

CENTRE HANDBOOK



PURPOSE & SCOPE

Purpose & Scope

This document is for all approved and registered CMI Centres and provides guidance and information to support their delivery of CMI regulated qualifications and/or approved CMI recognised courses.

Also the document contains information on:

- CMI's Products and Services
- Centre and Learner Administration Procedures

This document should be used in conjunction with the other documents and policies provided by CMI, as well as any other relevant qualification and assessment documentation including the CMI [Quality Assurance Handbook](#). Both the CMI Centre Handbook and the CMI Quality Assurance Handbook should be used to ensure compliance with the Regulatory Agreement between CMI and its Centres.

The CMI Centre handbook does not cover [End-Point Assessment \(EPA\)](#) activities, however, there is a small section generalising [CMI's apprenticeship](#) offer.

VERSION CONTROL

CMI Approved and Registered Centre Handbook

Applies to	CMI Centres, CMI Learners, CMI Staff and Associated Third Parties
Effective from and replaces all previous versions prior to	8 March 2024
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Version Control

This is version 20 of the Chartered Management Institute (CMI) Approved and Registered Centre 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

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INTRODUCTION

Introduction

Introduction to the CMI Centre Handbook

This document provides guidance for organisations wishing to become CMI Approved or Registered Centres and for CMI Centres delivering CMI qualifications and/or assessments.

About CMI

CMI is the professional home of managers and leaders and the only [Chartered](#) Awarding Organisation of Management and Leadership qualifications. We offer you a respected and recognised brand with a portfolio of high-quality, internationally recognised, research-led, future-ready qualifications, programmes and endorsements.

Our partnership approach and renowned customer care mean that we are here to support you and your Learners with a comprehensive range of value-adding and support services that make it easy to do business with us and enhance your credibility in the marketplace.

CMI website

Detailed information on CMI qualifications can be found at [Education & Learning | Learn, Develop & Connect - CMI](#)

CMI Values

- **Professional** - To be authoritative and credible we have to be judged by the highest standards. In all things we say and do we are accountable and ethical, always adhering to our code of conduct and practice.
- **Progressive** - We are committed to inclusivity and we look forward with an unshakeable belief that everyone can do better. Sometimes this means challenging the status quo and being controversial but always with the desire to create a better future.
- **Passionate** - Our energy, enthusiasm and belief in making a positive difference in the skills of managers and leaders means we are always giving our best to deliver value to our stakeholders.
- **Practical** - Our knowledge and expertise make us smart and quick to respond in a way that is grounded in the real world. This enables us to simplify complex issues to promote understanding and best practices.

CMI Strategic Objectives

The [strategic objectives](#)¹ are to:

- Grow partnerships to increase the number of Chartered & qualified managers & leaders
- Create the right integration of products, propositions and channels for our customers
- Build the CMI brand as 'Thought Leaders' in management practice
- Be the professional home for management & leadership
- Develop a global mindset and presence

¹ Correct as of January 2024

Delivering on our Mission

With a wealth of practical qualifications, events, and networking opportunities on offer, we help people boost their career prospects and connect them with other ambitious professionals across all industries and sectors. We have more than 150,000² people training to be better managers right now.

Backed by a unique Royal Charter in the UK, we are the only organisation to award [Chartered Manager status](#) and [Chartered Management Consultant](#) – the ultimate management accolade.

Our thought leadership, research and online resources provide practical insight for both today's leaders and the next generation. This insight also means we can confidently represent our 200,000-plus membership community when speaking to policymakers.

This is all in aid of one simple goal: to increase the number and standard of professionally qualified managers worldwide.

CMI and its role as an Awarding Body

CMI is a specialist Awarding Body that offers a wide range of qualifications in Management and Leadership, Coaching and Mentoring, and Professional Consulting. CMI has four UK regulators-

- [Ofqual](#) (England)
- [Qualifications Wales](#) (Wales)
- [Scottish Qualification Authority Accreditation](#) (SQAA) (Scotland)
- [CCEA Regulation](#) (Northern Ireland)

In addition, CMI qualifications are on several international countries' National Qualification Frameworks (NQF), further information on these frameworks can be sought directly from CMI.

- [Knowledge and Human Development Authority \(KHDA\) - United Arab Emirates](#)
- [Bahrain National Qualifications Framework](#)

CMI is regulated as an organisation as a whole and is monitored in areas such as governance, safeguards on change of control, conflicts of interest, availability of adequate resources and arrangements, identification and management of risks, management of incidents, malpractice and maladministration and its arrangements with its Centres. Centres need to provide the CMI and the regulatory authorities access to premises, people and records as required, and fully cooperate with their monitoring activities, including (but not limited to) providing access to any premises used (including Satellite Centres).

CMI is also regulated in how it designs and develops its portfolio of qualifications. It develops and awards a wide range of qualifications; these qualifications are delivered and assessed via approximately 700 Centres. As all delivery and assessment are devolved to our Centres, CMI has a quality assurance model which monitors and maintains our standards for the delivery and assessment of CMI qualification

² Correct as of January 2024

Section 1 - CMI Membership

1.1 CMI Membership Benefits

Membership of the CMI is designed to work for you and your Learners. We will work with you to inspire your learners to unleash their potential and become skilled, confident and successful managers and leaders.

There are many benefits of membership including tailored study support via Management Direct - [Resources and Benefits | Membership - CMI](#). This enables quick and easy access to information automatically tailored to the individual units in each relevant CMI qualification. This means that you can spend less time looking for the information you need to deliver the qualification. Your Learners have access to hundreds of thousands of reliable and validated management and leadership resources, including videos, practical checklists, E-books, insights and much more, aligned to their learning. They can log, track and reflect on all of their learning and experiences with the Continuing Professional Development (CPD) record.

More and more managers are turning to CMI for practical, no-nonsense support that helps them make better, faster and smarter decisions. See the CMI website [Chartered Management Institute](#) for details on the following:

- [ManagementDirect](#)
- [Career Development Centre](#)
- [Management Diagnostic](#)
- [Mental Health Support Services](#)
- [Mentoring](#)
- [Chartered Manager](#)
- [Chartered Management Consultant](#)
- [National and Local Events](#)

1.2 CMI Learner Membership

All CMI Learners at CMI Centres are automatically provided with free Affiliate membership of the CMI until the completion of their studies.

Once registered on a CMI qualification, Learners will receive a CMI membership onboarding email to the email address supplied by the Centre when registering. They will be directed to an activation page to complete their membership enrolment and will be sent details of the benefits of their new CMI membership.

1.3 On completion of a qualification

Some Learners register for more than one qualification. Only when all qualifications that the Learner is registered for have been completed will they be advised about continuing their membership. Learners who have completed an Institute of Consulting (IC) qualification receive a letter directing them to the [IC website](#) for further information about IC membership and benefits.

Learners who have completed a CMI qualification are provided with a period of free membership to support them once they have finished their course. This gives them full access to CMI's member benefits, with regular reminders as to how they can continue their CMI membership following the free period.

CMI membership must be renewed for a Learner to maintain [Foundation Chartered Manager](#) or [Chartered Manager](#) status that has been awarded on completion of the qualification. Learners are reminded of this during their free period of membership and will be signposted on how they can renew their membership.

1.4 Learner Induction to CMI

CMI requires all Centres to provide learners on CMI qualifications with a full induction to CMI. This induction must include the following:

- Information about CMI including member benefits such as online study support through [ManagementDirect](#)
- CMI membership details and how to register
- The [CMI Community](#) includes the opportunity to network with other managers from a wide range of industries, regional and online events and the opportunity to be mentored by industry leaders and to mentor others.

We have a wealth of resources to support these inductions on [MyCMI](#), and your CMI Engagement contact will be able to guide you on utilising these.

CMI ROLES & RESPONSIBILITIES

Section 2 - CMI Roles and Responsibilities

2.1 CMI Roles and Responsibilities

The service level agreements for the Customer Service, External Assessment, Quality Assurance and Product Development teams can be found in [Appendix 3](#).

Customer Services Team

The roles of the Customer Services Team are to:

- Provide customer service and support to any call or email in relation to, Learner registration, certification, Partner or Learner administration, invoicing and support on the registration sections of the HUB and MyCMI Learner registration portal..
- Develop functions as above, ensuring that operational processes meet relevant regulatory requirements in conjunction with the CMI Awarding Body Team.

Name	Telephone	Email	Which contact to use?
Customer Services Team General Contact	01536 207496 - options will then be advised	Qualifications@managers.org.uk	For all EPP Partners, Training Providers, FE Providers & Employers
Partner Services Team General Contact	01536 207496 - options will then be advised	partnership@managers.org.uk	For all HE Partners

Partner Services Operations Team

The roles of the Partner Services Operations Team are to:

- Provide customer service and support to any call or email in relation to Centre enquiries, and Centre approvals
- Support the approval process and deliver the optimum onboarding process for all new Partners
- Assist with the process for all CMI mapping, liaising with Partners and internal supports to meet agreed service levels

Name	Email	Which contact to use?
General Contact	approvals@managers.org.uk	Centre Approvals
Mapping Enquiries	he.mapping@managers.org.uk	HE Mapping / Dual Accreditation Mapping
	recognised.mapping@managers.org.uk	Recognised Programme Mapping

Certificate Queries Team

The role of the Certificate Queries Team is to:

- Provide customer service and support to any call or email in relation to certificate enquiries, for CMI regulated qualifications, End-Point achievement and recognised or bitesize CMI programmes.

Name	Email
General Contact	certificates@cmi.org.uk

Awarding Body Support Team - External Assessment

The roles of the Awarding Body Support Team - External Assessment are to:

- Administer CMI's qualification assessments, to agreed customer service standards
- Provide first-class customer service to all of our Centres
- Guide CMI's Markers, Moderators and Lead Moderators

The External Assessment Team can help with External Assessment (EA, Marking and Moderation enquiries and is the main point of contact for EA invoice enquiries.

Name	Email
General Contact	ea.marking@managers.org.uk

Qualification Awarding Body Quality Team

The roles of the Quality Team are to:

- Undertake quality assurance Centre visits in line with regulatory requirements;
- Manage Centre quality issues;
- Assist with the implementation of risk management and the operations of Approved and Registered Centres;
- Develop, review and maintain internal and external departmental quality systems;
- Develop and manage the quality assurance team's processes and practises, to meet CMI quality requirements ;
- Approve new Centres and maintain approval of existing Centres.

The Quality Managers can help with Centre staff approval, Centre visits, moderation and quality issues.

Name	Job title	Email
Allison Jay	Deputy Director of Awarding Body and Compliance	Allison.jay@managers.org.uk
Dr Elly Philpott	Senior Quality Manager	Elly.philpott@managers.org.uk
Jamie Webb-Fryer	Senior Quality Manager	Jamie.webb-fryer@managers.org.uk
Anne Buchanan	Quality Auditor – Dormant Centres	Anne.buchanan@managers.org.uk
Anne Smith	Quality Manager	anne.smith@managers.org.uk
Helen Carney	Quality Manager	Helen.carney@managers.org.uk

Lisa Ng	Quality Manager	lisa.ng@managers.org.uk
James Reynolds	Quality Manager	James.Reynolds@managers.org.uk
Nick Evans	Quality Manager	Nick.evans@managers.org.uk
Mark Wallington	Quality Manager	Mark.wallington@managers.org.uk

Awarding Body Support Team

The roles of the Awarding Body Support Team are to:

- Support the team of CMI Moderators and Markers
- Support Centres with moderation and marking issues and queries
- Management of Conflicts of Interests
- Develop, review and maintain internal and external departmental quality systems

Name	Email
Awarding Body Support Team	awardingbody@managers.org.uk

Awarding Body End-Point Assessment Quality Assurance Team

The roles of the End-Point Assessment Quality Assurance Team are to:

- Ensure compliance with the requirements of the regulatory bodies and the published Apprenticeship Assessment Plans
- Undertake quality assurance of End-Point Assessments
- Standardise End-Point Assessment judgements within the Independent Apprenticeship Assessor community
- Management of Appeals, Enquiries and Complaints within End-Point Assessment activities
- Ensure robust and visible risk management processes are in place and regularly monitored and reviewed
- Manage End Point Assessment quality issues
- Develop and manage CMI's End-Point Assessment processes and practises
- Drive continuous improvement within End-Point Assessment activities including providing feedback and support to learning partners

Name	Job title	Email
Jocelyn Simmons	Senior Quality Manager Apprenticeships	Jocelyn.simmons@managers.org.uk
Jackie Paterson	Quality Manager Apprenticeships	Jackie.paterson@managers.org.uk

Product & Assessment Development Team

The roles of the Product & Assessment Development Team are to:

- Maximise the potential of the Awarding Body's qualifications portfolio by developing and maintaining existing, revised and new qualifications, in accordance with the Institute's strategy and the requirements of the Regulatory Bodies
- Identify opportunities for new qualifications development and new qualification partners
- Lead on the development of supporting products and services, including ManagementDirect, CMI Bitesize and Recognised Programmes
- Lead on the development and maintenance of the CMI Professional Standards competency framework

Name	Email
General Contact	product@managers.org.uk

The Product Development Team can help with:

- Qualification development queries
- Queries in relation to CMI Assessment Briefs
- Standard/Framework queries
- Feedback on Qualifications
- Flexible Assessment
- Queries in relation to ManagementDirect and its resources (Checklists, Models, etc)
- CMI Professional Standards development

Queries specific to [ManagementDirect](#) and its online resources should be directed to the below email in the first instance:

Name	Email
General Contact	managementdirect@managers.org.uk

Marketing Team

CMI is committed to helping you win more business. Over and above products and services that are designed to help you enhance credibility, aid differentiation and enable efficiencies, we also provide you with a compelling promotional suite designed to help you to open doors and secure new business.

