



# Learner Handbook

## **CMBD Programmes**

CMBD provide a range of 3- and 6-day programmes for 'The Management professional of the Future'.

From these programmes the opportunity is provided for entry on the CMI qualifications.

### **Privacy**

In order to progress to CMI programmes personal details are required to obtain a ULN (Unique Learning Number from the Learner Records System) or check for an existing record. In addition, personal details are required for CMI registration.

Once both of these processes have been completed then the forms containing the personal details are destroyed, the only records being retained at CMBD will be accessed from the CMI Hub.

### **Registration for CMI courses**

This is undertaken once there is confirmation of attendance on the course selected and the fees paid.

It is important to note that you must provide the name you require to be included on the certificate of achievement at registration otherwise any later changes can result in charges for a replacement certificate.

### **Completion period**

Dependant upon the qualification selected, all include Guided Learning Hours giving an indication of the time required to study and complete assignments. There are registration time limits, and these will be provided.

### **Completion of assignments**

Assignments will be completed on the CMI paperwork provided, and the word count should be applied.

Resources are available for study from CMBD and CMI and if use of material is used, other than your own, the source must be acknowledged, and your work supported by a statement of authentication, signed and dated otherwise a breach of malpractice may occur.

### **Marking of assignments**

Marking will be undertaken at CMBD and feedback, advice and guidance will be provided.

After marking they will be subject to a quality check and submitted to CMI for moderation. This can take up to 21 days from submission to CMI and once confirmation of the result has been received you will be notified, and a certificate of achievement forwarded to your chosen address.

# Complaints & Appeals

## **CMBD complaints procedure**

If a learner wishes to make a complaint it must be in writing and, must be lodged with CMBD within 20 days of the issue arising on the documents enclosed.

In the event of a complaint CMBD will:

1. set a date for the complaint to be considered by the complaints panel
2. attempt to find a solution with the individuals concerned
3. notifies the CMI that a complaint has been lodged and gives details of how it will be heard, if not resolved at the earlier stages, including the composition of the complaints panel
4. ensures the complaints panel meets to consider the complaint within 20 working days of CMBD receiving the complaint
5. ensures that the panel has full accounts from all parties involved in the assessment
6. ensures that no-one involved in the original assessment will be on the panel.

## **Learner complaints to CMI**

Learners who have a complaint with CMBD must first raise the matter using the centre's formal complaints/appeals procedures. If after doing this, they are unhappy with the outcome provided, they may raise the complaint with CMI, remembering to send copies of all correspondence between the learners and Centre relating to the complaint.

## **CMBD Appeals procedure**

Appeals against an assessment decision must be made to CMBD and the Centre's appeals process will commence, and the appeal will be investigated.

The result of the investigation will be communicated to the appellant and if not satisfied there is a right to appeal to the awarding body, CMI.

Appeals against assessment decisions must be on the forms attached.

In the event of a complaint or an appeal further advice on the procedures will be supplied by CMBD



## Assessor Decision

Date Appeal Received:	
Date of Reply:	
Name:	
Signature:	

## **Appeals Form**

### **Stage 2 - Moderator/Internal Quality Assurers Comments**

Date Appeal Received	
Date of Reply	
Name	
Signature	

### Stage 3 - Appeals Panel's Comments

Date Appeal Received	
Date of Reply	
Name	
Signature	
Entered into Appeals Record Log?	Yes      No
Date Appeal Logged	
Name	
Signature	