



END-POINT ASSESSMENT HANDBOOK V1.2

For Training Providers & Apprentices

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VERSION CONTROL

CMI End-Point Assessment Handbook

Applies to	CMI Apprenticeship Centres, CMI Apprenticeship Learners and Associated Third Parties
Effective from and replaces all previous versions prior to	7th of June 2024
Owned by	EPA Operations Team
Reviewed and monitored by	Head of EPA, EPA Operational Manager and EPA Support Manager
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Version Control

This is version 1.2 of the Chartered Management Institute (CMI) End-Point Assessment Handbook. This version replaces all previous ones, and it is each Centre's responsibility to ensure that all staff involved in the provision of CMI qualifications and/or assessments familiarise themselves with this version of the document.

This document is subject to revision and is maintained electronically. Electronic copies are version-controlled. Printed copies are not subject to this control. Users are advised to refer to the CMI website for the most up-to-date version.

History

Page No.	Chapter Title	Amendments Made	Date Amended
Whole Document	Whole Document	EPA System name update and thorough review	28/03/2024
	Update to APM gateway requirements		
	Update to e-portfolio section		
	Update to e-portfolio section		
	Update to Appeals Policy page		
	Update to Fees details for this financial year		

INTRODUCTION

This handbook is designed to detail and explain operational processes for Training Providers and Apprentices who are involved in the Chartered Management Institute's End Point Assessment offering.

This handbook is subject to change. Any changes will be communicated via email.

The key areas of focus for this handbook concern the operation of CMI's systems to ensure that apprentices are prepared and booked for their Live Assessments, and supported throughout the journey. Where relevant, this handbook will provide links to other areas of the CMI website, such as the Toolkit for details on the apprenticeships themselves, and the policies page.

For ease of use, these can be accessed at the following links:

EPA TOOLKIT



[CLICK HERE](#)

CMI POLICIES



[CLICK HERE](#)

CMI WEBSITE



[CLICK HERE](#)

EPA SUPPORT



[CLICK HERE](#)

EPA OFFER



[CLICK HERE](#)

The EPA Operations team are on hand to provide support to Training Providers and Apprentices from 9AM - 5PM, Monday to Friday. We hope that this handbook will provide answers to any queries you may have about the core processes required to successfully manage an apprentice's End Point Assessment, however for any items not covered, you may contact the team at epa@managers.org.uk or **01536 207357**.

EPA TOOLKIT

The End Point Assessment (EPA) toolkit is a resource library for training providers to access information, advice and guidance to set apprentices up for success and ensure they are ready for their End Point Assessment. CMI has worked with a number of partners to ensure guidance information is relevant and informative. All the documents and forms are designed to provide guidance and are not mandated forms.

The templates are the key documents providers will need to support End Point Assessment.

Once you have been granted access, please access EPA Toolkit via the following link:

[CLICK HERE](#)

REGISTERING YOUR APPRENTICES WITH CMI

To register your apprentices with CMI in preparation for End-Point Assessment, you will need to access and utilise the CMI Hub.

Access the HUB at the following link:

[CLICK HERE](#)

Information on how to use the Hub to register your apprentices can be found in the Help section on the HUB.

For any queries regarding the use of the Hub, please contact qualifications@managers.org.uk

We advise that apprentices are registered on the Hub as soon as possible. This will mean that they are also added to CMIAssess, and will have profiles in place, ready for their Gateway and End-Point Assessment when the time comes.

NB: Please ensure that apprentices are registered on the correct version of the correct standard at this point.

Once you have registered your apprentices on the Hub, the CMI Partner Services Team and the CMI EPA Operations Team will work to ensure that the relevant data is added to CMIAssess; this may take 5-7 working days to be completed.

If after this time period, your apprentices are not showing on CMIAssess, please contact epa@managers.org.uk

CMIASSESS

Introduction to CMIAssess

CMIAssess is the platform through which CMI manages Gateways, and requests for Live Assessment bookings.

Setting up your Training Provider user access on CMIAssess

If you wish to set up a new user on CMIAssess, please contact either your Engagement Manager or epa@managers.org.uk with the details of the individual in question, including:



Name



Surname



Email address



Centre name



Centre number

This can be done in bulk if several users need to be set up at one time; please include details of all individuals who require access in a single email to epa@managers.org.uk if necessary.

Password reset

In order to reset your CMIAssess password, please access:

[RESET PASSWORD](#)

Domain name policing

CMI discourages the use of personal email addresses (Gmail, Yahoo etc) for CMIAssess accounts, due to the reason that this poses a risk for individuals that leave the employ of a Training Provider, that sensitive results information may go to these individuals after they have ended their association with the business in question. For that reason we strongly recommend that emails of the Training Provider's domain are used.

Where this is not possible, the responsibility for maintaining and updating staff records on CMIAssess remains with the Training Provider.

Removing a user

If a Training Provider user leaves or no longer needs access to CMIAssess, please inform the EPA team at epa@managers.org.uk as soon as possible so that this user can be removed from CMIAssess.

CMIASSESS

Navigating CMIAssess for Training Provider Users

To access CMIAssess, please visit the following link:

[ACCESS CMIAssess](#)

The ribbon along the top of the page contains each of the key areas you will need to access.

- Apprentices
 - Apprentices: Allows you to access the record of all active apprentices who are yet to complete their apprenticeship
 - Completed Apprentices: Allows you to review the records of all completed apprentices
 - Inactive Apprentices: Allows you to review the record of all inactive apprentices
- Knowledge Tests
 - Schedule Knowledge Test: Allows you to book a Knowledge Test
 - Invigilate Knowledge Test: Allows the invigilator to unlock the Knowledge Test
 - Test Invigilators: Add a new test invigilator
 - My Mock Knowledge Tests: Allows you to go through a mock Knowledge Test with the apprentice
- Reports
 - Please see the section on Running Reports for more details

Student Page

The apprentices completing the standards found below will have a student page on CMIAssess. This will be visible as soon as they login.

- Level 3 Business Administrator AP03
- Level 3 Team Leader/Supervisor v1.2
- L5 Operations/Departmental Manager v1.2
- L7 Senior Leader Apprenticeship v1.1 and v1.2

The student page will differ depending on the standard but will contain valuable resources to provide support during the End Point Assessment stage of the assessment journey.

The student page will also display vital information such as the assessment deadline dates, and will be the area through which the student will upload any work needed for the live assessment.

Also featured is a link to the Apprentice Guide which contains further vital information to support the student.

CMIASSESS

Apprentice management

Checking apprentice details on CMIAssess

You will need to regularly check that apprentice details are shown correctly on CMIAssess.

Once you have logged into CMIAssess you will be able to see all of your registered apprentices listed. The screen will show what apprenticeship standard and version number the apprentice is registered for. It is vital that you check this information carefully to ensure that the apprentices have been registered correctly.

Please ensure that apprentice names are spelt correctly, and reflect the name shown on the ESFA Individual Learning Record (ILR).

You can also reset the password and amend the email address of an apprentice by clicking the profile link next to their name.

If there are any required amendments to the details displayed on CMIAssess, please contact epa@managers.org.uk.

