



CICM Entry Level 2

Learner Assignment Guidance Booklet

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10.09.25/V10

Level 2 Entry Level assignment guidance

Introduction

Your Entry Level Certificate and Diploma is made up of different units. Some of these units may be assessed by examination and some will be assessed by written assignment. This guidance focuses on the written assignments and has been written to help you:

- understand what is required to reach Level 2 standard.
- submit your work in the correct format.

CICM also offers advice to help you prepare for assessments. Please see the website <https://qualifications.cicm.com/learner-support/> for more information.

Qualification structure for Credit Control and Collections

Your CICM syllabus outlines all the units available in this suite of qualifications. You need to complete **two** of these units to gain a Certificate qualification, and **four** of these units to gain a Diploma qualification. Below is a list of the entry level units assessed by written assignment:

- Credit Control & Collections
- Commercial Telephone Collections
- Consumer Telephone Collections
- Business Communications and Personal Skills

Qualification structure for Money and Debt Advice

Your CICM syllabus outlines all the units available in this suite of qualifications, and the credit value for each unit. You need to achieve at least 19 credits to gain a Certificate qualification, and 37 credits to gain a Diploma qualification. Below is a list of the entry level units assessed by written assignment:

- General Money and Debt Advice
- Debt Prioritisation and Collections Process Advice
- Money and Debt Advice Call Handling
- Non-Statutory Debt Solutions and Budgeting Advice
- Court Procedures and Enforcement Advice
- Statutory Debt Solutions Advice

You can apply for exemptions if you have passed equivalent business-related qualifications at the right level. Contact exemptions@cicm.com for more details.

CICM Safeguarding

For any learners experiencing significant stress or difficulties we are here to help. If you have any safeguarding concerns, please contact us during working hours at [**support@cicm.com**](mailto:support@cicm.com) or call 01780 727272/722900.

CICM Lead Safeguarding Officer

Natasha Lyon E. natasha.lyon@cicm.com

You can also speak to your CICM tutor or coach about any concerns you may have.

If you or someone you know is experiencing a crisis and it is an emergency, please act quickly and dial 999.

Do you need support or someone to talk to?

Call/contact:

- The **Samaritans** on 116123 (available 24/7) or email jo@samaritans.org
- **Heads Together** Text **SHOUT** to **85258** (available 24/7)
<https://www.headstogether.org.uk/get-support>

If you have any queries, please do not hesitate to get in touch with the CICM Awarding Body team.
Email awardingbody@cicm.com or telephone 01780 727272.

Before you start

1. If you are not yet a member of CICM, register with the CICM Awarding Body. You can do this online at <https://www.cicm.com/membership-types/>. Registration lasts for a year during which time you automatically receive the benefits of membership of the Chartered Institute of Credit Management. This includes regular information about learning opportunities and study advice.
2. Make sure you have all your learning materials before commencing an assignment. You will need:
 - This learner guidance booklet
 - Any study materials you have used for the unit subject
 - A copy of the assignment template (which contains the assignment questions, grade criteria and learning outcomes), available from CICM Awarding Body
 - Moderator feedback reports on your subject, available free of charge from the CICM website

These materials will help you become familiar with the unit and assignment before commencing your studies.

3. Be prepared. This involves:
 - Setting aside time to study
 - Reading study materials and assignments carefully
 - Researching your topic
 - Drawing up a timetable with an agreed end date
 - Securing support¹ in your studies

Level 2 Standard

Level 2 writing requires skill sets which include the following:

- Use of facts, procedures and ideas to complete processes
- Demonstration of how to complete routine tasks and problems
- Interpretation of information and ideas to inform actions
- Identification of the effectiveness of methods
- Awareness of a range of information relating to the unit subject

¹ Your support coach will provide advice and check your work periodically. They will also need to verify that the assignment is your own work. This support coach could be your line manager, a tutor or another person with experience in training or credit management. Contact professionalqualifications@cicm.com if you require more information about tutor or coaching and mentor support.

