



Chartered
Institute
of Credit
Management

Enquiry Service and Appeal Procedure including Complaints Policy

CICM Awarding Organisation

2025 changes

- Addition of updated CICM complaints policy
- Amendment of Education Committee due to change in Governance structure.

Introduction

This booklet explains CICM arrangements for candidates or centres to enquire about, or appeal against assessment or other decisions. The booklet also details CICM quality assurance arrangements. If you have any queries, please do not hesitate to get in touch.

Candidates access their results for assignments via Turnitin following each assessment series and therefore can view and download their marked assignment with comments from the assessment team.

Result Enquiry Service

In the first instance, if a learner or training provider is concerned about a result, they should request a remark. This section explains how to enquire about an assessment decision, and the range of services available.

The CICM is committed to providing fair and transparent processes and candidates may apply for a clerical check, a re-mark or a re-mark with report (see following table). Also training providers may request a group re-mark with report. Fees are refundable if grades change following the re-mark.

In cases where the outcome of an enquiry brings into question the accuracy of results for other candidates in the same assessment, the CICM will take steps to protect the interests of all candidates, and the integrity of the qualification.

How to enquire about a result

Contact the CICM Awarding Body Co-ordinator (Tel: 01780 727272) who will run through the procedure and issue, if necessary, this *Result Enquiry Service* booklet.

Applications should be made in writing with the fee (see overleaf) to the Awarding Body Administrator, CICM, 1 Accent Park, Bakewell Road, Orton Southgate, Peterborough PE2 6XS within one month following issue of written results. In addition to this service, apprentices or training providers of apprentices will automatically receive feedback on the occasion of an EPA component receiving a refer grade. A copy of this policy booklet will be made available on request with the feedback report.

Any cheques or bank transfers should be made payable to *CICM* or the *Chartered Institute of Credit Management*.

The CICM will acknowledge applications **within 7 working days** of receipt and return the outcome **within 30 calendar days**. If you do not receive an acknowledgement within this period, please assume that the application has not been received and contact the CICM immediately.

Results Enquiry Service - details sent with all assignment or written exam results

If you were disappointed with your recent result, you may request one of the 5 post-result services below. The remark and report in particular provide helpful guidance on your answers by explaining what you did well and how you could improve your response.

Individual result enquiry service		Fee*
1	Examination clerical check This service should be used if you wish to check that your marks have been correctly totalled and that the total mark has been correctly recorded in our database.	
2	Examination or Level 2/3 assignment re-mark This service should be used if you are concerned about your result. No report will be produced, but your paper will be re-marked. You will receive a summary of this re-mark showing a breakdown of the total mark by component.	
3	Examination or Levels 2/3 assignment re-mark with report This service should be used if you are concerned about your result and require a report on your attainment. You will receive a breakdown of the total mark by component and a report written on your answers and areas for development.	
4	Apprenticeship professional discussion or Level 4/5 assignment re-mark This service should be used if you are concerned about your result. No report will be produced, but your assignment will be re-marked. You will receive a summary of this re-mark showing a breakdown of the final grade achieved by component.	
5	Apprenticeship professional discussion or Level 4/5 assignment re-mark with report This service should be used if you are concerned about your result and you want a report on your attainment. You will receive a breakdown of the final grade achieved by component and a report written on your answers and areas for development.	

Please note that marks can be gained or lost from the total overall mark you were originally awarded for written examinations and assignment and should your grade change from refer/fail to pass or from a Level 2 to a Level 3 pass then you will receive a refund of the result enquiry service fee paid.

If you are interested in one of the services outlined above, please send your request by email to awardingbody@cicm.com with the correct fee paid via our preferred secure payment system; telephone 01780 727272.

We commit to acknowledging your application within 7 working days of receipt. If you have not received an acknowledgement within this period, please assume that we have not received your application and contact CICM immediately. The closing date for applications is **xxxx**. We will endeavour to advise you of the outcome of your enquiry as quickly as possible and normally send notification within 30 calendar days of receipt.

Note: Current fees are confirmed for each series.

Result enquiry services for centres

Centres with 5 or more candidates for the same unit may request a group re-mark with report. The request must be supported by the Head of Centre.