Withdrawals

If your apprentice is withdrawing please ensure you update CMIAssess with this information.

1. Locate the apprentice on the CMIAssess home page
2. Click on Profile next to the apprentices name
3. Locate the Account Active Section
4. Select No
5. Save Status

CMIASSESS

Running Reports

As a Training Provider User, you have access to a wide range of reports on CMIAssess. To access the reports section, simply click on the pink ribbon located at the top of the CMIAssess page.

The available reports are as follows:

- **Live Assessment Date Booking Report:** List of current apprentices showing their gateway and live assessment status/details
- **Completed Knowledge Tests Report:** Key details related to the Completed Knowledge Tests Report including Test date, pass or fail, score and invigilator
- **Completed Apprentices Report:** Key details related to the Completed Apprentices Tests Report including LAD date, signoff date, claim date, grade and score
- **Mock Knowledge Tests Report:** Key details related to the Mock Knowledge Test Report including Attempt numbers, test date, pass or fail and score
- **Key Dates Report:** Key dates including Expected gateway date, gateway deadline, gateway submitted, gateway approved, Knowledge Test date, Live Assessment Date and standard signoff
- **L3 TLS v1.2 Presentation Process Progress:** Key details related to the TLS v1.2 Standard including Presentation start date, presentation deadline, presentation uploaded
- **L3 BA v1.2 Process Progress:** Key details related to the BA v1.2 Standard including Live Assessment date, Knowledge Test Booked, Knowledge Test Passed
- **L5 ODM v1.2 Process Progress:** Key details related to the L5 v1.2: Key details related to the L5 v1.2 Standard including Project Start Date, Project Deadline, project uploaded relating to the Project Proposal
- **L7 SLA v1.2 Process Progress:** Key details related to the L7 v1.2 Standard including Project Start Date, Project Deadline, project uploaded relating to the Strategic Business Proposal

To find information on individual learners, you can use the Search bar located at the top of each report. Additionally, you can specify a date range to filter data relevant to a specific timeframe.

After entering your search criteria, click on the “Search” button. The results will be displayed directly on CMIAssess. If you prefer, you can also choose to export the data to Excel by using the “Export to Excel” option. This way, you can further analyse or save the information as needed.

Break in learning

If you have any apprentices with an agreed Break in Learning you will need to inform the EPA Team. You may also need to amend the apprentice’s start and end date on CMIAssess.

READINESS CHECK

We offer the EPA readiness checks to ensure that training providers have everything in place in the run-up to the EPA gateway. These readiness checks provide the following:

- An opportunity for training providers to check what is required for the gateway
- For the training provider to ask any technical questions relating to the gateway process and the EPA
- For the CMI to demonstrate the CMIAssess EPA portal and to ensure that the training provider and users are set up in anticipation of the gateway submissions
- To enable the CMI to check that apprentices are on the CMIAssess EPA portal
- To enable the CMI to get prior warning of forthcoming gateways and EPAs to aid forward planning

These Readiness Checks will be conducted remotely using google meets, and during the meeting CMI will go through the operational procedures, systems, portfolio mapping and EPA booking support. Our Senior EPA Engagement Manager/EPA Engagement Manager will look at how you are intending to submit the Apprentice's E-Portfolio, Project and supporting evidence and provide feedback where required, We will also look at technical requirements for remote Live Assessments. Learner Data will be checked and you will have an opportunity to raise any questions that you may have on the day.

Please, click the link below to arrange a Readiness check:

[READINESS CHECK](#)

TIMELINES

Reduction of established Timelines

In the event that a timeline for End Point Assessment is compressed due to a request from a Training Provider or Apprentice, the Apprentice will waive the right to appeal on the grounds of that timeline having been compressed.

Deadlines

Level 3 Team Leader v1.2

Before the pre-gateway stage, the apprentice and employer must choose four presentation topics out of six options. The training provider will then submit the final selection of these four topics at the gateway stage. Once the apprentice successfully passes the gateway and a confirmed live assessment date is set, CMI will randomly assign one of the four topics to the apprentice.

The assigned topic and submission deadlines will be available on the Apprentice's Student Page. The apprentice will receive an email with their login details to access their topic and deadlines.

The presentation deadlines will be based on the approved gateway date and the confirmed Live Assessment date. The topic will be revealed 15 working days before the live assessment. The apprentice will have 10 working days to prepare and submit the presentation on their student page.

The apprentice should log in as soon as possible to view the information and confirm their understanding of the presentation deadlines. Once confirmed, an "upload files" section will appear where the apprentice can submit their files by the specified deadline.

The assessor assigned to the apprentice's Live Assessment booking will have five working days to review the presentation before the live assessment takes place.

Level 5 Operations/Manager v1.2 and Level 7 Senior Leader v1.2

The apprentice will need to prepare and submit a 4000 word (+/- 10%) proposal document, a presentation and mapping document.

- For **L5 Operations/Departmental Manager V1.2** only, the terminology for this proposal is Project Proposal
- For **L7 Senior Leader V1.2** only, the terminology for this proposal is Strategic Business Proposal (SBP)

TIMELINES

The deadline for this submission is set off the gateway approval date. The apprentice is entitled to 12 weeks to prepare their Project Proposal/ Strategic Business Proposal.

As the provider there is an option to shorten this allotted time for the apprentice to complete the proposal. This must be approved by the Apprentice and their employer. Confirmation of this must be entered on the “Pre Gateway Form” and uploaded as part of the Gateway submission.

The Project Proposal/ Strategic Business Proposal Upload Deadline Date will be set once the apprentices gateway has been approved. The submission deadline will be determined based on the requested live assessment date. If you, as the provider, along with the confirmation of the apprentice and employer, decide to reduce the 12-week timeline for submission, the deadline will be adjusted accordingly in line with the requested live assessment date.

Please note that in this situation, the apprentice will waive their right to appeal on the grounds of having insufficient time to prepare.

The assessor assigned to the apprentice’s live assessment will have two weeks to review the uploaded project proposal.

Once the apprentice has completed the three requirement documents, the documents will need to be submitted on their Apprentice Student Page. The apprentice will receive an email with their login details to access their deadlines.

The apprentice should use the “Upload Files” icon and confirm the word count of the proposal, which should be within 10% of 4000 words. The word count must be confirmed.

- For **L5 Operations/Departmental Manager V1.2** only this word count includes tables, graphs, and figures but excludes references and annexes.
- For **L7 Senior Leader V1.2** only, the word count excludes tables, graphs & figures, references and annexes.

The minimum number of documents must be uploaded before the “Submit Project” button appears, which the apprentice needs to click to submit the project. The apprentice will be prompted to confirm their agreement and understanding of the requirements.

Once the apprentice uploads their Project Proposal/ Strategic Business Proposal, the assessor will have 24 hours to review it. The assessor will either accept or reject the submission. The apprentice, training provider, and employer will be notified of this decision via email. If the assessor rejects the submission, the reasons will be provided in the email, along with a new deadline of 3 working days from the rejection point. The apprentice will need to upload revised documents on their student page.

GATEWAY

Introduction to Gateway

The Gateway is the mechanism through which the apprentice's work leading up to End Point Assessment is collected and indexed.