Grade Criteria

Examiners use mark schemes and grade criteria for each assignment to identify achievement. You can see an example of these in Appendix A. CICM examiners award the following grades:

Level 2 Refer

A refer grade means you have not met the pass requirements, but you can improve and resubmit your work in the next submission series.

A refer grade is given if you have:

- not adequately covered the assessment criteria²
- showed limited understanding of facts, procedures and ideas
- demonstrated inability to complete well-defined tasks and problems
- failed to address the specific tasks set

Level 2 Pass

A pass grade means you have successfully met the pass requirements.

A pass grade is given if you have:

- met the assessment criteria²
- used reasoning, skills and methods to complete well-defined tasks and problems
- showed knowledge and understanding of relevant facts, procedures and ideas
- showed ability to interpret relevant information and ideas
- identified the effectiveness of methods and actions
- demonstrated awareness of information relating to the subject

Level 2 Good pass

- You have met all assessment criteria² and exceeded some of them
- You have showed clear knowledge and understanding of the subject
- You have correctly interpreted relevant information and ideas
- You can complete tasks and address straightforward problems
- You can investigate the effectiveness of methods and actions
- You can gather and use information to inform actions

² Learning outcomes and assessment criteria show the requirements of the unit in more detail. You will find them in the CICM syllabus and at the end of each assignment.

Level 2 Excellent pass

- You have met all assessment criteria² and exceeded most of them
- You have demonstrated factual, procedural and conceptual knowledge
- You have showed ability to resolve tasks and problems in a range of situations
- You can gather information to review the effectiveness of methods and actions
- You can acknowledge and use background sources to support your answer

Assignment format

You should view your assignment as a tool to demonstrate your knowledge and skills within the context of the subject.

The most important rules are:

- **Answer all parts of the assignment** – read your assignment questions carefully and use the grade criteria to make sure that you cover every section. The grade criteria give you more detail as to what is expected in order to gain a pass (see example Appendix A).
- Ensure all responses are in **English** including appendices.
- **Provide evidence** – some of the questions will ask you to provide evidence of how you action situations in your role. You should ideally use examples from your own work, which should be redacted to remove any personal data. If you use hypothetical cases to exemplify how you would carry out activities within the workplace you need to make it clear that your answer includes a fictitious scenario.
- **Use appendices carefully** – you may support your work with appendices, which do not form part of your word count. However, it must be noted that appendix items themselves do not attract marks. It is important then, that any appendix is relevant to the question and referred to in the body of the answer. Remember to add any appendix items directly into the assignment template. You can learn more about this in Appendix D.
- **Reference your work** – You must avoid plagiarism by making a clear distinction between your words and those of an external source. You can learn more about plagiarism in Appendix E.

Make sure that you note details of any literature, websites or Artificial Intelligence (AI) you have used in your work and reference this correctly. This includes details from your organisation's intranet.

Referencing means identifying clearly what is the work of another author. Referencing should be made in two places:

- in-text (i.e., at the point you mention it in your answer)
- in a bibliography (i.e., a list of all the external material you have used)

This enables the reader to refer to the original material.

- **Keep to the word count** - you must follow the word count carefully and should not exceed this by more than 10% because Level 2 achievement requires the ability to write succinctly. Assignments with excessive word counts will be unable to achieve the higher Good and Excellent grades because of this.

A good technique is to 'free write' and then edit work down to the required word count, removing any superfluous word or content. Evidence can form part of an appendix. Appendices and the bibliography do not count towards the overall word count, however they should be carefully chosen because excessive words or irrelevant appendices would not indicate Level 2 ability.

