

# Booking Assessments Policy

## Introduction

This policy is intended as a guide for CIM students; however, it can be used by any organisation booking assessments on students' behalf. CIM takes responsibility for communicating this Booking Assessment Policy to all relevant stakeholders.

## Preparing for a Booking

As the studying member, it is your responsibility before making any bookings to ensure that:

- You are a current member at both the time of booking and the CIM submission deadline/exam date (see 'Important Dates for Students' on **MyCIM**). Results will not be issued to any studying member with a debt owing on their account.
- You are enrolled with a CIM Accredited Study Centre (ASC).
- You have checked with your ASC prior to booking that the assignments/exams that you are booking are to be submitted/sat at that assessment session.
- You have informed your ASC of and applied for any adjustment you may require for your examination (see Reasonable Adjustments Policy on **MyCIM**).

## Method of Booking

It is the studying member's responsibility to ensure that they have made or arranged via their ASC or a third party a booking(s) for the correct assignment/exam for the relevant assessment session. When booking via a third party you automatically accept these terms and conditions.

Studying members should book assessments during the Assessment Booking Window (please see 'Important Dates for Students' on **MyCIM**) by one of the following methods:-

- **Online** – using their registered login details for their **MyCIM** account.
- **Phone** – please call Customer Services on +44 (0)1628 427120.
- **Paper** – hard copies of the Assessment Booking Form should be submitted before the published deadline via email to [examentry@cim.co.uk](mailto:examentry@cim.co.uk) or by post to Customer Experience, CIM, Moor Hall, Cookham, Berkshire, SL6 9QH, UK. Proof of postage will not be deemed as sufficient evidence in the case of a dispute.
- **ASC** – where applicable a study centre may make the booking on a student's behalf.
- **Third parties** – where applicable a third party may make the booking on a student's behalf. Only the exact cost of the assessment will be accepted, and no over or under payments will be accepted, unless to clear an already outstanding debt.

Please note, bookings will not be confirmed until cleared payment has been received in full.

## **Confirmation of Bookings**

Bookings made through all methods, as detailed in Method of Booking, will be confirmed in an Assessment Booking Confirmation email within 10 working days of CIM receiving the booking request. A Final Booking Confirmation email will then be sent at least four weeks before the assessment date, with confirmed exam centre venue details where appropriate. These details should be checked carefully. Bookings made in the Late Booking Period (see below) will receive their Final Booking Confirmation email within seven days of the booking. Bookings for the Marketing Principles online exam which will only be confirmed once via email at the time of booking.

Whilst CIM are committed to providing an accurate and timely service, it is the studying member's responsibility to check the accuracy of the booking made and notify CIM of any errors/omissions within 14 days of receipt of the email confirming the booking.

When booking an exam, CIM will endeavour to allocate students an established CIM exam centre within 1.5 hours of reasonable travel from their address/requested location. This is usually your ASC/university, but may be another CIM centre or an independent exam centre. If no exam centre is available within this distance, CIM will endeavour to arrange a bespoke exam centre for a fee of £35 plus any local fees payable directly to the exam centre. More information can be found in the Examination Guidance for Candidates found on [MyCIM](#). CIM cannot guarantee placement at a bespoke exam centre.

## **Cancellations and Deferrals**

Cancellations of any assessment(s) are allowed within 14 days of receiving the Assessment Booking Confirmation email from CIM. After this point, all fees are non-refundable. This is with the exception of bookings made in the Late Booking Period (see below) which incur a 100% cancellation fee due to the immediacy with which CIM will make preparations for your assessment after your booking.

Once booked, if you do wish to defer your booking(s) to a later session, please refer to the Guidance on Deferrals on MyCIM. Late bookings are also subject to these deferral deadlines.

## **Late Bookings**

It is strongly recommended that you book as early as possible (especially for those taking examinations to guarantee a place at your preferred exam venue). There is an opportunity after the Assessment Booking Window, during the Paid Deferral and Late Booking Period (please see 'Important Dates for Students') to make a booking, but please note that this will have an associated late booking fee of £100.00 per assessment in addition to the standard assessment fees. CIM reserves the right to not accept late bookings and cannot guarantee placement at your preferred exam venue.

## **Consequences of Not Booking**

Requests for assessment bookings after the published Assessment Booking Window and Late Booking Period will not be processed. Any assessments submitted to CIM without a booking

first being made will not be marked. Assignments and exam scripts will be returned unmarked to your ASC. Subsequent assessments will be subject to a different case study/assignment brief/marketing plan.

### **Other related CIM policies and documents**

Other related CIM policies and documents can be found on [MyCIM](#).

- Customer Service Policy
- Reasonable Adjustments Policy
- Special Consideration Policy
- Guidance on Deferrals
- Examination Guidance for Candidates
- Student Assignment Submission Guidelines

Policy Owner: Associate Director of Customer Experience and Operations

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