

CMI APPROVED & REGISTERED CENTRE HANDBOOK SUMMARY

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CMI Approved and Registered Centre Handbook Summary	
Applies to	CMI Centres, CMI Learners, CMI Staff and Associated Third Parties
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Version Control

This is version 3 of the Chartered Management Institute (CMI) Approved and Registered Centre Handbook Summary. This version replaces all previous ones, and it is each Centre's responsibility to ensure that all staff involved in the provision of CMI qualifications and/or assessments familiarise themselves with this version of the document.

This document is subject to revision, and is maintained electronically. Electronic copies are version controlled. Printed copies are not subject to this control.

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OVERVIEW

Overview

This document provides a summary of the key points of interest from the *CMI Approved & Registered Centre Handbook*. For more detail on any of these topics, please refer to the full aforementioned handbook, which can be accessed from the CMI Policies and Procedures page by using your CMI website login. (<https://www.managers.org.uk/education-providers/policies-and-procedures>)

The CMI Approved & Registered Centre Handbook is broken down into the following sections:

- Introduction to the CMI Centre Handbook
- Section 1 - CMI Membership
- Section 2 - CMI Roles and Responsibilities
- Section 3 - Key Partner resources
- Section 4 - Learner Registration and Certification
- Section 5 - Amending Learner Details
- Section 6 - Learner and Centre Fees
- Section 7 - Quality Assurance
- Section 8 - Roles and Responsibilities of the Centre
- Section 9 - CMI Centre Team Members
- Section 10 - Complaints and Appeals
- Section 11 - Learner Induction
- Section 12 - Assessment
- Section 13 - Internal Verification of CMI Qualifications
- Section 14 - CMI Moderation
- Section 15 - CMI Standardisation
- Section 16 - CMI Qualifications
- Section 17 - Apprenticeships
- Section 18 - The Registration and Monitoring of Satellite Site and Multi Centre
- Section 19 - Policies and Procedures Requirements
- Section 20 - MOD
- Section 21 - Additional Information
- Appendix 1 - Supporting Documents
- Appendix 2 - Glossary
- Appendix 3 - Service Level Agreements

For information on our policies and procedures, please refer to [our website](#).

Should you have any queries about any of the information this document covers, please feel free to get in touch with us at awardingbody@managers.org.uk, or call us on **01536 207000**.

1. Centre Types

There are three different types of CMI centre:

1.1 Approved Centre

Approved centres are partnered with CMI via a fully supported approval process.

- Can deliver and assess CMI qualifications;
- Learners gain complimentary access to online learning materials via CMI ManagementDirect portal and become Affiliate members;
- Staff can also access member benefits and ManagementDirect;
- Dedicated Customer Relationship Manager.

1.2 Registered Centre

Registered centres are partnered with CMI via a fully supported approval process.

- Can deliver CMI qualifications;
- CMI undertake assessment (marking and verification);
- Learners gain complimentary access to online learning materials via CMI ManagementDirect portal and become Affiliate members;
- Staff can also access member benefits and ManagementDirect;
- Dedicated Customer Relationship Manager.

