

New CMI Moderation System FAQs

FAQs

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FAQs

General

What has happened to the moderation system on the Hub?

Following feedback from our partners, we wanted to provide a moderation system which is user friendly and streamlines the process as much as possible and is compliant with the requirements of our Regulators. The current Hub system will still be used for learner registration, Centre approvals, staff approvals and qualification approvals, reporting, etc.

When is everyone being switched over / transitioned?

To ensure a smooth transition period it will be undertaken in two phases:

Phase 1 - All Direct Delivery Partners such as EPP Training Providers, Employer Providers, Colleges, Employers, Police and MoD will have access to the new system on 1 November 2021

Phase 2 - All Dual Accredited (DA) Partners such as HE Providers, Universities will have access to the new system on 29 November 2021

Do you have any further information of CASS?

Please find a link to a pre-recorded presentation on Centre Assessment Standards Scrutiny (CASS)-

<https://www.youtube.com/watch?v=VHTCC-d7izQ>

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Technical Specifications

Will my Centre be required to upgrade / update our operating systems and internet browsers to accommodate the changes to the Hub 2.0?

We recommend that you use one of the following modern browser's when accessing and logging into the site to use our services to ensure you have a good user experience.

- Google Chrome
- Apple Safari
- Microsoft Edge
- Firefox

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Login

How do I access the new moderation system?

You will need to use your CMI account to login to the system. Please note your username will be your CMI account email address which you currently use to access the CMI website and our member resources. Please note that this is not partner.cmi.org.uk

What happens if I work in multiple roles with different Centres or I need access to one of my other Centres for the purpose of moderation?

The permissions have been set against each user so there is a single sign in, which saves you having to log on as different Centres. This will enable you to sign in and if you are associated to another CMI Centre you will be able to select which Centre you wish the service for.

How do I apply for access for my staff to use the Hub

Currently the Team are working on the staffing section of the Hub, until this is completed all staff members will have to be applied for by the Centre using the staff approvals menu on the current hub system.

I've forgotten my login details, what do I need to do?

If you have any login queries or need to access additional functionality with your login, please contact qualifications@managers.org.uk

FAQs

Claiming for Learners (Requesting Moderation)

Are samples of evidence for moderation, required for each learner?

No, the system will select the learners and the unit(s) it requires for sampling based on the risk level CMI has associated with the qualification for any particular Centre and the set moderation fulfillment levels. This risk level may vary between qualifications at your Centre. Your CMI Quality Manager will be able to provide further guidance on this and the risk level associated with each qualification on your Centre remit.

How do I know how many claims I need to submit to reach the required levels of moderation fulfillment?

Once you have submitted your moderation request for learner certification, the system will review your current moderation fulfillment level and then inform you via email whether there is moderation that is required by CMI. If no further sampling is required, the learner records will be updated and if the learner has met the required credits for qualification certification, the system will automatically issue a certificate. Centre moderation fulfillment levels reset every quarter, however, you can still claim for certification at any time during this period.

If the moderation fulfillment level has not been met and further moderation is required you will then receive a further email from the system indicating what units and what learners CMI wishes to sample as part of moderation process.

FAQs

Claiming for Learners (Requesting Moderation)

How can I see what moderation I currently have ongoing or completed?

The moderation dashboard will provide you information on various stages of what moderation is currently in the system for your individual Centre.

Will I receive a confirmation emails once I have placed a certification claim submission?

At all stages of the claiming and moderation process you will receives notification emails. Within these emails will be embedded links to give you easy access to the required associated claim.

Can I save / create more than one moderation submission at any one time?

Yes, you can multiple moderation requests at any time and there is no restrictions to how many claims that you can have in the system at any one time. However, CMI may place a restriction on additional moderation requests in line with our sanctions policy.

What happens when a learner over achieves on credits/units required for a qualification?

When requesting moderation for learners, the system will indicate the current required unit credits to complete the qualification, the total unit credit already achieved and the projected unit credits that are being claimed for. Once the qualification credit threshold has been reached for the qualification that the learner is registered for, the system automatically issue a certificate for the learner, without you having to manually claim for the learner.

FAQs

Claiming for Learners (Requesting Moderation)

How can I search or sort for a learner?

Yes, there is a search facility when creating a submission, it will also allow you to alphabetically sort learners by name.

Can I register Learners or Cohorts in the system without going through the registration process?

Unfortunately not, all learners have to be registered before certification can be claimed for.

I started / saved a moderation submission but didn't submit, then logged off. How can I go back to or add to my original submission before submission?

You can log back onto the Hub and you will be able to access your moderation dashboard. The dashboard will provide you information on various stages of where moderation is currently at, this will include saved but not submitted submissions.

We have a number of learners / apprentices already going through moderation in the old Hub system what happens to these?

Nothing, CMI will be running the two systems parallel to each other during the transitional period. Any learners submitted and still in the old system before the cut-off date will be moderated in the old Hub. All new certification claims and moderation from the go live date will be in the new system.

FAQs

Claiming for Learners (Requesting Moderation)

I can't find the relevant qualification in the dropdown box for claiming, what do I do?

You can check the status of the approved qualifications on your Centre remit by contacting The Partner Services Team qualifications@managers.org.uk or your CMI Quality Manager.

I have selected, the relevant qualification, but I cannot see the learner I want. Why?

There may be two reasons for this, firstly the wrong qualification has been selected, or the learner has not been registered for the qualification; try using the search facility. You can check the status of your learners by looking at the reports section of the old hub or by contacting The Partner Services Team. qualifications@managers.org.uk

We have a high volume of learners requiring moderation - how do I monitor the various moderation request?

You will be able to access your moderation dashboard when you log on. The dashboard will provide you information on various stages of where moderation is currently at.

