automotive colleagues