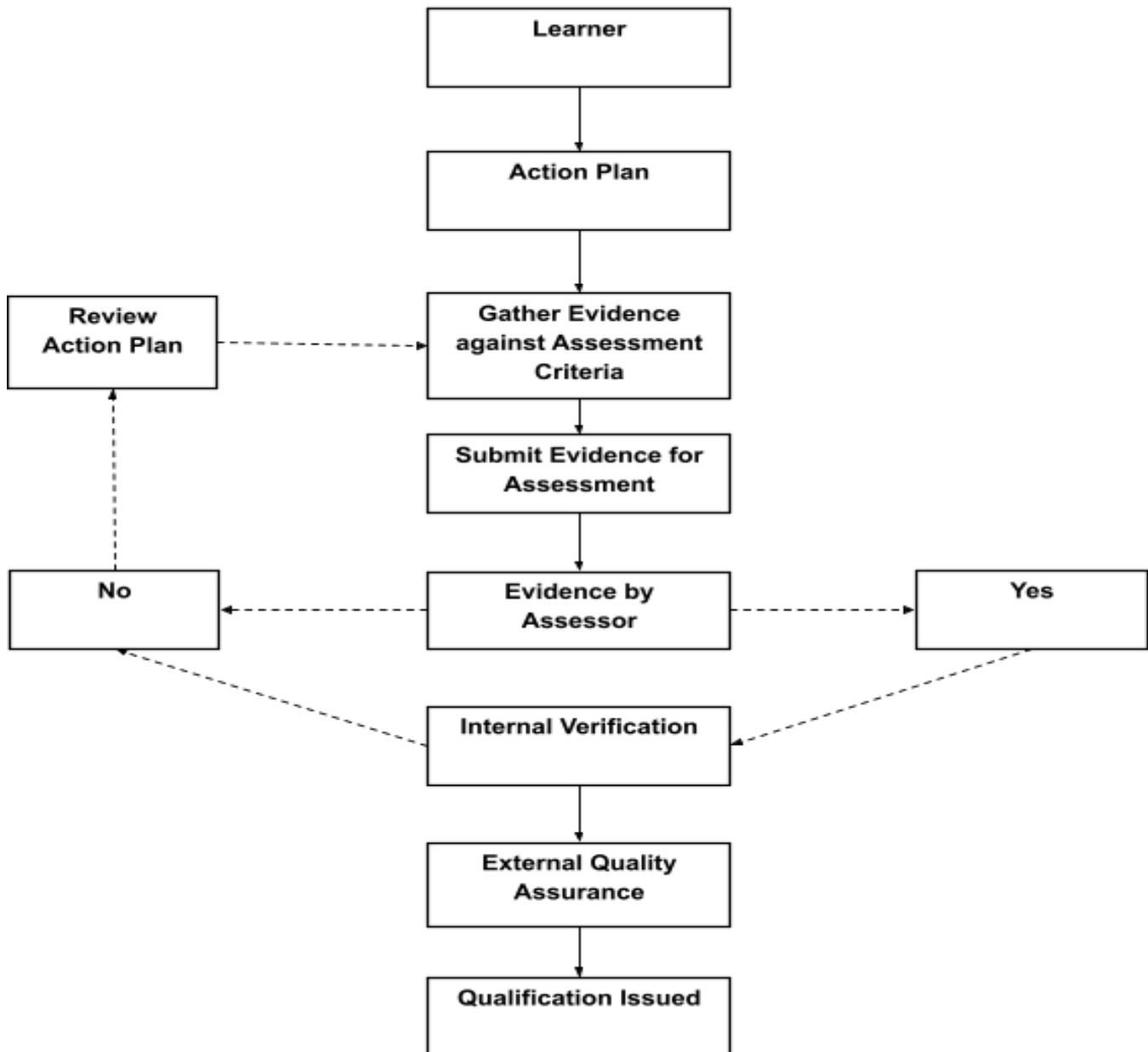
1.3 Recognised Centre

Recognised centres are endorsed by CMI.

- Can deliver CMI recognised/endorsed non-accredited training programmes
- External certification for bespoke training courses
- Learners gain access to CMI membership benefits

2. Qualification Process

An overview of the qualification process for a CMI Centre and its learners is outlined in the diagram below. For more information on this process, please refer to **page 51** of the Centre Handbook.



3. SLA Timeframes

Here you can find standard SLA timeframes for the various aspects of the service we provide to Centres. For more information on SLAs, please refer to Appendix 3 - Service Level Agreements; **page 76** of the Centre Handbook.



All emails and letters will be acknowledged within **5 working days** of receipt.



All telephone enquiries that cannot be dealt with immediately will be addressed within **1 working day**, or an update will be provided if this is not possible.



Learners' registration will be acknowledged in the form of an invoice (with the Learners' details attached), which will be sent to the Centre within **10 working days** of processing the registration. Payment is due immediately upon receipt.¹



Learners will be notified of their CMI membership/registration number within **5 working days** of processing the registration where an email address is supplied.



Learners will be transferred onto another qualification in the event of an error being made at registration within **10 working days** of receipt of a written request from the Centre.



Learners will be withdrawn within **10 working days** of receipt of a written request from the Centre. CMI will not credit or refund registration fees should a Learner subsequently withdraw from the qualification.



Learners will be re-registered within **5 working days** of receipt of a written request from the Centre. An invoice will be forwarded to the Centre within 5 working days.