I have a large number of moderation request I need to administer - how to submit claims in bulk?

You will be able to use a CSV file that can be pre-populated before accessing the Hub to make a claim. Once uploaded the CSV file will pre-populate the fields within the claim screen. The system will reject those fields that have been completed incorrectly.

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Uploading Evidence

How will the assessment evidence be sent to the Moderator?

All required assessment evidence including learners work, assignment marking sheets, assignments briefs, internal quality assurance records, flexible assessments information, IQA sampling sheet, IQA sampling plan (If Appropriate), Evidence of Reasonable Adjustments (RA) & Special Considerations (SC) will be required to be uploaded to the system.

If prior agreement with CMI has been authorised for moderation to take place outside of the CMI system on the Centre's own eportfolio, SharePoint, Learning platform, etc, the Centre will only required to provide a valid URL link to this in the evidence section.

What different types of files can I upload to the system?

The system will accept all different types of individual files and zipped folders such as zip, rar, doc, excel, google, etc. Please ensure that these files are not encrypted. You will be able to provide additional information to the Moderator for the submission, in the notes section.

Are there any restrictions to the size of the files being uploaded?

Yes, the system will allow any individual file sizes, however, we recommend that when upload a several large files that they a zipped into a folder to reduce size. There is no restriction to the number of files you can upload.

FAQs

Moderation

What happens if the Moderator suspects potential malpractice?

If the Moderator suspect potential malpractice then the moderation request will be automatically placed on hold to ascertain whether malpractice has occurred. All learners within the moderation request where potential malpractice has been found will be placed on hold.

The Centre will be restricted and unable to place any further certification claims until CMI can establish whether malpractice has occurred in this claim and any ongoing moderation requests currently in the system.

Your CMI Quality Manager will contact the Centre Programme Director and discuss the process for an investigation into the potential malpractice. The findings of the investigation will determine whether the learners within the moderation request can be certificated.

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Moderation

Will the Moderator make contact directly with my Centre?

No, all communication will be made through the Hub system, using the notes sections embedded within each moderation request. In some circumstances the Awarding Body Support Team or your CMI Quality Manager may directly contact you to speak about the certification claim or moderation process.

Will Moderators answer queries directly from Centres?

No, all communication will be made through the system. However, in each part of the process there is a note sections, where the Centre or CMI can add notes to support the process.

How will I know if my moderation submission has been accepted or rejected?

You will receive a notification email informing you of the outcome of the moderation process. Within this email will be an embedded link to the CMI moderation report. You will be able to access the report on the system and then download and export or print as required. The report and previous reports can also be found on your moderation dashboard under completed moderation.

I didn't submit the claim, how can I review the moderation report?

You will be able to access the report on the system and then download and export or print as required. The report and previous reports can also be found on your moderation dashboard under completed moderation.

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Moderation

What is the SLA / expected timeframe for moderation?

Once a Centre has uploaded the requested evidence, CMI will then undertake the moderation process; this in most cases will be completed within **21 working days** and then you will be informed of the moderation outcome. In some cases this time period may be extended, if this is the case you will be informed and a new timeframe issued.

What do I need to do if my moderation submission has been rejected?

You will receive a notification email informing you of the outcome of the moderation process. Within this email will be an embedded link to the CMI moderation report. You will be able to access the report on the system and then download and export or print as required.

Contained within the CMI moderation report will be any actions that are required to be completed by the Centre before the claim is re-submitted, there is no requirement at this point to create a new claim. You have upto 120 days to complete these actions, after that period the submission will get archived and a new claim will have to be submitted.

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Moderation

Am I able to make the further certification claims if I have had submissions that have been returned to Centre requiring rectification?

Yes, in most cases you are able to undertake further certification claims even if they are submission that are in the system that have been returned to Centre for work to be rectified.

There may be instances when CMI will allow no further certification claims to be submitted by the Centre due to issues that have been found in previous moderation activities or when CMI has applied a Level 3 sanction to the Centre. In these circumstances the Programme Director at the Centre will be informed that they are unable to make certification claims at that point.

Can I put a new moderation request submission in for a learner who has had their work returned to the Centre during the moderation process and is still in the system?

No, you must still use the original claim for that particular learner and unit. The system will not allow you to claim for the same unit twice if a unit has already been claimed in another submission.

FAQs

Moderation

How comes the whole batch is passed on hold even if some of the learners have gone through moderation successfully?

The reason that the learners within this sample are placed on hold even though some of them may have passed, is that maybe issues contained within the wider batch and until this can be ascertained the batch is on hold for certification.

FAQs

Reporting

Will the system tell me if the learner has achieved the unit/qualification?

You will receive a notification email informing you of the outcome of the moderation process. The dashboard will also provide you information on the outcome of the moderation. If the moderation is successful, the learner records will be updated and if the learner has met the required credits for certification, the system will automatically issue a certificate and this will be dispatched by our team at CMI.

Can I print / export the completed CMI moderation report?

Yes, you are able to download and export a CMI moderation report. This can be downloaded in pdf format only.

How do I access old reports/old system?

When the new moderation system is introduced the current moderation system on the hub will be turned off for all new moderation claims but will be running in parallel until moderation claims have been processed. All moderations reports undertaken on the new moderation system will be available to view on your dashboard.

If you require access to past moderation reports on the old moderation system, you will need to speak to your Quality Manager or request a copy of the Moderators report from awardingbody@managers.org.uk

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Help & Support

What happens if I have a technical problem - who do I speak to?

If you have a technical issue with the system or unable to use the system please first use the user guidance documents for further information and guidance.

If you are still having technical problems, then please contact the Awarding Body Support Team at awardingbody@managers.org.uk

Can't find the answer to your question? Try the links or get in touch

Awarding Body Support Team - awardingbody@managers.org.uk