

The Institute of Commercial Management

TERMS & CONDITIONS

2010



Setting Global Standards
for
Business & Management Education

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The Institute of Commercial Management (ICM)

Founded in 1979 the Institute is the leading professional body for Commercial and Business Development Managers.

Supporting career and personal development as well as mobility, the Institute's qualifying examinations provide recognised qualifications at HND, first degree, Masters and Doctoral levels for Commercial and Business Development staff working in the following key industry sectors:

Aerospace and Defence	Manufacturing
Construction	Petrochemicals
Facilities Management	Pharmaceuticals
Financial Services	Telecommunications
Government	Utilities
ITC	Retailing and Supply Chain Management

The Institute is also a recognised international Examining and Awarding body for business and management students. Working with education and training provides in 130 countries, ICM provides assessment, examination and certification services to an internationally consistent standard.

The Institute is a fully accredited UK QCA/ofqual Awarding body.

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Please note:

These regulations are subject to regular revision and replace any earlier version produced by the Institute.

The information contained in this document is important.

Please read this information carefully.

Every effort has been taken to ensure the accuracy, legibility and appropriateness of this document.

Please email your comments to: info@icm.ac.uk

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1 ICM Mission Statement

To enhance the international standing and recognition of Commercial Management as a profession.

Aims and Objectives

- *to promote the international standing and recognition of Commercial Management as a key business function*
- *to enable Commercial and Business Development staff to develop their knowledge and skills through the provision of high quality vocational education and professional development programmes*
- *to provide business and management students with appropriate qualifications which will enhance career progression and personal development.*
- *to work in partnership with regional, national and international partners in order to promote, encourage and support social and economic development in all economies*
- *to provide ICM Members and Student Members with borderless qualifications which will support mobility and career progression*

The Institute has gained international recognition for its ability to provide programmes of study which respond to the manpower needs of a wide variety of economies.

Working with government agencies and education and training providers it also has the ability to respond to the needs of an ever changing workplace.

As a leading global provider of vocational qualifications, ICM provides Awards which are transferable, portable and borderless.

2 Approved Centre Status

All Approved Centres are required to display a current ICM Approved Centre certificate in a prominent location where it can easily be seen by students.

Centres should ensure that their students are fully aware of all ICM procedures and that they follow them.

Failure to comply with the procedures can result in the Institute being unable to enter candidates for examinations and can also lead to delays in the distribution of examination results.

We are not able to accept Examination Entries or send Examination material to any Centre which is not registered with us.

2.1 Duration of Approval

Approved Centre (AC) Status lasts for one year. The Institute reviews the status of active Approved Centres annually. If a Centre has entered candidates in the previous year and there are no problems with their administrative systems AC status will be renewed and a new certificate will be issued.

If a Centre fails to enter any or an insufficient number of candidates in their first year as an Approved Centre their AC status will be withdrawn.

2.2 Withdrawal of Approved Centre Status

ICM retains the right to withdraw Approved Centre Status if a Centre breaches the conditions set out in the document.

On the basis of sound evidence, the ICM Qualifications Review Panel must be assured at all times that the Approved Centre is in good standing and such assurance may include discussion with existing partners, overseas offices, Country Coordinators and other ICM contacts.

The Qualifications Review Panel will always investigate circumstances where another awarding institution has previously withdrawn from an arrangement with the prospective partner. In making a decision about the status of an Approved Centre the Qualifications Review Panel may consult with other bodies including ICM's appropriate Country Coordinators. The views of the British Council and other independent sources may also be sought.

The Qualifications Review Panel may consider seeking further information, on a case by case basis, from government offices and agencies of the country in which the Applicant Approved Centre is based. If the Approved Centre has or has had a relationship with another UK awarding, enquiries may also be made by ICM as to the standing and effectiveness of the relationship.

Any decision regarding the withdrawal of Approved Centre status will be made by the Qualifications Review Panel following a suitable dialogue with the Centre.

Any appeal against a decision reached by the Qualifications Review Panel can be made in accordance procedures to be found in ICM document "Customer Service Standards Appeals and Complaints" a copy of which can be obtained from ICM.

3 Examination Entry Regulations

There are two types of awards offered by ICM, namely, Professional Awards (See paragraph 4) and Single Subject Awards (See paragraph 5)

3.1 Minimum Number of Candidates

The minimum number of examination entries ICM will accept from each Centre for any examination sitting is 10.

If you are providing tuition leading to an ICM Professional Award you must ensure that each student completes the appropriate Student Registration form and sends the form, together with the **registration fees**, to the Institute no later than eight weeks after the start of each course.

ICM reserves the right to defer entries to the next sitting if this minimum is not met.

3.2 Deadline for Entering Students

The closing date for examination entries is shown on the Examination Timetable

The closing date is the deadline for receipt, by ICM, of examination entries.