- **Use the CICM assignment template** – you must type your answers directly into the spaces provided in the CICM assignment itself – the boxes will automatically enlarge if you need more space. It is important that this is the document you upload for marking. Attach any additional information to this document so that a single upload is made. Ensure that the authentication statement is completed at the front of the assignment template.
- **Save your work in a valid format** – your final work should be saved in a format that can be uploaded into the marking system. A list of valid formats can be found in your submission guidance.
- **Complete the CICM cover sheet** - Complete the authentication statement included at the front of your assignment confirming that the work is your own and providing a name of a witness that CICM Awarding Body could contact if required as part of any suspected malpractice investigations. Your work cannot be marked if you have not completed the form, stating that the assignment is your own work. (Sample authentications statement in appendix G)
- **Check your work thoroughly** – critically appraise your work and proof-read it carefully before submission. The checklist in appendix H can help to guide you.
- **Upload your assignment correctly** – it is your responsibility to upload your assignment to the CICM appointed marking system. Refer to your submission guidance if you need help with this.
- **Submit on time** – you can submit at any point during the submission window but check the deadline date you can submit. Your work will not be marked if you submit after that date but you will still be charged for your submission.
- **Guidance for non-UK learners** - When asked to consider or apply legal or regulatory requirements to assignment answers, candidates should refer to the law and regulation of the country applicable to their role and that of their employer. Those working offshore for UK companies would be expected to use UK law.

Note – UK law - It is accepted that there are some differences in terminology and detail between the law in England, Wales, Scotland and Northern Ireland.

- **Re-submission** – If you do not achieve the grade you want in your results, you can choose to adjust your work and submit it for reassessment. You may enter your resubmission in one of our standard assessment series' and you may resubmit as many times as you wish. You will follow the same process to enter, pay and submit your updated assignment for marking. You should contact the CICM Awarding Body to check that you are submitting using the most up to date assignment in each case.

If you choose to resubmit you should:

- clearly mark your work as a resubmission in the assignment cover sheet
- use the comments or feedback provided from your previous submission to identify areas for improvement
- be careful not to remove any work that gained marks in your previous submission
- you may choose to highlight any new work you've added to your assignment, but this is not obligatory.

When you upload a resubmitted assignment, the assessment team will:

- have access to your previously marked assignment and will compare this with your latest submission
- award the same marks as your previous submission if you do not make any changes to a particular question.

Use of candidate data

Please note that the personal information you have supplied to CICM will be used by the Chief Executive of Skills Funding to issue you with a Unique Learner Number (ULN) and to create your Personal Learning Record. Further details of how your information is processed and shared can be found by searching "personal learning record" at the www.gov.uk website.

Company confidentiality

Candidates may be concerned about the security of sensitive company information contained within their assignment. Please note that all information contained within any assignment is treated with the upmost confidentiality. All CICM examining teams and assessment board members have confidentiality clauses in their contracts for any work completed for CICM.

However, it is your responsibility to redact (remove) any sensitive personal and company data before submission. Examples of sensitive data include names, email addresses and bank details. You can ensure your assignment is anonymous by using your candidate number as an identifier and by selecting a generic name for your company and any stakeholder information, to protect your customers' details.

Appendix

The following appendices are here to offer further help.

Appendix A: example of mark scheme and grade criteria

Appendix B: example of a Level 2 answer

Appendix C: assignment record template

Appendix D: how to use an appendix

Appendix E: how to avoid plagiarism

Appendix F: how to reference other material

Appendix G: sample authentication statement

Appendix H: assignment checklist

Appendix A - Example Level 2 mark scheme and grade criteria

Mark scheme extract Telephone Collections

Question	Fail/refer	Level 2 pass	Level 2 good pass	Level 2 excellent pass
4	Little identification of law and regulation or lack of relevance to organisation or to telephone collection work.	Identification of key laws, regulations and organisational rules which apply to telephone collections work.	Summary of key organisational rules relating to telephone collections and how they ensure compliance with key laws and regulations.	Description of how organisational rules relating the commercial telephone collections ensure compliance with specific laws and regulations.
	0 - 4	5 - 6	7	8 - 10
5	Failure to describe the conduct of calls and/or failure to address the areas of organisation, preparation, call structure, technique, responses to excuses and post call action.	Description of how to conduct commercial telephone collections calls using organisation, preparation, call structures, techniques, responses to excuses and post call action.	Examples used to describe how calls are conducted using organisation, preparation, call structures, techniques, responses to excuses and post call action.	Description of call conduct with examples that demonstrate ability to effectively organise, prepare, structure and undertake commercial collections calls.
	0 - 14	15 - 17	18 - 20	21 - 30
6	Little or no description of actual calls to demonstrate candidate's ability to negotiate. Failure to address the specific areas of assertiveness, influencing, overcoming resistance, win-win, disputes and handling abuse.	Description of calls which demonstrate ability to negotiate during a call. Answer addresses assertiveness, influencing, overcoming resistance, win-win, disputes and handling abuse.	Description of effective ability to negotiate during a collections call. Answer uses examples to demonstrate ability in the areas of assertiveness, influencing, overcoming resistance, win-win, disputes and handling abuse.	Evidenced description of relevant calls, used to show candidate's ability to successfully negotiate using assertiveness, influencing, overcoming resistance, gaining win-win and handling disputes and abuse.
	0 - 14	15 - 17	18 - 20	21 - 30