For more information and detail on Gateways please consult the EPA Toolkit.

Expected Gateway Dates

Expected Gateway Dates are to be added to CMIAssess by the Training Provider. On the home screen of CMIAssess, you will see a list of your apprentices.

Click on the calendar icon  under the Expected Gateway Column. A calendar will display for you to select the Expected Gateway Date.

If you would like to change this date, you will be able to change this input until one month before the selected date. The Expected Gateway Date will then be locked.

If you need to change the date once locked, please let your Engagement Manager or the EPA Team know via epa@managers.org.uk.

Adding and uploading evidence to Gateway

To access Gateway, open the profile of the apprentice in question. This will automatically open the Gateway page.

You can upload evidence at any point prior to the Gateway, such as start and end dates and English and maths results. Please ensure you click the **save** button at the bottom of the screen once you have uploaded evidence.

N.B.: When uploading documents to the Gateway, while you can upload files of any type including .doc and other Microsoft format files, please ensure that you do not include **embedded** documents **within** any.doc or other Microsoft format files. CMI's assessment service is based on a Google platform and these files often do not load or appear correctly. If you are unsure, please contact epa@managers.org.uk

GATEWAY

The following prompts must be completed or answered. When completed, this is also done on behalf of the apprentice's employer:

- Apprentice's date of birth
- Programme Start: this must be the same date as the ILR. Please click on the calendar on the right hand side of the box to input this date; do not input this manually.
- Programme End: this must be the same date as the ILR. Please click on the calendar on the right hand side of the box to input this date; do not input this manually.
- The apprentice has been registered for a minimum of 12 months: This is a funding compliance requirement, you will need to select yes to proceed.
- The apprentice has completed a relevant qualification: If the apprentice has completed a qualification as part of their apprenticeship, please select yes and put details in the free text box
- English and maths qualifications: you need to upload the certificates here. If the apprentice name is different, we will need evidence of the name change. If the apprentice has non UK qualifications, we will need ECCTIS validation.
 - Please see section on **English and Maths evidence** below
- Eportfolio: We will need the link to the apprentice's portfolio, or zipped files
 - Please see section on **Eportfolios** for more detail
- Mapping document: for the portfolio, this is mandatory.
- Certificate Authorisation Form - this form gives the CMI permission to apply to the ESFA for the Apprenticeship Certificate on behalf of the apprentice. This must be signed by the apprentice (digital signatures are allowed)
- Certificate Contact Information - this is the address that you want the Apprenticeship Certificate to be sent to. Please ensure you provide as detailed an address as possible. We recommend using the apprentice's home address.

There are several items that are unique to particular standards, outlined below:

	L3 BA AP01	L3 BA AP03	L3 TL/S V1.1	L3 TL/S V1.2	L4 APM	L5 ODM V1.1	L5 ODM V1.2	L6 CMDA	L7 SLMDA	L7 SLA
Evidence of CPD										
Project subject										
Topic options										
Gateway review confirmation										
LAD Requested								*		
Project Proposal Scoping										
Strategic Business Proposal (SBP) Scoping										
Working towards or completed a Project Management Qualification										

*Dependent on registered standard of CMDA; please complete if field is present, ignore if not

GATEWAY

For **L3 Team Leader (Supervisor) & L5 Operations/Department Manager** only:

- CPD: This is assessed separately

For **L3 Business Administrator Apprenticeship** only:

- Is the Project a **change project** or a **process project**? Please select the correct project subject

For **L3 Business Administrator V1.2** only:

- Is the Project a **Process improvement** or a **Business issue/need**? Please select the correct project subject

For **L3 Team Leader Or Supervisor V1.2** only:

- The apprentice and employer need to select 4 from the 6 topic options, CMI will then assign the topic post-gateway.
 - **You will need to choose 4 topic titles that have been agreed with the employer and apprentice.**

For **L3 Team Leader Or Supervisor V1.2, L5 Operations/Departmental Manager V1.2 & L7 Senior Leader V1.2** only:

- Gateway Review Confirmation

For **L3 Business Administrator V1.2, L3 Team Leader Or Supervisor V1.2, L5 Operations/Departmental Manager V1.2 & L7 Senior Leader V1.2** only:

- Live Assessment Date Requested - This is a requirement, clicking on this will take you to a new page for you to request a Live Assessment Date.
 - **Please note, the CMI will have to confirm the date selected, subject to Assessor availability; please consult the section on Requesting a Live Assessment.**
 - **A Live Assessment date can be requested before the gateway, however, requests will need to be made to submit the gateway, please consult the section on Pre-Gateway requests.**

For **L5 Operations/Departmental Manager V1.2** only:

- WBP Scoping Document
 - **Please refer to the EPA Toolkit**

For **L4 Associate Project Manager Apprenticeship** only:

- The apprentice has identified the 15 learning areas in the portfolio
- The apprentice has identified the 5 out of the 15 learning areas which will be the focus of the presentation
- The apprentice has identified the 10 out of the 15 learning areas which will be the focus of the professional discussion
- The Apprentice is working towards, or has completed a Project Management Qualification

For **L6 Chartered Manager (Degree) ST0272 V1.1 & L7 Senior Leader Masters Degree** only:

- You will need to upload a copy of the degree awarding transcript or letter on headed paper that confirms that the degree is going to be awarded.

For **L7 Senior Leader V1.2** only:

- SBP Scoping Document
 - **Please refer to the EPA Toolkit**

GATEWAY

Portfolios

Our preferred method of receiving the learner's portfolio of evidence is by uploading this as a zip file to the gateway page on CMIAssess.

Portfolios can either be uploaded to the gateway page of the apprentice as a zip file or an e-portfolio link can be provided.

If the files are too large, the files can be broken into separate files of smaller size and numerous files can be added to CMIAssess.

Size of files & Dropbox

As the last alternative, dropfile can be used, but please use CMIAssess as much as possible. If you have a large zip file over 300mb you will need to send this to <http://bit.ly/CMI-EPA-FileDrop>, however our maximum file size of the filedrop is around 1gb.

You can upload 300mb files directly to CMIAssess.

E-Portfolios

If you are using an e-portfolio, the link can be added to CMIAssess under the External Portfolio Info section.

Please add the e-portfolio link to the linked section of the gateway, as well as the external portfolio section with the userID and password if applicable. Please, input the following information in this section:

- E-Portfolio URL
- UserID
- Password
- Training Provider notes if relevant

This information will be sent to the assigned Independent Apprenticeship Assessor. If there are any problems with the login, you will receive an email from CMIAssess detailing that the Independent Apprenticeship Assessor is unable to access the E-portfolio. Please review the details and ensure the e-portfolio is allocated to the correct Independent Apprenticeship Assessor. If you need assistance with granting portfolio access please email epa@managers.org.uk.

GATEWAY

English and Maths evidence

It is a requirement of the ESFA funding rules and all Apprenticeship Standards, that apprentices have achieved English and maths qualifications at the required level, dependent on the level of the Apprenticeship Standard being completed.

