



CMI UK and Overseas Multisite and Satellite Centre Approval Procedure
Ref: AB/PRO/0013/Jul18/V07

History

05/07/17	Draft V6	<p>Previous doc 'overseas, multisite and Satellite Centre approval procedure' Version 5 revised to change title, add distribution list, add provision for new business models and take out duplication</p> <p>Clarification of rules for different scenarios for flying faculty.</p>	<p>EP, JC</p> <p>8</p> <p>EP, JD</p>
18/12/17	Draft V7	Additions made to Appendix 1	MW
16/07/18	V 8	<p>Following document review the following documents were subsumed into this one: Application for multisite and overseas delivery AB.FOM.0003.Aug15/V1 AND CMI UK Centres Operating Overseas Policy AB/POL/0016/Feb14/v02. AND CMI Overseas Multisite and Satellite Centre Approval Checklist. In addition Purpose has been revised, Scope revised, Definitions revised, and the doc restructured to accommodate the merge. Slight wording changes for clarification.</p>	MW, RW, EP

Purpose

To ensure that consistent standards are being maintained and that the Chartered Management Institute (CMI) and the relevant Regulatory Bodies quality and monitoring requirements are being met, Quality Managers/Auditors implement the CMI's quality assurance measures in CMI Multisite and Satellite Centres in the UK and overseas.

Introduction

CMI Centres may wish to extend their CMI approval to multiple delivery locations in the UK or overseas or to work with third parties where delivery is at a Satellite Centre in the UK or overseas. Third Party arrangements cover a range of business models including subcontracting, partnership and franchise relationships. This procedure covers all types of Satellite arrangements with third parties.

UK and overseas Multisite or Satellite Centres must have approval from their Quality Manager in the first instance. This procedure sets out the approval procedure that is required.

This procedure also recognizes that UK Centres may have Multisite and Satellite Centres in the UK and overseas. Overseas Centres may also have Satellite and Multisite Centres outside the UK. The procedures and criteria for CMI approval detailed here cover both scenarios.

Approval to operate outside of the Primary Centre is programme/qualification and location specific.

Scope

This procedure applies to all UK CMI Centres, henceforth referred to as the 'Primary Centres' applying for approval for a Multisite or Satellite Centre, or to Primary Centres applying for Satellite approval where the Satellite itself operates on multiple sites.

The status of all Multisite and Satellite Centres will be reviewed during yearly Centre visits with Primary Centres. Partnerships agreements remain between Primary Centres and CMI. Primary Centres remain responsible for the quality of their multisites and satellites.

Definitions

Outside of the UK

Outside of the UK means not in England, Scotland, Wales or Northern Ireland.

Definition of Multisite

A Centre that operates in multiple locations all under the same ownership/management with all business development, marketing, administration, delivery, assessment and verification undertaken by staff that are directly employed by the Primary Centre. Please note that a Multisite Centre operating overseas (i.e. a branch) will be considered as a Satellite Centre. One exception to this is where a UK Centre sends staff as flying faculty (FF1) to clients overseas and has no office in the country where delivery/assessment occurs. In this instance CMI will consider the activity as a multisite of the UK Centre.

Definition of a Satellite Centre

A Centre which operates from within a different organisation and or geographical location and is independently controlled and managed from the Primary 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 recruitment and delivery are considered Satellite Centres.

Agents, distributors and licensees acting on behalf of the Primary Centre will be assessed as to whether they are a Satellite Centre on a case by case basis. All agents, distributors and licensees will be required to show that they have the necessary public, regulatory and statutory approvals.

Policy

CMI will support a UK Centre to operate internationally provided that:

- The CMI Centre has taken responsibility to ensure that all local legislative requirements, in any country of operation, are fully met by the Centre.
- An appropriate application is submitted to notify CMI of the planned provision and approval is granted
- The arrangements for the delivery of a programme of learning are valid for the nature of the qualification and maintain the security and integrity of the qualification
- The CMI Centre has appropriate administrative arrangements to provide for Learner registration and certification
- The CMI Centre has appropriate and sufficient resources for the delivery of teaching, assessment and quality assurance.
- CMI reserves the right not to grant approval

Application Processes

UK Multisite application process (Form in Appendix A)

