



ICM

# Certification Policy

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## Statement of Intent

ICM is committed to openness and accountability. In line with this commitment we expect employees, Learners, Examiners or those contracted to provide services to ICM who have serious concerns about any aspect of our work to come forward and voice those concerns with the knowledge that, if made in good faith, their action will be viewed positively.

A handwritten signature in black ink that reads "Adair Ford". The signature is written in a cursive style with a large initial 'A'.

Adair Ford  
**Chairman & CEO**

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## 1. Policy Statement

The purpose of this policy is to:

- Explain how we issue certificates to our Learners
- Explain when we issue certificates to our Learners
- Explain how we maintain consistency when issuing certificates to our Learners

ICM is committed to issuing accurate certificates in a timely manner that can be clearly identified as those issued by us. This document explains how we achieve this.

## 2. Results and Certificates

Results and certificates are issued within 12 weeks of receipt from the Approved Centres. This is achieved as follows:

Task	Timeframe
ICM Approved Centres return completed answer scripts to the ICM head office in the UK. <i>Refer to the ICM examinations regulations document for further information and guidance.</i>	Within 1 week of the end of the examination
Quality control checks performed	Within 1 week of receipt of the examination scripts
Scripts are sent for marking	Within 1 week of completion of quality control checks
Scripts received back from marking	Within 4 weeks of being sent for marking
Quality control checks performed	Within 1 week of being received back from marking
Database is updated with results	Within 1 week of completion of quality control checks
Certificates are printed	Within 1 week of completion of database being updated
Quality control checks performed	Within 1 week of certificates being printed
Results are issued electronically to the Approved Centres Certificates are issued to the Approved Centres	Within 1 week of completion of quality control checks

### 2.1 Certificate Design

Certificates follow a standard template design and contain the following information:

- Title 'Institute of Commercial Management'
- The Learner's name
- The name of the qualification achieved
- The level of the qualification
- Name of the unit achieved
- Signatures of the Chairman & CEO and the President
- The Learner's ICM ID number
- Date of issue
- Place of issue

- Seal containing the text 'Institute of Commercial Management'
- The words 'Replacement Certificate' in the event the certificate issued is a replacement

The certificate is printed on watermarked paper. The watermark consists of the letters 'ICM' and can be seen when held up to the light.

## **2.2 Amending and Replacing Certificates**

ICM Approved Centres and Learners are able to request amendments to certificates and replacement certificates where a change is required within the name of the Learner or where a certificate has been issued but lost.

Approved Centres and Learners can request an amendment to a certificate or a replacement certificate in writing to '[info@icm.education](mailto:info@icm.education)' by providing details of the request. A charge of £15 will be levied for the amendment or replacement of a certificate. (These charges can be found on the ICM website and within our charges policy.) In the case where an amended or replacement certificate is to be issued, it will bear the words 'Replacement Certificate' and will be issued within 1 month of the original request.

In the event of any of the following, the ICM Adverse Effects Policy will be applied and the incident investigated:

- The Institute will not meet its 12 week standard of issuing certificates to Approved Centres
- Incorrect results or certificates are issued
- An incident of malpractice or maladministration may have occurred which could invalidate the award of the qualification or affect another Awarding Organisation

This will include a direct communication with the affected Approved Centres. ICM will revoke any falsely issued certificate as a result of malpractice, maladministration or that is identified as having been inaccurately issued as a result of a successful appeals process.

**Appendix**  
**Sample Certificate**



**INSTITUTE OF COMMERCIAL MANAGEMENT**

*This is to certify that*

LEARNER'S NAME

*has satisfied the requirements of the Institute's Examiners  
by having successfully completed the examinations required for  
the issue of the following Award*

Advanced Diploma  
in  
Human Resource Development

Dr Alistair Somerville Ford FRSA  
President

Adair Ford  
Chairman & CEO



Student Number: 1234567

Dated the 9th day of November 2017  
Issued in Bournemouth, England