2.2 CMI Brand Guidelines

CMI has ambitions to achieve amazing things for our members and partners. CMI is ethically driven and still believes that achievement is measured by results.

If we had to describe ourselves, we would say that CMI is: professional, passionate, progressive and practical.

We want people to understand this when they see our brand. The clearer our brand, the easier it is for people to understand who we are, what we do and what is important to us. It's one way to help us build relationships and grow in stature as an organisation.

To make this happen we need a brand identity that reflects our personality. Our logo, colours, typefaces and tone of voice help us to do just that.

All branding and marketing material can be found on our MyCMI under the [marketing support section](#). It contains digital resources and copies of key promotional collateral in PDF format to use at your leisure. Our toolkits provide guidance on how to use the CMI logo and brand and give valuable advice on how to increase your PR and media presence.

2.3 Dedicated marketing support for Centres

We understand that attracting and recruiting Learners can be a tough task, this is why as a CMI Centre, you will be fully equipped from the outset with our free multi-channel promotional toolkit allowing you to 'piggyback' off our extensive activity and outshine the competition.

The CMI Centre toolkit includes; free marketing collateral, digital templates that can be co-branded, posters, banners and a suite of different materials targeting both organisations and individuals. This will support you to actively promote your Centre and qualifications. All requests for marketing support should be addressed to: qualifications@managers.org.uk

KEY PARTNER RESOURCES

Section 3 - Key Partner Resources

There are two resource areas for you to access the support and services you need:

3.1 MyCMI

The [MyCMI Portal](#) is the dedicated place where partners can find all the operational resources they need to get started with CMI, deliver our qualifications and support staff and learners.

The [MyCMI Portal](#) sits inside the main [CMI website](#) and is not linked to the HUB. Please contact the Customer Services Team if you need access or any other help at qualifications@managers.org.uk or click on this link [Contact Us | About Us - CMI](#)

In the MyCMI Portal you will find:

- [Assessment Documentation](#) including assessment briefs and assessment feedback sheets.
- Links to the CMI Moderation System
- Links to the CMI Marking Service System
- Links to useful websites
- Learner/staff/apprentice induction videos
- Links to the [CMI Learner Registration System](#)
- CMI membership benefits
- [Administration support guidance](#)
- [Apprenticeship Support](#)
- [End-Point Assessment Support](#)
- [Chartered Management Consultant Support](#)
- [Chartered Management Support](#)
- CMI qualification information
- Application form for [Qualification Adjustment Request](#)
- Application form for [Recognition of Prior Learning](#)
- Marketing tool-kits
- Links to events and webinars for staff and learners
- Resources Library
- Digital Events Library

How do I log in to MyCMI?

Please note your username will be your CMI account email address which you currently use to access the CMI website and our member resources.

To log in click the link below which will take you to our login page on the website as shown below [Login - CMI](#)

If your CMI email address is a Google account you can click on the button “sign in with Google” shown below and it will automatically take you to the site (if you have more than one Google account and logging in for the first time a pop up will appear asking you to select the Google account you want to use).

If your CMI email address is not a Google account use the “sign in with email” button (in red below). If you have logged in previously it will remember you and log you in. If you are logging in for the first time you will see a message appear advising you that an email has been sent to your email address which you will need to open and click on to then log in (this is just a security check when you log in for the first time).

How do I get access?

To access the portal you will need to register for a MyCMI Portal account.

Please contact qualifications@managers.org.uk for full details and a step-by-step guide.

3.2 The Hub

The Hub is there for our Partners to provide a secure data vehicle to administer your Centre and Learners' details.

In the HUB you will find:

- Registration of learners for Apprenticeships and/or End Point Assessment only
- Registration of learners for CMI HE Centres
- Upload documents for the Centre's initial and ongoing approval
- View individual Personal Achievement records (PAR) of learners
- Approvals / Centre documentation
- Support
- Legal documentation / Regulatory agreement (*Note - Once signed it will disappear from view, copies can be obtained from approvals@managers.org.uk*)
- Centre Learner reports
- Current Approved Centre staffing list

How do I log in to the Hub?

The Hub sits outside of the main CMI website. If you have any login queries or need to access additional functionality with your login, please contact qualifications@managers.org.uk. When contacting us please do advise what permissions are required.

Use the link [CMI Hub](#) to get to the HUB login screen.

You will need a registered email address with the right access permissions. Use this email address and the required password to log in and access the HUB.

How do I get access?

To register an email address for access permissions to the HUB, the nominated Programme Director will either need to log this on the HUB or contact Partner Services with the request via email: qualifications@managers.org.uk. When contacting us please do advise what permissions are required.

If you require permission for delivery or assessment staff please consult Section 3 - Roles and Responsibilities of the Centre of the [CMI Quality Assurance Handbook](#).

LEARNER REGISTRATION AND CERTIFICATION

Section 4 - Learner Registration and Certification

4.1 Registration of Learners

CMI requires Centres to register all their apprentices on the [HUB](#) / Registrations Portal as required and for all other learners including those on qualifications and/or registered CMI programmes through [MyCMI](#) within 6 weeks of the start of a CMI qualification (regardless of the Centre's funding arrangements and/or how a Learner makes available their fees).

There is a really helpful page on our website that gives access links and guidance information that you can [access here](#)

CMI charges a registration fee for each qualification that a Learner is registered for. For current fees, please see [Information & Resources for Partners and Centres - CMI](#) or contact your dedicated Relationship Manager directly to discuss.

For guidance on how to register apprenticeship Learners on the HUB, you can log in to the HUB and refer to the 'help' button in the top right-hand corner where there are guidance notes and videos on manual and bulk registration processes. In addition, there are help [videos and guidance manuals](#) on MyCMI, for registrations

A Centre:

- Must register a Learner with the CMI **within 6 weeks** of commencing a qualification, using the appropriate template, and providing the mandatory information.
- Must ensure that each Learner taking a CMI qualification is registered in a way that permits the Learner to be clearly and uniquely identified.
- Must take full responsibility for registering Learners correctly with CMI in the required format (file type and mandatory field requirements) as per the instructions provided on our Registration systems and should take all steps to avoid submitting any duplicate data.
- Must register Learners on the correct qualification.
- CMI will return any registration data to the Partner, as Data Controller, as required for resolution, to ensure registrations are accurate at the point of submission.

CMI will:

- Where applicable (for example, non-contracted Centres) CMI will acknowledge receipt of a Learner's registration. The acknowledgement, in the form of an invoice, with an attached list of the Learner's details, will be sent to the Centre within **5 working days**³ of processing the Learner's registration, this will be sent to the Centre.
- Process learner registrations within **5 working days** of receiving the registration data. The learner will receive a Student Activation/Welcome email to access CMI resources (if applicable) upon completion of registration.

³ Working days refer to UK Working Days - Monday to Friday 0900 - 1700hrs and does not include UK Public Holidays.

The Learner registration fee covers:

- Registration (for the duration of the qualification)
- CMI Affiliate membership for the duration of their studies provides access to a wealth of resources and information relevant to their qualification and more.
- Sampling and moderation of Learner work
- Certification.

An additional marking fee is charged where CMI undertakes the marking of the Centre's assessments. For further information, please refer to the [fees guidance](#).

Replacement certificates for CMI qualifications and programmes may also be charged to the Partner or Learner.

4.2 Qualification Registration Duration

Qualification Structure	Period of Registration ⁴
Award	Up to 12 Months
Certificate	Up to 36 Months
Diploma	Up to 36 Months
Extended Diploma	Up to 36 Months

4.3 Learner top-up qualifications

CMI qualifications allow the Learner to top-up on previous qualifications/units that have been achieved. This will allow learners to build on their previous learning and gained credits allowing them to register for a larger-sized CMI qualification at the same level. To use the top-up option the previous qualifications/units achieved with CMI must be on the same pathway/framework and the same level of qualification previously achieved.

For example, if a Learner has achieved the CMI Level 5 Award in Management and Leadership (5A30); the Learner has the opportunity to top-up (Register) for a larger-sized qualification in the same suite, in this case, the learner could register for either the Level 5 Certificate (5C30) or Level 5 Diploma (5D30) or the Level 5 Extended Diploma (5XD30) in Management and Leadership. Please note, that the CMI top-up approach allows learners to register on any sized CMI qualification to build on any previously gained CMI qualification. Learners do not have to go from an award to a certificate, to then a diploma to then an extended diploma. If learners have achieved a lower-sized such as an award then they can be registered on either the certificate, diploma or extended diploma and any credits/units will automatically be RPL'd.

All credits/units that have previously been achieved by the Learner will **automatically** be transferred to the new CMI qualification registration, there is **no requirement** for the Centre to apply for Recognition of Prior Learning (RPL).

Please note, that the top-up facility is not possible when the learner has been registered on a previous version/framework of the qualification, however, Centres may consider whether the [CMI's Equivalent Unit Policy](#) could be applied in this instance.

Please note, learners can use the qualification top-up facility, even if the previous qualification was achieved at a different CMI Centre that the learner is currently enrolled/studying at.

Please note, that using the qualification top-up facility, the registration fees for the top-up qualification are lower than normal qualification registration fees, please refer to the [fees guidance](#).

⁴ up to 5 years for Learners on dually accredited programmes with HE partners

4.4 Learner Fees

Centres should charge Learner fees that incorporate the CMI registration fee (and marking fee if applicable). It is good practice to ensure that the Learner fee is paid in full at the start of the programme. Please note that all CMI fees are payable at registration. A copy of all Centre & Learner fees can be found at: [Information & Resources for Partners and Centres - CMI](#)

Some Centres may allow Learners to pay their fees in instalments, but the Centre should ensure that the final fee is paid at least 6 weeks before the end of the programme. CMI Learner registration fees are payable at the point of registration. Centres which withhold Learners' CMI certificates pending payments are in contravention of the Regulatory Agreement.

4.5 Invoices

Centres are responsible for collecting Learner registration fees on behalf of CMI. CMI will not accept direct payment of registration fees from Learners or from Satellite Centres. Only the CMI Centre will be invoiced for Learner registration fees, at the point of registration:

- All invoices will be addressed to the Centre's named Programme Director and at the name address for the Centre;
- In the event that a Learner is registered on the wrong qualification and CMI is required to transfer the Learner due to a Centre registration error, then;
 - where a Learner transfers to a more expensive qualification, the Centre will be charged an additional fee which represents the cost difference between the qualifications.
 - where a Learner transfers to a less expensive qualification, no extra charge will be made and no refund will be given.

CMI reserves the right to suspend Centres from Learner registration if a Centre fails to pay Learner registration or Centre fees or accrues other bad debt with CMI. Please refer to CMI sanction policy - [Policies - CMI](#)

MoD Learners

MoD learners will, in the main, approach CMI directly to register for a programme/qualification. CMI will register the learner and take payment upfront at the time of registration. This is set up on the learner account and payment is taken by card (preferred) or bank transfer. Upon payment being taken, a receipt is emailed to the learner.

4.6 Moderation

Once a Learner's assessment is complete, the Centre's Internal Quality Assurer (or nominee) will enter the Learner's results into the moderation system in MyCMI. This will then be moderated by CMI and with CMI either agreeing or disagreeing with the Centre's assessment and/or internal quality assurance decision.

CMI Centres should submit the Learner's work to CMI for marking or moderation within a reasonable and practical timescale⁵ of that work being submitted by the Learner to the Centre (and, where relevant, assessed and internally quality assured⁶)

⁵ For **Approved EPP Centres** using CMI Moderation Service this must be within 1-3 months of the Centre completing their final assessment and internal quality assurance processes.

For **Registered and Approved EPP Centres** using CMI External Marking Service this must be within 1-3 months of receiving the Learner's completed assessment.

For **HE Dual Accredited Centres** using CMI Moderation Service, this must be within 1-3 months of the Centres assessment and internal quality assurance process.