The Centre must make an application to operate a Multisite through its Quality Manager

All accountability and responsibility for quality assurance, delivery and administration is directed through the Primary Centre

- A Quality Manager audit/visit will only under normal circumstances be to the Primary Centre (as all operations, systems and processes will be same at the other site). However, Multisites of the Centre overseas or Multisites of a Satellite will require yearly Centre visits and moderation. This may take place at the Multisite or at the Satellite Centre. CMI reserves the right to visit all Multisite and Satellite Centres at any time. Centre visits to Multisites overseas will incur costs that will be charged to the Primary Centre
- There will be no additional charge to the Centre for the operation of Multisites in the UK or overseas for FF1.

UK Satellite Centre application process (Form in Appendix B)

The Partnership Agreement between CMI and the Primary Centre will apply to the Satellite Centre. (See obligations under section 11 of the Partnership Agreement.)

- The Primary Centre must make an application to operate a Satellite Centre through its Quality Manager
- The Primary Centre will be invoiced a Satellite Centre fee (per site) annually
- The Satellite Centre will either employ its own Administrators/Managers/Deliverers/Assessors/IVs who will need to be approved by CMI or can utilise the Primary Centre resources. All staff will be recorded against the Primary Centre and not the Satellite Centre
- The Programme Director at the Primary Centre will remain accountable and responsible for quality, delivery and administration for both the Primary Centre and Satellite Centre
- If quality issues arise with the Satellite Centre then sanctions will be applied to the CMI Primary Centre
- The Primary Centre should monitor the Satellite Centre on a regular basis (a minimum of twice a year) and clear records of this process should be approved, maintained and made available for the CMI Quality Manager
- The Quality Manager will audit the Satellite Centre once per year during the yearly Centre visit to the Primary Centre
- The cost of an initial approval visit will be shared between the Primary Centre and CMI (economy transport, transfers and accommodation). Subsequent yearly Centre visits to the Satellite Centre and moderation costs at the Satellite Centre will be met by the Primary UK Centre. All travel will be arranged by CMI and charged back to the Primary Centre
- The Primary Centre will make available to CMI the written agreement (contract) between the Primary Centre and the Satellite Centre
- The Primary Centre will undertake to register all Learners from the Satellite Centre and Multisites on the CMI HUB
- The Primary Centre will identify Learners from the Multisite or Satellite Centre as separate cohorts and distinguish them from cohorts at the Primary site through the use of separate batches when making CMI claims.

Overseas Multisite and Satellite Centre Application Procedure (Form in Appendix C)

If a Primary Centre wishes to apply for an overseas Multisite or Satellite Centre then it will need to make contact with its Quality Manager in the first instance to discuss the initial details. The Quality Manager will complete an initial check and if the Centre meets the criteria then it will be asked to complete an application form and provide evidence and send it back to their Quality Manager.

NB Higher Education (HE) Centres will need to complete a separate HE Partner International Satellite Centre Enquiry form.

Once reviewed the Quality Manager will then send the approval form to the Head of Awarding Body and Compliance (or Senior Quality Manager) for approval. The Centre will receive initial feedback within 15 working days. If approved, the Primary Centre will receive a declaration of approval letter which will be programme and location-specific. All documentation for approval will be retained by the CMI Quality Auditor.

Approval Criteria for Overseas CMI Satellite Centres or Multisites, or for a Satellite Centre with Multisites

The criteria for Primary Centres applying for approval for an Overseas Multisite or Satellite Centre are that the Primary Centre should:

- Ensure that the Multisite and Satellite Centre is located in a country which the Foreign and Commonwealth Office recommend travel to and CMI deem as fit for travel to
- Have held CMI approval for a period of at least 12 months and must have a good record of compliance
- Have had no sanctions in the last 12 months
- Have had no aged debt (debt older than 3 months) in the last 12 months
- Have good completion rates for the programme (ideally 85%)
- Not be a Tier 4 Private Provider
- Not deliver Level 8 qualifications overseas

NB – In assessing an application CMI will also take input from its own Travel Risk Manager.