CICM Level 2 Generic Grade Criteria Descriptions			
Refer ≤49%	Level 2 pass 50% - 64%	Level 2 good pass 65% - 74%	Level 2 excellent pass ≥75%
Limitations to subject knowledge and/or relevant understanding of facts, procedures and ideas and/or use of relevant reasoning or skills, impacting upon ability to complete well-defined generally routine tasks and address straight-forward problems. Limited or no interpretation of information and ideas and/or support for actions using gathered information and/or identification of how effective actions were. Limited relevance to or awareness of the study area and/or relevance to addressing the set tasks in terms of range and types of information, reasoning, skills, facts, procedures, or ideas. Background resources missing, lacking or unacknowledged.	Able to show knowledge and understanding of relevant facts, procedures and ideas, and use relevant reasoning and skills, to complete well-defined generally routine tasks and address straight-forward problems. Able to interpret relevant information and ideas, can gather and use information to inform actions, and can identify how effective actions were. Awareness of a range of information relevant to the study area. Background resources acknowledged.	Clearly able to show knowledge and understanding of relevant facts, procedures and ideas, and use relevant reasoning and skills, to complete well-defined generally routine tasks and address straight-forward problems. Clearly able to interpret relevant information and ideas, can gather and use information to inform actions, and can identify how effective actions were. Clear awareness of a range of information relevant to the study area. Background resources acknowledged.	Clearly able to show knowledge and understanding of relevant facts, procedures and ideas, and use relevant reasoning and skills, to complete well-defined generally routine tasks and address straight-forward problems in a range of circumstances. Clearly able to interpret relevant information and ideas in a balanced way, can gather and use information to inform actions, and can identify how effective actions were. Clear awareness of a range of information relevant to the study area. Background resources acknowledged.

Appendix B - Example Level 2 answer

The first excerpt below demonstrates some of the requirements necessary to achieve a Level 2 pass.

Please note that no full answers are given, and learners should take care to cover all the requirements of their questions.

Q: Evaluate your strengths and weaknesses in relation to query resolution

Strengths

Good listener

Gives reason why this strength is important

I feel I am a very good listener and believe this is one of the most important things in query resolution; I like to make small notes when a customer is talking to ensure accuracy.

Deal with angry customers

Scenarios suggests strengths although specific skills not discussed in answer

Many customers can appear angry or feel necessary to behave angry to get the point across or disguise how they really feel. They may be scared confused threatened and feel like they are being judged.

This type of customer is a challenge, and I can almost nearly always able turn the customer right round to a more positive coherent customer.

Assertive

I am very assertive when it comes to customers that are constantly making complaints. Customers can play the system for many years without being challenged.

Several examples of strengths described

Loyalty to the company I work for

I feel that loyalty and pride in your job is a great strength. I want to protect the future of this company and bring in the debt that is being accrued (protecting my job and future)

Weaknesses

Aware of personal weakness

Too nice

When on a call to a customer I can be distracted by the story behind the query and tend to go into too much detail. This makes it harder to then become assertive when discussing payment after the conclusion of a

query.

Customers who cry

Weakness identified with some reflection

For some reason I am unable to deal with customers that cry and find it very hard to stay focused. I become irritated by it and find my tone of voice alters. I try to combat this by putting the customer on hold and hoping by the time I go back to them they would have stopped.