The ESFA provides guidance on acceptable English and maths qualifications. These can be found at the following link:

[ESFA GUIDANCE](#)

NB: CMI does not provide a service validating these certificates; please use the link above exclusively for this process.

For International English and maths qualifications, you will need to obtain an ECCTIS validation to ensure that the qualifications completed are equivalent to UK English and maths. You can access ECCTIS at the following link:

[ECCTIS VALIDATION](#)

The ECCTIS evidence should be uploaded to CMIAssess, together with the original International qualifications.

If the English and maths qualifications are in a different name, then we will need evidence of the name change, for example:

- Marriage or Civil Partnership Certificate
- Deed Poll
- Birth Certificate
- Decree Absolute if multiple name changes have occurred

This evidence should be uploaded in English and maths areas of CMIAssess.

GATEWAY

Gateway submission

Once you complete all of the Gateway processes, you should click on the submit button.

NB: Please ensure that you do click submit, rather than just save, to ensure that the Gateway process is completed. Bookings that have saved and unsubmitted Gateways attached to them may be subject to cancellation by CMI.

If you have not completed all the Gateway processes, you will not be able to submit and you will see the incomplete items at the bottom of the screen.

NB:

- Gateways must be **submitted** a minimum of **15 working days** prior to the booked live assessment date, to allow for the 5 working days for review, to ensure that the booked live assessment is not at risk of being cancelled.
- CMI will automatically cancel any booked live assessment taking place within 10 working days that does not have an approved Gateway, which will incur a cancellation fee for the Training Provider (please see section on Cancelling a Live Assessment).
- For standards TLSv1.2, ODMv1.2 and SLA then the assessment plan timelines apply as follows:
 - **TLS v1.2 Gateway must be approved a minimum of 15 working days prior to the LAD (10 for presentation plus 5 for IA review)**
 - **ODM and SLA: 14 weeks prior to the LAD (12 for project/SBP plus 2 for IA review)**

KNOWLEDGE TESTS

Booking a Knowledge Test

If the standard your apprentice completes requires you to book a Knowledge Test, this can be done in CMIAssess.

1. Locate the apprentice within the list of apprentices on CMIAssess's home page. You will need to complete the Gateway and this Gateway will have to be approved.
2. Once you are ready to book the Knowledge Test, access the apprentice's profile.
3. A pop-up will appear with the wording "Apprentice can be booked for Knowledge Test." Click **Book Knowledge Test now**.
4. This will take you to a new screen to enter the relevant details.
5. First, enter the date and time you would like to book the test:
 - a. Click on the calendar icon and select the date
 - b. Click on the clock icon below the calendar, select the correct time
6. Designate a test invigilator
 - a. If the test invigilator is an employer user, expand the drop-down menu and select the relevant individuals name and email address
 - b. If the test invigilator is a TP user, locate the "All TP users" box highlighted in pink. Select the relevant individuals name and email address
7. Click **Schedule Knowledge Test**
8. At this point, an email will be sent to the apprentice and the test invigilator with confirmation of the date and time of the knowledge test and instructions.

If for any reason, you have made an error, select Clear Schedule Knowledge Test

If you would like to exit this page at any point, click Back

Set up a new employer invigilator

If you would like to set up a new invigilator, you can locate this option as you would above.

1. Locate the apprentice within the list of apprentices on CMIAssess's home page. You will need to complete the gateway and this gateway will have to be approved.
2. Enter the apprentice's profile.
3. A pop-up will appear, Apprentice can be booked for Knowledge Test, click Book Knowledge Test now
4. Locate Add Test Invigilator Account section
5. Enter First name, Last Name, email address, and password
6. Save Test Invigilator
7. The invigilator will be added to the drop-down menu

If the new test invigilator is a TP user, please inform your Engagement Manager or the EPA team to assist you with this.

KNOWLEDGE TESTS

Invigilator guidance for unlocking the knowledge test

The invigilator will receive an email with the date and time of the scheduled knowledge test.

1. Once logged in, a list of apprentices will be visible to the invigilator.
2. Ensure the standard the apprentice is completing is correct under the Knowledge Tests available for the Invigilation section. If not, expand the dropdown and select the correct standard
3. Locate the correct apprentice.
4. Click the tick box next to the apprentice's name to ID check the apprentice
5. Select Unlock Knowledge Test for selected candidates
6. Confirm whether the invigilation is is person by selecting Yes (Apprentice(s) are in the same room with me) or No (remote invigilation)
7. Click continue

Access will now be granted to the apprentice to access their knowledge test

Invigilator guidance

Guidance for Invigilators can be found at the following link:

[INVIGILATOR GUIDANCE](#)

Apprentice guidance for locating the knowledge test

The apprentice will receive an email with the date and time of the scheduled knowledge test.

- Once the apprentice is logged in, the apprentice will find their student page.
- Here the apprentice can take a mock knowledge test. This test can be taken at any time.
- The apprentice will also find the details for the graded Knowledge Test.
- The knowledge test will be visible to the apprentice as soon as the invigilator has unlocked the test. The link will also only appear at the exact date and time that the test is scheduled for.
- Once completed, the apprentice will be presented with their grade.

Move a Knowledge Test date

To move a Knowledge Test once booked, locate the Knowledge Test section in the pink ribbon at the top.

1. Locate the Schedule Knowledge Test
2. Locate the apprentice
3. Click the tick box, under Select next to the apprentice name
4. Clear Schedule Knowledge Test for Selected Apprentice
5. Follow the process outlined in **Booking a Knowledge Test** to rebook the test

REQUESTING A LIVE ASSESSMENT

In order to secure the Live Assessment for an apprentice, a date must be requested to begin with. In the interest of securing the most desirable date for the apprentice, CMI recommends that the request is made as soon as possible, depending on the standard, to provide the best opportunity for the exact date to be secured.

NB: As a provider, you have until the 15th of each month to make booking requests for the following month; after this date, booking requests will be closed.

To request a Live Assessment for an apprentice, please complete the following steps:

For Pre-Gateway requests:

1. Access the apprentice's profile
2. Ensure there is an expected Gateway date for the apprentice
 - a. If not, please consult the section **Expected Gateway Dates**
3. Select **Request a booking** under the section LAD Status
4. A booking pop-up will appear
5. Input the preferred date and time slot (AM/PM) for the apprentice to sit their Live Assessment
6. Click **Submit Request**. This will then send the request through to the EPA Bookings Team.

For requests made during Gateway submission:

Following standards only:

- **Level 3 Business Administrator AP03**
 - **Level 3 Team Leader/Supervisor V1.2**
 - **Level 5 Operational/Departmental Manager V1.2**
 - **L6 Chartered Manager (Degree) ST0272 V1.1**
 - **Level 7 Senior Leader V1.2**
1. Open the gateway page for the Apprentice in question
 - a. Please consult the section on **Adding and uploading evidence to Gateway** for more detail
 2. Locate the Live Assessment Date requested section
 3. Click on **Request Live Assessment Date**
 4. A booking pop-up will appear
 5. Input the preferred date and time slot (AM/PM) for the apprentice to sit their Live Assessment
 6. Employer details must be added by populating the pertinent fields
 - a. This is not required for L6 Chartered Manager (Degree) ST0272 V1.1
 7. Click **Submit Request**. This will then send the request through to the EPA Bookings Team.

