

The ICM of Commercial Management
The Fusee, 20A Bargates, Christchurch, Dorset, BH23 1QL, England

**EXAMINATION REGULATIONS
FOR
APPROVED CENTRES**



**Setting Global Standards
For
Business & Management Education**

Updated 20 May 2008

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The Institute of Commercial Management (ICM)

The Institute of Commercial Management hereinafter referred to as ICM was formed in 1979 and is the only internationally recognised professional management association for managers and aspiring managers in commercial management with a worldwide membership. ICM is managed as an educational charity, and exists to benefit its members in their career and professional development, as well as continuing to improve industry sector standards.

The primary purpose of ICM is to:

“Set and promote global standards for business and education in the field of commercial management”

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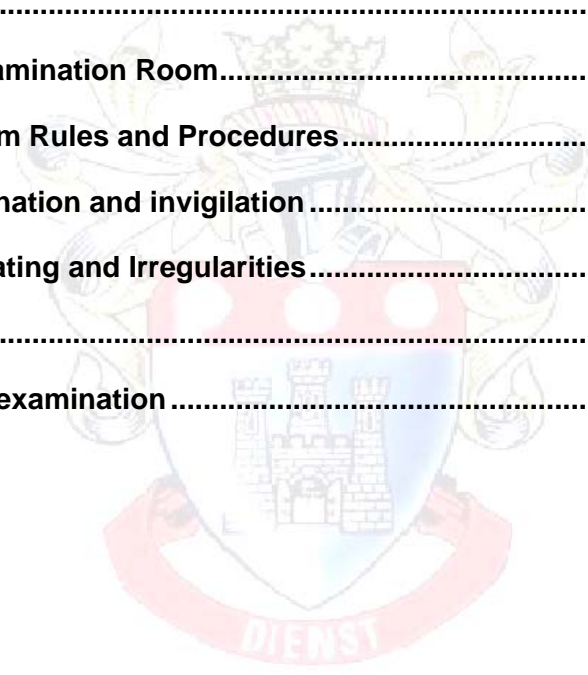
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Please note:

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

May 2008

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1 Introduction

These regulations address Examination procedures and should be read in conjunction with the ICM Malpractice Policy and Procedures, copies of which are available from The ICM. Malpractice is defined as any act or attempted actions conducted by candidates or Centres or programme providers which threatens to undermine the integrity and assessment of The Institute's Qualifications.

Any misconduct or irregularity must be reported in writing to the ICM Examinations Officer in the UK.

2 General regulations

- 2.1 The Examinations Secretary referred to in this document is the person nominated by the ICM Approved Centre to take responsibility for the arrangement of examinations including the security of question paper/test documentation and provision of appropriate examination conditions.
- 2.2 Any member of staff at a Centre or registered Invigilator who wishes to sit an examination can only do so at an alternative Centre with written consent from an ICM Examinations Officer. Failure to obtain written permission may result in disqualification or make the examination void.
- 2.3 Nothing in ICM's regulations or instructions shall in any way affect the responsibility of the Centre for health, safety and safe working under current legislation and local government by-laws. All local requirements must be followed by the Centre.
- 2.4 In the event of any serious infringement of these regulations by either Centre or candidate, ICM retains the right to declare the examination and any associated assessment void for all or any of the candidates concerned and not refund fees. Further investigation of any such infringement may lead to withdrawal of Approved Centre Status.
- 2.5 All premises used for examination, or for the storage of examination material, must be open to inspection, without notice, by ICM or relevant statutory body under which the examinations may be recognised. Authorised inspectors can and will present themselves to the Examinations Secretary and will identify themselves with an appropriate letter of authorisation and or identity card.
- 2.6 The regulations in this document specify the normal operational requirements for assessment.
- 2.7 Certain qualifications may have particular variations produced by the needs of the subject or mode of assessment. In these cases subject regulations set out in the syllabus will apply.
- 2.8 All ICM's question papers, assessments and computer-based assessments carry copyright.
- 2.9 All candidate answer scripts or practical work carried out under examination conditions are the property of ICM and will not be returned to Centres.
- 2.10 Examples of work may be retained by ICM for future use in standardisation exercises. Candidate work that has been appropriately edited to ensure anonymity may be used as exemplars in training and guidance documents.
- 2.11 ICM holds the Centre address and any sub-Centre address on a database. All examinations must take place at these sites unless otherwise indicated by ICM or ICM's appointed representatives. Any change of address must be notified in writing on headed paper to ICM.
- 2.12 If you need to hold an examination at another address, you must inform ICM in advance and accept responsibility for security arrangements.
- 2.13 ICM welcomes comments on its examination papers. These should be addressed to the UK Examinations Officer. If comments are received within one week of the examination having taken place they will be considered when marking the examination answer scripts.
- 2.14 ICM supplies and marks question papers and assessment materials in English.
- 2.15 Students with a diagnosed learning difficulty may be granted special arrangements in examinations in accordance with ICM's published policy "Reasonable Adjustments and Special Consideration Policy and Procedures". A recent assessment report will be required and any additional time or special arrangements will be determined on the basis of the recommendations of your educational assessment. It is possible that you may also be granted permission to use a word-processor in your examinations.