Training Provider post-result services	Fee
<p>Group re-mark with report This service should be used if you are concerned about the results of a group of candidates and you wish to receive a report on their attainment as a group. All the candidates will be re-marked and a report on the candidates' attainment as a group will be produced. The report will not necessarily give details of individual candidates but will try to draw general conclusions that may also help future teaching.</p>	£100 for 5 candidates + £15 per extra candidate

Appeals

Following a remark or adjudication on a case of suspected malpractice, centres and candidates may appeal against an assessment or other decision. This section explains grounds for appeal, how to apply and the appeals process. Appeals may relate to:

- Access arrangements (including exemptions), reasonable adjustments and special consideration.
- Procedures for question setting, marking or moderation.
- Irregularities in the conduct of assessment.
- Malpractice or maladministration decisions.

The appeals procedure is intended to consider circumstances that materially affect a candidate's performance in an assessment when all other available routes for enquiries have been exhausted, i.e., following completion of the appropriate result enquiry service.

There are three grounds for appeal:

- CICM has used procedures which are not consistent with the regulatory criteria.
- CICM has not applied procedures properly and fairly in arriving at judgements.
- CICM has disadvantaged candidates or centres by a failure to apply the correct procedure.

The following are not accepted as grounds for an appeal:

- Claims of being unaware of or not understanding CICM rules and regulations.
- Requests for further review of marking.

At any stage, if the outcome of an appeal adversely affects centres or brings into question the accuracy of results for other candidates in the same assessment, the CICM would take steps to protect the interests of all candidates and centres, and the integrity of the qualification.

Application

The Head of Centre or candidate should appeal in writing to the CICM Awarding Body Officer, 1 Accent Park, Bakewell Road, Orton Southgate, Peterborough PE2 6XS. The appeal must be lodged within **10 working days** of the outcome of the result enquiry or other relevant awarding body decision being reported.

The information required (as applicable) is:

- Candidate name.
- Candidate number.
- Learning provider name.
- Unit title.
- The address to which correspondence should be sent and details of preferred method of communication (if appropriate).
- Payment (see below) by credit/debit card, BACS or cheques made payable to the Institute of Credit Management to cover the administration of the appeal.

Appeal fees per unit per individual

Stage 1	£110
Stage 2	
Independent review	£206

- An explanation of the grounds for appeal request with supporting evidence.

Please be assured that all appeal fees will be refunded if an appeal is upheld.

The CICM will send a written acknowledgement of receipt of the application **within 5 working days** and advise on timescales.

Please note fees are reviewed annually.

Appeal Stages

Stage 1

A Stage 1 Appeal against an assessment or other decision will involve the review of the case by a senior member of CICM staff who has had no previous involvement and has appropriate expertise. The investigation will not be concerned with making judgements about a candidate's work and

does not include further re-marking. However, this may be arranged if the investigation finds that procedures have not been followed satisfactorily.

The appeal must be lodged within **10 working days** of the outcome of the result enquiry or other relevant awarding body decision being reported.

Outcome

The outcome of the review will be reported in writing to the Head of Centre or candidate within **10 working days** of the Stage 1 Appeal request being received.

In the event that the Stage 1 Appeal finds in favour of the candidate or centre, the CICM would refund any result enquiry or appeal fees (as appropriate) and take steps to protect the interests of all candidates and centres, and the integrity of the qualification. This will involve identification of any other learners who has been affected by the failure and correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, and ensure that the failure does not recur in the future.

If the investigation recommends a re-mark which results in an upward re-grading of a unit, e.g., from a 'refer' to a 'pass' grade, the CICM Awarding Body will:

- refund to the candidate or learning provider (as appropriate) any result enquiry or appeal fees.
- issue a new certificate (as appropriate), free of charge, on the return of the original certificate. Please note that CICM Awarding Body will not issue a replacement until the original certificate has been received.
- If the investigation recommends that the awarding body downgrades a result, the CICM will not refund fees. However, the awarding body will issue certificate/s, as appropriate, free of charge.
- Where the outcome of an appeal brings into question the accuracy of other results, the awarding body will take steps to protect the interests of all learners.

Stage Two

If the candidate or Head of Centre remain dissatisfied after Stage 1, they may proceed to Stage 2. In order to achieve this, they should apply in writing **within 14 working days** of the issue of the outcome of the Stage 1 Appeal and follow the same application process as described for Stage 1.

The CICM will send a written acknowledgement of receipt of the application **within 5 working days** and an indication of the period within which the appeal will be heard.