Additionally the Primary Centre must:

- Ensure that the Satellite Centre/Multisites assess in English
- Agree to yearly Satellite Centre visits to each country the CMI provision is delivered in (cost of travel and accommodation to be billed to the Primary Centre)
- If there are any concerns with suspected malpractice, facilitate CMI in conducting announced and unannounced Satellite Centre visits (cost of travel and accommodation to be billed to the Primary Centre)
- Allow CMI staff to conduct professional discussion with a random selection of Learners via remote media
- Agree assessment arrangements with CMI
- Ensure it makes CMI aware of any regulatory requirement(s) of local regulators appertaining to the operation of the Multisite or Satellite Centre and update CMI on the status of the Centre with respect to such regulations
- Facilitate the Quality Manager to hold a preliminary meeting with the Satellite Centre staff. The Primary Centre to pay half the cost of any initial approval visit (economy flights, transfers and accommodation). This may be conducted virtually at the Quality Manager's discretion
- Meet onsite moderation and yearly QA costs at a Satellite Centre or Multisites
- Ensure QA processes at the Satellite Centre or Multisite mirror that of the Primary Centre and demonstrate where the evidence for CMI qualifications is located within Learner work using annotation, tracking and internal verification
- Make available to CMI the written agreement between the Primary Centre and the Satellite Centre
- Not be a Tier 4 Private Provider
- Not deliver CMI Level 8 qualifications by direct delivery
- Agree to CMI limiting the number of Learner registrations to 150 in the first 12 months
- Undertake to register all Learners from the Multisites and Satellite Centre on the CMI HUB
- Undertake to identify Learners from the Multisite or Satellite Centre as separate cohorts and distinguish them from cohorts at the Primary Centre through the use of separate batches when making CMI claims

Additionally the Satellite Centre or Multisite of the Satellite must:

- Facilitate, where required, an annual QA visit to each country the CMI provision is delivered in (cost of travel and accommodation to be billed to the Primary Centre). The

visit will encompass QA arrangements at the Multisites and staff from Multisites will be expected to attend these visits

- Where there are any concerns with suspected malpractice at any one of the Multisites or the Satellite Centre itself, they will facilitate CMI in conducting announced and unannounced Centre visits to the Satellite Centre (cost of travel and accommodation to be billed to the Primary Centre) and Multisites of the Satellite Centre will be expected to participate
- Allow CMI staff to conduct professional discussions with a random selection of Learners via remote media. This will include Learners from Multisites
- Agree assessment marking arrangements with CMI. Under Dual Accreditation the Centre's assignment arrangements must apply to the Satellite and all of its Multisites
- Ensure it makes the Primary Centre and CMI aware of any regulatory requirement of local regulators appertaining to the operation of the Multisite or Satellite Centre and update CMI on the status of the Centre with respect to such regulations
- Facilitate their Quality Manager to hold a preliminary meeting with the Satellite Centre staff and staff from the Multisites
- Ensure QA processes mirror that of the Primary Centre and demonstrate where the evidence for CMI qualifications is located within Learner work using annotation, tracking and internal verification
- For Dual Accreditation, facilitate CMI moderation of Learner work each year either on site at the Satellite Centre or by facilitating access to Learner work via the Primary Centre's VLE. It is the responsibility of the Primary Centre and its Satellite Centre to make available all Learner work from the Satellite Centre and its Multisites in order for CMI to select a sample of Learner work for moderation

The table below summarises the processes for each type of application and indicates the appropriate application form to be used.

Table 1 summarises the signatories for each type of application and the relevant application forms

	<u>UK Approval</u>	<u>Overseas Approval</u>	<u>Application Form</u>
<u>Multisite Delivery (UK)</u>	Quality Manager	Quality Manager	Appendix A
<u>Satellite Centre (UK)</u>	Senior Quality Manager	Head of Awarding Body or Senior Quality Manager	Appendix B
<u>Overseas Satellite or Overseas Satellite Centre with multisites (Overseas)</u>		Head of Awarding Body or Senior Quality Manager	Appendix C
<u>HE Overseas Satellite or HE Overseas Satellite Centre with multisites (Overseas)</u>		Head of Awarding Body or Senior Quality Manager	Separate form

A SERIOUS QUALITY ISSUE

A serious quality issue is an act, omission, event, incident or circumstance that has an Adverse Effect if it:

- a) Gives rise to prejudice to Learners or potential Learners, or
- b) Adversely affects:
 - i) The ability of the awarding organisation to undertake the development, delivery or award of qualifications in accordance with its Conditions of Recognition,
 - ii) The standards of qualifications which the awarding organisation makes available or proposes to make available, or
 - iii) Public confidence in the qualification

If CMI suspects a serious quality issue it will increase quality assurance monitoring to include unannounced visits, increase external moderation sampling up to and including 100% of Learner work and any additional checks to ensure QA rigour. If the Centre is in breach of its partnership agreement termination of the relationship is possible.