All External Assessment queries will be replied to within **3 working days**. Upon receipt of all correct External Assessment paperwork, results will be returned to the Centre within **30 working days**.



Invoices will be raised within **10 working days** of receipt of external assessment; payment is due immediately upon receipt.

¹ Contracted partners will not receive an invoice in this instance. PAYG partners will receive an invoice with Learner names listed.



Moderation by CMI via the HUB will be processed within **20 working days**.



Certificates will be dispatched within **10 working days** of the result being verified by the Moderator, with a list attached containing the name(s) of the Learner(s). In case of non-receipt, the replacement certificate will be dispatched within **10 working days** of written notification of non-receipt.

A certificate endorsed “duplicate” will be issued within **10 working days** upon receipt of a completed form and an administration fee.

A replacement certificate will be dispatched within **10 working days** of receipt of the original certificate. An administration fee will be charged where the error lies with the Centre.



A written acknowledgement of an appeal will be issued within **3 working days**. A written response to an appeal will be issued within **20 working days** of receipt of the written appeal. Where an appeal involves multiple learners and/or multiple ACs, the response to an appeal may take longer than **20 working days**.



A written acknowledgement of a complaint will be issued in **3 working days**. A written response to a complaint will be issued within **28 working days** of receipt of the written complaint.



All Centre Visit reports will be sent by email within **10 working days**.

4. Fees

4.1 Centre Fees

There is a Centre fee covering each 12 month period. Additionally, there is a fee for Satellite Centres as well. Multiple sites outside the UK are also considered to be Satellites.

For more information on Centre fees, please refer to **page 21** of the Centre Handbook.

Details on fees can be found in the CMI Fees Guide which is located on the website:

<https://www.managers.org.uk/wp-content/uploads/2020/09/cmi-fees-guide-2020-21.pdf>

4.2 Registration Fees

Fees for Learners should incorporate the CMI registration fee and marking fee (where applicable). All CMI fees are typically payable at registration², except marking fees. This may not be applicable when a centre has a defined payment plan.

Centres are responsible for collecting Learner registration fees on behalf of CMI. CMI will not accept direct payment of registration fees from Learners or from Satellite Centres.

It is not good practice for Centres to withhold Learners' certificates while chasing payments from them.

For more information on Registration fees, please refer to **page 21** of the Centre Handbook.

4.3 Learner Transfers Fees

In the event that a Learner is registered on the wrong qualification and CMI is required to transfer the Learner due to a Centre registration error, then:

- Notification that a Learner is transferring to a different qualification must be given, in writing, to qualifications@managers.org.uk
- The transfer will be made within **10 working days**, upon receipt of written notification.
- Where a Learner transfers to a more expensive qualification, the Centre will be charged an additional fee which represents the cost difference between the qualifications.
- Where a Learner transfers to a less expensive qualification, no extra charge will be made and no refund will be given.

The CMI registration fee is for the period of the qualification or a maximum of three years, or five years for dual accredited programmes.

Re-registration for Learners exceeding the registration period will incur a fee.

For more information on Learner transfer fees, please refer to **page 21** of the Centre Handbook.

4.4 Additional Qualification Approval Fees

Where Centres request additional qualification approval, there is no additional cost.

² Please note that qualification registration fees are non-refundable.

Learners

5. Requirements

Centres are required to ensure that Learners registered onto a CMI qualification have sufficient capability at the right level to undertake the learning and assessment.

5.1 Amendments

It is the responsibility of the Centre, not the Learner, to notify CMI as soon as is practicably possible of any errors or changes to a Learner's details. Amendments should be sent to:

qualifications@managers.org.uk.

HE Partners should notify changes to partnership@managers.org.uk.

Changes to Learner details, including the withdrawal of a Learner from a qualification/Centre will be put into effect by CMI within **10 working days**.

For more information on amendments, please refer to **page 19** of the Centre Handbook.

5.2 Transfers

If a Learner is transferring to a different qualification, CMI must be given written notification, sent to qualifications@managers.org.uk.

If a Learner is to transfer from one Centre to another, CMI will require written agreement from both Centres. Upon receipt of this correspondence from both Centres, CMI will confirm this to both Centre's Programme Directors within **10 working days**.³

For more information on Learner transfers, please refer to **page 19** of the Centre Handbook.