⁶ In addition this must be within 2 months before the qualification certification end date. These dates can be found within each of the qualification syllabus handbooks - [Management and Leadership Qualifications | Start today - CMI](#)

For guidance on how to upload work to be moderated and have results signed off, please see the FAQs at the link here: [New CMI Moderation System FAQs](#)

4.7 Learner amendments

It is the responsibility of the Centre to notify CMI (qualifications@managers.org.uk) as soon as is practicably possible of any errors or changes to a Learner's details, concerning

- Name
- Address
- Contact details
- Date of birth
- Qualification
- Email address

HE Partners should notify changes to partnership@managers.org.uk.

4.8 Claiming Certificates - Minimal Threshold & Additional Unit Claims

When claiming learner certificates, CMI's system will automatically issue certificates where the learner has met the minimum threshold of qualification credits/TQT requirements as stated in the qualification syllabus document. However, the CMI moderation system allows you the ability to override this threshold limit and continue without claiming the certificate.

For example, A learner is registered on the 5C30 CMI Level 5 Certificate in Management and Leadership and has completed 2 units which have a total credit value of 14 credits and 140 TQT hours. The qualification syllabus states that a minimum of 13 credits (130 TQT hours) is required to achieve this qualification. As the learner has met the minimum requirements then the system will recognize this and change the learner status to complete and automatically issue the certificate.

If learners complete additional units above the minimum threshold and the Centre claims for these, then the learners will be issued with a unit completion certificate in addition to the originally issued qualification certificate.

Overriding Certification on the Moderation system

If a Centre selects 'Do not certificate at this time' on the moderation system, the learner will be able to complete additional units above the minimum threshold and the Centre can claim for these, and a certificate will not be generated even if the threshold is met. Once the Centre is ready to claim they simply untick the box and if moderation is successful then the CMI's system will automatically issue a certificate.

Marking Service Submissions

If a Centre is using the CMI Marking Services system and the Centre submits units for marking and the learner meets the minimum threshold of qualification credits/TQT requirements the system will automatically issue a certificate. However, if the learner wishes to complete additional units above the minimum threshold the Centre must inform their quality manager and send an email to ea.marking@managers.org.uk, with the subject including the word THRESHOLD. The email must contain the learner's details and additional work that needs to be marked.

4.9 Issue of Learner certificates

- All original paper Learner certificates will be sent to the Programme Director at the CMI Centre. CMI does not issue original certificates directly to Learners or Satellite Centres (unless there is a specific agreement with CMI to do so)
- For MoD Centres (registered only) certificates are sent to the Learner's address - provided via the learner's registration form

Paper Certificates will:

- Be dispatched within **10 - 15 working days** of the result(s) being verified by the Moderator
- Be sent to the CMI Centre Programme Director for distribution to the Learner(s)
- Have a list attached containing the name(s) of the Learner(s) receiving certificates.

Electronic certificates will:

- Be dispatched within **1 - 5 working days** of the result(s) being verified by the Moderator
- Be sent directly to the Learner via a secure portal. Log-in details will be provided
- The CMI Programme Director will be sent a list containing the name(s) of the Learner(s) receiving certificates.

4.10 Secure online certification

CMI is now operating an option for learners to receive their certificate directly, through a digital secure portal. We are offering this as a standard to learners achieving a Recognised Programme, Bitesize Programmes, through a Centre who are based internationally or a part of the Ministry of Defence. These learners do not then receive a paper certificate unless specifically requested, or agreed upon.

We can offer this to other Centres of CMI on request - if you would like to discuss this for your learners please advise your Relationship Manager and the Certificates Team at certificates@cmi.org.uk and we will send you details / set up a meeting.

4.11 Scottish Vocational Qualifications (SVQs) - 10 Week Registration/Certification Rule

CMI Centres offering Scottish Qualifications must abide by the Regulatory Principles Directive 1 applies to learners on the following SQA Accreditation qualifications:

- SVQs
- Workplace Core Skill Units
- Assessor/Verifier Units

Must ensure that candidates seeking certification for Scottish Vocational Qualifications (SVQs) are registered **for at least 10 weeks** before a claim for certification is made. This requires all learners to be registered and on the qualification for no less than 10 weeks before any results are claimed. Learners must be registered before assessment.

4.12 Centre responsibility for the storage and distribution of certificates

Learners' certificates must be kept secure at all times. The Centre must ensure that sufficient and robust arrangements are in place for secure storage.

Centres should have in place arrangements for the timely dispatch or release of certificates within **10 working days** of receipt from CMI. When Centres are posting certificates, they must ensure that:

- Certificates are dispatched in good condition.
- They have up-to-date and accurate addresses for each Learner.
- Certificates are posted in a way that ensures their safe and secure delivery.

CMI understands that there may be situations where Centres are unable to contact Learners to issue certificates. Any certificates that a Centre has been unable to issue to the Learner(s) **MUST** be returned to CMI within **3 months** of CMI's initial issue.

4.13 Incorrect Certificate Claims

Centres are to ensure that Learners are correctly registered in the first instance on the correct qualification(s) and units. Where a certificate has been claimed in error by the Centre, this may be recorded as maladministration and may incur a charge and/or sanction be raised against the Centre.

Please contact your dedicated Quality Manager and qualifications@managers.org.uk as soon as you are aware that this has occurred to enable CMI to rectify any issues.

Centres will be required to return or destroy any incorrectly issued certificates and CMI will provide guidance on what action this is. There are two options that the CMI will instruct the Centre to undertake.

- The original certificate must be returned by recorded post to: Customer Services, CMI, Management House, Cottingham Road, Corby, NN17 1TT with written confirmation from the Centre or alternatively,
- Video or photographic evidence can be provided to their CMI Quality Manager showing them destroying the certificate and sent to us by email.

4.14 Issue of replacement certificates

CMI will issue replacement certificates in the case of non-receipt, requests for further copies (lost or destroyed) and amendments. However, please see below the procedure for each case and the service levels that CMI will adhere to. All replacement certificates will be identifiable as replacements.

Non-receipt

- A replacement certificate will only be issued in the case of non-receipt of the original certificate. Notification of non-receipt must be made in writing to certificates@cmi.org.uk within 12 months of a Learner completing his/her qualification.

The replacement certificate will be dispatched as per section 4.7

Replacement Certificates

- CMI will issue a replacement certificate when the original has been lost, stolen or destroyed. A certificate will be issued when the appropriate checks have been made as per the replacement certificate process.
- A certificate endorsed 'Replacement' will be issued as per section 4.7 of receipt of the completed form and administration fee to the Learner or Centre (depending on who has been invoiced).
- Replacement certificates for CMI qualifications and programmes may also be charged to the Partner or Learner.

Amendments after completion

Notification of an amendment must be made in writing to certificates@cmi.org.uk within 3 months of a Learner completing his/her qualification.

It is the Centre's responsibility to ensure that the Learner's details are correct:

- Where the error lies with a Centre, for example, the spelling of the Learner's name is incorrect, an administration fee will be charged for the re-issue of a certificate.
- The original certificate must be returned by recorded post to: **Customer Services, CMI, Management House, Cottingham Road, Corby, NN17 1TT** with written confirmation from the Centre or alternatively, Video or photographic evidence can be provided to their CMI Quality Manager showing them destroying the certificate.

A replacement certificate will then be dispatched as per section 4.7 after receipt of the original certificate. The Centre will be invoiced for the administration fee.

Please note that it is standard CMI policy NOT to alter and re-issue certificates after completion, in the following situations:

- Following a learner's name change by marriage
- Following a name change but not by unenrolled deed poll/enrolled deed poll
- Following a name change by unenrolled deed poll/enrolled deed poll after the certificate has been claimed*
- The addition of Post Nominal letters, for example, OBE, MBE, BA (Hons) etc.
- The addition of Pre Nominal letters, for example, Dr, Prof, Captain (Hons) etc.

*CMI will only amend name changes made by enrolled deed poll if the enrolled deed poll was in place before the day on which the Learner's results/certificate were issued. Therefore, all certificates will remain in the person's name at the time of completion.

Exceptions to the above may be made where the Learner could, for example, be at risk of discrimination within the meaning of any applicable equality legislation. Each request will be considered on a case-by-case basis but may be permissible under the following circumstances:

- Persons under Government Witness Protection
- Persons who have undergone gender reassignment.

Replacement certificates for CMI qualifications and programmes may also be charged to the Partner or Learner.

4.15 Centre Issuing Certificates

If a Centre delivers over and above the content of the qualification, then the Centre can issue the Learner with an additional certificate to recognise the additional learning. If a Centre wishes to issue a Learner with an attendance certificate then they may do so. However, a Centre-issued certificate should never:

- Make any reference to a CMI qualification
- Contain a CMI logo
- Contain any regulator logos

AMENDING LEARNER DETAILS

Section 5 - Amending Learner Details

5.1 Change of Learner details

Any change of Learner details must be forwarded to qualifications@managers.org.uk. These changes will be put into effect within **5 working days**

5.2 Learner withdrawal from a qualification/Centre

Notification of Learner withdrawal from a qualification must be given in writing by the Centre, to qualifications@managers.org.uk

- The withdrawal will be made within **5 working days** of receipt of the written confirmation of withdrawal from the Centre
- The qualification registration fee is non-refundable

Please note - for Partners contracted with CMI please refer to the relevant section of your contract(s) to understand how withdrawals will be administered.

5.3 Exiting a Learner with completed qualification units/credits

Notification of Learner exit from a qualification, with less credit than originally intended, must be given in writing by the Centre, to qualifications@managers.org.uk.

In cases where a Learner has not achieved enough units to complete the full qualification on which they were registered, the Centre may decide to claim a smaller qualification at the same level (for example, as the 'smallest' qualification at any level is an Award, this option is not available for Learners originally registered on an Award). The Centre will need to check the qualification Rules of Combination to establish which qualification the Learner is eligible for. Please notify the Qualifications Team that a smaller qualification is being claimed, based on the units already achieved.

- The exit will be made within **5 working days** of receipt of the written confirmation of exit from the qualification. This will involve an amendment to the Learner's PAR to allow exit with credit.
- The qualification registration fee is non-refundable

5.4 Transfer of a Learner to another CMI Centre

Learners can transfer from one Centre to another, but CMI would need written agreement from both Centres. In the case where a CMI Centre has closed or withdrawn from CMI approval, or merged with another Centre, the Learner(s) can be transferred but the CMI would need written confirmation from the Centre that the Learner is transferring. CMI will not transfer any Learner where there is evidence of plagiarism or malpractice.

A letter agreeing on the transfer must be provided to awardingbody@managers.org.uk from the:

- Centre releasing the Learner
- Centre the Learner is transferring to
- The transfer will be made as soon as is practical upon receipt of the correspondence and will be confirmed to both Centre's Programme Directors, in writing, within **5 working days**.

5.5 Learner transfer to a different qualification

Notification that a Learner is transferring to a different qualification must be given, in writing, to qualifications@managers.org.uk

- The transfer will be made within **5 working days**, upon receipt of written notification.
- Where a Learner transfers to a more expensive qualification, the Centre will be charged an additional fee which represents the cost difference between the qualifications.
- When a Learner transfers to a less expensive qualification, no extra charge will be made and no refund will be given.

5.6 Extension of Learner's Qualification Expiry Date

When a Learner's registration has exceeded the registration period then they become lapsed. CMI can, at its discretion, 'unlapse' the Learner and provide an extended Learner registration period. However, this will depend on the qualification certification end date.

CMI will only consider extending a learner registration in some circumstances. Guidance on the parameters for an application and how to complete the request can be found on [MyCMI](#). It is important to note that each application will be reviewed on a case-by-case basis, and submission of a request does not guarantee an approved extension. Centres should always discuss with Learners the options of completion before the submission of this application, for example, the opportunity to transfer to complete a smaller qualification.

The length of any extension granted will be determined by the CMI Quality Manager and will be dependent upon the last registration and certification date for the qualification. CMI will not normally consider extending for an expired qualification (registration or certification). The learner must be registered onto the replacement qualification and their work mapped/entered for assessment, depending on the qualification, to the new specification by the Centre.

CMI may grant an extension of an additional 12 months but there will be an extension fee of £50+vat. The CMI Partner Services Team will contact the Centre to discuss and arrange the invoice.

LEARNER AND CENTRE FEES

Section 6 - Learner and Centre Fees

As part of the regulators' requirements (CCEA Regulation, Ofqual and Qualifications Wales), there is a requirement under Condition F1 for all regulated awarding organisations to publish fee information about their qualifications in a standard format that is easily accessible to potential purchasers in England, Wales and Northern Ireland.

CMI reviews its Fees Guide on an annual basis, for implementation from 1st September to 31st August. However, these fees are subject to change at any time, without any prior notice.