Stage Two involves the hearing of the case by a panel convened by CICM. The panel will consist of three members. Two members will be drawn from the CICM Assessment Board and the third will be an independent member with appropriate expertise. The independent member of the panel will neither have been a member of Institute's Assessment Board or committees, nor have been an employee or examiner at any time during the previous seven years.

The investigation will focus on whether the CICM has:

- used procedures which are consistent with the regulatory criteria.
- has applied the procedures properly and fairly in arriving at judgements.
- has disadvantaged candidates by a failure to apply the correct procedure.

The CICM will notify the candidate of the result of the Stage 2 Appeal **within 10 working days** of the appeal request being received as above.

In the event that the Stage 2 Appeal finds in favour of the candidate or centre, the CICM would refund any result enquiry or appeal fees (as appropriate) and take steps to protect the interests of all candidates and centres, and the integrity of the qualification. Also, as explained in Stage 1, this will involve identification of any other learners who has been affected by the failure and correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, and ensure that the failure does not recur in the future.

Independent Review

If the candidate or centre is still dissatisfied with the outcome of the appeals, they may request an independent review. The independent review must be requested within **10 working days** of the outcome of the previous appeals.

The CICM will send a written acknowledgement of receipt of the application **within 5 working days** and an indication of the period within which the independent review will be held.

The independent review would involve one or more independent individuals who have:

- not been involved in the case previously.
- not at any time during the past seven years been a member of the Institute's Assessment Board or committees, or an employee or examiner of the CICM Awarding Body.
- where possible, the review independent reviewer/s would be drawn from a list of volunteers held by the Federation of Awarding Bodies (FAB), who have relevant experience and are willing to serve as independent persons for other awarding bodies. The CICM will appoint a secretary for the review hearing.

The CICM will invite the appellant to appear in person giving **not less than 21 days' notice** of the date of the independent review hearing. The appellant may be accompanied by a colleague, relative or friend but not by any legal representation. In the absence of the candidate or Head of Centre, the Independent Review will proceed based on the available written evidence. The CICM will choose a person to represent the awarding body.

Independent Review Hearing

The review will conduct the hearing in a way which it believes to be most appropriate using the following guidelines:

- The independent reviewer/chair introduces the hearing, explains how the independent review will be conducted and the basis of decision-making.
- The appellant has an opportunity to state the case for appeal.
- The independent reviewer/chair summarises the main points to check understanding of the appellant's viewpoint.
- The independent reviewer/s and the awarding body representative are given the opportunity to question the appellant.
- The CICM representative presents the awarding body's case.
- The independent reviewer/chair summarises the main points to check understanding of the awarding body's viewpoint.
- The independent reviewer/s and the appellant are given the opportunity to question the CICM representative.
- The independent reviewer/chair may call for further evidence.
- Each party is given 5 minutes to sum up and then they retire to a separate room while independent reviewer/s deliberates.
- Following discussion of the evidence, the independent reviewer/s decides either to find in favour of the appellant or to dismiss the case. If appropriate, the majority decision will be final, and in the case of a tied vote, the decision will be made in favour of the appellant.
- Once the independent reviewer/s reaches a decision, the parties return to the review room for the decision.

The independent reviewer/chair confirms the decision in writing, and this is passed to the appellant **within ten working days** of the hearing.

The awarding body acts on the outcome of the independent review as explained in Stage 1. The decision of the independent review is final.

If the candidate disagrees with the CICM awarding body's process in reaching this decision, they should complain in the first instance to the CICM Responsible Officer (RO@CICM.com).

Following this, the candidate can raise the issue with Ofqual, Qualification Wales, or Council for the Curriculum, Examinations and Assessment (Northern Ireland) who will investigate the complaint further.

The Regulators do not get involved in any individual appeals; however it would deal any issues regarding awarding body maladministration under their complaint procedure, which is published on the Regulators' websites: <https://www.gov.uk/government/organisations/ofqual>, <http://qualificationswales.org/home.aspx>, <http://ccea.org.uk/>

Quality Assurance

The Institute makes every effort to provide support for CICM learners and an efficient and rigorous assessment service.

CICM Awarding Body Complaints Policy and Procedure

The CICM Awarding Body is an Awarding Organisation and End-Point Assessment Organisation (EPAO) regulated by Ofqual, Qualification Wales, CCEA Regulations (Northern Ireland) and Skills England to develop and deliver assessments regulated qualifications and End-Point Assessments (EPA) for the Chartered Institute of Credit Management (CICM).