3 Receiving Examination Papers

- 3.1 Examination papers must have been received two weeks before the examination.
- 3.2 On receipt of the question papers, check that the packages have not been tampered with in transit.
- 3.3 Place all examination question papers in a secure place which is only available to authorised persons. This requires a safe or fixed lockable steel/metal cabinet which is locked when not attended by an authorised person.
- 3.4 The Centre must be able to satisfy ICM's representative of the security of the arrangements.
- 3.5 Centres must check that the number of question papers agrees with the number of confirmed examination entries for that centre.
- 3.6 Centres are responsible for ensuring that candidates register through them and that the number of examination papers tallies with their records.
- 3.7 ICM must be advised immediately of any discrepancies between the details on the ICM list of examination candidates and the information supplied to ICM by the Centre on the Examination Entry Form.
- 3.8 Centres must ensure that appropriate stationery and any specified items are available to candidates and that candidates have been informed what they will need to bring. Sufficient examination answer scripts are enclosed with the examination questions. All other stationery can be ordered through ICM.
- 3.9 Where Centres have candidates sitting in different rooms or at different venues extra packs of papers will be provided to avoid opening them before the examination. This request must be made clear when submitting examination entry forms.
- 3.10 Inform ICM if the security of the question papers is put at risk by theft, loss, damage, unauthorised disclosure, fire or any other circumstance.
- 3.11 Inform all candidates of the date, time and place of the examination and the conditions under which it will be held and make available the examination timetables supplied by ICM.
- 3.12 In exceptional circumstances a Centre may request permission to vary the starting time or venue of an examination. Such requests must be made in writing to the ICM Examinations Officer in the UK at least one month before the examination. In view of the need for question paper security it may not be possible to give this permission.

4 Invigilators

- 4.1 Students who are not shown on the Candidates List must NOT sit the examination. Any papers submitted by students that are not on the Candidates list will be destroyed.
- 4.2 The invigilator MUST complete the invigilators Form correctly at the time of the examination and return it together with the answer scripts.
- 4.3 After the examination, answer scripts must be placed in the order they appear on the candidates list and the candidates list must be placed on the top of each pile.
- 4.4 Answer scripts for Single Subject entries and Professional Awards must be separated.
- 4.5 Answer scripts must be returned immediately after the examinations have finished and the postmark on the package must not be more than two days after the last examination was taken.
- 4.6 Centres and Invigilators must inform students that results are available 10 – 12 weeks after ICM receive the answer scripts in the UK
- 4.7 It is the responsibility of the CENTRE to ensure that all the necessary forms, timetable, etc, are available to students. If additional forms are required, please email your request to info@icm.ac.uk.
- 4.8 Centres must ensure that invigilation is carried out by suitably qualified and experienced adults. Whilst the Centre has discretion to decide who is suitably qualified and experienced, any relative of a candidate is specifically not eligible to serve as an invigilator.
- 4.9 A tutor/teacher who has prepared the candidates for the examination should not be the sole invigilator at any time in that examination.
- 4.10 Invigilators should be suitably qualified and experienced people whose integrity may be relied upon. They act for the ICM Centre, under the guidance of the Examinations Secretary/RQAC.
- 4.11 The Senior Invigilator is the person in the examination room responsible for the conduct of a particular examination session in the presence of the candidates. Assistant Invigilators may also be present to assist the Senior Invigilator.
- 4.12 Sufficient invigilators must be appointed to ensure that the examination is conducted in accordance with ICM rules, regulations and procedures.
- 4.13 It is the responsibility of the Examinations Secretary to ensure that invigilators are familiar with the content of ICM Conduct of Examinations.
- 4.14 ICM recommends the appointment of invigilators in the following ratio:
- | | | | |
|---------|-----------------|----------|-----------------|
| 2-30 | 1 invigilator | 31-90 | 2 invigilators |
| 91-150 | 3 invigilators | 151-200 | 4 invigilators |
| 201-250 | 5 invigilators | 251-300 | 6 invigilators |
| 301-350 | 7 invigilators | 351-400 | 8 invigilators |
| 401-450 | 9 invigilators | 451-500 | 10 invigilators |
| 501-550 | 11 invigilators | 551-600 | 12 invigilators |
| 601-650 | 13 invigilators | 651-700 | 14 invigilators |
| 701-750 | 15 invigilators | 751-800 | 16 invigilators |
| 801-850 | 17 invigilators | 851-900 | 18 invigilators |
| 901-950 | 19 invigilators | 951-1000 | 20 invigilators |
- 4.15 When one invigilator is present, he/she must be able to summon assistance easily, without leaving the examination room and without disturbing any candidates. Invigilators may be changed, provided that the number present in the examination room does not fall below the number prescribed.
- 4.16 All invigilators must give their whole attention to the proper conduct of the examination and are not to perform any additional task, e.g. marking or reading, in the examination room.
- 4.17 In the absence of an RQAC, the ICM Centre is responsible for the payment of invigilators and their actions.