Details on fees can be found in the CMI Fees Guide which is located on the [website](#).

6.1 Registration fees

CMI charges a registration fee for each qualification that a Learner is registered for.

Learner registration is for the period of the qualification, or for a maximum of three years (or five years in the case of dual accredited programmes at HE Partners). Please see [Qualification Registration Duration](#)

6.2 Re-registration fee

A Learner exceeding the registration period will incur a re-registration fee:

- Centres can identify lapse dates of Learners via the Learner Details report in the Reports section of the HUB.
- CMI will re-register Learners within **5 working days** of receipt of a written request from the Centre.
- An invoice will be forwarded to the Centre within **5 working days** of the re-registration.

6.3 Annual Centre fee

Each year, Centres are charged a Centre fee covering the following 12 months.

An invoice for the Centre fee will be raised, where applicable, each year on the anniversary of Approval. Payment is due immediately.

In line with the [CMI Quality Assurance Handbook](#), if fees are not paid within the specified timeframe, then the CMI may place a sanction on the Centre to prevent any further qualification registrations.

6.4 Satellite Centre fee

An annual satellite Centre registration fee is charged. The Approved Centre will be invoiced for this registration fee. CMI will not invoice Satellite Centres fees directly.

6.5 Commercial Agreements

Individual commercial agreements may be in place with Partners concerning fees. Partners should contact their CMI Relationship Manager for further details.

COMPLAINTS AND APPEALS

Section 7 - Complaints and Appeals

7.1 Complaints

The CMI Centre Regulatory Agreement requires all Centres to have their own written complaints procedure. This should be a specific document that can be uploaded to the Approvals section of the CMI HUB (under question 7.7). This may be combined with your Appeal Policy and Procedure. However, if the policy(ies) are published online then the URL should be provided to CMI within question 7.7. It is not enough to have a process written in the commentary area of the CMI Hub - Approval Section - Centre documents. We understand that some Centres may upload their Learner Handbook which will either contain or have links to the Complaints Procedure.

Any CMI Centre offering a 'Distance Learning Delivery Approach' must ensure that on enrolment of learners; learners are made aware of the Centre's Complaints and Appeals policy and procedure and are provided with a copy or a URL to the documents.

A Centre can use the [CMI Complaints Procedure](#) as a guide when developing their own Complaints Procedure but it should be fully adapted and be referenced as being the Centre's own. Whilst CMI appreciates that many Centres use generic procedures, it does expect signposting to the Awarding Organisation's policy and procedure.

The documentary evidence should include -

- Information for Learners on how to and to whom complaints should be reported
- The stages/process of investigation of the complaint, including timescales if appropriate
- How the outcome will be communicated
- Reference to the Centre appeals policy if the Learner is dissatisfied with the outcome of a complaint
- A statement that ensures Learners are made aware that, after having exhausted the Centre's procedure, if they remain dissatisfied they can contact CMI to escalate the issue by using the CMI Complaints Procedure. A link to the CMI Complaints Procedure should be provided in the Centre Complaints Procedure

7.2 Guidelines for CMI Centres making appeals to CMI

The term "Appeal" relates to dissatisfaction with a CMI decision or CMI Centre decision which may include the following areas:

- Assessment decisions
- Decisions regarding Reasonable Adjustments or Special Consideration
- Decisions made in cases of malpractice and maladministration
- Decisions made in relation to Centre status
- The outcome of a complaint

Centres should follow [CMI appeals procedures](#) when submitting an appeal for any of the above

7.3 Guidelines for Learner Appeal - Centre

A CMI Centre's induction procedure should include advice to Learners about the Centre's appeals policy and procedures. All advice should be in writing and should cover CMI's review and appeals process.

A Learner may appeal against an assessment where a Centre has failed to meet the criteria on which its approval was based. Examples might be:

- Mistakes in recording a Learner's achievements or unreasonable delay
- Inadequate facilities, shortage of staff lacking appropriate qualifications

- An insufficient range of assessment methods or use of criteria other than those specified in the qualification
- Denial of assessment without justifiable cause
- Dissatisfaction with an assessment decision
- Insufficient or misleading guidance material

Where a Learner believes that he or she has grounds for appeal, the problem should be brought to the attention of the IQA or Quality Team, who will give written acknowledgement of the appeal, determine whether a case has been established and give assistance to the Learner. The Centre's appeals body will consider the appeal and recommend either that the appeal is upheld or that it is not upheld. The Centre's appeals procedure should give timescales for responding to appeals.

The Learner should be given formal notification of the outcome of his or her appeal. If the appeal was upheld the Learner should be told of the remedy, such as arrangements for reassessment. If the appeal was not upheld the Learner should be given the reasons and advised about his or her right to request CMI to review. The Centre must record the outcome of the appeal and notify the CMI with copies of the appeal documents.

If any charges for registering/processing appeals are made by the Centre, a full refund should be made in respect of a Learner whose appeal is upheld. The CMI will monitor Centres to ensure that appeals are properly processed.

LEARNER INDUCTION

Section 8 - Learner Induction

8.1 Learner Recruitment

CMI does not specify entry requirements for its qualifications (other than the Level 8 qualification in Strategic Direction and Leadership), but CMI Centres are required to ensure that Learners registered on a CMI qualification have sufficient capability at the right level to undertake the learning and assessment. This might include a review of the applicant's prior academic qualifications, as well as a review of their current job role (where relevant).

Learners will be recruited with integrity onto appropriate programmes that will:

- Meet their needs
- Enable and facilitate learning and achievement
- Enable progression

In order to achieve this, the CMI Centre will need to:

- Provide relevant programme information, guidance and advice, to enable informed Learner choice
- Publish entry and selection criteria
- Demonstrate that Learners are recruited with integrity
- Carry out a comprehensive Learner induction

8.2 International English Language Testing System (IELTS)

The [International English Language Testing System \(IELTS\)](#) assesses all Learners' English skills. This includes reading, writing, listening and speaking.

CMI Centres are advised that the below guide be used when considering international Learners.

Regulated Qualifications Framework (RQF) Level	IELTS band
Level 5	5.5
Level 6	6.0
Level 7	6.5
Level 8	6.5

8.3 Learner Induction to CMI

CMI requires all Centres to provide Learners registered on a CMI qualification with a full induction to CMI. This induction must include the following:

- Information regarding CMI such as the web address
- CMI membership details and how to register
- Learner online support such as ManagementDirect

We have a wealth of resources to support these inductions on MyCMI, and your Engagement team will be able to guide you on utilising these.

Section 9 - CMI Qualifications

9.1 CMI Qualifications

CMI provides a progressive framework that enables Learners to develop and broaden their management skills from qualification level 2 through to level 8. Each qualification progresses onto the next, delivering professional learning that equips Learners with the appropriate skills, knowledge and confidence. Within most qualifications, there is the choice of studying for different sizes of qualifications -

- **Award** - A concise qualification developing basic skills and knowledge
- **Certificate** - Building on and broadening the areas covered within the Award
- **Diploma** - Development of a comprehensive range of skills and knowledge

Some qualifications have -

- **Extended Diploma** - Building on the Diploma covering an extensive range of skills and knowledge.

Some qualifications have been created from units within other qualifications and are only available as Awards or Certificates.

All CMI qualifications can be found at [Management and Leadership Qualifications | Start today - CMI](#)

What do qualification levels mean

Most qualifications have a difficulty level. The higher the level, the more difficult the qualification is.

If you need to know the level of a qualification, you can:

- See a list of [qualification levels](#) in England, Wales and Northern Ireland
- Use the [Register of Regulated Qualifications](#) - if you know the name of the qualification and the awarding body that runs it
- [compare qualification levels](#) from other countries

Qualifications at the same level sometimes cover different amounts of the same subject.

CMI Professional Qualifications Versus Academic Degrees

CMI Level 6 and 7 qualifications although, at the same [qualification levels](#) in terms of being on the [Regulated Qualification Framework \(RQF\)](#), as an Undergraduate or Postgraduate degree; A degree is an Academic qualification awarded by a university or higher education institution⁷, who has [degree awarding powers \(DAP\)](#), whereas, a CMI level 6/7 qualification is a professional/vocational qualification; both universities and CMI are regulated awarding bodies in their own right.

Undergraduate degrees are typically dual accredited at CMI level 5 because CMI level 6 qualifications require significant practical experience and most undergraduate degrees do not provide this.

It is up to each university to decide whether a CMI qualification meets a specific course entry requirement, learners wishing to use CMI qualifications as entry requirements for degree courses should contact the university registrar for clarification. CMI qualifications are delivered at many higher education institutions across the UK and internationally so many universities are familiar with CMI qualifications.

Some CMI level 3 qualifications carry UCAS points which means they can be used towards entry for UK universities.

⁷ A UK degree can be awarded only by an authorised degree awarding body (typically a university) which has overall responsibility for the standard and quality of the qualification.

9.2 Qualification Framework

The majority of CMI qualifications that are delivered in England, Wales and Northern Ireland are on the [Regulated Qualification Framework \(RQF\)](#). In Scotland, CMI qualifications are on the [Scottish Credit Qualification Framework \(SCQF\)](#). All of the CMI qualifications on the framework are recognised by the [European Qualification Framework \(EQF\)](#).

9.3 Regulated Qualification Framework (RQF)

The framework will help people understand all the qualifications that are regulated by Ofqual, Qualifications Wales, CCEA Regulation and how they relate to each other. It intends to improve consistency around how Awarding Organisations describe the size and challenge, or demand, of the qualifications they offer.

9.4 Scottish Credit Qualification Framework (SCQF)

The Scottish Credit and Qualifications Framework (SCQF) Partnership promotes lifelong learning in Scotland. Through the Framework (see video - [About the Framework | Scottish Credit and Qualifications Framework](#)) you can gain a better understanding of qualifications in Scotland and plan your future learning. The Framework supports everyone in Scotland, including Learners, learning providers and employers, by:

- Helping people of all ages and circumstances to access appropriate education and training so they can meet their full potential;
- Helping employers, Learners and the general public to understand the full range of Scottish qualifications, how qualifications relate to each other and to other forms of learning, and how different types of qualifications can contribute to improving the skills of the workforce.

What are the benefits?

- The Framework helps you better understand the courses and programmes that lead to qualifications
- It helps you plan your learning and develop 'progression routes' to follow
- It allows you to make the most of the opportunities to transfer credit points between qualifications thus avoiding the repetition of learning

The Framework also provides an extremely important way of recognising different types of learning in a wide range of settings - for example, learning in the workplace or the community.

How does it work?

By using two measures, the level of a qualification or learning programme and the number of Credit Points awarded, the Framework helps you understand and compare the various Scottish qualifications. The level of a qualification indicates the level of difficulty and the number of credit points indicates the length of time it takes to complete. One SCQF credit point represents an average of 10 hours of learning time.

For further information on the SCQF please click [here](#).

9.5 Funding CMI qualifications

Some of CMI's qualifications are eligible for government funding⁸ and it is important that Centres are able to access this information.

CMI does not have direct influence in the allocation of funding, but takes steps, where possible, to make qualifications available for public funding⁹. Please contact product@managers.org.uk for more information.

⁸ All funding is subject to eligibility criteria and is also subject to change in accordance with Government policy.

⁹ International Centres wishing to claim funding should apply through their own national funding schemes.

England

- Public funding is allocated and regulated by the [Education and Skills Funding Agency \(ESFA\)](#)
- Level 2 funding is primarily sourced through the “Local Flexibility” provision
- Advanced Learner Loans may be available for learners aged 19+ undertaking a Level 3-6 RQF qualification
- Information on qualification and apprenticeship funding can be found on the [Funding Hub](#)

Scotland

- [Scottish Funding Council \(SFC\)](#) supports funding of colleges and universities in Scotland
- Funding is drawn down by setting out an Outcome Agreement, in line with Ministerial priorities and SFC’s Strategic Plan
- Funding for students at higher levels is available through the [Student Awards Agency for Scotland \(SAAS\)](#)
- Information can be found on the [SFC website](#)

Wales

- Qualifications approved or designated by Qualifications Wales will be eligible for funding by a Local Authority or by the Welsh Government
- Funding is for the education provider, not the Learner
- Information on approved or designated qualifications can be found on [Qualifications in Wales \(QiW\)](#)

Northern Ireland

- Public funding is allocated by the [Department for the Economy](#) in Northern Ireland

9.6 ELCAS - Enhanced Learning Credits Administration Services

The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces. The scheme provides financial support in each of a maximum of three separate financial years for higher level learning of a nationally recognised qualification at Level three or above or if pursued overseas, an approved international equivalent qualification with an approved learning provider. The ELCAS scheme does include several CMI qualifications.

