

# **CMI Awarding Body**

Whistleblowing Policy and Procedure - V6

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## CMI Awarding Body Whistleblowing Policy and Procedure

AB/POL/0013- January 2026 - V6

### History

Date	Amendments Made
January 2026 / V6	<ul style="list-style-type: none"><li>• Full review of the policy</li><li>• Incorporate into the new Corporate template</li></ul>
April 2025 / V5	<ul style="list-style-type: none"><li>• Full review of the policy</li></ul>
June 2019 / V4	<ul style="list-style-type: none"><li>• Full review of the policy</li><li>• Insertion of "History" and "Distribution" sections</li></ul>

### Intended Audience

- CMI Quality Managers
- CMI Markers and Moderators
- CMI Partner Relationship Managers
- CMI Partner Engagement Managers
- CMI Awarding Body Support Team
- CMI Centres

All of CMI's policies are published on the [CMI Policies Webpage](#)

### Purpose

This policy establishes CMI's procedures for receiving and managing disclosures concerning CMI Centres, Learners, Apprentices, or the public, particularly those that may affect the integrity of CMI qualifications and/or apprenticeship assessments.

CMI's primary purpose is to ensure that whistleblowers feel supported and confident in raising genuine concerns through clear and secure channels. CMI is committed to protecting individuals who report

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concerns from reprisal, victimisation, or negative repercussions. Disclosures should be made on a reasonable belief that they highlight malpractice, maladministration or impropriety.

CMI encourages individuals to raise concerns internally within their organisation in the first instance. However, if the issue has not been satisfactorily addressed, you remain concerned, or feel unable to raise the matter internally, you should contact CMI directly and follow the procedures set out in this policy. Members of the public are also welcome to submit disclosures. CMI is committed to high standards of transparency and accountability, actively encouraging Centre staff, Learners, Apprentices, and other stakeholders to voice their genuine concerns about any aspect related to the development, delivery, or awarding of CMI qualifications and/or apprenticeship assessments.

## Scope

This policy applies to all individuals associated with CMI Awarding Body's activities, CMI Centres and their staff, Learners and Apprentices. Members of the public may also raise concerns under this policy through the whistleblowing process.

## Definition of Whistleblowing

Whistleblowing refers to the act of an individual raising a legitimate concern regarding suspected wrongdoing, malpractice, maladministration, or the concealment of such actions within an organisation. Whistleblowers should raise concerns where they reasonably believe there has been, but not limited to:

- Fraud or misrepresentation in the delivery or assessment of qualifications.
- Breaches of legislation.
- Corruption or bribery.
- Improper conduct or unethical behaviour.
- Non-compliance with CMI's policies, procedures, or legal requirements.
- Any other activity that poses a risk to the integrity of CMI qualifications or apprenticeship assessments.

Whistleblowing is distinct from both complaints and employment disputes or grievances that an individual may have. A complaint can be defined as an expression of personal dissatisfaction. Please refer to CMI's Complaints Policy for further information, which can be accessed on the [CMI Policies Page](#).

An individual may choose to make a disclosure to us in order to prevent harm or to hold an organisation accountable. However, if the matter pertains to a breach of their own employment contract, it will be excluded from consideration, as the company's grievance procedure should be followed in such instances. CMI is unable to investigate concerns relating to employment positions, contracts, or grievances of this nature.

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## How to raise a concern

What should you do if you have a concern about suspected malpractice, maladministration or wrongdoing? Whistleblowing disclosures can be made in one of the following ways:

- By sending an Enquiry Form through CMI Partner Connect.
- By email to [awardingbody@managers.org.uk](mailto:awardingbody@managers.org.uk)
- Through the CMI Awarding Body Support Team on 02039209815 between the hours of 9am and 5pm (UK time), Monday to Friday
- Or by post to: Head of Awarding Organisation, Chartered Management Institute, 77 Kingsway, London, WC2B 6SR

## Procedure

When making a disclosure, you will be requested to provide relevant information by telephone, email, or post. To enable us to thoroughly and effectively handle your disclosure, please supply as much detail and supporting evidence as possible.

All disclosures will be treated with sensitivity and careful consideration. Following an initial assessment, we will determine the most appropriate course of action. In certain situations, we may find it necessary to share the provided information with relevant third parties as part of the investigation process.

Investigations will be conducted based on the information provided at the point of disclosure. The assigned CMI Investigating Officer will start the initial review to determine the risk and potential impact. Should additional information or detail be required, the assigned CMI Investigating Officer will request this directly from the whistleblower via email or telephone.

Occasionally, certain disclosures may fall outside our jurisdiction or be otherwise inappropriate for us to investigate directly. In such instances, we will advise you of alternative appropriate actions or organisations that may better assist you.

Due to the diverse nature and complexity of whistleblowing cases, investigation timescales can vary considerably. Provided you have included your contact details, we will acknowledge your disclosure within three working days (UK). Following this initial acknowledgement, we will communicate further to inform you of the approach that will be taken regarding your disclosure. CMI will normally send you an update within 20 working days of receiving your disclosure, but this may take longer if the issue is particularly complex.

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CMI reserves the right to discontinue communication with a whistleblower if, in our reasonable opinion, the disclosure is found to be vexatious or without substantive merit.

## Confidentiality

CMI is committed to handling disclosures with sensitivity and, to the extent possible, maintaining confidentiality. We will make every effort to protect the identity of the whistleblower when requested, though we cannot guarantee complete anonymity if disclosing the identity is necessary for the investigation or is required by law.

Whistleblowers should be aware that, depending on the circumstances of the disclosure, their identity may be inferred. While we will take all reasonable steps to minimise this risk, it may not always be fully avoidable. Additionally, during the investigation, the source of the information may become known, and in cases involving serious concerns, the whistleblower may be asked to provide a formal statement or, in some instances, come forward as a witness.

CMI understands that reporting a concern can be a difficult decision, especially due to the fear of retaliation from those responsible for the alleged wrongdoing, malpractice or maladministration. We are committed to treating all disclosures within our control with the utmost confidentiality and will make every effort to protect whistleblowers from reprisal.

### Legal Protections

Whistleblowers are protected by law under the Public Interest Disclosure Act 1998 (PIDA), which safeguards individuals who report certain types of wrongdoing in the public interest. Individuals who disclose concerns in accordance with this policy are protected from dismissal or any other detriment related to their disclosure.

## Privacy Statement

It is necessary for us to collect and hold personal information about you in order to investigate your concern(s). We will hold the information you provide to us securely. For more information, please access our [Data Privacy Policy](#)

## Monitoring and Review

This policy will be reviewed in line with CMI's Document Control Policy.