



# CIMA's End-point assessment – Terms and Conditions

Welcome to CIMA's End-point assessment (EPA) service (the "EPA Service"). By using this service, you agree to the following terms and conditions (the "EPA Terms and Conditions") in addition to our website [terms and conditions](#).

The EPA Terms and Conditions outlined below are applicable to Apprentices submitting assessment evidence as part of CIMA's EPA on or after **1 November 2018**.

These rules apply to the following End-point assessments:

- Level 4 Reflective Statement and Portfolio
- Level 7 Project Report

Version control	Summary of changes	Date of publication
1.1	Clause 6: Misconduct disciplinary process	11 January 2021
1.0	First publication	1 November 2018

## 1. CIMA's responsibilities

- 1.1 We do our best to ensure the Apprentice portal is constantly available, virus free and that the information we provide through the portal is accurate and complete. We comply with the UK Data Protection Act 2018 and process your personal data in accordance with our [Privacy Policy](#).
- 1.2 We will use your information to establish your identity and permissions when using the EPA Service including the Apprentice portal and to administer your assessment.
- 1.3 We provide the EPA Service pursuant to a contract between CIMA and the organisation that has agreed to provide training to you as part of your apprenticeship (a "Training Provider") who, in turn, has a contractual relationship with your employer. Consequently, our role is limited to providing the EPA Service to you on behalf of your Training Provider and any questions or issues should be raised with your Training Provider or employer, and we shall not have any liability to you other than for breach of these EPA Terms and Conditions in connection with the EPA Service.
- 1.4 Nothing in these EPA Terms and Conditions shall prohibit or restrict CIMA from taking any steps or omitting to take any steps which are necessary or desirable to comply with (i) any contract or other arrangement with your employer or Training Provider; or (ii) any applicable laws, rules, regulations or similar.

## 2. Your acceptance of these EPA Terms and Conditions

- 2.1 CIMA requires all apprentices to read and accept these EPA Terms and Conditions and the apprentice declaration (presented to apprentices in the online EPA assessment portal).
- 2.2 Refusal to accept and agree to these EPA Terms and Conditions will invalidate your assessment submission and your assessment may not be marked or results awarded.

### 3. **Declaration of authenticity**

You must ensure all components of your End-point assessment are your own work and completed independently. The information included in your End-point assessment submission must comply with all relevant client and business confidentiality agreements. Any sensitive or personal information must be redacted.

### 4. **Information consents**

4.1 By agreeing to these EPA Terms and Conditions, you consent to:

- 4.1.1 the information included in your End-point assessment submission being used by CIMA and/or third parties appointed by CIMA in respect of End-point assessments ("**CIMA's Representatives**") for the any necessary purposes in respect of End-point assessments;
- 4.1.2 CIMA verifying assessment evidence by carrying out additional quality assurance checks with your employer and/or any Training Provider; and
- 4.1.3 CIMA notifying your Training Provider (as well as the Education Skills Funding Agency ("**ESFA**"), for the purpose of issuing your apprentice certification) when you have completed your End-point assessment, as well as sharing your result records data with your Training Provider and ESFA and
- 4.1.4 in the event of actual or potential misconduct, notice and details of such actual or potential misconduct being given to the Institute of Apprenticeships, the External Quality Assurance Agency (the "**EQA**") and your Training Provider.

4.2 You acknowledge that, to maintain the standards of CIMA's examinations process, exam scripts and work submitted as part of your End- point assessment are exempted from subject access rules. CIMA is under no obligation to allow candidates access to original examination scripts, assessment evidence or copies thereof.

### 5. **Unfair practices and misconduct**

5.1 CIMA has a duty to protect the integrity of the EPA Service. If it is discovered that you have engaged in Unfair Practices in the process of completing your End-point assessment, or CIMA reasonably believes you may have engaged in Unfair Practices:

- 5.1.1 your assessment may not be marked and your results may be withheld and/or invalidated;
- 5.1.2 your access to the EPA Service and any related services provided to you pursuant to the EPA Service may be amended, withdrawn or suspended;
- 5.1.3 fees paid by you in respect of assessments will not be refundable.

5.2 Unfair Practices include, but are not limited to:

- 5.2.1 plagiarism (which is copying directly from any other source without referencing the original source or taking or using another person's thoughts, work or ideas as your own);
- 5.2.2 duplication of (copying) all or parts of work produced by someone else;
- 5.2.3 falsification of assessment evidence or results documentation
- 5.2.4 allowing someone else to produce all or parts of your work
- 5.2.5 breach of these EPA Terms and Conditions or any other requirements notified by CIMA to you
- 5.2.6 any attempt to gain an unfair advantage over other apprentices
- 5.2.7 using custom writing services which includes the use of any service which produces custom materials for a fee or other benefit.

5.3 Failure to co-operate with an investigation or to follow instructions received from CIMA as a result of, or during an investigation into, actual or potential Unfair Practices, may be construed as misconduct in which case Clause 5.1 of these EPA Terms and Conditions will apply.