More information can be found at [Enhanced Learning Credits](#)

CMI Armed Services [Webpage](#)

9.7 Recognition of Prior Learning (RPL) and Equivalent Units

Guidance on RPL and Equivalent Units can be found under the separate Policies for each of these located on the website: [Policies - CMI](#)

9.8 Review of CMI Qualifications

All CMI qualifications will have a review date. This review date denotes the date that the qualification could expire. All CMI qualifications have a last certification date; this date will be one year after the review date on an Award and three years after the review date on a Certificate and Diploma. All qualifications will be reviewed from time to time to ensure that they are current and up-to-date. A review of a qualification will generally be undertaken between three and five years after its introduction.

Following a review of a CMI qualification one of the below actions will be taken:

- Qualification will be extended

- Qualification will be amended or replaced
- Qualification will be withdrawn

Details of qualification, last registration dates and last certification dates can be found on MyCMI.

9.9 Qualification Extension

If a qualification has been reviewed and it is still deemed to be current and meets the sector, employers and Learner requirements, then the qualification will be extended. CMI will write to all Centres to communicate the extension and give details of the new review and last certification date.

9.10 Amendments to Qualifications

If a qualification is amended, CMI will aim to give Centres 12 months' notification. CMI Centres that wish to start using the amended qualification can do so at any time within the transition period but all Centres must adopt the amendments once the transmission period has ended. CMI will write to all Centres to communicate the amendments and give details of the transition period.

9.11 Withdrawal of a Qualification

In the event of a qualification being withdrawn, CMI will take all steps to communicate with Centres and to protect the interest of Learners in relation to the qualification.

Qualifications may be withdrawn following an annual review of validity, due to low/no uptake and/or at the end of their lifecycle.

Centres will be notified of any intention to withdraw a qualification, with the following information:

- Reason for withdrawal
- Registration end date
- Certification end date
- Replacement qualification (if applicable)

To ensure minimal impact on Centres, a period of transition of 12 months is generally given, after which no further registrations will be accepted. Where this is not possible, CMI will seek to give as much notice as possible. Where a qualification has experienced no uptake, a shorter withdrawal period is permissible due to the decreased risk to Learners.

A reminder of the last certification dates will be sent to Centres to inform them of upcoming end dates. Centres should take all steps to ensure Learners are assessed, internally verified and externally moderated – or externally marked - before the last certification date. CMI recommends that the Centre submit work for moderation no less than 2 months before the last qualification certification end date, this allows for moderation lead time.

Once the last certification date has lapsed, no Learners can be certified for a withdrawn qualification.

After a CMI qualification is withdrawn, CMI Centres will not be able to:

- Register Learners for the qualification;
- Deliver the qualification to Learners;
- Request moderation for Learners left on the programme;
- Advertise the qualification to Learners.

The Centre qualification approval will be withdrawn.

9.12 How to advertise CMI qualifications

CMI Centres are required to ensure that all CMI qualifications are advertised using the full title as it appears on the Register and that the information given is not misleading to Learners. Centres should ensure that they accurately advertise the delivery mode for each qualification so that Learners can make informed selections of Centres to study with. Centres must take all reasonable steps to ensure that any person connected with it does not make any statement that would be likely to lead users of qualifications to believe that a qualification it makes available is a regulated qualification when it is not a regulated qualification.

Where Centres are using CMI Marking services, they must ensure that any marketing in relation to offering CMI qualifications clearly indicates that delivery will be undertaken by the Centre and assessment and internal quality assurance will be undertaken by CMI.

All advertising needs to include the statement that all certification is subject to successful CMI moderation.

CMI will check the Centre's websites to monitor how CMI qualifications are advertised.

9.13 Additional Qualifications on a Centre's Qualification Portfolio

Centres can apply to add to their portfolio of qualifications they deliver at any time following Centre approval. **(Please note there are no fees for adding a qualification to a Centres qualification portfolio)**. As part of the qualification approval process, the Quality Manager will review the Centre's qualification application. Further details can be found within Sections 2.11 to 2.15 of the [CMI Quality Assurance Handbook](#).

Centres wishing to add additional qualifications to their Centre qualification portfolio must contact the allocated CMI Quality Manager and provide them with the following information **before any delivery takes place** -

- Name and Code of the CMI qualification(s) to be added;
- Name of those Centre staff involved in the delivery and if applicable assessment and internal quality assurance of the qualification(s);
- A Scheme of Work/Delivery Plan that clearly shows how assessment will take place - A [CMI template](#) can be used, but Centres are free to use their templates;
- Delivery Method/Approach, for example, face-to-face, blended, distance learning, etc.
- Delivery at Satellite Centres (If applicable)
- Expected first delivery date. if approved;
- Predicated learner numbers, if known.

9.14 Qualification Feedback

CMI is required to ensure that each qualification which CMI makes available is fit for purpose and that it secures the requirements of

- Validity
- Reliability
- Comparability
- Manageability
- Minimising bias

All CMI qualifications are developed by consulting with sector experts, Learners, Centres and employers to ensure that they secure the above requirements. If Centres wish to feedback regarding CMI qualifications please email product@managers.org.uk

Section 10 - Apprenticeships

As the only Chartered Body dedicated to creating better-led and managed organisations, CMI is the ideal partner to support Employers, Apprentices and Learning Providers in the delivery of [Leadership and Management Apprenticeships](#).

Working closely with Employers and Providers, CMI, as the professional body for management and leadership, has helped shape a new suite of apprenticeships to provide a progression pathway for the development of both new and existing managers.

10.1 English Apprenticeships

CMI provides complete End Point Assessment services for the following¹⁰:

- [Level 3 Business Administrator apprenticeship](#)
- [Level 3 Team Leader/Supervisor apprenticeship](#)
- [Level 4 Junior Management Consultant apprenticeship](#)
- [Level 5 Operations/Departmental Manager apprenticeship](#)
- [Level 6 Chartered Manager Degree apprenticeship](#)
- Level 7 Senior Leader Master's Degree apprenticeship
- [Level 7 Senior Leader Apprenticeship](#)

Unlike with CMI qualifications, CMI is not the awarding body for apprenticeships. The Institute for Apprenticeships and Technical Education (IfATE) has this role.

CMI's role in apprenticeships is End-Point Assessment (EPA). CMI is a [registered EPA organisation](#). All CMI Independent Assessors for Apprenticeships (IAAs) who deliver EPA are fully trained and standardised using similar processes to that applied for CMI qualifications. IAAs undergo a workshop, online training and observation before they are allowed to undertake EPA and are standardised on an ongoing basis.

Some Centres offering apprenticeships choose to embed a CMI qualification in their apprenticeship programme. In this instance, all quality assurance processes described in this document remain the same. CMI will quality assure the delivery and assessment of its qualifications but **not** the delivery and assessment of the programme which meets the apprenticeship standard.

The CMI Awarding Body ensures that CMI qualifications sit separately from the Apprenticeships division which provides End Point Assessment. Therefore, please note that the processes for the claiming/awarding of a CMI qualification and End Point Assessment are different and separate. Submitting qualification units through the CMI moderation process does not provide evidence that the Apprentice has met the requirements of the apprenticeship standards. Similarly, an Apprentice who has successfully completed their EPA is not automatically awarded the CMI qualifications. Centres must make themselves familiar with these two different processes and ensure that the appropriate information and evidence are submitted to CMI through the relevant systems so that all achievement is correctly recorded.

For further information on Apprenticeship End Point Assessment and CMI support in this area see: [Management Apprenticeships | Start your journey - CMI](#)

10.2 Welsh Apprenticeships

In Wales, an apprentice will follow an approved [Welsh Apprenticeship Framework](#). They ensure an apprentice has the relevant knowledge, skills and qualifications. Frameworks are available in 23 sectors. Within each Apprenticeship framework, learners are required to complete a recognised Apprenticeship

¹⁰ Correct as of January 2024

qualification, and specific Essential Skills qualifications and show an understanding of employee rights and responsibilities.

Qualifications on the [Welsh Apprenticeship Framework](#) will follow the National Occupational Standards (NOS) for the subject area.

Issuing Authority in Wales

The Welsh Government is the issuing authority for apprenticeship frameworks in Wales. This means that they quality check, approve and publish apprenticeship frameworks.

The issuing authority provides a final quality measure to:

- test compliance with Specification of Apprenticeship Standards Wales
- confirm Welsh Apprenticeship Advisory Board recommendation is in place
- publish the frameworks

CMI Qualifications on the Welsh Apprenticeship Framework

Currently, CMI qualifications are included in the following Apprenticeships in Wales:

- Foundation Apprenticeship in Team Leading (CMI Level 2 Diploma in Team Leading - 601/3795/2)
- Apprenticeship in Management (CMI Level 3 Diploma in Management - 601/3779/4)
- Higher Apprenticeship in Management (CMI Level 4 NVQ in Management - 601/6877/8 and CMI Level 4 Diploma in Management and Leadership - 601/0100/3)
- Higher Apprenticeship in Management and Leadership (CMI Level 5 NVQ Diploma in Management and Leadership - 601/3780/0 and CMI Level 5 Diploma in Management and Leadership - a 603/2392/9)

Information on the framework and all apprenticeship requirements in Wales can be found on the [Apprenticeship Certification Wales \(ACW\) website](#).

10.3 Scottish Apprenticeships

Apprenticeships in Scotland are available in over 80 frameworks. The types of apprenticeships available are:

- Foundation apprenticeships
- Modern apprenticeships
- Graduate level apprenticeships

Apprenticeship Approvals Group

The [Apprenticeship Approvals Group \(AAG\)](#) has responsibility for approving all Scottish apprenticeships from 1 April 2020. It is an employer-led group aimed at ensuring Scottish apprenticeships meet the needs of employers.

Scottish Apprenticeship Advisory Board

The [Scottish Apprenticeship Advisory Board \(SAAB\)](#) is led by employers and representatives from industry bodies across a range of sectors and provides employer leadership and contribution to the development of apprenticeships in Scotland. The SAAB Standards and Frameworks Group oversees the development of apprenticeship standards and frameworks.

Scottish Vocational Qualifications (SVQ)

Occupational SVQs for the sector are the core of every framework. Modern Apprenticeships can include SVQs from SCQF level 5 through to SCQF level 12, although the majority of MA frameworks are at SCQF levels 6 and 7. Some frameworks may specify progression routes, with apprentices working towards an SVQ at one level and then progressing to SVQs at other levels.

CMI Modern Apprenticeships

CMI's SVQs in Management are currently included in the Modern Apprenticeship frameworks:

- [Management at SCQF Level 7](#)
- [Management at SCQF Level 9](#)
- [Management at SCQF Level 11](#)

10.4 Northern Irish Apprenticeships

The different types of apprenticeships available at each level and the standards and criteria a apprentice must meet to complete the apprenticeship programme and receive their apprenticeship certificate are set out in apprenticeship frameworks for Level 2 and Level 3. Currently, there are around 150 Level 2 and Level 3 apprenticeships and over 45 Higher Level Apprenticeships to choose from.

Apprenticeships typically consist of

- Mandatory combined knowledge/competency qualifications
- Mandatory essential skills

CMI Qualifications on the Apprenticeships Framework in Northern Ireland

Currently, CMI qualifications are included in the following Apprenticeships frameworks:

- [Level 2 Apprenticeship in Team Leading](#) (CMI Level 2 Diploma in Team Leading - 601/3795/2)
- [Level 3 Apprenticeship in Management](#) (CMI Level 3 Diploma in Management - 601/3779/4)

Information on Apprenticeships in Northern Ireland is available via [NIDirect](#).

10.5 Contact us

Apprenticeship queries can be addressed to:

- Apprenticeship queries – [Please contact your dedicated Relationship Manager](#)
- End Point Assessment queries – epa@managers.org.uk or call 01536 207 357
- Apprenticeship standards mapping - standards.mapping@managers.org.uk

THE REGISTRATION AND MONITORING OF SATELLITE SITE AND MULTI CENTRE

Section 11 - The Registration and Monitoring of Satellite Site and Multi Centre

11.1 Introduction

A Satellite arrangement allows an organisation to access CMI qualifications without gaining approval as a Centre in its own right. However, the main Centre remains responsible and accountable for the quality of delivery and assessment within the Satellite. Further details can be found within [CMI's In Country and Overseas Multisite and Satellite Centre Approval Procedure](#) and [HE International Satellite Enquiry Form](#)

A Satellite Site's Assessors, Deliverers, Lecturers, Tutors and/or IQA(s) must be part of the Centre's team, participating in all team meetings. It is the responsibility of the Centre's Quality approach to organise and record such meetings. The Centre's Quality Team and/or IQA is the Lead Internal Quality Assurer and is responsible for the overall quality assurance within the Centre and all Satellite Sites. The Centre is responsible for ensuring and monitoring that effective internal quality procedures are in place and that consistency of assessment is operated at all assessment locations. The roles and responsibilities must be clear at the main Centre.

