

# FAQs

All Standards

## Frequently Asked Questions

Topic	Question	Answer
Understanding CMI & Apprenticeships	What is CMI and what is its primary role in management and leadership?	CMI (Chartered Management Institute) is the only organisation with a Royal Charter in management and leadership. Its primary role is to set and uphold the standards for management and leadership excellence. CMI is dedicated to developing skilled, confident, and successful managers and leaders globally. The CMI has developed the Professional Standards for Leadership and Management. <a href="https://www.managers.org.uk/education-and-learning/professional-standards/">https://www.managers.org.uk/education-and-learning/professional-standards/</a>
	What is the significance of the Chartered Manager (CMgr) status?	Chartered Manager (CMgr) status is an internationally recognised accreditation and is considered the gold standard for excellence in leadership and management. Successful candidates will be eligible to apply for Chartered Manager status, with the potential to progress to Chartered Fellow status as they gain further experience. You'll also be entitled to use the relevant post-nominal letters to reflect your achievement. <a href="http://www.managers.org.uk/membership/chartered-manager/">www.managers.org.uk/membership/chartered-manager/</a>
	Do apprenticeships get UCAS points?	<b>Yes</b> , from 2026, completed apprenticeships will be awarded UCAS tariff points, which is a great development for all partners. You can find more information here: <a href="https://www.ucas.com/providers/overview-ucas-tariff-points-apprenticeships">https://www.ucas.com/providers/overview-ucas-tariff-points-apprenticeships</a>
	What levels of apprenticeship End-Point Assessments (EPA) does CMI provide?	CMI offers EPAs across a comprehensive range of levels, from Level 3 up to Level 7. Specific examples of standards include Level 3 Team Leader or Supervisor, Level 3 Business Administrator, Level 5 Operations or Departmental Manager, Level 6 Chartered Manager Degree, Level 6 improvement leader

		and Level 7 Senior Leader.
	What are the key roles and responsibilities of the parties involved in an apprenticeship?	The apprenticeship journey involves three main parties: Training Provider, Apprentice, and Employer. The Training Provider delivers knowledge, the Apprentice acquires and applies Knowledge, Skills, and Behaviours (KSBs), and the Employer supports the apprentice's development and portfolio.
Accessing Resources	I do not have access to the toolkit, can this be arranged?	<b>Yes</b> , toolkit access is provided by Partner Services. Please email them directly to arrange access. <b>NOTE: The toolkit is only open to our partners, not apprentices currently - although the aim will be to open this up going forward - we will keep you up to date!</b>
	We cannot see a specific document in the toolkit, is there one?	If you would like to see a specific document added to the toolkit, please email your suggestion to <a href="mailto:epa@managers.org.uk">epa@managers.org.uk</a> .
	Are the slides from a previous presentation available?	<b>Yes</b> , slides from previous presentations are available. Training Providers can access these resources via the EPA Toolkit. Links are also often shared in the chat during live events. L3 Team Leader - <a href="https://vimeo.com/showcase/11519920">https://vimeo.com/showcase/11519920</a> Password - TLS L5 Operations Manager - <a href="https://vimeo.com/showcase/11519923">https://vimeo.com/showcase/11519923</a> Password - OM L6 Chartered Manager Degree Apprenticeship - <a href="https://vimeo.com/showcase/11519931">https://vimeo.com/showcase/11519931</a> Password - CMDA L7 Senior Leader Apprenticeship - <a href="https://vimeo.com/showcase/11519939">https://vimeo.com/showcase/11519939</a> Password - SLA L3 Business Administrator - <a href="https://vimeo.com/showcase/11519896">https://vimeo.com/showcase/11519896</a> Password - BA Lunch and Learn - <a href="https://vimeo.com/showcase/11224538">https://vimeo.com/showcase/11224538</a> Password - L&L
Core CMI Resources	What is the CMI Management Diagnostic?	It is a 15-minute online assessment to help you reflect on your strengths and weaknesses against the CMI Professional Standard. It provides a detailed report with personalized learning plans and links to relevant resources.
	What is ManagementDirect?	ManagementDirect is CMI's extensive online learning portal, offering thousands of digital resources like book chapters, checklists, and videos. It includes "Learning Journeys" tailored for specific apprenticeship standards, providing curated content that aligns with the KSBs required for your program.
	Can I reference materials from CMI resources in my work?	<b>Yes</b> . All information within ManagementDirect is eligible for referencing in your academic assignments and professional reports. Always use your organization's specific referencing style guide.
Member Support & Benefits	What support does CMI membership provide beyond learning resources?	CMI membership offers mentoring programs, mental health support, a quarterly magazine, national and local events, redundancy support, and partnership benefits.
	What is the cost of CMI	Upon successful completion of your EPA, CMI offers a three-month complimentary membership.