REQUESTING A LIVE ASSESSMENT

NB: This is only a **request** for a Live Assessment Date, not a confirmation. The request will be monitored and attended to by the EPA Bookings team, in order to secure an assessor for that requested date, however it is not always possible for CMI to provide an assessor at the requested date and time, particularly during peak periods.

The EPA Bookings Team may, in some instances, email an apprentice directly to determine whether there are alternative dates and times when they can sit their Live Assessment; in these instances, the Training Provider contacts will always be copied into the email. This process allows the EPA Bookings Team to work towards confirming a booking sooner rather than later.

JMCA: Panel members

For the Junior Management Consultant Apprenticeship, a panel will need to attend the Live Assessment alongside the apprentice. Please, refer to the JMCA assessment plan for more details on what the panel is required to do on the date of the Live Assessment.

To inform CMI of the panel members, please email epa@managers.org.uk with the name and email address of the Panel's members.

Change of Live Assessment Date Request

If for any reason there is a need to change the Live Assessment date to an earlier date or a date no longer available for requests via CMIAssess, you may request this via the following form: <https://forms.gle/dFgtoATmKmjQneRH7>. Please note that this request should typically be supported by an extraordinary circumstance that can be used to justify the move to an earlier date.

This will allow the EPA Bookings Team to review your request and determine whether there is an opportunity to move the booked Live Assessment. Please note this is not always possible.

If you wish to book for a later date that is available to be requested via CMIAssess, you must cancel the existing request, and then complete the process for **Requesting a Live Assessment** again. If the Live Assessment has been booked however, this may incur a cancellation charge; please see the section on **Cancelling a Live Assessment** below.

NB: If you submit a Change of Live Assessment Date request that is not ultimately honoured, please note that it is the Training Provider's responsibility to cancel the original date if necessary, as this will not automatically be done by CMI.

ACCESSING YOUR LIVE ASSESSMENT

Live Assessments are conducted remotely through Google Meet. Once the live assessment booking is confirmed, the apprentice will receive an email. This email will include:

- Detailed instructions and information about what to expect at the Live Assessment
- Confirmation of the date and time of the Live Assessment
- The Google Meet link

The invite will be sent to the apprentices email address on CMIAssess. The Training Provider user who requested this booking, will be copied to the email as well.

If the invite has not been received or you need to change the email address this invite is sent to, please email epa@managers.org.uk. Please note that the existing invitation can be forwarded to any other email address and will remain functional, the invitation does not need to be sent out via the EPA team again; the essential information in the invite is the Google Meet link itself which will remain functional unless there is an alteration to the booking itself.

NB: There is no requirement for the apprentice to “accept” the invitation; on many systems the invitation will be non-functional regardless. This will not impact the Live Assessment in anyway, and there is no requirement to contact the EPA team if this is the case.

On the day of the live assessment, the apprentice will need to join the Live Assessment using the link found in the invite. The apprentice will need to confirm their name and request to join the meeting. The assessor will admit the apprentice to the call.

If there are any problems accessing the live assessment, the apprentice or training provider will need to call the EPA team at **01536 207357** as soon as possible.

ACCESSING YOUR LIVE ASSESSMENT

Test call

CMI holds a test call every Tuesday & Wednesday at 10:00 AM.

CMI uses Google Meets for the Live Assessments. To ensure this runs smoothly on the day, CMI has implemented these sessions to ensure that the technology works before the Live Assessment takes place, to better prepare apprentices.

The call will allow all apprentices to use Google Meets prior to their Live Assessment. Please use the link below to join this test call from either a Google Chrome or Mozilla Firefox browser:

TUESDAY & WEDNESDAY SESSION

The EPA team will be in the test meeting from 10:00 - 11:00 AM. Due to the volume of apprentices attending this session there is sometimes a queue at 10:00 AM; CMI asks that apprentices please be patient in this instance as it may take some time to be admitted to the call; they may be “timed-out” and will need to rejoin the call after 10 minutes.

The test calls are a drop in session and you may request to join at any point during the allocated hour.

Please note and advise apprentices that these sessions are in place to deal with connectivity with Google Meets and are not for dealing with other apprenticeship and EPA queries; the attending CMI staff member is prohibited from answering any other queries during the test call.

Testing Google Meets individually

We recommend that you check that you can access Google Meets before Live Assessment. To test your Camera, Microphone and Sound, follow these steps:

1. Go to <https://meet.google.com/>
2. Click on settings icon  at the top right
3. Here, you can test your microphone by talking and making sure that the blue icon picks up your voice.
4. To test your speakers, click on “Test” and the sound will start playing.
5. If you don't hear any sound or your microphone is not working, make sure that the correct device is selected, your devices are plugged in and try testing it again.
6. To test your camera, select Video and you will see your camera settings.

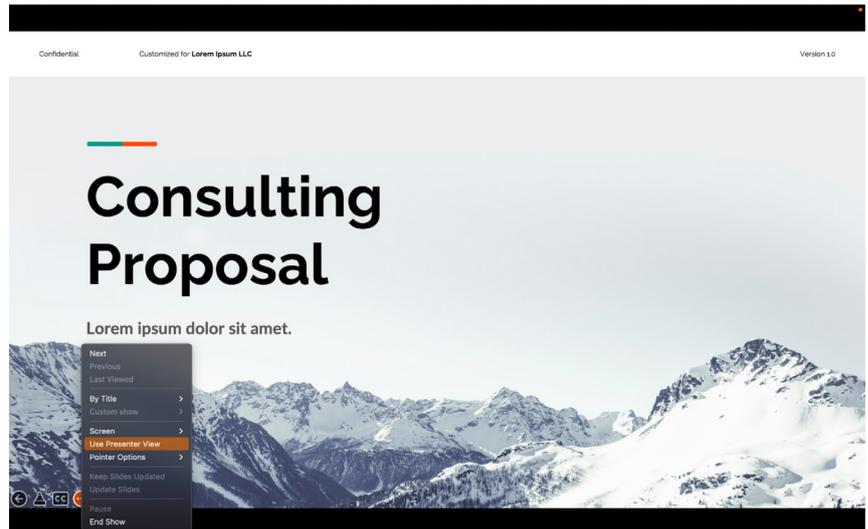
Please note, if you're using Google Meets for the first time, you might get a pop up on the top left asking you to give access to use your microphone and camera.

At some point in the Live Assessment, you will be asked to **share your screen** to showcase your presentation. To do this, please follow these instructions.