Centres must seek agreement in advance from their Quality Manager to operate a Satellite Site. Failure to inform CMI of Satellite arrangements may result in Centre approval being suspended or withdrawn.

A Satellite Site may not publicise that it is a CMI Approved Centre. Any publicity must indicate that the Satellite site is operating as a Satellite site of the CMI Approved Centre.

A newly approved Centre may not seek to operate a Satellite Site until it has been as a CMI Centre for at least 12 months and has learners go through the moderation or marking process.

11.2 Satellite Sites

A Satellite Site is defined as one which operates from within a different organisation and/or geography and is independently controlled and managed from the main Centre. In most cases, it will be governed by a business or third-party agreement between the organisations. Please note that all third-party relationships for delivery are considered Satellite Sites and this includes multi-sites outside of the country where the main Centre is situated.

Satellite Sites can vary concerning how much responsibility has been devolved from the Centre:

- A Satellite Site might have its own Assessors and/or Deliverers/Lecturers/Tutors but must use the main Centre for internal quality assurance as well as Learner registration and certification.
- A Satellite Site may have devolved responsibility for both assessment and internal quality assurance, but use the Centre for Learner Registration and Certification. In this case, the Centre must have a Lead Quality Team and/or Internal Quality Assurer who takes responsibility for overall quality assurance within the Centre and the Satellite Site.

11.3 Multi-Centres

A Centre that operates in multiple locations all under the same ownership/management with all business development, marketing, administration, delivery, assessment and quality assurance undertaken by staff that are directly employed by the Primary Centre. Please note that a Multi Centre operating overseas (for example, a branch) will be considered as a Satellite Site.

- The Centre must make an application to operate Multi Centre(s) through their Quality Manager.

- All accountability and responsibility of quality assurance, delivery and administration is directed through the original Centre.
- A Quality Manager audit/visit will only be to the original Centre (as all operations will be the same at the other Centre)
- There will be no additional charge to the Centre for the operation of a Multi-Centre in the UK

11.4 Prior to seeking Satellite Site registration

All Satellite Sites must be registered with CMI. However, before registration, the Centre should clearly identify whether the main centre or satellite will be registering learners with CMI, submitting marking to CMI's marking service or making submissions on CMI's moderation system. There needs to be clarity on who will pay associated CMI fees and whether paper or e-certificates are required. This aspect will determine whether a separate Centre code is needed. Centres must provide the following:

- Conduct a detailed audit of the Satellite Site
- Ensure a contractual regulatory agreement between the Centre and the Satellite Site
- Ensure that the satellite has the necessary local trading license and approvals to operate in the country it is in
- Outline procedures for communicating with the Satellite Site
- Outline procedures for ensuring quality assurance of assessment decisions

11.5 Centre Responsibility to Audit Satellite Sites

The CMI Approved Centre is responsible for the quality of the operation of the CMI qualifications at the Satellite Site. This is achieved in part by the Centre undertaking a detailed and rigorous audit of a Satellite Site before seeking CMI registration. The audit should cover the following:

- The nature and type of organisation
- The person who has responsibility for communication with the Centre
- The qualifications the Satellite Site wishes to offer (the Centre must be approved for all of these)
- The number of Learners over a three year period
- Full CVs for all Assessors (and IQAs if relevant), including occupational competence and qualification achievement
- Full CVs for Deliverers/Lecturers/Tutors, including academic competence and qualifications;
- Training and development plans for any Assessor (and IQAs) who have not yet achieved the relevant qualifications required
- Support for Learners
- The availability of resources to support assessment

Where a Satellite site offering CMI qualifications operates outside of the UK the following will be required: a trading licence, and two testimonials. An operations manual will also be needed.

11.6 Contract between the main Centre and the Satellite

There should be in place an agreement (contract) between the Centre and any Satellite Site. The agreement should be signed before seeking registration, by the senior manager of both the Centre and the Satellite Site and should be available to the Quality Manager/Auditor upon request. The agreement should contain, as a minimum, the following:

- the key responsibilities of the Centre and the Satellite Site
- a clear definition of the division of resources
- a clear definition of the division of activities to support the Learners' learning
- a description of the communication process
- agreement in relation to access to the Satellite Site by the Centre and by the Quality Manager
- signatures of agreement from senior managers from both the Centre and the Satellite Site.
- agreement in relation to access to the Satellite Site by the Centre and the Quality Manager
- signatures of agreement from senior managers from the Centre and the Satellite Site.

The division of accountability between the Centre and the Satellite Site should include the words “ultimate accountability for Learner registration, assessment, internal quality assurance and certification rests with the Centre and not the Satellite Site”.

11.7 Communication

It is the responsibility of the Centre to ensure Satellite Site(s) are kept up to date with information relating to the qualifications and the CMI Awarding Body. Centres should ensure a communication process is agreed upon through the agreement. Communication should include both written and face-to-face contact, with the format and regulatory as agreed between the parties. Monthly contact is recommended as a minimum and meetings should be recorded.

All correspondence between the Satellite Site and CMI, from Learner registrations and invoicing through to the issue of certificates, will be routed via the Centre only.

11.8 Quality Assurance

It is the responsibility of the Centre to monitor and quality assure the standard assessment decisions within the Satellite Site through rigorous internal quality assurance. Where internal quality assurance is devolved to the Satellite Site, systems must be in place for monitoring assessment and quality assurance decisions within the Satellite Centre through the lead Internal Quality Assurer or Quality Team. The Centre, regularly (a minimum of twice a year), should monitor the Satellite Site and clear records of this process should be maintained and available for the Quality Manager at Centre visits to the main site.

11.9 CMI Centre Visits to Satellites

As part of the Centre monitoring process, the Quality Manager will primarily liaise with the main site but reserves the right to visit a Satellite Site. If visiting a Satellite the Quality Manager must have access to all records relating to meetings, assessment and internal quality assurance, audit and monitoring of the Satellite Site.

The Quality Manager:

- Will not visit a Satellite Site for the specific reason of external quality assuring Learner portfolios
- Holds the right to visit a Satellite Site without prior notice.

Under no circumstances can a Satellite Site operate another Satellite Centre.

Further permissions will be required if a Satellite operates Multisites.

11.10 Registering a Satellite Site

See: *HE Partner International Satellite Enquiry form AND UK and Overseas, multisite and Satellite approval procedure, and CMI UK and overseas Multisite and Satellite approval procedure both available at [Policies - CMI](#)*

Centres wishing to operate a Satellite Site must complete and forward the following to their Quality Manager:

- a completed application form (See above)
- a staff matrix showing each staff member and their duties at the Satellite
- a copy of each staff member's CV
- a copy of the last audit report from the Centre
- a copy of the agreement between the Centre and the Satellite
- a copy of the operations manual between the Centre and the Satellite
- a copy of documents indicating any other external accreditation
- For satellites centres outside the UK, a trading licence and two testimonials may be required

The Quality Manager may contact the Centre for further information regarding the application.

The Quality Manager will notify the Head of the Awarding Body, in writing, of his/her decision within **21 working days** of receipt of the Satellite Site documentation and all required documentation.

CMI's Senior Quality Managers and/or the assigned Quality Manager will notify the Centre, in writing, of the CMI's decision within **7 working days** of receipt of the Quality Manager's report. If the application is successful the Centre will be issued with a declaration of approval letter from CMI detailing the courses and location for which Satellite approval is granted. It will also contain any conditions that will apply.

Upon registration, a copy of the documentation relating to the Satellite Site registration will be retained by CMI and the Satellite Site will be linked to the Centre on CMI's central database.

Ongoing Satellite approval is dependent upon there being a current Regulatory Agreement between CMI and the Centre AND between the Centre and the Satellite. Should either condition no longer apply then the recognition as a Centre Satellite registered with CMI will cease. It is the Centre's responsibility to formally notify CMI if this happens.

11.11 Cost

The Centre will be invoiced for the Satellite Site annual registration fee; CMI will not invoice Satellite Sites directly.

Should a satellite visit be necessary, the cost of travel and overnight accommodation (if applicable), will be charged to the Centre. Refer to the Centre fees document or the Centre contract for the most contemporary information on costs.

11.12 What is a third-party/satellite relationship?

- Where clients are served overseas by flying faculty from the Centre in the UK, no Satellite approval is required. However, your CMI Quality Manager needs to be informed.
- Where the Centre employs a local staff member in a country outside of the UK, this is considered as a multisite overseas and therefore a Satellite approval must be completed.
- Where there is delivery, assessment or IQA undertaken by a separate organisation on behalf of the Centre, Satellite approval needs to be applied for.
- Virtual Learning Environment (VLE) providers, based in the UK or outside of the UK, who themselves provide content for CMI qualifications as part of the TUT for each unit are also considered to be Satellites/third parties; although they may consider themselves as publishers - Satellite approval needs to be applied for.

For all Centres, an application form must be completed and submitted to the Centre's CMI QM. [CMI's In Country and Overseas Multisite and Satellite Centre Approval Procedure.](#)

All delivery and assessment for direct delivery of CMI qualifications outside of the UK requires a local trading licence and two testimonials in addition to the information provided at initial Centre approval. The main Centre is responsible for all quality issues at an approved satellite. All delivery, assessment and IQA staff will need to be approved by CMI and their information needs to be on the CMI HUB.

The main Centre will be responsible for all unapproved Satellites and the CMI sanctions policy will apply if unapproved Satellites are discovered.

If there are any queries about overseas relationships, please contact your CMI Quality Manager in the first instance.

POLICIES AND PROCEDURES REQUIREMENTS

Section 12 - Policies and Procedures Requirements

CMI's policies and procedures can be found on the [CMI website](#).

CMI expects Approved Centres and Registered Centres to have their own policies and procedures to guide working practices. As a **MINIMUM**, the Centre will be required to have the following policies/procedures:

- Complaints Policy & Procedure (should a Learner wish to complain about any aspect of their relationship with the Centre)
- Appeals Policy & Procedure (should a Learner wish to appeal against assessment judgements)
- Equal access statement for Learners
- Special Considerations and Reasonable Adjustments Policy & Procedure
- Recognition/Accreditation of Prior Learning and/or Experience Policy & Procedure
- Malpractice and Maladministration Policy & Procedure (to include Learner malpractice as well as staff malpractice/maladministration). Must include arrangements to prevent and investigate allegations of malpractice and maladministration
- Conflicts of Interest Policy & Procedure and their management
- Equality, Diversity and Inclusion Policy (or equivalent policy)
- Health and Safety Policy & Procedure
- Privacy Policy
- Data Protection Policy

A Centre's complaints, appeals and malpractice/maladministration policies must all include reference to the right of its staff and Learners to refer to CMI once the internal procedures have been fully exhausted. In addition, a Centre's internal malpractice policy/procedure must include reference to the immediate reporting of any case of suspected malpractice to CMI and the right of any Stakeholder/Staff/Learner to report suspected malpractice directly to CMI using CMI's Whistleblowing policy/procedure.

Registered CMI Centres appeal policies and procedures should indicate that any appeal against a CMI **marking decision** should be submitted to CMI following [CMI appeals policy](#).

Approved CMI Centres appeal policies and procedures should indicate that any appeal against a CMI **moderation decision** should be submitted to CMI following [CMI appeals policy](#).

The Centre's Policies should include the following features:

- Aims/purpose of the policy
- Definitions of terms used
- Date/version control and any planned/actual review dates
- Roles and responsibilities of the Centre/Centre staff

The Centre's Procedures should include the following features:

- Aims/purpose of the policy
- Definitions of terms used
- Date/version control and any planned/actual review dates
- A list of steps that may be taken or templates that may be completed by the person following or using the policy (which might include Centre Staff and/or Learners)
- Provide timescales for each procedural step contained within their policy

All policies and procedures should be monitored and reviewed regularly¹¹, especially when they are being implemented to address a particular issue. Revisions to the policies and procedures should be made as a result of reflections on their implementation.

Please note that CMI permits the use of its policies and procedures by Centres. However, these **MUST** be adapted to reflect the Centre's own needs, circumstances and working methods.

¹¹ It is recommended at least annually and/or if legislation and/or regulation changes

Section 13 - Ministry of Defence (MOD)

13.1 Introduction to the CMI MOD offer

There have been several changes to the CMI qualifications since 2017. Primarily the changes are -

- Updated qualification syllabuses across a range of leadership and management qualifications (including levels of qualifications)
- The introduction of Centre Assessment Standards Scrutiny (CASS) by CMI's regulators - Ofqual, CCEA Regulation and Qualifications Wales.

The changes in qualification syllabuses ensure that CMI qualification content remains contemporary and that qualifications continue to meet the management and leadership needs of employers and thereby satisfy the conditions of CMI's regulators.