5 Preparing the Examination Room

- 5.1 Examination rooms must be in a suitably quiet, undisturbed location, with adequate space, heating, lighting and ventilation.
- 5.2 Seating arrangements must prevent candidates seeing each others' work, intentionally or otherwise with a minimum distance in all directions from centre to centre of candidates' chairs of 1.25 metres
- 5.3 All candidates should face in the same direction, unless they are working at a computer, in which students must not be able to see another screen.
- 5.4 Only candidates and those whose presence is authorised by the Examinations Secretary are allowed in the examination room during, immediately before or after the examination.
- 5.5 Candidates must be in the examination room at least 10 minutes before the start of the examination to fill in examination documentation.
- 5.6 Candidates must not be allowed into the room until the invigilator is satisfied that the room is ready for them and can indicate where each should sit.
- 5.7 All posters, display material etc which may be relevant to the examination should be removed or completely covered.
- 5.8 Non programmable calculators can only be used in the following examinations. Accounting, Accounting II & III, Auditing and Taxation, Bookkeeping, Business Finance and Bookkeeping, Cost Accounting, Financial Management, Numeracy and Accounting, Numeracy and Statistics and Quantitative Methods for Managers.
- 5.9 All candidates must be able to see a clock without turning round.
- 5.10 The start / end times of the examination must be clearly displayed.
- 5.11 Examination papers must be collected from the secure store on the day of the examination by an invigilator. The sealed envelopes containing the papers should be opened in front of the candidates once all the students are seated in the examination room.
- 5.12 Candidates who are not on the Candidates List are not allowed to take the exam.
- 5.13 The identity of each candidate taking an examination must be established. This will be particularly important where candidates are not personally known to invigilators.
- 5.14 More than one examination may be held in the same room as long as this does not cause disturbance to any candidate.

6 Examination Room Rules and Procedures

IMPORTANT NOTES

- ❖ All Examinations begin at 9am or 2pm in accordance with the published timetable.
- ❖ The attendance list must be completed at the beginning of the examination by the invigilator.
- ❖ Candidates not present for the examination should be marked absent.
- ❖ Candidates who are not on the list can not sit the examination.
- ❖ After the examination, answer scripts should be placed in the order shown on the ICM Candidates List and handed directly to the person at the Centre responsible for despatching them to ICM.

THESE RULES MUST BE READ OUT TO THE CANDIDATES BEFORE THE EXAMINATION BEGINS.

- By starting this examination you agree that you understand and accept these rules. Failure to follow these rules will result in an instant 'F' grade and in serious cases, expulsion from ICM
- You must not have any notes, books, dictionaries or other information with you unless specifically allowed by the rules of the examination.
- If you have brought anything into the room you must give it to me or to another invigilator before the examination begins.
- For this examination you may / may not use a calculator. (This will be shown on the exam paper.)
- Mobile phones, pagers and other means of communications are not allowed in the examination. If you have brought any of these into the examination room they must be turned off and handed to me for safekeeping.
- Eating, drinking or smoking during the examination is strictly forbidden.
- Do not make any noise or disturb other candidates at any time during the examination
- You must not communicate with anyone apart from an invigilator in any way.
- If you have any problems and need to speak to the invigilator, please put up your hand to attract our/my attention.
- Invigilators will not explain questions to you.
- After examination papers have been given out, you may not leave the room until the end of the first hour.
- All written assessments must be completed in English unless another language is specified. Any papers in a non-specified language will not be marked.
- If you finish your work and want to leave, please raise your hand. I will check the time before giving you permission to go. Please leave as quietly as possible, so as not to disturb other candidates.
- Make sure that you have left your work behind. You will NOT be able to return into the examination room.
- Before you begin, ensure you complete the front page of the ICM examination answer script clearly.
- **You have 10 minutes reading time before the exam starts.** Do not write anything during this time.
- **You have 3 hours to complete the examination starting from now.**