ACCESSING YOUR LIVE ASSESSMENT

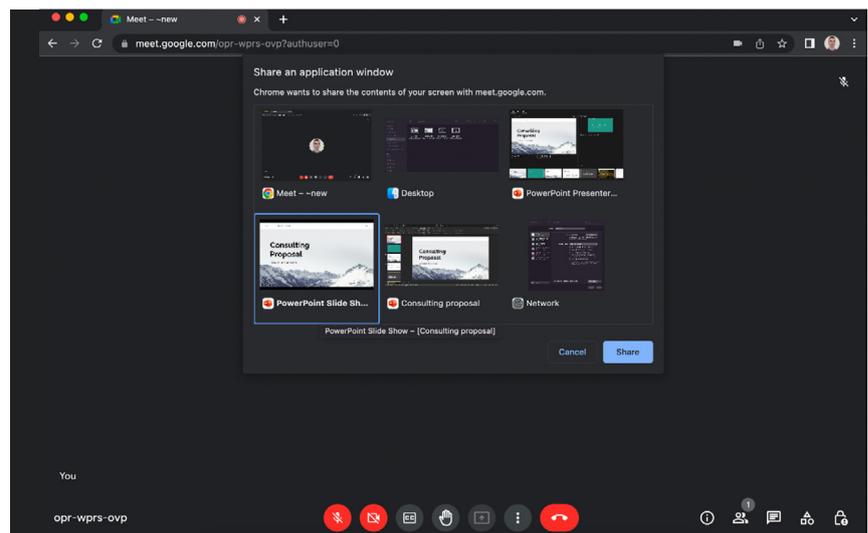
Powerpoint

1. Play your slideshow in the present mode
2. In the bottom left corner, you should see a few buttons. Click on the icon that has 3 dots and select "Use Presenter View"
3. You should see your slides in the presenter view. To share just the slides without showing your internal notes with the Google Meet call participants, hold down the **Alt key** and click the **Tab**



key until you reach your Google Chrome or any other browser tab that you are running Google Meet from. On an Apple Mac compatible system, the process is the same, except instead of an Alt key, you would use the Command key.

4. Once you're back in the meeting screen, click on the Present Now button  located at the bottom of your screen.
5. Make sure you present a **Window** and select the window with the name of "PowerPoint Slide Show"
6. Once the slide show window is selected, click on share and you should be taken back to your presenter view. If it puts you in a normal presentation mode, use Alt + Tab (Cmd + Tab on Macs) to get yourself back to the presenter view window. Google Meet call participants will now only be able to see your presentation and you will be able to see your notes with the presentation on the side.

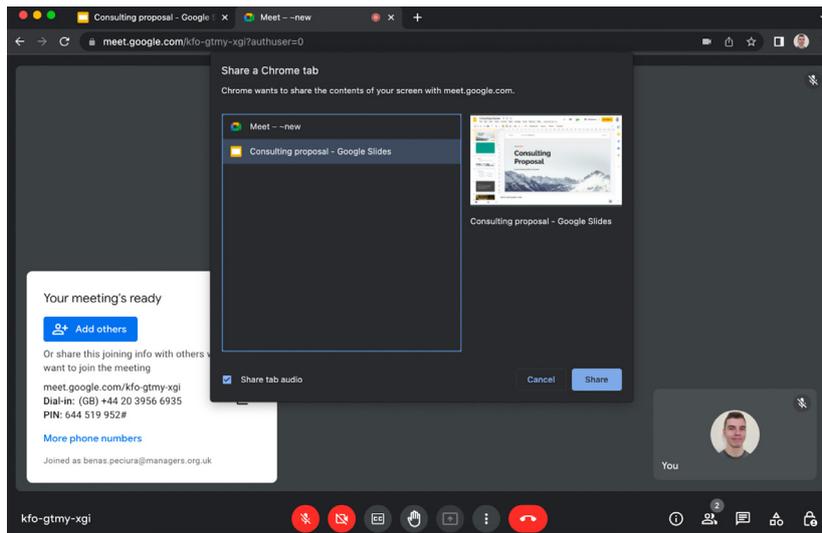


NB: There may be compatibility issues with the Web-based app for Powerpoint; if this occurs, please consult the section on **Change of platform requests**

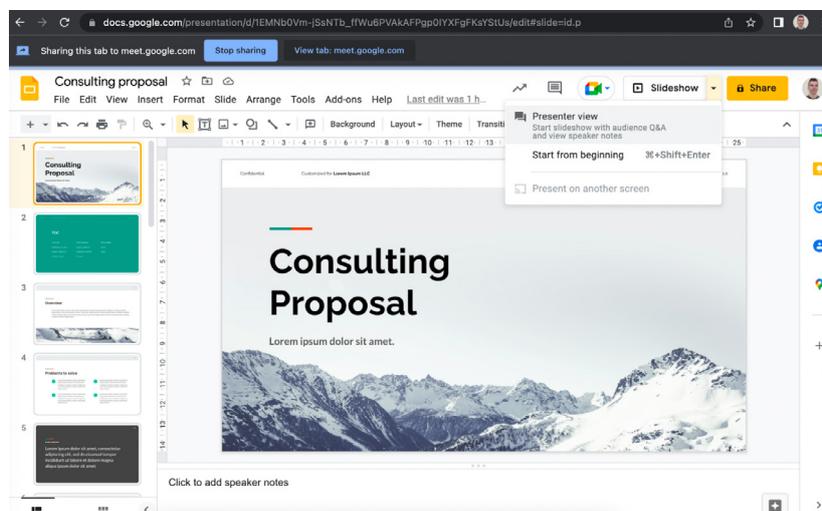
ACCESSING YOUR LIVE ASSESSMENT

Google Slides

1. Have your Google slides presentation open in your browser. In the Google meet call, click on the Present Now  button located at the bottom of your screen.



2. You should then see 3 different presenting options. Make sure to share just the tab and not the entire screen or the window.
3. In there, you should see your Google slides tab. Select that and click on “Share”
4. Once that’s done, go back to your presentation and in the top right corner click on the arrow that’s beside “Slideshow” and select “Presenter view”. Once that’s done, Google meet call participants will only be able to see the presentation, meanwhile you will be able to see your presentation and your speaker notes as well.



ACCESSING YOUR LIVE ASSESSMENT

Change of platform requests

If Google Meet is not accessible by the apprentice, there is an option to use an alternative platform. As CMI only has a licence to utilise Google Meet, the apprentice, employer or training provider will need to facilitate and administer the alternative meeting platform invitation. This may require the administrator who sets up the alternative meeting platform to be present at the start of the Live Assessment to allow all parties access to the virtual meeting room.

An email will need to be sent to epa@managers.org.uk with an invite to the preferred platform. This link will need to mirror the date and time of the Google Meet link.

The apprentice must not record the meeting, this will be done by the assessor.

Assistance on Live Assessment Date

If you require any other support on the day of your Live Assessment, please immediately call the CMI EPA Team on **01536 207357**.

You may wish to also send a supporting email with **URGENT - LIVE ASSESSMENT** to epa@managers.org.uk

The EPA team will work to coordinate with your allocated assessor to ensure that any issues are resolved urgently.

CANCELLING A LIVE ASSESSMENT

In the event that a Live Assessment is no longer required or no longer viable, you may choose to cancel.

This can be done by accessing the apprentice's page, and in the LAD Status column clicking **Cancel Request** or, in the event of a confirmed Live Assessment, **Cancel Booking**.