Our commitment

The CICM Awarding Body is committed to offering a high standard of service to all customers, including training providers, individual learners, apprentices and employers. We aim to have:

- Clear commitment to fair assessments and EPA
- Excellent assessors, resources and partnership arrangements
- Effective delivery of assessments and EPA

The CICM Awarding Body will ensure complaints are handled in confidence, dealt with fairly and in a timely manner.

Complaints procedure

Complaints Handling Policy

- **Purpose** The Chartered Institute of Credit Management (“CICM”) is committed to ensuring that all complaints are dealt with fairly, promptly, and transparently. This policy sets out the procedures for handling complaints relating to CICM Awarding Body, CICM Services and the conduct of CICM Staff, Representatives or Members (see CICM [Code of Professional Conduct](#)).
- **Definitions**
 - *Complaint*: a formal expression of dissatisfaction about CICM's actions, decisions, services (including qualifications and assessments) or the conduct of its Staff, Representatives or Members (see CICM *Code of Professional Conduct*), where a response is expected.
 - *Expression of Dissatisfaction*: informal feedback that may not necessarily result in a formal complaint or investigation.

- *CICM Representatives*: sub-contractors and volunteers bound by the Charter, By-laws, and regulations of CICM.

- **Scope** This procedure applies to complaints about:

Complaint Type	Example Issues	Investigated By
Awarding Body	Regulated Assessments (including delivery, results, feedback & marking), EPAs, Accredited Training Providers	Awarding Body Officer / Assessment Board
CICM Services	Delivery of CICM Qualifications (e.g., Virtual Classrooms or Learning Support Service), Training, Membership, Customer Service, CICMQ, Invoicing, Communications, Events	Relevant Department Head / Governance
CICM Staff, Representatives or Members	Misconduct, Bias, Conflict of Interest, or any breach of the CICM Code of Professional Conduct	Governance / Disciplinary Panel

- **Submitting an Expression of Dissatisfaction** At CICM, we strive to deliver the highest standards across all our services. If you wish to share feedback or express dissatisfaction – even if you do not want to raise a formal complaint – we welcome your comments. Please raise the issue with your usual CICM contact in the first instance, who will aim to resolve the matter swiftly and informally. If you remain dissatisfied, you may wish to raise a formal complaint, as below.
- **Submitting a Complaint** All complaints should be submitted in writing to:
 - By email: complaints@cicm.com
 - By post: Complaints, Chartered Institute of Credit Management, 1 Accent Park, Orton Southgate, Peterborough PE2 6XS.

Please include:

- Your full name and contact information, including CICM Membership number (if applicable)
- A full description of your complaint, including all relevant details and dates.
- Any supporting evidence

Complaints relating to the Awarding Body (e.g., examination delivery or results) should be submitted within 7 days of the event.

- **Expected Procedure Timeline**

Step	We Will	Within
1	Acknowledge receipt of complaint	7 working days
2	Assign to appropriate lead for investigation	10 working days
3	Investigate complaint and gather evidence	30 working days
4	Provide our written response and outcome	45 working days

- **Appeals and Escalation**

If you remain dissatisfied with CICM's written response and the outcome of your complaint, you may be entitled to appeal our decision. Details of the appeals process will be provided in our written response, if applicable. If you are still dissatisfied after the appeal outcome, and your complaint relates to CICM Awarding Body, you may escalate the matter to the relevant Regulator. Please note that Regulators do not investigate individual assessment appeals but will consider issues such as awarding body maladministration, malpractice, qualification fraud or whistleblowing concerns in accordance with their published compliance procedures, available on the following websites:

<https://www.gov.uk/government/organisations/ofqual>

<https://qualifications.wales/>

<https://ccea.org.uk/>

- **Complaints in relation to CICM Member Conduct**

Before making a complaint about a CICM Member, please refer to the Code of Professional Conduct. CICM may be unable to formally investigate a complaint where:

- The subject of the complaint is involved in ongoing legal proceedings,
- Insufficient information or evidence has been provided, or
- The matter is linked directly or indirectly to media coverage that may have influenced the submission of the complaint.