The closing date is normally eight weeks before the month in which the candidate wants to sit for the examinations. Please check the ICM Examination Timetable for the Closing Dates for each Series.

Completed Examination Entry forms for Professional and Single Subject Examinations must reach ICM before the stated Closing Date. Forms must be accompanied by the correct and full fees.

All Students must be paid-up Student Members of ICM at the time of undertaking examinations.

Examination Timetables are posted to Approved Centres with confirmation details of the Centre's entries for the coming examinations. An up to date timetable is also available on the ICM website.

Examinations are held in March, June, September and December. Examinations held in May are for the Republic of Ireland only.

3.3 Late Entries

If an application is received **after** the closing date, the entries will **automatically** be carried forward to the next Series.

For example: if the closing date for the December series is 11th October and the exam entry form reaches our office after this date, the candidate/s will be entered for the following March examination series.

3.4 Examination fees

Standard examination fees are currently £20 per subject.

Fees are not refundable under any circumstances.

Fees may not be transferred from one student to another.

Should insufficient fees be sent with the forms, received fees will be allocated to a selection of examination entries and/or student registrations.

No examination results will be released until all outstanding fees are received by ICM.

3.5 Deferral Fees

There is a deferral fee of £10.00 per subject should candidates wish to defer their examinations to another Series. If students are unable to undertake their examinations, it is essential that they advise ICM before the appropriate examination date otherwise the full entry fee of £20.00 will be applicable.

If students are unable to sit for an examination as a result of illness their entry will be carried forward to the following series PROVIDING they supply a medical certificate, a new examination entry form and pay a £10.00 deferral fee in respect of EACH subject which they wish to defer. Please note that these candidates may only defer examinations on one occasion

4 Professional Students

Professional Awards are structured multi-subject programmes of study leading to the awards of Certificate, Diploma, Advanced Diploma and Graduate Diplomas. The Professional Award provides students with a focus for their studies and enable them to work towards a recognised qualification which will enhance their career prospects.

4.1 Registering Professional Students

To register a student for a course leading to an ICM Professional Award the Approved Centre must:

- Register the student with ICM using a Student Registration form
- Register the student with ICM **no later than eight weeks after the start of each course.**
- Submit the Registration fee & colour passport-sized photograph with the Student Registration form, in order for a student card to be issued. The student will not be admitted into the venue without their ICM student card.

All Professional Students are issued with a unique Student Number. This number can be used at any time by Approved Centres and ICM to access the student's records.

Approved Centres should maintain a supply of Student Registration Forms and make these available to students as required. These are downloadable from ICM's website: [Student Registration Form](#)

Note

- If a registered student's annual subscription is unpaid or outstanding, their results will not be released.

4.2 Professional Student Examination Entry Forms

Each Professional Award has its own Examination Entry Form and copies are available from your Examinations Officer.

Professional Students can only be entered for an exam on a Professional Exam Entry form.

- Ensure the student is currently registered with ICM as a Professional Student (See 4.1 above).
- Ensure the student is registered for tuition with your ICM Approved Centre.
- For each student, the Approved Centre must complete the appropriate Examination Entry form and tick each subject they wish to enter for.
- Return the completed form to ICM along with the fee in Pounds Sterling shown on the form.
- Ensure the Student Registration form reaches ICM no later than eight weeks after the start of the course.
- Ensure the Examination Entry form reaches ICM eight weeks before the month in which the examination is to be taken.
- Should insufficient fees be sent with the forms, received fees will be allocated to a selection of examination entries and/or student registrations.
- All forms and fees must be received by ICM before the published examination entry deadline.
- Faxed forms are NOT accepted.
- **Late entries will not be accepted and entries without fees will not be processed**

5 Single Subject Students

Single Subjects enable students to build up a portfolio of Awards over a period of time. As described in paragraph 5.1 it is possible to combine Single Subject Awards into a Business Studies Group Certificate/Diploma or a Professional Award.

5.1 Converting Single Subjects to a Group Certificate or Professional Award

If a candidate holds 4 Single Subject Awards it is possible to combine these into a Business Studies Group Certificate.

If a candidate holds 8 Single Subject Awards it is possible to combine these into a Business Studies Group Diploma

If a candidate has completed all the required subjects, they can convert all of their Single Subjects in to a Professional Award.

To convert Single Subjects to a Professional Award, the student must have successfully completed all the required subjects required for issue of the Professional Award they seek.

To apply for the conversion of Single Subject passes into a Professional award, candidates must complete the appropriate form and return this to ICM, together with the correct fee, unless the student has already paid the full student registration fee.

The forms should be available from the Approved Centre. Additional copies are available from ICM.

5.2 Single Subject Conversion Fees

Professional students who are already registered and hold a current student number will not need to pay an administration fee to convert any Single Subject results to their professional award, providing they have paid their Single Subject student registration fee.

