

## Awarding Body FAQs

<b>General information</b>
<b>How do I access the Centre Handbook?</b>
<a href="https://www.managers.org.uk/Education-Providers/Policies-and-Procedures">https://www.managers.org.uk/Education-Providers/Policies-and-Procedures</a>
<b>What kind of information can I find in the centre Handbook?</b>
Useful contacts at CMI
Roles of staff in a CMI centre including Programme Director
Quality Assurance processes including moderation
<b>I want to make a complaint to CMI, what do I do?</b>
<a href="https://www.managers.org.uk/Education-Providers/Policies-and-Procedures">https://www.managers.org.uk/Education-Providers/Policies-and-Procedures</a>
CMI complaints policy can be located on the website. As a learner if you wish to make a complaint about your centre information is on page 2. In the first instance the complaint must be made with the CMI centre before it is escalated to CMI
<b>I have a query about mapping qualifications, who can I contact?</b>
<a href="mailto:recognised.mapping@managers.org.uk">recognised programme - recognised.mapping@managers.org.uk</a>
<a href="mailto:standards.mapping@managers.org.uk">Apprenticeship standards - standards.mapping@managers.org.uk</a>
<a href="mailto:sandra.otchere@managers.org.uk">Qual mapping - sandra.otchere@managers.org.uk</a>