

# FREQUENTLY ASKED QUESTIONS

## Prospective Students

- [Register as a student](#)
- [Exemptions](#)
- [General](#)

## Students

- [Entering for exams](#)
- [March and September extra exam sittings](#)
- [Exam results and assessment](#)
- [General](#)

## Members

- [CPD](#)
- [Members in Practice](#)
- [Miscellaneous](#)

## Other (general)

- [My personal profile](#)
- [Making a payment / Financial queries](#)
- [Miscellaneous](#)

## ***Prospective students***

### **a) Register as a student**

#### **Q: I want to register as a student – where do I start?**

**A:** Click on the [Study with us](#) link at the top of the page, then click on [Register as a student](#), then [Registering as a CIMA student](#). If you already have a My CIMA account and you are signed in to the site, any details we have about you will be filled out on your application form automatically.

You can also register over the telephone: simply call us on +44 (0) 20 8849 2251 and select option 1 to register and pay over the phone.

#### **Q: What fees do I need to pay to register?**

**A:** You need to pay our registration fee (currently £72). The first year's annual subscription fee will be waived for newly registered students. Your next subscription fee will be due on 1<sup>st</sup> January the next year. If you are subsequently awarded any exemptions, we will then confirm the fees you need to pay.

**Q: My employer will be paying my registration fees, so how do I register?**

**A:** The registration agreement is with the student alone, therefore your employer will not be invoiced for your fees.

If you are located in the UK or ROI, you do not have the option to part-register and send payment later. You can register online or over the phone using a company card; or you can use your own card then claim back the fees using the online receipt you can print off your [My CIMA](#) account.

If you are an overseas student and your employer wishes to send a draft to pay for your fees, select the “Post payment” option when registering. You can also go back online within 6 weeks once you have part-registered to pay via credit/debit card.

**Q: I want to register as a CIMA student but cannot make a payment online using a credit card. What do I do?**

**A:** If you are a UK or Ireland resident, you have to make your payment online at the end of the registration process. If you do not hold a credit/debit card, you will need to ask a friend, member of your family or employer to pay on your behalf. Alternatively, you can purchase a pay as you go credit card to make your payment.

If you live outside the UK and Ireland, you may part register (part register refers to online registration and off line payment) online using the online registration process.

You must select the “post payment now” option and send full payment immediately. CIMA must receive your payment within 6 weeks of you completing the part registration process.

Please remember to print off your part registration statement and send this along with your payment and copies of your educational certificates and transcripts.

**Q: What happens if I do not get my full payment to CIMA within 6 weeks of part-registering online?**

**A:** Your part registration will be cancelled and any fees you have paid up to the value of £72 will be retained. This is because the registration fee is non-refundable. Any other fees you have paid will remain on your account and may be refunded upon request.

Should you wish to register as a CIMA student again, you will need to start the online registration process from the beginning. Don't worry; you will not need to complete the full registration process again: you just need to enter your name and date of birth in the same way as when you first registered. The system will recall the details you entered. Please check that all the information is still correct and make sure you complete the process all the way to the end. You will then be given the option to make an online payment or to send payment.

If you have already sent payment to CIMA, you will still need to complete the same process as above – just make sure you select the “post payment” option at the end. We will then be able to confirm your registration.

**Q: When is the deadline for registering for the professional level exams?**

**A:** You may register as a student at any time. However, if you want to sit Professional level exams, you must have been awarded exemptions from/passed the Certificate level papers by the end of February (for May professional exams) or end of August (for November exams). It can take up to 20 working days to award exemptions during January/February and July/August peak periods.

You can sit Certificate level exams via Computer Based Assessment (CBA) as soon as you have fully registered.

**Q: I am not sure how to fill out the name fields. How do I split up my name?**

**A:** Please enter your proper name as you would wish us to address you, and as you would wish your name to appear on your certificates. There are three boxes to enter your name. Each box holds up to 26 characters.

If your family name is traditionally listed first you can enter your family name in the first name box (for certificate purposes), however if you would like to be addressed as “first name – last name” please ensure your first name is entered in the first name box instead.