7 During the examination and invigilation

- 7.1 Invigilators must be alert and observe candidates at all times during the examination. They must not read or carry out other activities.
- 7.2 No candidate may enter the examination room 30 minutes after the timetabled start of examination.
- 7.3 No candidate can leave the examination room during the first hour.
- 7.4 NB At no time should the students be left unattended in the examination hall.
- 7.5 If, for extraordinary reasons, a candidate has been allowed into the examination room more than thirty minutes after the starting time, the examination answer script should be submitted in the usual manner, but a report giving the full circumstances should be sent to the ICM Examinations Officer in the UK. The candidate must submit a signed declaration stating that they had no prior knowledge of the examination questions. The candidate must also be informed that ICM may not be prepared to accept the paper.
- 7.6 **If a candidate needs to leave the examination room temporarily** during the examination because they are unwell or need to go to the toilet, then they must be accompanied by an invigilator who must ensure that they do not speak to anyone else, consult any notes, make a phone call or otherwise breach the security of the examination while they are out of the room.
- 7.7 Every effort should be made to start the examination at the specified time. The starting time may be varied, if there are local problems, by up to thirty minutes without informing the ICM Examinations Officer in the UK. However, if this is done, late arriving candidates or early departing candidates must be regulated as if the specified starting time had been in place.
- 7.8 The ICM Examinations Officer in the UK should be notified in writing immediately after the examination of any disturbance during the examination. If this is not done, no consideration can be given in the marking and grading of the candidates.

8 Misconduct, Cheating and Irregularities

- 8.1 Misconduct during the examination will result in an instant 'F' grade and in serious cases, expulsion from ICM.
- 8.2 Misconduct, cheating and irregularities are defined as any act or attempted actions conducted by candidates or Centres or programme providers which threatens to undermine the integrity and assessment of The Institute's Qualifications.
- 8.3 In cases of misconduct, cheating and irregularity, the invigilator is empowered to expel a candidate from the examination room. The expelled candidate's question paper and answer script should be secured and submitted to the ICM Examinations Officer in the UK with a report.
- 8.4 Any misconduct or irregularity must be reported in writing to the ICM Examinations Officer in the UK. A decision will be taken as to whether to disqualify candidates for this, and any other ICM examination they may have taken.
- 8.5 If any rules of examination conduct are broken by a candidate, ICM may declare the examination or assessment void.
- 8.6 Full details of The ICM's malpractice policy and procedures can be found in the document entitled ICM Malpractice Policy and Procedures, copies of which are available from The ICM, Approved Centres or Regional Coordinators.

9 Emergencies

- 9.1 If an emergency occurs during the examination, e.g. fire alarm, the examination room must be evacuated in accordance with the instructions of the appropriate authority.
- 9.2 Candidates must leave question papers and examination answer scripts on their desks and the ICM Examinations Officer in the UK must be informed in writing at once. Any decision on assessment of partially completed work will be made by ICM.
- 9.3 If the examination has been taking place for more than one half of the published time, then the candidates' answer scripts may be sent to ICM for performance to be assessed and consideration made for grades to be awarded on the work completed in the time available.

10 At the end of the examination

- 10.1 Fifteen minutes before and five minutes before the end of the examination the invigilator should remind the candidates of the time remaining.
- 10.2 When the allotted time has ended, candidates must be told to stop writing, or working.
- 10.3 Candidates are responsible for ensuring that their correct name, Centre number, candidate number and paper number are on ALL their papers.
- 10.4 Where a computer has been used and the printout is to be submitted the invigilator should check that the printouts can be identified on a candidate by candidate basis. One copy only should be printed and the files must be erased from the computer.
- 10.5 All answer scripts must be collected before candidates leave the room to ensure that no candidate accidentally takes their answer script or question papers, with them.
- 10.6 Answer scripts should be placed in the order shown on the ICM candidates List and handed directly to the person at the Centre responsible for despatching them to ICM.
- 10.7 At no time should answer scripts be left in any unsecured place.
- 10.8 Answer scripts should be despatched to the specified address on the day of the examination, where possible. If it is not possible to despatch straight away, then they must be kept locked up under the same conditions as unused examination papers. They must then be despatched within one working day of the examination.
- 10.9 All used answer scripts must be returned to ICM immediately after the examination. Centres must not make photocopies.
- 10.10 Unused answer scripts should be kept at the centre. Note that ICM keeps a record of this surplus and will send sufficient papers to cover the next examination sitting.
- 10.11 Centres should use the most appropriate despatch service to ensure security and speed of delivery.
- 10.12 Centres may use carriers/couriers for their post to ICM Regional Offices or the UK.
- 10.13 Any correspondence on the conduct of the examination, particularly on adverse circumstances, should be sent immediately under separate cover to the ICM Examinations Officer in the UK.
- 10.14 Every care is taken to ensure safe custody of all examination material, but ICM will not hold itself responsible for any loss or damage during transit.