5.3 Exiting a Learner with existing credit

Notification of Learner exit from a qualification, with less credit than originally intended, must be given in writing by the Centre, to qualifications@managers.org.uk

In cases where a Learner has not achieved enough units to complete the full qualification on which they were registered, the Centre may decide to claim a smaller qualification at the same level (NB as the 'smallest' qualification at any level is an Award, this option is not available for Learners originally registered on an Award). The Centre will need to check the qualification Rules of Combination to establish which qualification the Learner is eligible for. Please notify the Qualifications Team that a smaller qualification is being claimed, based on the units already achieved.

The exit will be made within **10 working days** of receipt of the written confirmation of exit from the qualification. This will involve amendment to the Learners PAR to allow exit with credit.

The qualification registration fee is non-refundable

For more information on Learner transfers, please refer to **page 19** of the Centre Handbook.

³ Please note that CMI will not transfer any Learner where there is evidence of plagiarism or malpractice.

6. Registrations

Centres must register Learners with CMI within **6 weeks** of commencing a qualification. Optional units are to be registered as soon as they are known.

Receipt will be acknowledged by CMI via an invoice listing all Learners and their respective membership numbers, which will be sent to the Centre within **5 working days** of CMI processing the registrations.

7. Certificates

All certificates will be sent to the Programme Director at the CMI Centre. Certificates will not be distributed to Learners or Satellite Centres unless there is an agreement in place to do so.

Certificates will be dispatched within **10 working days** of the results being verified by the Moderator. Replacements will be issued by CMI in the case of non-receipt, duplicate certificates and for amendments. Centres will be charged for any duplicates issued due to certificate loss.

7.1 Duplicate Certificates

CMI will issue a duplicate certificate when the original has been lost, stolen or destroyed. A duplicate certificate will be issued when the completed form and administration fee have been forwarded to qualifications@managers.org.uk. The form will ask that the Learner provides a copy of their ID and signs a Statement of Authenticity. A certificate endorsed 'duplicate' will be issued within **10 working days** of receipt of the completed form and administration fee to the Learner or Centre (depending on who has been invoiced).

7.2 Amendments after completion

Notification of an amendment must be made in writing to qualifications@managers.org.uk within 3 months of a Learner completing his/her qualification.

It is the Centre's responsibility to ensure that the Learner's details are correct:

- Where the error lies with a Centre, for example the spelling of the Learner's name is incorrect, an administration fee will be charged for the re-issue of a certificate.
- The original certificate must be returned by recorded post to: Customer Services, CMI, Management House, Cottingham road, Corby, NN17 1TT with written confirmation of the correct details.

A replacement certificate will then be dispatched within **10 working days** of receipt of the original certificate. The Centre will be invoiced for the administration fee.

Please note that it is standard CMI policy NOT to alter and re-issue certificates, in the following situations:

- Following a learner's name change by marriage
- Following a name change but not by deed-poll
- Following a name change by deed-poll after the certificate has been claimed*
- The addition of Post Nominal letters for example: OBE, MBE, BA (Hons) etc.

*CMI will only amend name changes made by deed poll, if the deed poll was in place before the day on which the Learner's results were issued. Therefore, all certificates will remain in the person's name at the time of completion.

Exceptions to the above may be made where the Learner could, for example, be at risk of discrimination and in accordance with the requirements of the Equality Law. Each request will be considered on a case by case basis; but may be permissible under the following circumstances:

- Persons under Government Witness Protection
- Persons who have undergone gender reassignment

In exceptional circumstances, CMI will make a decision on a case by case basis.

7.3 Claiming Certificates - Minimal Threshold & Additional Unit Claims

When claiming for learner certificates, CMI's system will automatically issue certificates where the learner has met the minimal threshold of qualification credits/TQT requirements as stated in the qualification syllabus document.