Appendices

Appendices include the following:

Appendix A – Application for Multi-site Delivery (in the UK)

Appendix B – Application for Satellite delivery (in the UK)

Appendix C – Application for Satellite or Multisite Delivery (including satellite of a satellite)

NB – Applications from UK Higher Education partners should use the HE Partner International Satellite Centre inquiry form instead of that in Appendix C.



Appendix A Application for Multi-site Delivery (in the UK)

Section One – Centre/Satellite Details

Centre Name:	
Centre Number:	
Programme Director Name and contact details:	
Geographic Coverage of delivery/location of delivery:	
Address(es) of all multisite Centres at which CMI qualifications will be delivered:	
Mode of Delivery: Please indicate any changes to your approved delivery model.	

Section Two – Qualification and Staffing Information

Please list the CMI qualifications the Centre will be delivering at other sites in the UK (if different qualifications are to be offered at different sites, please list the Centres and qualifications). Where these qualifications are mapped to/dual accredited with a programme, please list the programme(s):

Multisite	CMI qualification	Dual accredited programme title (if applicable)

Please provide details of the tutorial support you will be providing to Learners outside of formal workshops and describe how this tutorial support will be recorded and made available to CMI:

Please detail plans for monitoring quality and consistency of assessment, include how you propose to authenticate Learner work, particularly in relation to any Learners completing assessment outside of work-shops or at a distance from the Centre:

Please confirm and explain how any Multi-site used meets the requirements of your internal Health & Safety policy and enables the security of Learner work or any other related assessment materials:

Section Three – Quality Manager Sign off

For CMI purposes Only: On completion, please send to the CMI Quality Auditor.	
Approved by/ Quality Manager Name:	
QM Signature:	
Date of Approval:	
Conditions of Approval:	
Reasons for Non-Approval:	

Appendix B
 Application for Satellite Delivery in UK
 NB A separate form will need to be completed for EACH satellite.

Approved Centre Details	
Centre Name	
Centre Number	
Programme Director	
Contact Number	
Email	
Proposed qualifications offered via Satellite Centre.	
Details Of Third Party/Satellite Centre	
Company Name	
Company Address	
Company Telephone Number	
Website Address	
Legal Status/Company Registration and VAT Number	
UKBA Tier 4 Sponsor Licence	Yes/No
Name of Main Point of Contact (2b, 2d, 3a)	
Role of Main Point of Contact (2b, 2d, 3a)	
Direct Telephone Number	
Email	
Description of Third Party/Satellite Centre's business activity and markets (please state if Third Party operates overseas)	
History of relationship with Third Party/Satellite Centre	
Accreditations of Third Party/Satellite Centre e.g. approval by any other Awarding Body or Regulatory Organisation. Note: Please send supporting evidence	

Partnership Agreement Responsibility	Carried out by CMI Approved Centre	Carried Out by Third Party/Satellite Centre	Description of Activity if carried out by Third Party/Satellite Centre	Quality Control Mechanisms by CMI Approved Centre
Marketing (15g, 15h)				
Assessing Learner suitability for the programme, including assessment of RPL and reasonable adjustments (10j, 10d, 14b, 14c, 5a, 5e, 10c)				
Collection of Learner CMI registration and assessment fees (10i, 15e, 7j) Note: Centre Partnership Agreement states: 13b be responsible for the collection of registration and certification fees directly from the Learner. These fees are the property of CMI.				
Collection of Learner delivery fees (10i)				
Registration of Learners with CMI(2a, 10a, 10b, 10c, 10e, 10f, 10h)				
Programme design, including delivery modes and assessment methods. (14k, 14i)				
Development and internal verification of assessment materials (7.1, 8a, 8d, 14f, 14i, 14k)				
Programme Delivery: <ul style="list-style-type: none"> ● Will staff be employed by Third Party/Satellite Centre's or Approved Centre (4k)? ● Who will undertake staff induction (4c, 4f, 5f, 5g) ● Who will monitor CPD of staff (4d) 				