**Q: I am trying to register as a student and it keeps telling me I am already registered. What should I do?**

**A:** If you have already registered as a CIMA student, you can log into [My CIMA](#) straight away. If you are still unsure, please contact [cima.contact@cimaglobal.com](mailto:cima.contact@cimaglobal.com).

**Q: I have not yet decided on my method of study. Do I need to know this before I register?**

**A:** No, you don't, but it would be helpful to have an indication of your likely method of study.

**Q: I am unable to comply with the declaration relating to previous conduct. How do I complete my student registration?**

**A:** Unfortunately you will not be able to register online, as you need to submit full details of all the sanctions, offence orders or undertakings in question to CIMA. Please email the details to [declarations@cimaglobal.com](mailto:declarations@cimaglobal.com).

Each application is reviewed upon a case by case basis. Should CIMA require any further information or clarification you will be contacted. Once a decision is reached we will confirm the outcome via email.

Please ensure you contact CIMA on an email address that you will be happy to use as correspondence regarding the conduct issue in question. CIMA works within the public interest and so has the right to refuse an application in light of the information you supply.

**Q: I got partway through the registration process but did not complete it. Can I complete it from where I left off?**

**A:** If you entered all your personal details, and had reached the payment stage of the process, you will be able to complete the process, as your details have been retained on our system. Don't worry; you will not need to complete the full registration process again: you just need to enter your name and date of birth in the same way as when you first registered. The system will recall the details you entered. Please check that all the information is still correct and make sure you complete the process all the way to the end. You will then be given the option to make an online payment or to send payment.

If you have already sent payment to CIMA, you will still need to complete the same process as above – just make sure you select the “post payment” option at the end. We will then be able to confirm your registration.

Unfortunately, if you did not reach the payment stage of the registration process for any reason, all the details you entered will be lost.

**Q: I got most of the way through the registration process, but got a “Cannot resume process” error message, and can’t seem to finish the process. What should I do?**

**A:** You now exist as a contact in our database, but still need to pay your fees. Start the process again, and the details you have already entered will automatically be picked up and shown on-screen.

**Q: I have just completed the registration process, and noticed that I didn’t enter my address correctly. What should I do?**

**A:** You can update your address straight away online. Simply click on the link to “My personal and employment details” and then “My address”, available in your [My CIMA](#) area.

**Q: Where can I find my Contact ID once I have clicked on Finish at the end of the registration process?**

**A:** You can find your Contact ID in the My Personal Details section. You will need to know your Contact ID for logging onto the system on future occasions. Please bear in mind, that your Contact ID is case sensitive. If you continue to experience problems, please contact CIMA Contact on [cima.contact@cimaglobal.com](mailto:cima.contact@cimaglobal.com) or your local office.

**Q: I do not have access to a printer to print off my registration confirmation/part registration statement. How do I send my certificates to you?**

**A:** You can retrieve your registration confirmation for printing at any time, however please ensure that you have made a note of your Contact ID. Simply click on the link “My registration confirmation” under the heading “My Details” in your [My CIMA](#) area, and then click on the link “Print this page”.

If you cannot access a printer, you will need to create your own coversheet, showing the following:

- **CIMA Contact ID** – you should have made a note of this when you registered. It was also included in the email confirming your online registration. If you have already received your welcome email, you can also find your Contact ID in the email.
- **Full name** – please underline your last name e.g. Edward Alexander or Kim Tan Tse.
- **Date of birth** – please distinguish clearly between the day and month, e.g. 3 August 1979.
- **Country of residence** - please state the country in which you are currently living.
- **Postcode** – UK residents only.

Please fax your coversheet and copies of your certificates and transcripts to us on +44 (0)870 787 9408, by or, if you do not have access to a fax machine, you can post them to us at Information Management, CIMA, 26 Chapter Street, London SW1P 4NP, United Kingdom. You can also send them by email: [documents@cimaglobal.com](mailto:documents@cimaglobal.com).

