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**Overview**

This standard covers the updating of technical information systems and diagnostic equipment. It also includes testing for, and rectifying, equipment and system problems.

## Performance

### criteria

- You must be able to:
- P1 use safe working practices when dealing with diagnostic equipment and technical information systems
  - P2 ensure installation of updates is carried out promptly following delivery
  - P3 load software correctly following the manufacturer's instructions
  - P4 set the configuration options according to:
    - P4.1 manufacturer's specification
    - P4.2 your workplace procedures
    - P4.3 your workplace preferences
  - P5 take prompt and effective corrective actions to resolve any errors occurring during the loading of the software within the limits of your workplace responsibilities
  - P6 complete any specified product registration procedures within an agreed timescale and accurately, when necessary
  - P7 promptly inform all relevant persons of the completion of the software installation
  - P8 promptly advise the relevant people of any new features and changes to existing functionality
  - P9 effectively test the diagnostic equipment and technical information system using the specified self-test function(s) to identify the **cause** and solution in the event of a **fault**
  - P10 **take** prompt and effective actions to resolve any identified problems in diagnostic equipment and technical information systems using the self-test instructions
  - P11 contact external support services only when the self-test function fails to identify the **cause** of and solution to problems
  - P12 promptly and clearly inform the relevant person(s) of any unresolved loading errors and equipment problems
  - P13 source alternative diagnostic equipment if equipment has to be sent away for repair
  - P14 promptly inform the relevant person(s) if equipment has to be sent away for repair

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P15 promptly inform the relevant person(s) if alternative diagnostic equipment needs to be used / sourced

## 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 the environment (including waste disposal)
  - K1.3 appropriate diagnostic equipment, personal and vehicle protective equipment
- K2 legal requirements relating to the vehicle
- K3 your workplace procedures for:
  - K3.1 obtaining diagnostic software updates
  - K3.2 loading technical information system and diagnostic software to specified destinations
  - K3.3 ordering and fitting diagnostic equipment and technical system equipment replacement and spare parts
  - K3.4 informing others that a technical / software update has taken place
- K4 the importance of recording the version number / issue date of the software and updates used
- K5 how to effectively solve minor errors in the loading of technical information systems and diagnostic software
- K6 how to complete product registration procedures
- K7 how to set the configuration options
- K8 how to identify and resolve equipment and technical information system problems using the self-test function(s) and external support services
- K9 how to access system support services
- K10 diagnostic equipment and technical information system software loading instructions
- K11 the common types and **causes** of errors that can arise during loading of diagnostic equipment and technical information systems software
- K12 the need for correct configuration settings
- K13 the procedures for reporting problems
- K14 the legal requirements governing the use of software
- K15 why the prompt installation of software is important

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- K16 when to apply self-test function(s)
  - K17 the importance of promptly advising people of changes to diagnostic equipment functionality
  - K18 the importance of promptly reporting equipment / software **faults** and failures to the relevant person(s)

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## Scope/range

1. **Causes** of faults are:
  - 1.1. mechanical
  - 1.2. electrical
  - 1.3. electronic
  
2. **Faults** cover:
  - 2.1. software
  - 2.2. hardware

**Additional  
Information****Glossary**

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

**Problems:**

Examples include damaged leads, damaged ports, corrupt software, faulty equipment, lack of connectivity between vehicle and diagnostic test equipment, lack of connectivity between diagnostic test equipment and the workshop information system.

**Solving minor errors:**

A suitable repair, replacement, re-coding or re-programming that rectifies the fault(s) identified.

**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.

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