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Who is this course for?

This online and classroom based training is for staff working in the motor industry and its modules cater for sales and service staff as well as business owners and managers.

Aims:

CTSI in partnership with Institute of the Motor Industry (IMI) have developed the modules to ensure best practice and business compliance in the motor industry.

Objectives:

protect and grow your business by understanding trading and consumer laws
gain knowledge of business compliance and consumer protection
implement systems and processes to mitigate costs and penalties (advanced only)

Learning outcomes:

By the end of the training, each candidate will:

understand the role of the trading standards service
understand trading standards law relating to the motor industry
understand consumer rights
understand and appreciate fair trade and best practice

Course Content:

The course is broken down into a number of modules:

understanding trading law and business compliance – foundation (online)
understanding trading law and business compliance – intermediate (online)
customer service
maintenance and repair
vehicle sales
understanding trading law and business compliance – advanced (classroom)

[Book your place on these courses directly on the IMI website.](#)