**Q: I part-registered and have paid some but not all of the registration and subscription fees. The six weeks has now expired, what do I do?**

**A:** Your part registration will be cancelled if you have not paid all outstanding fees within 6 weeks.

The registration fee is non-refundable and shall be forfeited. If you have paid more than £72, the balance will be credited to your account and you will need to begin the registration process again.

If you no longer wish to register as a CIMA student, please contact CIMA at [refunds@cimaglobal.com](mailto:refunds@cimaglobal.com) to receive a refund for the outstanding balance.

## **b) Exemptions**

**Q: Do I need to send in copies of my certificates and transcripts even if I do not expect to receive any exemptions?**

**A:** Yes, it is important that you send in copies of your academic and professional qualifications even if they will not entitle you to exemptions, as we need to maintain accurate records of our student intake.

**Q: What is a certified translation?**

**A:** All certificates and transcripts must be in English. If your documents were not issued in English, please have them translated and certified as 'An accurate translation of the original' by a responsible adult who is fluent in both languages and not related to you. Please then send your original language documents and your certified translations to us.

**Q: What exemptions will I be entitled to?**

**A:** To find out if you may be eligible for any exemptions from the CIMA exams, please visit <http://www.cimaglobal.com/Study-with-us/Exemptions/Exemption-search/>.

Please be aware that exemptions cannot be confirmed until you have registered with CIMA and submitted copies of your educational certificates and transcripts.

**Q: How do I use the exemption database?**

**A:** Enter the name of the awarding institution and select the relevant country using the dropdown menu, then press "Find". If your institution is listed the search will return its name as a hyperlink. Click on the link to bring up the qualifications page for this institution. If your degree is listed, select the degree to view the relevant exemptions.

Exemptions awarded to a CIMA accredited programme apply solely to students who have completed the named programme, graduated within the specified graduation dates and who meet any other requirements as listed in the notes section against the accredited programme.

**Q: What happens if my qualification is not listed?**

**A:** If you cannot find your qualification on our exemptions database, you may still be eligible for exemptions under the [Relevant Degree Accelerated Route](#).

If you cannot locate the title/grouping of your qualification under the Relevant Degree Accelerated Route, we would need to investigate further by comparing your transcript with the CIMA syllabus. This can only be done once you are a fully registered student.

**Q: Will I get any exemptions for my qualification from 1990?**

**A:** A ten-year rule applies to all academic qualifications submitted for assessment. Your degree will be assessed and may be eligible for exemptions; however Professional level exemptions are not available to qualifications gained ten or more years prior to registering with CIMA.

The ten-year rule does not apply to accredited professional qualifications.

**Q: I've looked on the exemption database and my qualification only gets X exemptions, yet my friend did the same degree at another university and they get more exemptions, why?**

**A:** Exemptions awarded to a CIMA accredited programme apply solely to students who have completed the named programme, graduated within the specified graduation dates and who meet any other requirements as listed in the notes section against the accredited programme.

You cannot compare degrees based on degree title or modules only, the university or college where you studied is also relevant. If you studied at another university or campus, even for a similar degree, different exemption decisions will apply.

**Q: Will I receive confirmation that you have received my certificates?**

**A:** Yes, we will email confirmation of receipt to you within 3 to 5 working days. If you have not received confirmation please re-send your documents as it is likely we have not received them.

**Q: I hope to receive exemptions, when do I need to pay?**

**A:** If we award you any exemptions you will receive an email confirming that exemptions have been awarded. You can view your exemptions online via your [My CIMA](#) account under "My exam history". You are required to pay for your exemptions within 8 weeks of them being awarded.

**Q: How do I pay for exemptions?**

**A:** When you receive notification of your exemptions you may then pay online by credit/debit card. Alternatively, you can pay via direct debit, or send us a cheque or bankers draft. Please refer to the website for more information regarding [payment methods](#).

**Q: I thought I could apply for exemptions when I registered? How do I do this?**

**A:** We need to assess your eligibility for exemptions, based on evidence of your previous qualifications (e.g. copies of your certificates and transcripts). As soon as you have completed the online registration process, you should send these to us (together with your registration confirmation) by email to [documents@cimaglobal.com](mailto:documents@cimaglobal.com).