Accepting the first offer

When a customer calls to complain and asks for something to compensate them, I will very rarely challenge their suggestion if it meets the options available. This is a great weakness as I could have come up with a cheaper solution for the company.

Weakness partially evaluated with some context

In contrast, this second extract demonstrates an answer that has not met the Level 2 pass criteria –

Strengths:

Very brief bullet points

- Listening
- Assertive skills
- Good communication
- Thinking outside the box

Too vague

Weaknesses:

Weakness contradicts strength

- Attitude and mood
- Avoid confrontation
- Using the customer's name
- Taking on another department's issue

Appendix C: - Assignment record template

Below is an example of an assignment record. You can use this to focus your learning, plan your assignment writing and use any coach you have for effective and timely feedback.

Assignment Record

Name	Unit
Coach name	CICM registration no
Coach telephone	Coach email
Arrangements for contacting coach	
My qualifications	My experience
What I hope to gain from the award.	My ambitions
Problems which I might have in completing the assignment ³	
When I hope to complete the assignment	When I hope to send answer to Q1

Feedback

Record email contact below

³ Contact CICM Awarding Body for advice if you require a reasonable adjustment to the assessment, for example because you are dyslexic.
Tel: 01780 727272. Email: awardingbody@cicm.com

Appendix D – How to use an appendix

All written assignments offer the option to use appendices.

What is an appendix?

Appendix items are used to support your answer and evidence your research. They do not form part of your word count and do not attract marks.

They should not be used to answer the question itself or act as an overflow – the question itself must be answered in the body of your work.

What do I put in my appendix?

Only add information that is relevant to the question and adds value to the topic. This might include statistical results, evidence of your research, background information, visual summaries of research outcomes or information that indirectly expands on the topic.

What do I put in the body of my answer?

Everything that is needed to meet the requirements of the question. If your answer does not meet the criteria as a stand-alone piece of work, then it may be that you have put essential material in the appendix.

How do I refer to my appendix?

Each appendix item should be labelled and given a title (e.g. "Appendix A – credit score card). Your answer should make clear reference to the appendix items that support it, by using this appendix label. Remember, any discussion of their content or supporting arguments and analysis must be held in the body of the answer to gain marks.

You should paste your appendices directly into the assignment template so that you submit a single, readable assignment. Appendices sit at the end of the answer booklet and before any notes and references.

Appendix E - How to avoid Plagiarism

You need to understand the meaning of plagiarism so that you do not inadvertently plagiarise work. The CICM will investigate any cases of suspected plagiarism which could mean that:

- Those involved have their results withdrawn and are barred from entering further CICM qualifications
- The coach receives no further work from the CICM
- The learning provider is reported to the regulators (e.g., Ofqual).

What is Plagiarism?

Plagiarism is where a person knowingly, or unknowingly, attempts to pass someone else's work off as their own. It can take the form of direct, word-for-word copying or the theft of the substance or idea of the work. Even if you have changed some of the original words or original structure this would still be classed as plagiarism.

To avoid plagiarism, you must ensure that you correctly reference any paraphrases or quotations used within your work. You can work with another learner on the assignment, however, if you do, you must clearly mark the sections of work which were prepared together, and those which are your own work. It is not advisable to share your written work with another CICM learner, as this could encourage plagiarism. If you have accessed AI, such as Chat-GPT, GoogleBard, Microsoft Bing, or SnapChat, you must show which sections of your work are AI generated. Even if you alter the wording of AI-generated responses, you must reference them as a source.

Examples of what constitutes plagiarism

- Failing to make clear distinctions between your own commentary, views and quotations, and those of another person by referencing
- Copying a book or web entry and adjusting the words slightly
- Failing to clearly reference another person's work
- Using AI by either directly copying AI generated work or adjusting an AI generated answer without referencing the source
- Passing the work of one person off as another, even when the originator of the work has given their permission
- Using quotations, ideas or comments of another person but failing to reference them because you have forgotten the original source.