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<p><i>(4a, 4b, 4c, 4d, 4e, 4f, 4h, 9a, 9b, 9c, 9d, 9e, 9g, 9i, 14a)</i> Note: please include where delivery will take place (Approved Centre, Third Party/Satellite Centre's or client premises) and the physical resources to support Learning and assessment of delivery. <i>(8a, 8c)</i></p>				
<p>Tutorial support <i>(2a, 10a, 10b, 10e, 10f 6.4, 14e)</i></p>				
<p>Monitoring and reviewing Learner progression and achievement through the programme <i>(2a, 10a, 10b, 10e, 10f 6.4, 14e)</i></p>				
<p>Programme feedback and review with Learners and their employers where applicable <i>(4i)</i></p>				
<p>Authentication of Learner work <i>(7j, 8a, 10c, 10g, 13b)</i></p>				
<p>Assessment distribution and collection, including resubmissions <i>(3g, 5h)</i></p>				
<p>Storing and maintaining accuracy of Learner records and achievement <i>(2a, 2c, 2d, 5g, 8a, 14d)</i></p>				
<p>Assessment: Formative Feedback to Learners <i>(8a, 8c, 14a)</i></p>				
<p>Assessment: internal marking <i>(8a, 8b, 8c, 14a).</i> Note: Overseas Satellite Centres must use CMI external marking service and CMI assignment briefs.</p>				
<p>Assessment: internal verification <i>(8a, 8b, 8c).</i> Note: Overseas Satellite Centres must use CMI external marking service and CMI assignment briefs.</p>				
<p>Submission of Learner work to CMI for external moderation <i>(8a, 8b, 14d)</i></p>				

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Communication of results to Learners				
Checking of certificates (2a, 10a, 10b, 10e, 10f, 10g)				
Distribution of certificates to Learners (2a, 10a, 10b, 10e, 10f)				
Course review and evaluation (4g, 8a, 11d 14e, 14g, 14h, 15e)				
Management of complaints and appeals (6a, 6b, 6c, 8a)				
Management of suspected malpractice (7a-7i, 8a, 10g, 15a, 15f)				
Identification and management of conflicts of interest (15c, 15d, 15e)				

<p>Withdrawal (12a, 12b, 12c).</p> <p>The Primary Centre should describe the processes that will be put in place under the following circumstances and should comment on how sustainability of support for the Learners will be affected and ensured, this should include a demonstration of how the Approved Centre will ensure it has the resources to continue to support any Learners.</p> <ol style="list-style-type: none"> 1. Third Party/Satellite Centre withdraws from any relationship with a Learner/client. 2. Learner/client withdraws from any relationships with Third Party/Satellite Centre. 3. Contractual arrangement between Third Party/Satellite Centre and approved Centre ceases. 	
<p>Summary of Communication Mechanisms (including frequency, mode and purpose). The Approved Centre should summaries the communication mechanisms it will have in place to quality assure the Third Party/Satellite Centre.</p>	
<p>Programme Director Statement: I understand that if the Satellite Centre is approved that the Primary Centre will remain accountable and responsible for quality, delivery, assessment and administration activities undertaken by the Third Party/Satellite Centre.</p>	
Programme Director Name	

Programme Director Signature	
Date:	

Instructions and Guidance to Approved Centre

- A copy of this form should be sent to your Quality Manager for review, with a copy of the contractual agreement between the Approved Centre and the Satellite Centres and evidence of any professional, regulatory or statutory approvals for the Satellite Centre.
- Approved Centres should note their commitment as per Section 11 of their Partnership Agreement. Within this form in brackets is reference to the relevant section of the Partnership Agreement and Centres should refer to these points when entering into discussions with Third Party/Satellite Centres and completing this form.
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Section 11: Management of Third Parties and Sub-Contractors

- 11a Implement and maintain an effective system for the management of all Third Party and sub-contracted services and any Satellite Centres affiliated to the CMI Centre and ensure that all policies and requirements referred to in this agreement apply to these third parties and sub-contractors.
- 11b Ensure that where a partnership arrangement exists the respective roles and responsibilities are documented and made available to the Awarding Organisation as required.
- 11c Have in place agreements with third parties and sub-contractors to ensure that all policies and requirements referred to in this agreement are enforceable with third parties and sub-contractors.
- 11d Ensure it has effective communication systems in place with third parties and sub-contractors to keep them up to date with the requirements of the Awarding Organisation and the Regulatory Authorities.

