

Awarding Body Update December 2018

Review of 2018 and planned improvements for 2019.

As you know CMI is always looking to improve the way we work with our Partners. We are continually reviewing everything from processes, to communication and technology to ensure that we are ever evolving to suit our Partner's needs.

We wanted to let you know about an area we are concentrating on at the moment and the improvements we are looking to implement within CMI's quality assurance.

In line with GDPR you will have noticed the introduction of enhanced security for the transfer of documents, but we have also made some internal changes to the department and the processes around quality assurance, for example we are looking to implement the wider use of video conferencing for quality visits with you.

You may notice changes to staff, the introduction of dedicated mailboxes for particular queries, the introduction of support videos for using the HUB, the introduction of FAQs on the website, changes to how CMI holds events and changes to the frequency of centre visits.

During this change process we have been experiencing a number of change-related glitches which have resulted in longer lead times for some services. We ask for your patience during this time and we will endeavour to keep you abreast of current issues.

We welcome your feedback on the changes and look forward to working more effectively together.

CMI has updated all policies, procedures and the Centre handbook to enable our partners to get the right information immediately without having to call or mail CMI found at -

<https://www.managers.org.uk/education-providers/policies-and-procedures>

I would like to make you aware of a number of dedicated mailboxes for specific types of queries in relation to quality assurance and would ask that these be used in order to ensure a speedy response. While we endeavour to reply directly within 5 days to direct email or phone queries, emailing the mailboxes will ensure a faster response.

We value all of our Partners and have exciting new plans for improvements in 2019, we look forward to working with you in the future.

Wishing you a very happy festive season

Very best regards,



Allison Jay
Head of Awarding Body and Compliance

Below find a list of queries and mailboxes for your quick reference.

All CMI quality policies, procedures and centre handbook can now be found at:

<https://www.managers.org.uk/education-providers/policies-and-procedures>

Supplementary documents including templates for marking, IV, authenticity, etc. can now be found on the HUB.

Syllabi for all of our qualifications can be found at: <https://www.managers.org.uk/education-providers/qualification-resource-library>

Quality Assurance dedicated mailboxes

CMI marking: ea.marking@managers.org.uk

Claims and moderation: awarding.body@managers.org.uk

Qualification and Assessment queries: product@managers.org.uk

Other useful contacts

End Point Assessment – epa@managers.org.uk

Chartered Manager – cmgr@managers.org.uk

Membership – membership@managers.org.uk

For all other queries please contact your dedicated Relationship Manager or the Service Team on 01536 207496 or qualifications@managers.org.uk