If you do not have access to a computer or scanner, you can fax your documents to +44 (0)870 787 9408. We will then advise you if you are eligible for exemptions.

**Q: If I'm unhappy with the exemptions awarded to me, am I able to claim a refund?**

**A:** If you are unhappy with your exemptions you can resign your account, however the registration fee is non-refundable. You need to [resign your account in writing](#).

The registration fee being non-refundable, you can resign your account but will receive no refund for the fees paid.

**Q: I last took exams 10 years ago and cannot find the certificates to apply, what do I do?**

**A:** It is a requirement to submit copies of your graduation certificates and transcripts upon registering. In case you cannot locate your original documents, you will need to request duplicates from your awarding institution.

If you do not require any exemptions, please note that under CIMA regulations we are required to record the educational background of all our students. Therefore we will need you to complete the following information for your records. Please note that we only require information on any post school qualifications:

- Institution name (eg: University of Bristol, St. Paul's College)
- Institution country
- Level of Qualification (eg: Bachelor's degree, Masters etc.)
- Specialism/Title (eg: BSc Maths or MA Geography)

Please send this information to: [Student.Admissions@cimaglobal.com](mailto:Student.Admissions@cimaglobal.com)

**Q: I'm not happy with the exemptions I have been awarded, what can I do?**

**A:** If you are unhappy with the exemptions decision, please ensure that you have read the [exemptions policy](#) first. It may contain the answer to your query.

If the policy does not resolve your issue, you may challenge the exemptions decision. Please contact [Student Admissions](#) in writing with your query and they will investigate the issue.

**Q: I'm still waiting to receive my certificate, how do I apply for exemptions?**

**A:** If you have yet to graduate and receive your certificate, we will require a letter from your institution confirming your degree title and graduation date, together with a full transcript for all years of your studies.

**Q: I have an MBA or a Master's in accounting, what exemptions do I get?**

**A:** We have developed an accelerated route into the CIMA professional qualification for MBA or Master's in accounting holders called Master's Gateway Assessment. Upon completion of a gateway examination, you will receive the Advanced Diploma in Management Accounting and be awarded 11 exemptions from the CIMA exams (out of a total of 15), allowing you to start studying at Strategic level.

Registering for this fast-track route costs £600, more information is available on the [Master's Gateway page](#).

**Q: I'm currently studying ACCA, and would like to switch over to CIMA. What are my options?**

**A:** We have developed an accelerated route into the CIMA professional qualification for ACCA passed finalists and Members called Professional Gateway Assessment. This route is open to members and passed finalists of bodies who are members of [IFAC](#) (International Federation of Accountants (IFAC)).

Upon completion of a gateway examination, you will receive the Advanced Diploma in Management Accounting and be awarded 11 exemptions from the CIMA exams (out of a total of 15), allowing you to start studying at Strategic level.

Registering for this fast-track route costs £350, more information on the [Professional Gateway page](#).

If you are currently studying for ACCA, and are about to sit your final exams, we recommend that you complete your ACCA qualification then register with CIMA through the CGA route. If you have only sat a few exams, and transfer over to CIMA, normal exemptions will apply depending on the exams you have completed.

**Q: I am a member/passed finalist of ICWAI (Institute of Cost and Works Accountants of India), ICMAB (Institute of Cost and Management Accountants of Bangladesh), or a member of ICMAP (Institute of Cost and Management Accountants of Pakistan). What exemptions do I get?**

**A:** We have developed an accelerated route into the CIMA professional qualification for you, called Management Accountant Gateway Assessment. Upon completion of a gateway examination, you will receive the Advanced Diploma in Management Accounting and be awarded 11 exemptions from the CIMA exams (out of a total of 15), allowing you to start studying at Strategic level.

Registering for this fast-track route costs £122, more information is available online on our [Management Accountant Gateway Assessment](#) page.