How to avoid plagiarism

- Ensure that you understand what plagiarism is
- While conducting your research and making notes, always distinguish your own comments from those of others.
- Ensure that you make a note of the source of all quotes, comments, citations etc. that you may wish to refer to in your work as you go along.
- Make sure that you include a bibliography. This is a list of references usually found at the end of a piece of work.
- Make sure your work is correctly referenced both within a bibliography and at the point where the other person's ideas or words are used.
- Use the Turnitin similarity report to check you have referenced correctly
- Ask your coach or tutor if you need further guidance.

Appendix F – How to reference other materials

Referencing means identifying clearly what is the work of another person. That person can be another author in a book, an article in a paper, something you read on a website or information generated through Artificial Intelligence, such as an AI chat-bot. Anything you use from your own organisation is also deemed to be the work of another person and will need to be identified through referencing.

Referencing should be made in two places:

- In-text (i.e., at the point you mention it in your answer)
- in the bibliography (i.e., in a list of reference materials at the end of your assignment)

This enables the reader to refer to the original person's work. To help the reader identify the original work you need to give details of the original author. The information below shows how you can do this. It is known as 'Harvard Referencing'. It is not the only way to reference the source of your information, but it is well-known and makes sure you have declared the necessary information. Harvard referencing is a useful skill to learn if you intend to study at a higher level later.

When you submit your assessment, the Turn-it-in software will check your work against all recognised third-party material. Their use will be flagged in your similarity report, which you can view and amend before you submit. For more information and advice on the Turn-it-in similarity check, please refer to your Turn-it-in guidance. Any concerns regarding any such content identified by Turnitin will be investigated under the CICM's suspected malpractice policy and process.

In-text

1. If you refer to another person's idea, state their name and the year they published, e.g., 'Author name (2023) stated that ...'
2. If you quote directly from the author, indent the passage and refer to the page that the quote is taken from, e.g., '“Direct quote from author.” (Author name, 2023: 19)'

In the bibliography

List publications alphabetically by author's surname, quoting the details noted below:

From a book

- 1 Surname and initial of author
- 2 Date of publication (in brackets)
- 3 Title of book (in italics)
- 4 Publisher
- 5 Place of publications

Example: Surname, A. (2023) *Example Book*, Publishing House, London

From a journal

- 1 Surname and initial of author
- 2 Date of publication (in brackets)
- 3 Title of article (in inverted commas)
- 4 Title of journal (italics)
- 5 Publications details – volume (year) number (issue)
- 6 Page numbers of the whole article.

Example: Surname, A. (2023) *Example Article* Student Journal Jan 2023, Vol.1 issue 20 pp. 2-18

From a website:

- 1 Author or Company for the author of the website
- 2 Year of publication
- 3 Website title [online]
- 4 URL
- 5 Date accessed

Example: WebSupport (2023) *Example web article [online]* www.anexample.com (accessed 01.07.23.)

From an AI tool or chatbot⁴:

- 1 AI source
- 2 Website URL
- 3 Date accessed

Example: ChatGPT 3.5 <https://openai.com/blog/chatgpt/> (accessed 01/07/23.)

Additional advice regarding use of AI

AI may be used as a source of initial research, provided it is referenced correctly. This includes any study mode functionality selected during your research. Where possible, the original information source should also be located and referenced.

If AI is used to create or paraphrase any part of your work, you must make it clear which sections were researched in this way. In line with JCQ⁵ guidance, you should retain a copy of the question(s) and computer-generated content for reference and authentication purposes. This should be held in a non-editable format (such as a screenshot) along with a brief explanation of how it has been used.

⁴ Examples include (but are not limited to) ChatGPT, Jenni, Jasper, Writesonic, Bloomai, Microsoft Edge/Bing, SnapChat and Googlebard.

⁵ JCQ is the Joint Council for Qualifications

Please remember that AI conversations are not wholly accurate, and their reliability should be verified if they are used. They can be a useful starting point to generate ideas for your work but should not be used to replace your own research, documentation, explanations and analysis. Note too, that sections of work generated or supported by AI are less likely to attract marks because they fail to demonstrate your independent understanding.