	membership after my apprenticeship?	Afterwards, you can either have your organization cover the cost or pay a reduced fee for the first-year, which is tax-deductible.
<b>End-Point Assessment (EPA)</b>	What are the main assessment methods in CMI's EPAs?	Common EPA methods include Professional Discussion, Project-based Assessments (report and presentation), Business Proposal, Knowledge Test, Competency-Based Interview, Topic Presentation, and a Portfolio of Evidence.
	What Platform does CMI use for EPA?	Our preferred platform for the EPA is Google Meet.
	What are the key requirements to meet at the gateway for my EPA?	Gateway requirements can be slightly different for each standard depending on the assessment methods. Each standard has an EPA Guidance Booklet which discusses the specific gateway requirements for each standard.
	Can evidence be reviewed by CMI beforehand?	<b>No</b> , to maintain assessment independence, CMI assessors cannot review evidence before the formal submission at gateway. Your training provider is responsible for supporting you to ensure your portfolio covers all assessment criteria.
	What is a "bundle of evidence" in a portfolio?	A "bundle of evidence" allows you to combine multiple smaller, related pieces of work that collectively demonstrate specific KSBs. It counts as one piece of evidence and should be introduced by a context statement. A typical bundle will include a context statement which describes the evidence in the bundle and the reference to the concepts and theories that are being applied, a primary source of evidence and 2-3 secondary sources that supports the main source.
	What are the formatting and confidentiality requirements for the portfolio?	All evidence should be in PDF format. Any commercially sensitive or confidential information, including personal names, must be anonymized or redacted. You must also declare if any AI-generated content was used.
	What is a mapping document and why is it important?	A mapping document (or evidence locator) is crucial as it helps the assessor quickly find where in your portfolio each KSB is demonstrated (e.g., page number, slide number). One "golden piece" of evidence can be used to demonstrate multiple KSBs.
	What is the acceptable number of slides for presentation?	While there is no strict rule, a concise approach is recommended. 10 slides would likely be too many for a 20-minute presentation. The specific assessment plan for your standard will offer the best guidance.
	How can I effectively prepare for my presentation and professional discussion?	The professional discussion is led by the assessor with scenario-based questions. Know your portfolio thoroughly. Review the grading descriptors to help frame your answers, especially the distinction criteria for strategic analysis. For presentations, practice timing and delivery. You can use AI tools like Microsoft's 'Rehearse with Coach' for feedback, but CMI does not endorse specific products.

	How should I set up my environment for the online assessment?	Ensure a quiet, distraction-free location with a reliable camera and microphone. Have your notes, portfolio, and a form of ID ready. Add to Safe Senders List CMI email addresses to ensure you receive all communications. <a href="mailto:reply@epa.cmi.org.uk">reply@epa.cmi.org.uk</a> , <a href="mailto:no-reply@admin.cmi.org.uk">no-reply@admin.cmi.org.uk</a> , <a href="mailto:epa.admin@admin.cmi.org.uk">epa.admin@admin.cmi.org.uk</a>
	What happens if I am "referred" (do not pass) my EPA?	If referred, you and/or your training provider will receive feedback and instructions on next steps in line with assessment plan . The apprentice grade may be capped at a pass.
	What is the timeline for receiving EPA results?	CMI aims to release EPA results within 15 working days after the live assessment day.
	Can my employer sit in on the live assessment?	<b>No</b> , employers are generally not permitted during the live assessment sessions to ensure it is an independent assessment of the apprentice's competence.
	What is CMI's advice on using Artificial Intelligence (AI)?	You may wish to use AI for tasks like summarising or generating practice questions. If used, it must be declared with integrity ("AI used as a management tool"). Be mindful of GDPR and avoid entering confidential information into public AI platforms. <a href="#">cmi-ai-hints-and-tips-2025</a>
	Can I use evidence from before my apprenticeship started?	<b>No</b> . The apprenticeship is designed to develop new knowledge, skills, and behaviours, so only evidence from the duration of your apprenticeship can be used.
	Can I use activities I do outside of my normal work (e.g., as a school governor)?	<b>No</b> . Any work presented in your portfolio must be generated from your employment, as your employer must sign off on your work before the gateway.
	Can co-authored reports be used as evidence?	<b>Yes</b> , but it is important to include a context statement that specifies your individual responsibilities and contributions within the report.
	Is a witness testimony valid evidence?	<b>Yes</b> , a witness testimony is a valuable piece of evidence, especially for covering areas like communication. However, it is not valid on its own and must be linked to evidence of the activity itself.
	Is a strategy roadmap valid evidence?	<b>Yes</b> , a strategy roadmap is valid evidence as may demonstrate activities and timing. Providing context will add strength to this evidence.
	Can I use examples in my professional discussion that weren't in my portfolio?	<b>Yes</b> , absolutely. We understand there is a gap between portfolio submission and the EPA. If you have a more recent or relevant example, you are encouraged to share it to demonstrate your continued professional growth.
	Will I be asked about specific concepts and theories?	The focus is on applied skills. If you mention a specific theory in your portfolio, an assessor may ask why you felt it was appropriate. However, assessors will not ask about theories you haven't mentioned. You are welcome to introduce theories in your answers to demonstrate your learning.

	Can I update my documents (e.g., Work-Based Project or Strategic Business Proposal) after I have submitted them to CMI?	<b>No.</b> Once documents are submitted at the gateway, they are considered final for the assessment and cannot be updated.
<b>Support &amp; Contact</b>	Does CMI offer direct support sessions for apprentices?	<b>Yes,</b> CMI provides workshops on portfolio building, guidance on reports, and regular Friday "Drop-in Q&A" sessions. Employers are also welcome. You can find the calendar of events here: <a href="https://www.eventbrite.com/cc/apprenticeship-epa-drop-in-calendar-2025-3817783">https://www.eventbrite.com/cc/apprenticeship-epa-drop-in-calendar-2025-3817783</a>
	Who should I contact if I have questions?	For general EPA questions: <a href="mailto:epa@managers.org.uk">epa@managers.org.uk</a> . For membership: <a href="mailto:membership@managers.org.uk">membership@managers.org.uk</a> . For other queries: <a href="mailto:contact@managers.org.uk">contact@managers.org.uk</a> .