### **c) General**

**Q: Is there anyone that I can come and see for advice on joining CIMA?**

**A:** If you are overseas you can contact your local office, please [Select your location](#) to find out if there is a CIMA office in your area. If you need further information please email our CIMA Prospects team at [prospectivestudents@cimaglobal.com](mailto:prospectivestudents@cimaglobal.com) or call us on +44 (0) 20 8849 2251 (select option 1).

The CIMA Prospects team operates Monday to Friday, 8.00am to 8.00pm GMT. You can come and meet one of the team in the head office (26 Chapter Street, London SW1P 4NP), or attend one of our Saturday Open Days (held the first Saturday of each month). To book a place, please email [booking@cimaglobal.com](mailto:booking@cimaglobal.com).

**Q: How long will it take me to complete the qualification?**

**A:** There is no time limit to complete the CIMA qualification. On average, it takes a full-time working, part-time studying student between three to five years to qualify.

**Q: Do I need to register with CIMA before I enrol with a course provider?**

**A:** Yes, preferably, so we can confirm your status and award any exemptions for which you may be eligible. You must be registered as a CIMA student before sitting any exams (written or CBA). If you are part registered, you are not eligible to sit any Professional Level or CBA exams until all your fees have been paid and your registration is complete.

**Q: How do I go about studying CIMA?**

**A:** The CIMA qualification offers a variety of ways in which to study, ranging from home study to taught classes.

- **Home study**

This is the most cost effective method with which to study the CIMA qualification, because there are no tuition costs. Your additional study cost would only be for your books and sitting exams. Below is a link which will take you to the CIMA publishing website, where you will be able to purchase the official CIMA study systems for both the certificate and the professional qualifications.

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

- **Distance learning/Taught Course**

The link below will take you to a list of colleges that provide actual tuition for the CIMA qualification in varying degrees. Whether it is tutor support when studying at home or full taught classes which are either full/part time, evening/weekend or block basis, please note that not all providers listed will offer every option. CIMA unfortunately do not hold a list of the fees charged by these providers, so for further information you would need to contact the tuition provider you wish to study with individually.

<http://www.cimaglobal.com/Students/2010-professional-qualification/Study-help-and-tuition/Colleges-that-teach-CIMA/>

- **Online courses**

CIMASTUDY.COM is a new online learning resource designed by CIMA and Elsevier. It is ideal for students, studying for the CIMA professional qualification, who prefer to self-study or where there is little or no tuition provision and it offers an innovative, accessible way to study. Courses are now available for all Certificate, Operational, Management and Strategic level subjects. Visit the [www.CIMASTUDY.COM](http://www.CIMASTUDY.COM) website to view demo modules and for more information.

**Q: Where can I find out more information about the CIMA learning tuition providers?**

**A:** Quality Partner Colleges have been assessed by CIMA and provided evidence that they can meet all of our performance requirements. Where possible, we recommend all students attend a Quality Partner college. Further information about CIMA Learning is available on [cimaglobal.com](http://www.cimaglobal.com):

<http://www.cimaglobal.com/Students/2010-professional-qualification/Study-help-and-tuition/CIMA-learning-what-to-expect/>

Colleges that are unable to meet the criteria for Quality Partner will be listed on our college list. At this level we have not formally assess the quality of tuition provided by these colleges. The listing service is not a guarantee of quality and we strongly advise you to carry out your own research before attending a course.

**Q: What support will I receive if I register with CIMA?**

**A:** At CIMA we continually explore opportunities to support you through your studies and training - we want to help you achieve your potential. We have a range of resources and guidance to support you, whichever qualification or level you are studying:

- [CIMASTUDY.COM](http://www.CIMASTUDY.COM)
- [Financial Management magazine](#)
- [Certificate study resources](#)
- [Professional study resources](#)
- [T4 study resources](#)

CIMA does not offer a tutoring service. If it is tutoring or live support you are after you will need to contact a tuition provider. Please use our [College Search](#) to find a tuition provider.

You can take advantage of our "[Ask the Expert](#)" events, the next one for May 2013 exams will run in mid-April. The exact dates will be confirmed later in the year. Please check [CIMA Sphere](#) for updates.