5.4 CIMA's decision in the event of a breach shall be final.

## 6. Misconduct disciplinary process

In the event that a case of misconduct is raised against you, whether due to a breach or potential breach of the EPA Terms and Conditions, engaging in Unfair Practices or otherwise, in addition to the consequences referred to in Clause 5:

- 6.1 your case will be referred to one or more of CIMA's governance committees, the Review Panel and/or Appeals Panel<sup>1</sup>
  - 6.1.1 your case will be referred to one or more of CIMA's governance committees, the Review Panel and/or Appeals Panel<sup>1</sup>;
  - 6.1.2 your case may be subject to the [CIMA's Exam Standards Investigation Procedure](#)
  - 6.1.3 if you are a registered CIMA student, the Review Panel and/or the Appeals Panel may refer your case to CIMA's [Professional Conduct department](#) for further investigation and disciplinary action;
  - 6.1.4 if you are not a registered CIMA student, your CIMA apprenticeship status may be withdrawn and, if you are a registered CIMA student, member or apprentice, your CIMA student, CIMA member or CIMA apprentice status may be withdrawn.
- 6.2 In the case of End-point assessments, the Institute of Apprenticeships, External quality assurance agency (EQA) and apprentice's employer and tuition provider may also be notified of misconduct cases.

## 7. Appeals process

In the event that your assessment result is invalidated or withheld due to misconduct or suspected misconduct and you wish to appeal this decision, you will be given the opportunity to put forward your case in writing to the Appeals Panel and/or CIMA's Professional Conduct team.

## 8. Enquires about results

If you believe your End-point assessment result does not reflect your performance, you may submit a results enquiry via the CIMA Contact Centre. CIMA's results enquiry service includes a check of all processes and procedures leading to the issue of the result. The service does not include a review of the original marking.

## 9. Challenges to results

- 9.1 CIMA's results process is overseen CIMA's governance Committee - the CGMA Examination Board.
- 9.2 The Committee's role includes endeavouring to ensure all candidates are treated fairly and consistently and all necessary quality assurance checks are carried out during the marking process to ensure accurate and reliable results.
- 9.3 The outcome of an appeal or complaint will not always result in a grade change if the Committee is satisfied due process has been followed.
- 9.4 CIMA is not required to take any steps to investigate challenges to End-point assessment results based on academic judgement.
- 9.5 CIMA cannot accept challenges to human marked results once they have been approved by the CGMA Examination Board Committee.
- 9.6 Please note CIMA does not issue apprenticeship certificates and your result records will not constitute official proof of successfully completing your apprenticeship programme.

<sup>1</sup> CIMA's governance committees, the Review Panel, Appeals Panel and the CGMA examination Board have oversight of all examination policies, ensuring all policies and processes are applied consistently and fairly to all candidates. CIMA's [charter, byelaws and regulations](#) regulate the conduct of CIMA's governance committees, its members and students.

## 10. End Point Assessment – bookings, reschedules, cancellations and refunds

Additional terms and conditions that apply to end point assessment are set out below:

	<b>Role simulation exam</b>	<b>Project report/ Reflective statement and portfolio</b>
Registration window	Exam registration window opens 6 months in advance of the scheduled exam window.	Completed assessments can be submitted on demand (all year round).
Bookings	Exam registration window closes 2 weeks before the exam window opens.	Reflective statement and portfolio must be submitted together.
Reschedules	Exams can be rescheduled free of charge if the exam registration is open.	Final submissions cannot be withdrawn.
Refunds/Cancellations	Exams can be cancelled free of charge if exam registration is open. No refunds for cancelled exams once exam registration window is closed.	N/A
Results	Both components of End-point assessment must be completed within a 12 month period. In the event that the 12 month period expires before the failed assessment is passed, the apprentice must reattempt both assessment components.	
Resits	There are no maximum number of attempts at the End point assessment. Please note all costs associated with an apprentice undertaking further assessment attempts on any component will not automatically qualify for government funding. The apprentice and his or her employer should agree who will meet the cost of resits and confirm this in a written agreement. Prices for resits are available on the <a href="#">End-point assessment website</a> .	

## 11. End-point assessment policies

If you are an apprentice taking End-point assessment (EPA) please refer to the relevant policies [here](#), which are deemed to form part of these EPA Terms and Conditions:

Exam scheduling terms and conditions

EPA Special consideration policy

EPA Special accommodation policy

## 12. CIMA Contact Centre

If you need more information, please contact our advisors at the CIMA Contact Centre.

Email: [cima.contact@aicpa-cima.com](mailto:cima.contact@aicpa-cima.com)

Phone: +44 (0)20 8849 2251

Fax: +44 (0)20 8849 2450

For the attention of the End-Point Assessment Team

CIMA Contact The Helicon One South Place London EC2M 2RB United Kingdom

[www.cimaglobal.com](http://www.cimaglobal.com)

Any written notice to be given in connection with these EPA Terms and Conditions must be sent by pre-paid first class post, fax or email to the CIMA Contact Centre and marked for the attention of the End-Point Assessment team. Any such notice will be deemed to be given, if sent by pre-paid first class post, on the second business day after posting it or, if sent by email or fax, when sent provided no notice of non-delivery is received.