Please note that this service can only be offered when all the relevant courses have been completed.

All payments must be made in Pounds Sterling. Payments in other currencies are no longer accepted by ICM.

Fees details can be obtained from your Examinations Officer info@icm.ac.uk

5.3 Single Subject Examination Entry Form

It is the responsibility of the Approved Centre to ensure that forms are completed correctly and that all the details are written clearly.

To enter candidates for Single Subject examinations;

- Use one Single Subject Examination Entry Form for each student.
- All Single Subject Students must register as Student Members by completing the Student Registration Form, and sending a passport sized photograph in order for their ICM Student Card to be issued.
- Return the completed forms to ICM along with the fees in Pounds Sterling.
- All forms and fees must be received by ICM before the published examination entry deadline.
- The Student Registration form must reach ICM no later than eight weeks after the start of the course.
- The Examination Entry form must reach ICM eight weeks before the month in which the examination is to be taken.
- Should insufficient fees be sent with the forms, received fees will be allocated to a selection of examination entries and/or student registrations.
- It is the responsibility of students and Centres to check that they have not entered for subjects that clash on the timetable. If students mistakenly enter for subjects that clash, they may defer ONE subject to the next exam sitting by completing a new examination entry form and sending a £10 sterling deferral fee per subject.
- Faxed forms are **NOT** accepted.
- **Late entries will not be accepted and entries without fees will not be processed**

6 Teaching ICM Courses

It is the responsibility of Approved Centres to ensure that they are teaching from the most up-to-date syllabi, details of which can be located on the ICM website.

Both Centres and Students are also responsible for ensuring that students are enrolled for the correct subjects for the course they are following.

6.1 Syllabi and Course Outlines

From time to time the structure of a course is updated to reflect industry demands and to ensure that the programme reflects contemporary thinking in a particular area.

Any changes are communicated to the schools in "Important Announcements" which is available on the website www.icm.ac.uk.

Syllabi and Course Outlines can be downloaded from the ICM website and Approved Centres should download updated syllabi and incorporate them accordingly.

6.2 Course Handbooks

Detailed Course Handbooks are available for many of the courses and can be downloaded from the website.

6.3 Text Books

Each subject syllabus provides details of the required and recommended reading for each subject and it is essential that students have access to these materials.

ICM produces many of its own textbooks which are distributed at cost to Approved Centres.

To order books, please use the Book Order form or visit our website for details.

7 Preparing for Examinations

It is the responsibility of Approved Centres to check that candidates have been correctly entered for examinations.

Examination Timetables must be clearly displayed throughout the year to ensure that students can check dates and times.

7.1 Study Techniques and Examination Success

To help students to develop better study and exam skills, ICM has produced a text book entitled ***ICM Guide to Study Techniques and Examination Success***. This book is available from ICM and is recommended reading for all students

8 Exam Packages

The appropriate examination documents will be forward to the ICM Approved Centre in the month preceding the relevant Examination Series.

All correspondence related to Examination Entries is directed through the Principal or Course Co-ordinator at each Approved Centre.

Centres must inform ICM if they have not received the exam package **at the latest one week** before the start of the examinations.

The Exam Package will contain:

- A copy of the ICM Examination Regulations
- A master 'List of Candidates' entered for each subject examination
- One examination question paper and one answer script per student
- One Invigilator's Declaration form per subject
- An Examination Timetable
- One ICM return address label
- An extra examination question paper is included to be kept on file by the Approved Centre.

NOTE

Approved Centres must check the master 'List of Candidates' to ensure that the names of all candidates have been registered for the appropriate and correct subjects.

Centralised examinations are currently held in the following countries: Ghana, Kenya, Malawi, Mauritius, Namibia, Sierra Leone, and The Gambia. Centralised exams will commence in June 2010 for Zambia.

9 Examination Invigilation Procedures

In many areas, the examinations will be coordinated by the ICM Country Coordinator.

Amongst other duties, the Country Coordinator's roles and responsibilities include invigilation, documentation, distributing and returning examination scripts.

9.1 ICM Exam Regulations

Failure to follow the regulations could ultimately result in the withdrawal of Approved Centre Status and could prejudice the results of students' examination results.

A brief summary of the regulations is given below.

- Only students who are confirmed as having entered and whose names appear on the master 'List of Candidates' are eligible to undertake an ICM examination.
- Students not shown on the Candidates List or any students who arrive late for an examination must not be allowed to undertake the examination – any papers submitted by such students **WILL NOT BE SENT FOR MARKING**.
- Any incidences of malpractice or cheating must be recorded and reported to ICM without fail.

10 Examination Results

Centres must inform their students that it can take **10 – 12 weeks after receipt of the answer scripts in the UK office** for the results to be processed.