Centre should refer to Centre Handbook for further guidance.

For CMI purposes Only: On completion, please send to the CMI Quality Auditor.	
Approved by: Quality Manager Name	
Quality Manager signature:	
Approved by: Head of Awarding Body or Senior Quality Manager	
Conditions of Approval:	
Date:	
Reasons for Non-Approval:	

Appendix C
Application for Satellite or Multisite delivery overseas
(including satellites of satellites overseas)

NB – Applicants from UK HE partners should instead use the HE Partner International Satellite Centre Enquiry form

NB – Multisites overseas will be considered as Satellite Centres. A separate form will need to be completed for EACH satellite/multisite.

NB - Agents, distributors and licensees acting on behalf of the Primary Centre will be assessed as to whether they are a Satellite Centre on a case by case basis. All agents, distributors and licensees will be required to show that they have the necessary public, regulatory and statutory approvals.

Approved Centre Details	
Centre Name	
Centre Number	
Programme Director	
Contact Number	
Email	
Proposed qualifications offered via Satellite Centre	
Details Of Third Party/Satellite/ Multisite Centre	
Company Name	
Company Address	
Company Telephone Number	
Website Address	
Legal Status/Company Registration and VAT Number	
UKBA Tier 4 Sponsor Licence	Yes/No
Name of Main Point of Contact (2b, 2d, 3a)	
Role of Main Point of Contact (2b, 2d, 3a)	
Direct Telephone Number	
Email	
Description of Third Party/Satellite/multisite Centre's business activity and markets (please state if Third Party operates overseas)	
History of Relationship with Third Party/Satellite/Multisite Centre	
Accreditations of Third Party/Satellite/Mutlisite Centres, e.g. approval by any other	

awarding body or regulatory organisation. Note: Please send supporting evidence	
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Partnership Agreement Responsibility	Carried out by CMI Approved Centre	Carried Out by Third Party/Satellite Centre	Description of Activity if carried out by Third Party/Satellite Centre	Quality Control Mechanisms by CMI Approved Centre
Marketing (15g, 15h)				
Assessing Learner Suitability for the Programme including assessment of RPL and reasonable adjustments (10j, 10d, 14b, 14c, 5a, 5e, 10c)				
Collection of Learner CMI registration and assessment fees (10i, 15e, 7j) Note: Centre Partnership Agreement states: 13b be responsible for the collection of registration and certification fees directly from the Learner. These fees are the property of CMI.				
Collection of Learner delivery fees (10i)				
Registration of Learners with CMI(2a, 10a, 10b, 10c, 10e, 10f, 10h)				
Programme Design including delivery modes and assessment methods. (14k, 14i)				
Development and Internal Verification of Assessment Materials (7.1, 8a, 8d, 14f, 14i, 14k)				
Programme Delivery, Will staff be employed by Third Party/Satellite/Multisite Centre's or Approved Centre (4k)? Who will undertake staff induction (4c, 4f, 5f, 5g)				