Ofqual, CCEA Regulation and Qualifications Wales introduced new minimum requirements for 2021 for assessments completed by Centres. This has introduced additional scrutiny requirements which have fundamentally changed the CMI product offer for MOD Centres. The additional scrutiny measures now mean that CMI will require all MOD Centre candidates undertaking a regulated qualification to complete and pass CMI assessments before they achieve the qualification. For more information on CASS, please see [CMI Quality Assurance Handbook](#): Section 6 - External Quality Assurance Methods of CMI Qualifications.

A number of the qualifications for the MOD have now expired and no further registrations for any MOD courses that have been completed prior to March 2021 can now be accepted.

A new CMI MOD product offer is now in place. This offer makes more extensive use of the [CMI Professional Standards](#) allows the management and leadership experience and competencies gained through the MOD service to be recognised by CMI, and provides a route into [Chartered Manager status](#). This new MOD CMI product offer also allows Learners on approved MOD courses (upon completion of required mapping* activity) to achieve a qualification, on submission of course completion evidence and completion of assignments linked to the course content.

MOD Centres that have previously had accredited qualifications linked to MOD courses that have not as yet been remapped should make contact with the CMI to discuss the new MOD product offer and commence work with CMI for mapping towards the new MOD product offer.

CMI informed all MOD Centres of the changes to the CMI product offer at the end of 2019, in August 2020 and in December 2020. Centres and potential MOD CMI Learners can view which MOD Courses are accredited through the qualification and professional standards routes on the CMI website, in the [MOD section of the website](#)

**mapping is the process whereby CMI maps a qualification to the content of the course undertaken within the MOD. This requires the active cooperation of the MOD Centre.*

13.2 Registration forms, submitting assignments for EA Marking

Please see section [4.1 Registration of Learners](#) section of the Handbook

For all MOD Courses that CMI either:

- Accredits with a regulated qualification certificate AND/OR
- Recognises through a recognised certificate

The Centre/Learner can register for their preferred option(s) utilising the registration form that is linked to the MOD course that they are undertaking/have completed.

Registration forms and assignment completion packs are located on [the relevant MOD section of the CMI website](#). Within the registration form, there are details of fees and the evidence that is required to register for the preferred route, as well as where the completed registration form is to be sent. Registration forms can be completed by the individual/Centre and sent to CMI.

Following successful registration for the preferred route, the [MOD section of the CMI website](#) hosts a completion pack (by MOD Course). This will provide the relevant assignment brief(s), assignment support information and completion process to follow to submit the required assignments to gain the linked CMI qualification. It will outline the CMI external assessment (EA) marking process and how to submit the completed assignment(s).

Please note, that any MOD learner support for the content completion of these assignments should be sought from the MOD, CMI are not able to provide any guidance or support at this level.

Once completed all assignments are submitted directly to CMI for marking - ea.marking@managers.org.uk

Please note that the CMI External Assessment marking service will not accept any assignment marking requests by candidates - without the candidate having paid all fees in advance.

13.3 Referrals of CMI Assignments

For Registered CMI Centres/Individual registrations -

CMI recognises that MOD Centres may vary in the support given to Learners in monitoring submitted assignments and supporting resubmission of assignments.

If you are currently undertaking a MOD course and the Centre requires you to complete the external assessments whilst undertaking the course - please liaise directly with the instructor for guidance on how the Centre collates assessment submissions and resubmissions.

If you are a MOD registered Learner who has completed the MOD course and is submitting, or resubmitting, assessments for marking then please submit these to - eamarking@managers.org.uk

Please ensure you follow the guidance from the notification email you receive with the feedback on your assignment. This will clearly outline the process to follow for resubmission.

13.4 Certification

For all MOD courses that CMI either:

- Recognises through a recognised certificate
- Accredits through a qualification certificate

There are 2 routes to gaining the relevant certificate:

Recognised Certification

To receive the CMI [professional standard](#) recognition certificate, the Centre/MOD registered Learner must access the relevant registration form for the MOD course that has been completed and submit the required evidence of course completion to: mod.qualifications@managers.org.uk

All certificates for MOD learners are now produced digitally and the learner will receive an email advising on how to access this securely. Certificates are produced on a weekly basis so allow **1-5 working days**.

Qualification Certification

To receive the accredited qualification certificate that has been mapped to the MOD course, the MOD Learner/Centre will have achieved the required pass mark for the mapped qualification units, through completing and passing the unit(s) that have been outlined in the MOD course completion pack.

Upon successful completion of the unit(s), the Centre/MOD Learner will receive confirmation from the EA marking service of the completion of the qualification/unit(s) via the email address supplied at registration or via staff at the MOD Centre.

All certificates for MOD learners are now produced digitally and the learner will receive an email advising on how to access this securely. Certificates are produced on a weekly basis so allow **1-5 working days**

The qualification certificate will be sent out to the registered email address provided at the point of registration (for individual registrations) or to the MOD Centre address (for cohort/Centre registrations).

For any queries relating to either recognised certificates OR qualification certificates please contact: mod.qualifications@managers.org.uk

Paper certification can be requested if required, at a charge. Please contact CMI to discuss this.

13.5 Appeals and Complaints

Please see Section 7 of this Handbook - [Complaints and Appeals](#).

Section 7 outlines the route to take if a registered Learner undertaking a MOD qualification wishes to pursue a complaint or appeal with the MOD Centre. The Centre will hold its own Appeals and Complaints Policies and procedures. All Complaints and Appeals must be routed to the MOD Centre in the first instance.

All CMI registered Learners have the right to complain or appeal to the CMI Awarding body directly, **upon exhausting the MOD Centres Appeals/Complaints procedure** - and if they are not satisfied with the outcome.

Information on how to pursue this is provided to all MOD registered Learners at the point of registration and on submission of any assessment through the EA Marking inbox and can be located on the CMI website:

CMI's Appeals and Complaints policies can be found [here](#).

13.6 MOD Centre/Learner FAQs

Here is a list of FAQs that MOD Centres and Learners frequently ask:

The basics -

- **What are learners entitled to and when can they claim back for an MOD course?**
All mapped course details and reach back information are confirmed on our website for each course - [please check the details here](#)
- **A Learner was given information during their training saying that they would be entitled to claim specific CMI qualifications but this doesn't tally with the information on the CMI website. Which is right?**
The information available on the [CMI website for the MOD](#) is the current offer.
- **How does a recognised certificate differ from a qualification certificate?**
A recognised certificate shows potential employers that the Learner completed a training programme with a good level of management and leadership content. So much so that the CMI Awarding Organisation. The standard is based on 3 key principles:
 - Organisational performance
 - Interpersonal Skills

- Personal Effectiveness

See here for more information - [Professional Standards - CMI](#)

A regulated qualification certificate shows potential employers that a Learner has been formally assessed as meeting a specific level (for example, Level 2, 3, 5, 6, 7, 8) of a regulated qualification. CMI qualifications are not only proven to improve performance, they're designed to provide a clear pathway for progression towards the ultimate management and leadership achievement: [Chartered Manager](#)

Learners who have completed a CMI Level 3 Award may be eligible for Foundation Chartered Manager. Please see the website for further details: [Foundation Chartered Manager | Start your journey - CMI](#)

- **How long have Learners got to complete the CMI qualification?**
In most cases, MOD learners have 12 - 36 months from the point of registration to complete and submit their work to CMI for marking.
- **A Learner is currently completing the assignments for a CMI qualification. Where can they find more information on what is needed?**
The learner will have been sent details of their 'completion pack' which will give them all of the required details - [all details also on our website](#). The learner will also have access to Management Direct. This is the CMI online library of resources. Once registered for units within a qualification, the Learner will be signposted to specific resources within Management Direct when they log in. See - [ManagementDirect | Membership Resources - CMI](#)
- **The Learner has received the results for their CMI qualification, but when do they get the certificate for the qualification?**
Certificates are sent electronically and produced on a weekly basis so allow **1-5 working days**

Assessment Submission queries -

- **A Learner has registered and submitted units for CMI marking. They got the qualification/unit results and don't understand the feedback. Can they talk to somebody about it?**
Please refer to the email content that was sent to the Learner with the assessment result - this outlines who to contact.
- **A Learner referred on a unit that was submitted for CMI marking. They are now ready to resubmit this assessment. How do they do that?**
Please refer to the email content that was sent with the result of the original assessment result - this outlines the resubmission process.
Note: For a second submission, all changes or additions should be coloured BLUE. For a third submission, all changes or additions should be coloured RED.
- **A Learner has their CMI qualification unit result(s) and disagrees that it is a referral. How do they get somebody to review this?** If a Learner is dissatisfied with the outcome of a decision, refer to the [CMI appeals process](#).

Other -

- **A Learner is unhappy with the support provided by their MOD Centre and would like to make a complaint. How do they do this?**
In the first instance, the Learner is advised to contact their MOD Centre and submit a complaint through its own processes. If the Learner remains dissatisfied with the results after following the Centre's complaints process, they should follow the [CMI complaints procedure](#).
- **A Learner has completed a unit(s) but no longer wishes to carry on studying for the remaining units needed for the qualification. Can they claim for the units they have passed?**
The Learner should contact: mod.qualifications@managers.org.uk and say that they wish to exit with any credit they have. The team will check their Personal Academic Record and let them know whether they are entitled to any qualification. If so, the Learner will be transferred and exited.

- **A Learner applied to do the qualification but has decided that they don't want to do this and wants the recognised certificate. Who do they contact?**
MOD.qualifications@managers.org.uk

- **I am a MOD Centre CMI Programme Director, how do I submit assignments on behalf of my Learners?**

All Learners must first be registered with CMI. Please contact MOD.qualifications@managers.org.uk to arrange this. Following registration you can submit your Learners' completed assignments to: eamarking@managers.org.uk

The information required at that time is as follows:

- Name/s of Learners
- P numbers (CMI registration number)
- Centre number
- Unit names being submitted for each Learner
- A signed authenticity statement.

- **I am a Learner/MOD Centre Programme Director, how do I claim recognised certificates for my programme?**

Please contact MOD.qualifications@managers.org.uk to arrange this.

ADDITIONAL INFORMATION

Section 14 - Additional Information

14.1 Maintenance of Information on the CMI HUB

CMI Centres are further reminded that they are required to keep approval documents such as the 'My documents' and 'Our Staff' sections on the CMI HUB up to date. Centres that fail to upload documents or fail to maintain documents will be considered as breaching their Regulatory Agreement and may be sanctioned. Sanctions may prevent the registration and/or certification of Learners until these requirements are met.

14.2 Additional Guidance for Scottish Centres

Centres located in Scotland need to be aware of the Scottish Public Services Ombudsman (SPSO). They will act as the final arbiter for unresolved complaints about public bodies. In this context, SQA Accreditation is the regulator for qualifications in Scotland and it is also a public body.

For complaints connected to regulated qualifications, complainants must have followed all the channels available to them before their complaint will be considered by the SPSO. They must exhaust both the Centre's Internal Complaints Procedure and the CMI procedure.

The SPSO will also not consider complaints about academic (assessment) decisions.

The CMI procedure includes contact details for SQA Accreditation and for the SPSO should the complainant wish to access them.

[Scottish Vocational Qualifications \(SVQs\) - 10 Week Registration/Certification Rule](#)

14.3 Approved and Registered Centre Regulatory Agreement

This agreement contains the responsibilities of the Partner as an Approved/Registered Centre of CMI in accordance with the requirements of the General/Standard Conditions of Recognition & Regulatory Principles as issued by Ofqual, Qualifications Wales, CCEA Regulation and SQA Accreditation as the regulators of qualifications and assessments. By signing the Agreement, the Approved/Registered Centre confirms its understanding of the terms and conditions and agrees to adhere to the requirements.

This enforceable Agreement commences on the date of the Declaration of Approval and continues for a period of three years, this is independent of any commercial agreement negotiated between the two parties. Any extension to the Declaration of Approval and the Agreement will be subject to review against moderation and audit reports conducted by CMI. The termination conditions are also contained within the Agreement.