You will be required to select one of the following reasons for cancellation:

- Apprentice not ready due to:
 - **Portfolio not ready**
 - **Knowledge test referral**
 - **Functional skills referral**
- Postponement due to:
 - **Urgent work commitment clash**
 - **Sickness**
 - **Technology problems**
 - **Left Employer organisation**
 - **Urgent Medical Appointment**
 - **Sickness - Medical Note Provided**
 - **Premature Maternity/ Paternity Leave**
 - **Jury Service**
 - **Annual leave**
 - **Gateway not complete**
 - **Presentation not uploaded**
 - **Project Proposal Rejected**
 - **EPA Review Panel Issue**
 - **Panel member withdrawn**
 - **Staffing Shortage**
 - **Funeral**
 - **Technical/Connectivity issues**
 - **Booked in Error**
 - **Cancelled by CMI**
 - In some instances, CMI will use this reason if they are cancelling on behalf of the Training Provider; please note that this does not necessarily mean that no charge will be incurred, as the underlying reason may still be chargeable
 - **Non-completion of Live Assessment**

In the event that the Live Assessment is only a **request** and not confirmed, this will not incur a cancellation charge.

For the below timeframes, the following conditions apply:

- The days referred to are calendar days, **not** business days and include any holidays
- The calendar dates are adhered to strictly, and do not pertain to business hours

CANCELLING A LIVE ASSESSMENT

If the cancellation takes place more than or equal to **29 days before a confirmed Live Assessment Date**, this will not incur a cancellation charge.

If the cancellation takes place within **28 days of a confirmed Live Assessment Date**, a cancellation charge will be incurred.

This fee will be higher, if the cancellation takes place within **14 days of a confirmed Live Assessment Date**.

This is due to the fact that within these timeframes, a booked assessor will be eligible to charge CMI for the reserved time and the preparatory work they have done. The fee due to the assessor increases within 14 days of the booked assessment. For this reason, CMI seeks a contribution to these costs from the Training Provider.

Details on fees can be found at the following link:

[FEE DETAILS](#)

CMI will aim to invoice these within 6 weeks of the cancellation itself. The EPA Operations team will contact the Training Provider with details of upcoming fees in order to secure a Purchase Order number when applicable, and can provide detail around the rationale of the change on a case by case basis when needed. Please ensure you end the Purchase Order as soon as possible once agreed to ensure a smooth and efficient processing of the invoice.

NB: There are instances in which a cancellation is required due to extenuating circumstances; these will be captured at the point of cancellation and may not necessarily incur a charge.

If for any reason, you feel you need to dispute a cancellation, please contact epa@managers.org.uk

REASONABLE ADJUSTMENTS & SPECIAL CONSIDERATIONS

If you are looking to apply for Reasonable Adjustments, Special Considerations, or Extensions for your Apprentice, we recommend that you consult the EPA Reasonable Adjustment and Special Consideration Policy for details before proceeding further.

Please access the policy at the link below:

[POLICY INFORMATION](#)

If you are ready to apply for any of the above, please complete the application form linked below:

[APPLY HERE](#)

Please, note cancellation fees still apply for cancellations relating to Reasonable Adjustments, Special Considerations, or Extensions for your Apprentice, please access the fees guide below:

[FEE DETAILS](#)

ACCESSING RESULTS

CMI will typically publish results of End Point Assessments within 15 working days from the Live Assessment Date. This ensures that the assessment itself is reviewed by the Internal Quality Assurance team to ensure the correct outcome for the apprentice.

An email will be sent to the Training Provider confirming that the result is available. A CMIAssess link will be provided in the email; this will redirect to the page on CMIAssess with the apprentice's results visible.

You can then access the **Results Form**. You can download this Results Form for your records and there is also an option for you to email directly to the apprentice.

CERTIFICATES

Apprenticeship Certificate Address

Apprenticeship certificates can be sent to either the employers address, the training providers address or the apprentices home address.

Please ensure the Gateway certificate address is accurate at the point of Gateway submission. If the address changes, please alert the Certificate Team as soon as possible by emailing certificates@cmi.org.uk.

Please, ensure employer addresses include a department and contact name.

The Apprenticeship Certificate will be delivered to this address in the Gateway form.

Requesting Apprenticeship Certificates

Once the apprentice has completed their EPA with a passed grade, CMI will submit a request to the ESFA for a certificate to be sent to the apprentice.

CMI needs to wait for the appeal period to pass before submitting this request so there will be a slight delay of this process, and so the submission of the claim will typically take place within a month of the result being released.

Once CMI has requested the certificate to be sent, please allow 12 weeks from the EPA Live Assessment date for this to be received.

LODGING AN APPEAL

If you wish to contest the result of an End Point Assessment, CMI recommends that you first consult the CMI EPA Enquiries and Appeals Policy, linked here:

[EPA ENQUIRIES AND APPEALS POLICY](#)

Please note that applications for an appeal will be processed in line with the conditions outlined in the policy, to the exclusion of other forms of enquiry. If you submit an appeal to epa@managers.org.uk, please note that this will not be processed, and will not be forwarded to the Awarding Body to be processed either. For further details please consult the section **How to Submit an EPA Assessment Decision Appeal** in the linked policy.

Appeals may incur a charge, please ensure you refer to the policy for this information.

REFERRALS

In the event that the apprentice does not pass their Live Assessment, they will typically have their records altered to a referral state.

Communications regarding resitting an assessment

The IQA team at CMI will communicate with the Training Provider via email if an apprentice has been referred.

Booking a resit

For the following standards, please utilise the EPA Resit Request form at this link:

[EPA RESIT REQUEST FORM](#)

Applicable standards:

- Level 3 Business Administrator AP01
- Level 3 Team Leader/Supervisor v1.1
- L4 Associate Project Management (APM)
- L4 Junior Management Consultant (JMCA)
- L5 Operations/Departmental Manager v1.1
- L7 Senior Leader Master's Degree (SLMDA)

For all other standards, please submit a resit request via CMIAssess. This is done via the same process as **Requesting a Live Assessment**, please refer to the relevant section above.

NB: The wording on CMIAssess will have changed to **Request Resit**.

If you are unable to request a resit via CMIAssess, please alert the EPA team to set the profile of the apprentice in a referral state.

Please, note that a new assessor will be allocated to the resit booking. If needed, please ensure portfolio access is granted to the new assessor.

Resit charges

From 1st July cancellation and resit fees can be found using the link below:

[FEES INFORMATION](#)

Service Level for Referred Elements

The training provider will be notified on any referred elements within 15 working days of the live assessment.

In terms of completing the resit of the referred elements, CMI expect re-sits and re-assessment to be concluded within a 3 month period from the date of this referral, unless there are any extenuating circumstances or it is otherwise dictated by the assessment plan.

FAIL GRADE

In the event that an apprentice commences their Gateway and/or completes any of the subsequent tasks involved in End Point Assessment, CMI will consider that they have commenced the assessment process. As such, if 6 months pass from this point of last activity, without any further activity, CMI record a fail grade against this student.

Furthermore, for certain standards there are activities requiring completion prior to Live Assessment which have deadlines assigned to them. If an apprentice fails to meet these deadlines, they will also be subject to a fail grade.

If this happens to your learner, please ensure you contact epa@managers.org.uk once your apprentice is ready to complete as the EPA team will need to create a new profile for this apprentice.

