March 2019 Awarding Body Update

We would like to apologise for the delays you have recently been experiencing in terms of the turnaround for your learners' submissions when using the external assessment service. We can assure you that we are working hard to reduce the backlog we currently have.

In order to provide a more efficient marking service, we have introduced a new automated system which was launched on February 18th 2019. Now CMI has a new, streamlined process for your current and future submissions and many of our partners are successfully using this new system and gaining faster results for learners.

We are currently still in the process of phasing out our old EA marking service system and so some of our partners may find that older submissions (prior to 18th Feb 2019) are taking longer to process than those submitted after February 18th 2019.

As this is a new process we would value your feedback on the functionality of this new system from a partner's perspective and so if any comments would be greatly appreciated. Please send any feedback to EA.marking@managers.org.uk

Guidance for how to use this service is available via an instructional video:

https://www.youtube.com/watch?v=FPzonI6j0vU&feature=youtu.be

Additional guidance is also available on our website.

Registration form for the new EA Marking system:

Please follow the following link to enroll yourself into the new EA Marking system and have any of your colleagues who would like to use the new EA Marking system do the same: http://goo.gl/qv7SWr

Some additional tips when using the new system:

To login to the submission form follow this link - https://tinyurl.com/y5rzw564

Guidance for this link is as follows:

1. Once you reach the sign-in page, bookmark it before logging in - This is so that you do not receive the "You need permission" message,

2. Once on the login page, either select your "*@partner.cmi.org.uk*" account from the list, or select "*Use another account*" and login with your "*@partner.cmi.org.uk*" account. If it asks you to setup two-step verification,

you can skip this step and it will take you straight to the submission form or set it up for added security then continue to the submission form,

3. If your submission fails, please read the entirety of the notification email before calling or emailing as the answer to your issue is likely to be within the email.

Note: Centre's are likely to receive new submissions through the new system before their old submissions due to the two systems running parallel and the old system being slower than the new one.

Reminders:

- The EA Marking SLA is still 8-9 weeks, please do not chase results that are less than this. Once the old system is fully closed the new SLA will be reduced to 5-6 weeks but we will aim to return results quicker than this.

- The Scottish and Police qualifications are now ready for submission on the new System.
    - We are still working on moving MOD learner submissions onto the new system.

- Centre's need only attach the learner's work when filling out the submission form - We don't need to see the previous Mark Sheet, Control sheet, Centre or Learner SoA's etc.

Unfortunately during this transition period there have been some delays with this service and we will aim to address these as soon as possible.

Thank you for your continued support and patience.