



**CMI Awarding Body – Service Level Agreements Ref: AB/STA/0004/Jul18/V06**

**Customer Service**

- All customer emails will be acknowledged within **3 working days**
- All letters will be acknowledged within **3 working days**
- All telephone enquiries that cannot be dealt with immediately will be addressed within **1 working day** or an update provided if this is not possible

**Learner Registration**

**General**

- An Approved Centre must register a Learner with CMI within **6 weeks** of commencing a qualification. Centres should register Learners online using the HUB, CMI's online portal.
- Centres should register Learners on all optional units via the HUB (in the PAR) prior to notifying CMI of Learner passes.
- It is the responsibility of the Centre to notify CMI, in writing, of any errors or changes to a Learner's name, address and date of birth. Amendments will be made within **3 working days** of receipt of written request, apart from where a certificate has already been produced – please see below regarding certificate amendments.

**Learner transfers, withdrawals and re-registrations**

- CMI will transfer Learners to another qualification, where an error has been made at registration, within **10 working days** of receipt of a written request from the Centre
- CMI will withdraw Learners 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.
- CMI will re-register Learners 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**.

**Confirmation and Invoices**

- CMI will acknowledge receipt of a Learner's registration. The acknowledgement, in the form of an invoice, with an attached list of Learner's details, will be sent to the Centre within **5 working days** of processing of the Learner's registration
- Learners will be notified of their CMI membership/registration number within **3 working days** of processing the registration where an email address is supplied.
- **Invoices** will be raised within **5 working days** of Learner registration; payment is due immediately upon receipt. Failure to settle the invoice within 90 days may result in the Centre's permissions to register any further Learners being removed until the outstanding invoice(s) have been cleared.

## Issue of Learner certificates

Once a Learner's assessment is complete, the Centre's Internal Verifier (or nominee) will enter the Learner's results on the HUB via the PAR and then upload sample work as required. This can then be verified by the CMI Moderator and submitted to CMI.

### Certificates

- Will be dispatched within **15 working days** of the result being verified by the Moderator with a list attached containing the name(s) of the Learner(s).

### Replacement certificates

- **Non-receipt** – a replacement certificate will be dispatched within **15 working days** of written notification of non-receipt.
- **Duplicate Certificates** – a certificate endorsed 'duplicate' will be issued within **15 working days** on receipt of completed form and administration fee.
- **Amendments** – a replacement certificate will be dispatched within **15 working days** of receipt of the original certificate. An administration fee will be charged where the error lies with the Centre.

### External Assessment

- On receipt of **all** correct External Assessment paperwork, results will be returned to the Centre within **30 working days**.
- All External Assessment queries will be replied to within **3 working days**
- **Invoices** will be raised within **5 working days** of receipt of external assessment; payment is due immediately upon receipt. Failure to settle the invoice within 90 days may result in the Centre's permissions to register any further Learners being removed until the outstanding invoice(s) have been cleared.

### Quality Assurance

- Centre moderation via the HUB will be processed within **20 working days**
- All Centre Visit reports will be sent by email within **10 working days**
- All Quality Assurance queries will be replied to within **3 working days**

### Qualifications

- CMI will aim to give 12 months transitional notice period to changes within qualifications

### Appeals and Complaints

- A **written acknowledgement** of a complaint will be issued within **3 working days**.
- A **written acknowledgement** of an appeal will be issued within **10 working days**.
- A **written response** to a complaint will be issued within **30 working days** of receipt of the written complaint.
- A **written response** to an appeal will be issued within **20 working days** of receipt of the written appeal.