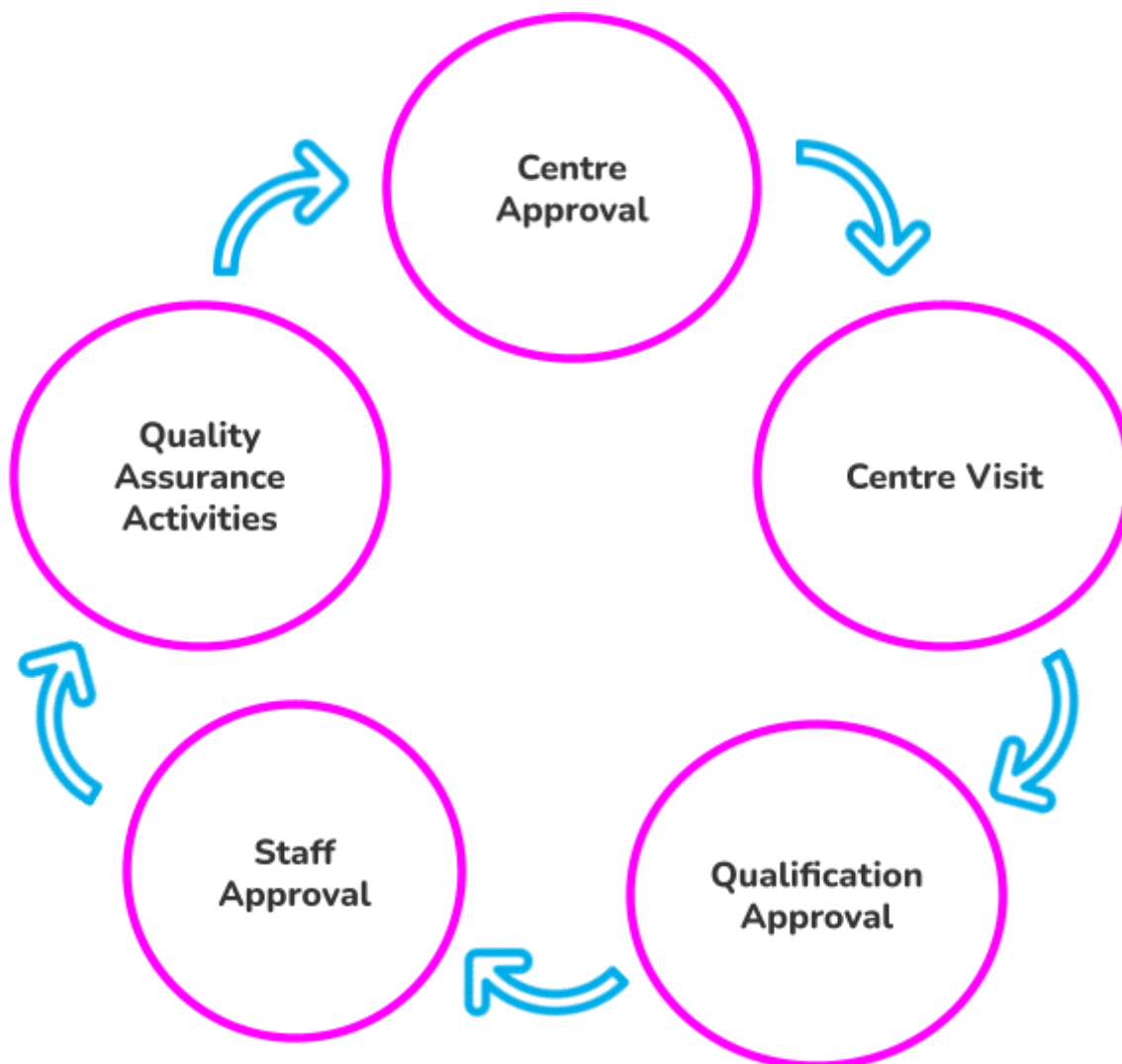
If learners complete additional units above the minimum threshold and the Centre claims for these, then the learners will be issued with a unit completion certificate in addition to the originally issued qualification certificate.

For more information on certificates, please refer to **page 17** of the Centre Handbook.

Centres

8. CMI Centre Journey

The diagram below outlines the journey of a CMI Centre, from initial approval, through the regular, ongoing audit cycle. For more information on this process, please refer to **page 22** of the Centre Handbook.



9. Centre Visits

Centre visits will be conducted by CMI Quality Managers. Frequency is determined by the number of registered Learners and potential risk factors. At a minimum, there will be a visit every 2 years. CMI will determine whether meetings are to be conducted either in face-to-face format or virtually.

For more information on Centre visits, please refer to **page 22** of the Centre Handbook.