<p>Who will monitor CPD of staff (4d) <i>(4a, 4b, 4c, 4d, 4e, 4f, 4h, 9a, 9b, 9c, 9d, 9e, 9g, 9i, 14a)</i> Note: please include where delivery will take place (Approved Centre, Third Party/Satellite/Multisite Centre's or client premises) and the physical resources to support Learning and assessment of delivery. <i>(8a, 8c)</i></p>				
<p>Tutorial Support <i>(2a, 10a, 10b, 10e, 10f 6.4, 14e)</i></p>				
<p>Monitoring and reviewing Learner progression and achievement through the programme <i>(2a, 10a, 10b, 10e, 10f 6.4, 14e)</i></p>				
<p>Programme feedback and review with Learners and their employers where applicable <i>(4i)</i></p>				
<p>Authentication of Learner work, including Learners completing assignments outside of workshops or at a different location from the Centre <i>(7j, 8a, 10c, 10g, 13b)</i></p>				
<p>Assessment distribution and collection, including resubmissions <i>(3g, 5h)</i></p>				
<p>Storing and maintaining accuracy of Learner records and achievement <i>(2a, 2c, 2d, 5g, 8a, 14d)</i></p>				
<p>Assessment: formative feedback to Learners <i>(8a, 8c, 14a)</i></p>				
<p>Assessment: internal marking <i>(8a, 8b, 8c, 14a).</i> Note: Overseas Satellite Centres must use CMI external marking service and CMI assignment briefs.</p>				
<p>Assessment: Internal Verification <i>(8a, 8b, 8c).</i> Note: Overseas Satellite Centres must use CMI external marking service and CMI assignment briefs.</p>				

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Submission of Learner work to CMI for external moderation (8a, 8b, 14d)				
Communication of results to Learners				
Checking of certificates (2a, 10a, 10b, 10e, 10f, 10g)				
Distribution of certificates to Learners (2a, 10a, 10b, 10e, 10f)				
Course review and evaluation, please detail plans for monitoring quality and the confidentiality of assessment. (4g, 8a 11d 14e, 14g, 14h, 15e)				
Management of complaints and appeals (6a, 6b, 6c, 8a)				
Management of suspected malpractice (7a-7i, 8a, 10g, 15a, 15f)				
Identification and management of conflicts of interest (15c, 15d, 15e)				
Withdrawal (12a, 12b, 12c).				
Identify how the site meet the requirements for your health and Safety Policy, equality and diversity and data protection policies				

The Primary Centre should describe the processes that will be put in place under the following circumstances and should comment on how sustainability of support for the Learners will be affected and ensured, this should include a demonstration of how the Approved Centre will ensure it has the resources to continue to support any Learners.

4. Third Party/Satellite Centre withdraws from any relationship with a Learner/client.

5. Learner/client withdraws from any relationships with Third Party/Satellite Centre.

6. Contractual arrangement between Third Party/Satellite Centre and approved Centre ceases.

Summary of Communication Mechanisms (including: frequency, mode and purpose). The Approved Centre should summaries the communication mechanisms it will have in place to quality assure the Third Party/Satellite Centre.

Programme Director Statement: I understand that if the Satellite Centre is approved that the Primary Centre will remain accountable and responsible for quality, delivery, assessment and administration activities undertaken by the Third Party/Satellite Centre.

Programme Director Name	
Programme Director Signature	
Date:	

Instructions and Guidance to Approved Centre

- A copy of this form should be sent to your Quality Manager for review, please include a copy of the contractual agreement between the Approved Centre and the Satellite Centre and evidence of all professional, regulatory or statutory approvals for the Satellite Centre.
- Approved Centres should note their commitment as per Section 11 of their Partnership Agreement. Within this form, in brackets is reference to the relevant section of the Partnership Agreement and Centres should refer to these points when entering into discussions with Third Party/Satellite Centres and completing this form.
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Section 11: Management of Third Parties and Sub-Contractors

- 11a Implement and maintain an effective system for the management of all Third Party and sub-contracted services and any Satellite Centres affiliated to the CMI Centre and ensure that all policies and requirements referred to in this agreement apply to these third parties and sub-contractors.
- 11b Ensure that where a partnership arrangement exists the respective roles and responsibilities are documented and made available to the Awarding Organisation as required.

- 11c Have in place agreements with Third Parties and sub-contractors to ensure that all policies and requirements referred to in this agreement are enforceable with Third Parties and sub-contractors.
- 11d Ensure it has effective communication systems in place with Third Parties and sub-contractors to keep them up to date with the requirements of the Awarding Organisation and the Regulatory Authorities.

Centre should refer to Centre Handbook for further guidance

For CMI purposes Only: On completion, please send to the CMI Quality Auditor.	
Approved by: Quality Manager Name	
Quality Manager signature.	
Approved by: Head of Awarding Body or Senior Quality Manager	
Conditions of Approval:	
Date:	
Reasons for Non-Approval:	