The time it takes to grade and produce the results depends on many factors. It is important that Approved Centres send the examination scripts immediately after the examination so that ICM can log all returns, distribute scripts for grading and log all results on to the system.

Providing there are no fees outstanding, results are sent by post to Approved Centres.

Should it be necessary to issue a replacement Certificate because of incorrect spelling of names by the Centre, the incorrect Certificate should be returned together with a £10.00 (Pounds Sterling) fee to cover administration, printing and postage costs.

11 Equal Opportunities

ICM treats potential and actual students who are over the age of 17 equally and on merit, regardless of disability, family responsibilities, gender, HIV status, marital status, mental health problems, nationality, race, religious or political views or affiliations, sexual orientation, socio-economic background or transexualism and encourages Approved Centres to do likewise.

11.1 Recruitment literature

The literature provided by ICM will use non-discriminatory language and the recruitment literature provided by Approved Centres should not discourage applications from groups under-represented in post-secondary education. In addition, literature produced by Approved Centres should provide realistic guidance on the costs students and candidates can expect to face should they wish to join a Centre.

11.2 Student Selection

ICM encourages the selection of students to be those most likely to benefit from vocational education, with aptitude for a particular course of study being the primary criterion for selection.

The student's academic qualifications should be the primary source of evidence in the assessment of aptitude. It should also be noted that other evidence relating to the student's wider achievements may also be relevant as reliance on academic qualifications alone for the assessment of aptitude to the exclusion of other factors such as previous and predicted pre-entry examination results may be discriminatory.

ICM recommends that in assessing academic aptitude, that the following particular considerations apply:

- ICM recognises a broad range of formal qualifications as meeting the general entry requirement but the requirements of particular courses may indicate that certain levels of performance in specific subjects are normally a prerequisite for admission.
- The level of non-academic support, which an applicant will require, is specifically excluded from consideration.

Wherever possible, explicit selection criteria will be established in order to eliminate subjectivity and to provide a framework for fair selection. Academic and other staff dealing with admissions should be aware of and conform to ICM Equal Opportunities Policies relating to students.

11.3 Assessment

The ICM objective is to provide a fair method of assessment for equality of opportunity to all of its students.

Approved Centres are requested to make special arrangements for students with known disabilities, to compensate for the restrictions imposed by the disability. Arrangements should not affect the validity of examinations and assessments.

11.4 Curriculum

ICM recognises the importance of the educational process in the development of individuals and this is reflected in the choice of texts and syllabuses. ICM aims to provide programmes of study which are of relevance and interest to persons of both sexes and to those from a wide range of social and cultural backgrounds. Accessibility for those who may have disabilities will also be encouraged, as far as resources permit.

ICM encourages perspectives which reflect the cultural diversity of society and which are neither gender dominated nor ethnocentric.

11.5 Staff and Academics

All ICM staff and academics will use language which is non-discriminatory and is not gratuitously chosen in order to cause offence to particular groups in the course of teaching, learning or daily business and it encourages the staff of Approved Centres to do likewise. It is however a fundamental principle of academic freedom that reasoned argument may be employed to test and challenge views, opinions and assertions of all kinds, and in no circumstances may this clause be used to discourage or prevent the exercise of that freedom.

ICM encourages Approved Centres to take account of the needs of individual students and, wherever reasonably practicable within existing constraints, to give consideration to personal issues when lectures and examinations are timetabled.

11.6 Services and Facilities

ICM supports the principle of equal access by all of its students in groups or as individuals to the services and facilities it offers and those offered by Approved Centres.

12 Health and Safety

ICM aims to provide a healthy and safe environment in which to work and requires Approved Centres to meet or exceed the prevailing requirements of the country in which they operate.

Approved Centres are encouraged to provide details of policies and codes of practice in line with the prevailing laws of the land and to encourage students to familiarise themselves with and comply with the relevant requirements. The enforcement of reasonable health and safety requirements does not constitute discrimination.

ICM will make every effort to ensure that, so far as reasonably practicable, all parts of its premises are accessible and safe and the needs of people with disabilities will be given consideration.

13 Harassment and Bullying

ICM wishes to encourage a culture where harassment and bullying are unable to thrive and encourages Approved Centres to do likewise. Incidents of harassment and bullying are regarded extremely seriously by ICM and may be grounds for disciplinary action including dismissal or in the case of Approved Centres, withdrawal of AC status.

14 Student Complaints and Appeals

Student complaints regarding the delivery of programmes should be directed in the first instance to the Approved Centre. If the issue remains unsolved and is of such a nature that it impacts on the delivery of ICM programmes, it may be referred to ICM for consideration.

Where the complaint relates to ICM operational issues or the content of a programme written and accredited by ICM, the complaint should be directed to the designated ICM Examinations Officer in the first instance.