10. Centre Staff

Centres must ensure that all staff are approved by the Quality Manager prior to starting

delivery/assessment/internal verification of CMI qualifications, via the HUB.⁴

10.1 Programme Director

The Programme Director is responsible for timely, accurate and valid registration, transfer, withdrawal and certificate claims for Learners.

They are also responsible for ensuring Learner details held by CMI are accurate and that an audit trail of Learner assessment and achievement is accessible. Learner assessments, tracking documents, IV records and Learner records should be stored securely to protect confidentiality. Records should be retained by the Centre for 3 years.

For more information on the role of the Programme Director, please refer to **page 28** of the Centre Handbook.

10.2 Internal Verifier

The Internal Verifier (IV) is responsible for ensuring that the briefs and internal assessment processes at the Centre are fit for purpose.

Part of the IV's role is managing communications, both with Assessors and with the Quality Manager/Auditor. Consult the Handbook for further detail.

For more information on the role of the Internal Verifier, please refer to **page 32** of the Centre Handbook.

11. Assessments

11.1 Assignment Briefs

Centres are encouraged to use a CMI-written assignment brief. The scenario may be amended by the Centre to suit the needs of the Learners or cohorts. Tasks must not be changed. Assessment criteria must not be changed without prior written approval. Use of the CMI assignment brief, although recommended, is not mandatory.

Centre-designed briefs must be presented to the CMI assessment checking service for approval, prior to being issued to Learners. These must be sent via email to assessmentchecking@managers.org.uk.

For more information on assignment briefs, please refer to **page 40** of the Centre Handbook.

11.2 Moderation (Excludes Registered Centres)

Upon completion of the assessment of a Learner's work, the Centre's Internal Verifier will enter the results on the HUB via Assessment Sampling. Depending on the centre, other methods may be in use as a substitute for the HUB system, such as E-Portfolio systems. Once provided with this material, CMI will then undertake the moderation process.

Moderation of marking is another means by which CMI provides quality assurance. Moderators and markers are managed by CMI Quality Managers.

Only approved centres may customise assignments. Any bespoke assignments will need to be approved by CMI prior to implementation. Moderators will review a Centre's customised assignment briefs (where CMI EAs or assessment booklets are not used), assessor feedback, internal verification matrix and Learner's work. They will provide feedback to the Centre.

⁴ This does not automatically provide approved staff members with membership access, or access to Management Direct.

CMI undertakes moderation to ensure that assessments are fit for purpose, and that the criteria against which Learners' performance is differentiated are being applied accurately and consistently by Assessors in different CMI Centres, regardless of the identity of the Assessor, Learners or CMI Centre.

Centres must provide proof that Learners submitted for moderation exist and have completed their programme.

The SLA for moderation is **20 working days**.

For more information on moderation, please refer to **page 51** of the Centre Handbook.

11.3 External Assessment

CMI offers the opportunity for all Centres to have their Learners' assignments externally assessed. CMI have external assessment briefs for all units from levels 2 - 7 of the Management and Leadership qualifications, levels 3, 5 & 7 of the Coaching and Mentoring qualifications, and for all Institute of Consulting (IC) qualifications.

This service provides Centres with a simplistic, professional and cost-effective way to get their CMI Learners' work assessed and certificated within a six week period. Please note that during busy times, the lead time for marking may be longer than 6 weeks. Centres should also factor in the likelihood of referrals and be mindful that multiple submissions may be needed. Details on external marking fees can be found in the CMI Fees Guide: [Information & Resources for Partners and Centres](#)

Access to the CMI External Assessment/Marking is through a auto-enrolment form to gain CMI credentials: [Register for CMI Services](#)

External marking by CMI may include referrals. Please ensure that this is accommodated by internal planning and Learner expectations.

External Assessment marking has an SLA of **6 weeks**.

For more information on External Assessments, please refer to **page 40** of the Centre Handbook.

11.4 Conflict of Interest

Centres are responsible for identifying and managing conflict of interest in the delivery and assessment of CMI qualifications.

For more information on handling conflicts of interest, please refer to **page 36** of the Centre Handbook.

Every effort has been made to ensure that the information contained within this handbook is true and correct at the time of publication. However, CMI products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. CMI cannot accept responsibility for any loss or damage arising from the use of the information in this handbook.

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