Please note that CICM is a voluntary membership organisation and registered charity and does not have statutory authority over the conduct of all professionals who may be Members. These may include, but are not limited to; licensed Insolvency Practitioners, Solicitors, Barristers, FILEX, Certificated Bailiffs, High Court Enforcement Officers and Accountants (chartered or certified). These professionals are subject to the disciplinary

procedures of their own regulatory bodies. Where appropriate, complaints should initially be directed to the Member’s regulatory body, which has the authority to conduct a formal investigation and impose sanctions.

All complaints are reported to the CICM Assessment Board who oversee the policies and procedures of the CICM Awarding Body to ensure regulatory compliance.

CICM will treat your concerns sensitively and in confidence and will consider how best to protect you during and after any investigation activity. More details on the CICM whistleblowing policy can be accessed from: [CICM Frequently Asked Questions](#)

Responsibilities for CICM Awarding Body complaints

Debbie Nolan FCICM(Grad)	Senior Manager with overall and final responsibility	awardingbody@cicm.com +44 (0)1780 722900
Tracey Turville Awarding Body Officer and Responsible Officer	Responsibility for ensuring these policies is put into practice and reviews the effectiveness of this policy in the annual Awarding Body Self-Assessment Report	awardingbody@cicm.com +44 (0)1780 722900
Natasha Lyon Awarding Body Co-ordinator	Day-to-day responsibility for administration of Awarding Body complaints including advice	awardingbody@cicm.com +44 (0)1780 722900

Date of last review: 10.07.25 Tracey Turville, Awarding Body Officer.

Our service commitment

Acting fairly and impartially

We aim to:

- Ensure a fair and transparent process for accreditation.
- Develop and maintain units and qualifications for all learners in the credit and debt management area which are regulated.
- provide assessment which is valid and marked in a standardised way.
- ensure access and equality of opportunity while safeguarding the integrity of the qualifications.
- award results and qualifications achieved by learners securely, accurately and quickly.
- facilitate the use of ULN and the transfer of accurate information to learner records to support credit accumulation and transfer, where required.
- issue certificates for the achievement of credits and qualifications promptly.

Communicating effectively with you

We aim to:

- provide full course information and adequate notification of any changes to unit content or qualifications.
- issue clear and simple forms and guidance.
- respond promptly to any enquiries.
- provide information on study options.
- notify learners of forthcoming assessments.
- notify results accurately and within the published timetable.
- provide structured and appropriate assessment feedback.

Providing a good service

We aim to:

- take action to meet learners' reasonable needs.
- monitor the quality of provision at accredited learning providers and exam centres and encourage good practice.
- keep costs to learners to the minimum.
- be supportive, courteous and professional.

Taking responsibility for our service

We publish annually our customer service aims and achievements. We can provide a better service if you help by:

- letting us know of any change to your contact details.
- giving us accurate and complete information.
- entering for assessments in good time.
- paying the correct fee on entry.
- ensuring that you are currently registered as a learner with the CICM.
- checking the CICM website regularly.

If you have any concerns, complaint or suggestions as to how we can improve our service, please let us know. Write to the CICM Awarding Body Officer or email: awardingbody@cicm.com.

Further information on customer service is set out in our code of practice below and result enquiry leaflets. It is also available from CICM Awarding Body, Chartered Institute of Credit Management, 1 Accent Park, Bakewell Road, Orton Southgate, Peterborough PE2 6XS. Telephone: 01780 727272.

Code of practice

Acting fairly and impartially

Centre Accreditation

- 1.1 We aim to ensure a fair and transparent process for accrediting learning providers that enables an extension of high-quality provision whilst supporting the existing network of CICM centres.
- 1.2 We aim to acknowledge applications for accreditation within 2 working weeks of receipt.

Unit and qualification development

- 2.1 We aim to develop qualifications for all learners in the credit and debt management areas which are regulated, fit for purpose and appropriately assessed.
- 2.2 We review units and qualifications on an ongoing basis.
- 2.3 We encourage all users to contribute to the unit and qualification development process.