SUPPORTING DOCUMENTATION

Appendix 1 - Supporting Documents

CMI has devised several documents and templates to support CMI Centres, and these can be found on MyCMI. [Information & Resources for Partners and Centres - CMI](#)

All CMI Partner policies and procedures can be found at [Policies - CMI](#)

GLOSSARY

Appendix 2 - Glossary

Accreditation	The process through which the Qualifications Regulators confirm that a qualification conforms to the requirements of the RQF regulatory arrangements (NB – previously QCF).
Appeal	The process through which an Awarding Organisation may be challenged on the outcome of an enquiry about results or, where appropriate, other procedural decisions affecting a Centre or an individual Learner.
Assessor	A person who undertakes marking or the review of marking. This involves using a particular set of criteria to make judgements as to the level of attainment a Learner has demonstrated in an assessment.
Assessment	The process through which evidence of Learners' attainments is evaluated against agreed criteria to provide the evidence for a qualification.
Assessment criteria	Descriptions of the requirements a Learner is expected to meet to demonstrate that a learning outcome has been achieved.
Assessment standard	The standard that a Learner is expected to reach in order to achieve credit for a unit, is expressed through a combination of the learning outcomes and assessment criteria of that unit.
Authentication	A process under which evidence generated by a Learner in an assessment is confirmed as having been generated by the Learner (or identified and confirmed as being that Learner's contribution to group work) and as being generated under required conditions.
Award	A qualification with a credit value between 1 and 12.
Awarding Body	Awarding Body means an organisation recognised by a national regulatory body ie Ofqual, Qualifications Wales, CCEA Regulation & SQA Accreditation in respect of the General/Standard Conditions of Recognition/Regulatory Principles and award or authentication of a specified qualification, or description of qualification.
CASS	Centre Assessment Standards Scrutiny means the activities by which the Awarding Body (in this case CMI) quality assures the practice by which it delegates assessment judgements to Approved Centres.
CCEA Regulation	The Northern Ireland qualifications agency
CPD	Continuing Professional Development.
CV	Curriculum Vitae.
CMI Centre	An organisation to undertake the delivery and assessment to Learners on behalf of CMI. Centres are typically educational institutions, training providers, or employers.
Characteristic	Age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in England and age, disability, marital status, racial group, religious belief, sex, sexual orientation, political opinion
Comparability of Assessment	The extent to which assessment outcomes are equivalent between Centres, units and qualifications, and over time.

Conditions of Recognition	All conditions to which an Awarding Organisation's recognition is subject (including other conditions imposed under section 132(3)(d) of the Act).
Credit	An award made to a Learner in recognition of the achievement of the designated learning outcomes of a unit.
Credit transfer	The process of using a credit or credits awarded in the context of one qualification towards the achievement requirements of another qualification.
Credit value	The number of credits that may be awarded to a Learner for the successful achievement of the learning outcomes of a unit.
Certificate	A record of attainment of credit or a qualification issued by an awarding organisation.
Certificate	A qualification with a credit value between 13 and 36.
Diploma	A qualification with a credit value of 37 or above.
Data Protection Law	Data Protection Legislation means the UK Data Protection Act 2018 and the General Data Protection Regulation (Regulation (EU) 2016/679) as enacted into English law ('the GDPR') as revised and superseded from time to time; and the terms 'data subject', 'personal data', 'data controller' and 'data processor' when used in this Agreement shall have the meanings given in the Data Protection Legislation.
Equalities Law	The Equality Act 2010. Any Act that was a statutory predecessor to that Act, or any legislation in a jurisdiction other than England which has an equivalent purpose and effect.
Exemption	The facility for a Learner to claim exemption from some of the achievement requirements of an RQF qualification, using evidence of certificated, non-RQF achievement deemed to be of equivalent value.
External Assessment	A service CMI offers to mark Learner assignments.
FE	Further Education.
Guided learning hours	<p>Guided Learning Hours (GLH) has traditionally meant the number of hours of education or training under the immediate guidance or supervision of a Lecturer, Supervisor, Tutor, Skills Coach or Employer.</p> <p>With the increasing use of IT to improve the learning environment, facilitate the practical application of knowledge and make learning flexible to Learners outside of normal working hours and across different time zones, what constitutes 'immediate supervision' and indeed the value of immediacy is now in question. Participating in education and training now embraces many new and innovative forms which include synchronous and asynchronous methods. For this reason, CMI now considers immediate and non-immediate guidance or supervision as an acceptable practice in calculating GLH for CMI qualifications.</p>
HE	Higher Education.
HUB	CMI online system for CMI Centres to register Learners, to sign off results for Learners, and Centre Approval.
IC	Institute of Consulting.
IIP	Investors in People.
IQA	Internal Quality Assurer.
Learner	Individuals registered for a CMI qualification.
Level	An indication of the relative demand, complexity and/or depth of achievement, and/or the autonomy of the Learner in demonstrating that achievement.

Malpractice	The deliberate or willful contravention or ignoring of the regulatory requirements of the QCF by an organisation recognised to operate within the framework.
Mandatory units	Units in a set of rules of combination that must be achieved for the qualification to be awarded.
Moderation	The process through which the marking of assessments by CMI Centres is monitored to make sure it meets required standards and through which adjustments to results are made, where required, to ensure that results are based on the required standard. This includes quality assurance.
Multi Centre	A Centre that has a location that is separate from the registered Centre Centre (same name and same organisation), where existing Centre Staff delivers and assesses Learners.
NVQ	National Vocational Qualification.
National Occupational Standards (NOS)	Describe what a person needs to do, know and understand in a job to carry out the role in a consistent and competent way.
Optional unit	A unit named in a set of rules of combination that a Learner may choose to complete to achieve the required number of units/credits for the award of the qualification.
Pathway	A route to the achievement of a qualification that requires a combination of credits to be achieved from particular units and is identified by an endorsement to a qualification title.
Qualification	An award made to a Learner for the achievement of the specified combination of credits, or credits and exemptions, required for that award.
Qualification level	An indication of the relative demand, complexity and/or depth of achievement, and/or the autonomy of the Learner, represented by a qualification.
Qualification purpose	A means of identifying qualifications with a set of shared characteristics.
Qualification title	A short description of the level, size and content of the qualification.
Reasonable Adjustments	Reasonable Adjustment is an adjustment of the delivery and/or assessment of a CMI qualification in order to alleviate or remove the effects of a substantial disadvantage for a Learner.
Recognition of Prior Learning (RPL)	A method of assessment that considers whether a Learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.
Register	The register is published and maintained by Ofqual in accordance with section 148 of the Act.
Regulatory Agreement	The Regulatory Agreement is a formal document signed between CMI and its Centres offering regulated qualifications. A regulatory agreement must be in place and current for learners to be registered. It is designed to set out both parties' obligations to the learners and covers the following areas (from Feb 2024): Definitions and Interpretation; Term; Purpose of Agreement; General; General/Standard Conditions of Recognition/Regulatory Principles and Directives; Retention of records and Access to records, people and premises; Monitoring Activity and Investigations; Approved centre Workforce; Compliance with Laws; Confidentiality; Learner Complaints and Appeals; Malpractice and Maladministration; Assessment/Internal Quality Assurance (not applicable to Registered Centres); Resources; Learner Registration and

Certification; Management of Third Parties and subcontractors; Withdrawal of Approval and Interests of Learners; Invoicing; Assessment; Approved centre requirements; Termination; CMI responsibilities; Data Protection; Entire Agreement; Variation; No Partnership; Third Party Rights; Assignment and subcontracting; Notices; Force Majeure; Dispute Resolution; Governing Law and Jurisdiction; Approved Centre Agreement and declaration; Signatures; Annex 1 - Conditions of Recognition and Regulatory Principles relating to arrangements with centres; Annex 2 - Data processing particulars

Rule of Combination	A rule specifying the combination of units which may be taken to form a particular qualification, any units which must be taken and any related requirements.
Regulatory Body	Accredits Awarding Bodies and ensures the quality of the overall qualifications system with Awarding Bodies.
Regulatory Principles	SQA Accreditation's Regulatory Principles are intended for use by existing organisations to ensure ongoing compliance, new organisations seeking approval as an awarding body, awarding bodies seeking accreditation of qualifications and providers delivering SQA-accredited qualifications.
RQF	Regulatory Qualification Framework
Satellite Centre	A Centre remote from the prime Centre that involves a third party. NB – Multisite Centres International are classed as Satellite Centres.
SCQF	Scottish Credit and Qualifications Framework.
SQA Accreditation	Scottish Qualifications Authority.
SSB	Standard Setting Body - an organisation (usually a national training organisation) recognised by a regulatory authority as a responsible Body which has written the national standards of competence for an employment sector and is keeping them under review.
SVQ	Scottish Vocational Qualification.
Special Consideration	Special consideration is a temporary experience that prevents the Learner from taking an assessment or prevents them from being able to demonstrate his or her level of attainment in an assessment.
TUT	Total Unit Time (TUT) is defined as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a unit.
TQT	Total Qualification Time - As defined under General Condition J1.8, Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. Total Qualification Time is comprised of the following two elements: (a) the number of hours that an awarding organisation has assigned to a qualification for Guided Learning, and (b) an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a Lecturer, Supervisor, Tutor or other appropriate providers of education or training.

Unit

The smallest part of a qualification that can be separately certificated.

VQ

Vocational Qualification.

Appendix 3 - Service Level Agreements

CMI endeavours to respond to its Centres in a timely manner. The following timescales have been set out to indicate the response which can be expected under normal service conditions¹². However, it must be noted that these timescales may vary based on current operating conditions.

A3.1 Customer Service

- All customer emails will be acknowledged within **5 working days**
- All letters will be acknowledged within **5 working days**
- All telephone enquiries that cannot be dealt with immediately will be addressed within **1 working day** or an update provided if this is not possible

A3.2 Learner transfers, withdrawals and re-registrations

- CMI will transfer Learners to another qualification, where an error has been made at registration. This will occur within **5 working days** of receipt of a written request from the Centre
- CMI will withdraw Learners within **5 working days** of receipt of a written request from the Centre. CMI will not credit or refund registration fees should a Learner subsequently withdraw from the qualification
- CMI will re-register Learners within **5 working days** of receipt of a written request from the Centre. An invoice will be forwarded to the Centre within **5 working days**

A3.3 Confirmation and Invoices

- Where applicable (for example, non-contracted Centres) CMI will acknowledge receipt of a Learner's registration. The acknowledgement, in the form of an invoice, with an attached list of the Learner's details, will be sent to the Centre within **5 working days** of processing the Learner's registration
- Process learner registrations within **5 working days** of receiving the registration data. The learner will receive a Student Activation/Welcome email to access CMI resources (if applicable) upon completion of registration.
- Learners will be notified of their CMI membership/registration number within **3 working days** of processing the registration where an email address is supplied
- **Invoices** will be raised within **5 working days** of Learner registration where applicable; payment is due immediately upon receipt. Failure to settle the invoice within 90 days may result in the Centre's permission to register any further Learners being removed until the outstanding invoice(s) have been cleared

A3.4 Issue of Learner certificates

Once a Learner's assessment is complete, the Centre's Internal Quality Assurer / Quality Team (or nominee) will upload the Learner's results on the HUB via the PAR along with sample work as required. This can then be verified by the CMI Moderator and submitted to CMI.

A3.5 Certificates

- Paper certificates will be dispatched within **10 - 15 working days** of the result being verified by the Moderator, or from request for a replacement with a list attached containing the name(s) of the Learner(s) where these are supplied in paper form.
 - o Please see section [4.7 - 4.8](#) for more details

¹² Working days refer to UK Working Days - Monday to Friday 0900 - 1700hrs and does not include UK Public Holidays.

- Electronic certificates will be dispatched within **1-5 working days** of the result being verified by the Moderator, or from request for a replacement. A report of the name(s) of the Learner(s) will be sent by email to those supplied electronically.
 - o Please see section [4.7 - 4.8](#) for more details

A3.6 External Assessment (Marking)

- On receipt of **all** correct External Assessment paperwork, results will be returned to the Centre within **30 working days**.
- All External Assessment queries will be replied to within **3 working days**
- **Invoices** will be raised within **5 working days** of receipt of external assessment; payment is due immediately upon receipt. Failure to settle the invoice within 90 days may result in the Centre's permission to register any further Learners being removed until the outstanding invoice(s) have been cleared.

A3.7 Quality Assurance

Moderation, Mapping, Centre visit reports, queries

- Centre sampling via the moderation system will be processed within **20 working days** of the Centre providing the requested documentation. For International Centres, an additional **10 working days** may be required, for quality assurance purposes.
- All mapping requests and outcomes will be processed within **28 working days**.¹³
- All Centre Visit reports will be communicated to the Centre within **10 working days**
- All Quality Assurance queries will be replied to within **3 working days**

Appeals and Complaints

- A **written acknowledgement** of a complaint will be issued within **3 working days**.
- A **written acknowledgement** of an appeal will be issued within **3 working days**.
- A **written response** to a complaint will be issued within **28 working days** of receipt of the written complaint.
- A **written response** to an appeal will be issued within **20 working days** of receipt of the written appeal.

A3.8 Product Development

Changes to Qualifications

- CMI will aim to give a 12-month transitional notice period to changes within a qualification.

¹³ Please note that SLA dates may vary depending on the requirements of the mapping.

Every effort has been made to ensure that the information contained within this handbook is true and correct at the time of publication. However, CMI products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. CMI cannot accept responsibility for any loss or damage arising from the use of the information in this handbook.

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