CMI EPA POLICIES

CMI's EPA policies can be found on the following page:

[EPA POLICIES](#)

NB: CMI's Qualification policies are distinct from EPA policies. We ask that you please ensure that you are consulting the correct section of the policies page in regards to End Point Assessment.

Any queries regarding CMI's policies should either be directed to your Engagement Manager, or to awardingbody@managers.org.uk

FORMAL COMPLAINTS

If you wish to raise a formal complaint in regards to CMI's End Point Assessment service, we recommend that you consult CMI EPA Complaints Procedure, linked here:

[COMPLAINTS PROCEDURE](#)

Please note that all formal complaints will be processed in line with the procedure outlined, to the exclusion of any that are sent via alternative methods.

Any formal complaints that are sent to epa@managers.org.uk will not be processed, nor forwarded on to the appropriate department.

GENERAL INFORMATION

Service Level Agreements

The EPA Operations and Customer Service teams strive to meet the following levels of service for incoming queries and requests:

- Emails to be acknowledge and responded to within **48 hours** of receipt
- All phone messages will be returned within **24 hours**
- Gateway reviews to be completed within **5 Working Days**
- Live Assessment Date booking requests
 - **If an assessor has not been sourced within 14 days of the request having been made, the EPA Bookings Team will contact the apprentice and Training Provider in order to source alternative dates**
 - **From the point of booking, the Bookings Team will be actively working on sourcing assessor availability, however this may take longer during peak periods (June - September; December). We ask that you please be patient, but we welcome any requests for updates to be sent to epa@managers.org.uk, which will be subject to the same service level as other standard queries**
 - **Requests via supplemental forms, such as the Resit and Change of LAD request forms to be acknowledged within 48 hours**
- Certificate Reprint Requests (via form) to be acknowledged within **48 hours**
- Cancellation & Resit invoices to be issued within 6 weeks of chargeable action
 - **NB: this may be extended in the event that a purchase order must be raised by the Training Provider**

Other Service Level Agreements

- Results will typically be available within 15 days after the Live Assessment has taken place

GENERAL INFORMATION

Frequently Asked Questions

A: What happens if the TP goes into administration?

Depending on the status of your Gateway, CMI may contact the apprentice directly to advise what the next steps will be in the interest of continuing end point assessment.

If you have not commenced Gateway, apprentices are advised to liaise with your employer to determine next steps.

B: Only related to Knowledge Test:

How should the apprentice complete the Knowledge Test?

It is imperative that the apprentice uses the 'Next' option while completing the knowledge test instead of navigating through the questions using the question bar at the top of the page. If the next option is chosen, the questions will automatically be saved to the database in case of internet outage etc.

C: Does CMI provide feedback for apprentices?

CMI does not provide detailed feedback to individual apprentices. The reason for this is based on an understanding at the request of our Employer Trailblazer Group to ensure comparability with other EPAOs who offer the L&M Standards, as well as the fact that our role as the EPAO is to test competency at a given point/time and to not provide developmental feedback unless the apprentice has been referred and needs to resit/retake.

D: What is the process if an apprentice has been made redundant?

Please click the link below for more details:

[GUIDANCE FOR APPRENTICES FACING REDUNDANCY](#)

GENERAL INFORMATION

Glossary & Abbreviations

NB: L6 Chartered Manager (Degree) ST0272 V1.1 is used to refer to all active standards of L6 Chartered Manager (Degree), which includes L6 Chartered Manager (Updated) and L6 Chartered Manager Degree.

Abbreviation	Full Name
CMI	Chartered Management Institute
EPA	End Point Assessment
ESFA	Education Skills Funding Agency
LAD	Live Assessment Date
ILR	Individual Learner Record
ULN	Unique Learner Number
SBP	Strategic Business Proposal
BA	Business Administrator (Apprenticeship)
TLS	Team Leader or Supervisor (Apprenticeship)
ODM	Operations or Departmental Manager (Apprenticeship)
JMCA	Junior Management Consultant Apprenticeship
APM	Associate Project Manager (Apprenticeship)
CMDA	Chartered Manager Degree Apprenticeship
SLMDA	Senior Leader Masters Degree Apprenticeship
SLA	Senior Leader (Apprenticeship)

GENERAL INFORMATION

Notifications Glossary

Gateway Notifications

	Apprentice	Training Provider	Employer
Gateway Submission			
Gateway not accepted			
Gateway Successful			

Gateway Notifications - for Level 5 Operations or Departmental Manager v1.2 and L7 Senior Leader V1.2 only

	Apprentice	Training Provider	Employer
Gateway Adjustments Needed (with regards to the scoping document)			

Knowledge Test Notification

	Apprentice	Training Provider	Employer
A Knowledge Test Scheduled- Apprentice			
A Knowledge Test Scheduled- Invigilator			

Live Assessment Notification

	Apprentice	Training Provider	Employer
Live Assessment Requested			
Confirmation of Live Assessment			
Google Meet Invite			
Cancellation of Live Assessment			
Amendment of LAD date			

GENERAL INFORMATION

Notifications Glossary

Portfolio Access Notifications

	Apprentice	Training Provider	Employer
Unable to access the E-portfolio			
External Portfolio Access Info Confirmed To Be Working			

Reminder Comms

	Apprentice	Training Provider	Employer
Please access your student page for key milestones			
Live Assessment Date Reminder			

Results Notifications

	Apprentice	Training Provider	Employer
CMI EPA results			
Results form (this needs to be triggered by the TP)			

Level 5 Operations or Manager v1.2 and Level 7 Senior Leader v1.2 Proposal Notifications Only

	Apprentice	Training Provider	Employer
Proposal Upload Confirmation			
Proposal Upload Rejected			
Proposal Reupload Confirmation (If Rejected)			
Proposal Accepted			

Chartered Management Institute (CMI)

The Chartered Management Institute (CMI) works with business and education to inspire people to unleash their potential and become skilled, confident and successful managers and leaders.

With a wealth of practical qualifications, events and networking opportunities on offer throughout the UK and internationally, CMI helps people boost their career prospects and connect them with other ambitious professionals in any industry and sector.

In fact, CMI has more than **150,000** people training to be better managers right now. Backed by a unique Royal Charter, CMI is the only organisation allowed to award Chartered Manager status – the ultimate management accolade.

CMI's thought leadership, research and online resources provide practical insight on critical issues for a **220,000** plus membership community and anyone looking to improve their skills, nurture high-performing teams and help pave the way for the next generation of managers and leaders.

For more information, please visit www.managers.org.uk

Chartered Management Institute on LinkedIn, Facebook, X (formerly Twitter), Instagram and TikTok.

 X: [@cmi_managers](https://twitter.com/cmi_managers)

 Facebook: [@bettermanagers](https://www.facebook.com/bettermanagers)

 LinkedIn: [Chartered Management Institute](https://www.linkedin.com/company/Chartered-Management-Institute)

 Instagram: [@cmi_managers](https://www.instagram.com/cmi_managers)

 TikTok: [@cmi_managers](https://www.tiktok.com/@cmi_managers)

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#CMICconfidence