Assessment Procedure

- 3.1 Both in the setting of rules of combination of qualifications, and in its processes and arrangements for assessment and awarding, the Chartered Institute of Credit Management:
 - (i) ensures access and equality of opportunity while safeguarding the integrity of the qualifications.
 - (ii) will not create unnecessary barriers to achievement.
 - (iii) guarantees fair assessment for all candidates, including those with particular assessment requirements.
 - (iv) takes account of current legislation in relation to equality of opportunity and diversity.
- 3.2 We aim to meet learners' reasonable needs:
 - (i) We will ensure that all reasonable steps are taken to enable candidates with permanent or temporary disabilities to fulfill the assessment requirements. Details of special arrangements are published in *Arrangements for candidates with particular assessment requirements*.
 - (ii) We will give special consideration to candidates who suffered illness or other adverse circumstances, at the time of the exam.
- 3.3 We aim to act fairly and impartially by providing assessment that is appropriate, covers the assessment criteria and by marking assessments in a standardised way.

- 3.4 We monitor the quality of provision at assessment centres and encourage good practice.
- 3.5 The CICM follows nationally recognised conditions established by the qualifications regulatory authorities to ensure that its qualifications are professionally and efficiently administered.

Communication

- 4.1 We aim to communicate effectively providing:
 - (i) full qualification information includes a price list and range of study options.
 - (ii) clear and simple forms and guidance
 - (iii) adequate notification of any changes to syllabus.
- 4.2 We aim to respond to telephone and email enquiries within 1 working day.
- 4.3 We will keep teachers informed with free teaching materials and opportunities to attend training courses.
- 4.4 We record and report to the CICM Executive Board feedback from learners and teaching centres, keeping customers informed of any resultant improvements made to service.
- 4.5 The CICM offers assessment in January, March, June, and October and notifies dates in their Essentials Briefing and on the CICM website.
- 4.6 We aim to notify centres and learners of:
 - (i) assignment and exam results within 12 weeks of the assessments
 - (ii) apprenticeship end-point assessments for CICM qualifications within 6 weeks of assessment submission
 - (iii) results for embedded assessment within 6 weeks of assessment submission.
- 4.7 We aim to make available structured and appropriate assessment feedback within 16 weeks of an assessment.
- 4.8 We will provide appropriate support and guidance for teachers when we introduce assessments which involve new techniques and approaches.
- 4.9 If there is a reasonable demand to do so, we will provide opportunities for teachers to meet and discuss an assessment.
- 4.10 We monitor the quality of provision of assessment centres following each series and inspect at least once a year on a rolling basis and encourage good practice by providing feedback on performance and support when necessary.

Quality of Service

- 5.1 We minimise bureaucracy to learning providers by requiring candidates to register directly with the CICM for assessments.
- 5.2 We aim to keep costs to the learner to a minimum and provide good value for money. We review fees annually and notify learners of the fee structure on application or renewal of registration.
- 5.3 Learners will receive certificates for any units and qualifications completed successfully. We issue certificates within 6 weeks of the publication of the results.
- 5.4 We aim, at all times, to be courteous and professional.

Accountability

- 6.1 We take responsibility for our service. This code of practice is published on the CICM website and in this *Enquiry Service and Appeal Procedure*.
- 6.2 We treat all complaints seriously, whether they are made by telephone, letter, or email. We request confirmation of the complaint by email or letter, if made by telephone.
- 6.3 We deal with all complainants courteously and fairly, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy, and maternity.
- 6.4 We will handle complaints in confidence within the Institute, with permission sought to pursue a complaint further with an accredited learning provider or employer.
- 6.5 We will endeavour to:
 - (i) respond to complaints within 7 working days.
 - (ii) notify the outcome of result enquiries within 45 days of receipt.
 - (iii) notify the outcome of an appeal within 10 weeks of the appeal being received.
- 6.6 We monitor our performance and measure to what extent we meet the commitments outlined in this code of practice, reporting annually to the Chair of the Institute's Executive Board.
- 6.7 We have standard arrangements for the submission of enquiries about results or appeals against decisions. There is a charge for this enquiry service – see page 3.
- 6.8 We maintain a database of complaints and develop corrective action procedures to prevent repetition.
- 6.9 We promise that any instances of alleged or suspected malpractice will be investigated.

- 6.10 In cases of malpractice, action will be taken, with respect to the candidates and centres concerned, as is necessary to maintain the integrity of the assessment.
- 6.11 The CICM has the right to impose special conditions on future involvement of a teacher in the conduct, supervision, or administration of its assessment and to refuse to accept assessment entries from either an individual or a centre where malpractice is established. The qualification regulators and other awarding bodies will be informed when CICM imposes such special conditions.