Turnitin will also review your assignment for content generated by AI which will be scrutinized by the CICM Awarding Body. Any concerns regarding the content of AI within your assignment will be investigated under the CICM suspected malpractice policy and procedure.

Appendix G : Sample authentication statement

Authentication statement

Candidate's statement

Students must be able to demonstrate that the final submission is the product of their own independent work and independent thinking.

All sources must be referenced. Students must be aware that unreferenced AI generated content will be processed under the CICM's suspected malpractice procedure.

Please read the following statements and tick if you understand and agree:

	I understand that plagiarism occurs when a person uses another person's work or ideas, or AI-generated content and claims that they are their own. Plagiarism includes:
	• Direct or word-for-word copying of the substance or idea of the work. • Copying or paraphrasing content, even if the originator of the work has given their permission.
	I understand that I must reference all content that is not my own independent work or independent thinking, including:
	• clear distinction between my own commentary and the views, quotations, and commentary of others. • any content generated by AI, even if edited or re-worded. • any content that does not reflect my own work, analysis, evaluation, or calculations.
	I understand that failure to reference either intentionally or accidentally will be investigated under the CICM's Suspected Malpractice process
	I understand that to avoid plagiarism I must ensure that I must not share my written assignment work with another CICM learner or view responses from another CICM learner.
	I understand that if the examining team are concerned that there is plagiarism in my work, they will ask for a report from my witness and me, and the case will go before the CICM Assessment Board.
	I understand that if I have studied with another person, we must not submit the same response. Instead, we must each submit our own independent work.

I confirm that I understand the meaning of plagiarism and that the attached assessment is my authentic work.

Name _____ Signed _____
Date _____

Witness statements

Please provide the name, telephone number and job title of a person who is able to confirm that the attached assignment is your authentic work, such as your assignment coach, trainer or line manager who is not a relative.

Witness name _____ Position _____

Signed _____ Daytime tel: _____ Date _____

Witness statement checked by _____ Date _____

(office use only):

Comment to be added to assignment on Turnitin using quick marks once authenticity confirmed).

Appendix H - Assignment checklist

Check and proofread your work carefully. Use the following checklist to help you:

Is your assignment presented correctly?	Tick
Have you used the CICM template for your assignment?	
Does your candidate number appear on each page?	
Has the CICM cover sheet been completed and attached to the front?	
Is the font size 10 verdana/open sans or larger?	
Is there double-line spacing or one and half-line spacing?	
Do you have an electronic copy of the assignment in a single document, no larger than 140MB?	
Are all your responses in English, including appendices?	
Have you included all appendices in full? Note hyper or other links cannot be accessed.	

Have you removed any sensitive data from your assignment?	Tick
Have you removed all personal information (e.g., names, email addresses)?	
Have you removed sensitive organisational data (e.g., customer identification data)?	

Is your content sufficient?	Tick
Have you answered all questions?	
Have you fully answered the question in each case?	
Have you thought carefully about the question and placed the answer in context?	
Have you checked your answer against the mark scheme and grade criteria?	
Should you include more information or discussion?	
Have you considered more than one angle, showing balance in your answer?	
Have you showed practical application of knowledge from your workplace or a case study?	
Have you used straightforward scenarios to demonstrate understanding?	
Have you explained yourself clearly and used examples, where relevant?	
Have you stayed within the recommended word count and declared it for each question?	

Have you fully referenced any sources of information?	Tick
Is there a clear distinction between your thoughts and words, and those of others, including AI?	
Have you referenced other work, including AI, both in-text and in a bibliography?	

Is your written expression appropriate?	Tick
Have you used correct punctuation?	
Have you kept your audience in mind? Have you explained yourself sufficiently?	
Have you checked your spelling and grammar, using a computer spell checker to assist?	
Have you manually proofread your answers in full?	
Are your sentences too long or too short?	
Have you used any jargon or overused abbreviations?	
Have you given precise details or have you over-generalised?	
Do the examples of work you have provided answer the question sufficiently?	
Have you provided enough evidence to support your answers?	