**Q: How do I get a job within Management Accounting? How easy is it to get a job?**

**A:** You can visit [CIMA My Jobs](#) to find out about job offers in your area and sector. This service also allows you to search for a graduate scheme. The [Careers Advice](#) section contains a wealth of information for students and members looking to find a job as a management accountant.

CIMA cannot comment on how easy it is to find a job within management accountancy. It mainly depends on the economic climate and job opportunities may vary. However CIMA qualified management accountants have a broad business perspective and excellent employment opportunities around the world. [Many of our members work in prestigious, high paying roles.](#)

**Q: What companies sponsor CIMA students?**

**A:** We do not have a list of companies currently recruiting and supporting CIMA students. It is down to your company to decide whether or not they want to sponsor your CIMA studies. An employer may decide to register to become a [CIMA Training](#) partner; however this does not necessarily imply that they will fund your training. If you would like to find out if your company is a registered CIMA Training partner, please use the [online database](#).

**Q: Can I still register with CIMA if I'm not working within Management Accounting? How do I gain practical experience if I'm not?**

**A:** You can register with CIMA at any time and with any background. There is no commitment to be working within management accountancy when studying CIMA.

However becoming a CIMA member is not simply a matter of passing the exams. You also need a minimum of three years' relevant practical experience before you can call yourself a chartered management accountant, or use the letters ACMA after your name.

Please visit the [Practical Experience page](#) for more information about requirements.

**Q: What do I do if I have no qualifications?**

**A:** CIMA operate a flexible entry policy, which means that as long as you feel that you have a good knowledge and understanding of Mathematics and English, there is no requirement for formal qualifications to register with us. You can use our [Business English](#) and [Maths Skills](#) page to access further resources.

**Q: How do I apply for a visa?**

**A:** We are not involved in visa applications. You need to contact the [UK Border Agency](#) for further information regarding visas.

## **Students**

### **d) Entering for exams**

**Q: I have just registered as a student. When can I sit my first CBA (Computer Based Assessment) exam?**

**A:** As soon as you have registered fully and have your registration confirmation, you can use your Contact ID to sit computer-based assessments. Please contact a [CIMA-preferred centre](#). If there is no CIMA preferred centre where you wish to sit your assessment, you can book your assessment at a [Pearson VUE](#) test centre.

**Q: How do I enter for exams?**

**A:** If you are a Certificate level student, you can book and sit exams anytime throughout the year. Please visit the [Certificate exam information](#) page for further information.

If you are a Professional level student, you will need to enter online. Exams are held twice a year, in May and November. Exam entry typically runs from early February to mid-March

for May exams, and early August and mid-September for November exams. Please visit the [Professional exam information](#) page for further information.

Please ensure that you have read and understood the exam rules and regulations before you book your exams.

**Q: When is the closing date for exam entry online?**

**A:** The standard closing date for the May exams is 14 March (5pm GMT), and the standard closing date for the November exams is 14 September (5pm BST). You can also enter between 14 March (5:01pm BST) - 21 March (5pm BST) or 14 September (5:01pm GMT) - 21 September (5pm BST), during which period you will automatically be charged a late entry fee of £205. This fee is in addition to the standard exam entry fee. After late exam entry closes you may still enter your exams. However a very late entry fee will apply (£411) and you cannot enter online. You will need to credit your account with the exam entry fee and the very late fee, and then email your entry details (exam centre and exam papers) to [data.management@cimaglobal.com](mailto:data.management@cimaglobal.com) to enter exams.

**Q: What are the exam fees?**

**A:** Operational and Management level exams cost £81 Strategic level exams cost £87, and T4 part B costs £110 (paper-based) and £160 (on PC) respectively. Please refer to the [Instructions for Exam Entry](#) document or consult our full [list of fees](#), for details of other fees.

**Q: How do I choose where to sit my exams?**

**A:** To choose an exam centre, you can search by town, country, centre number, etc.

Please note that you must sit all your exam papers at the same centre – you cannot enter for different exams at different centres. For further guidance please refer to our detailed [Online User Guide](#).

**Q: I want to enter for an exam centre but the system message states that I have already entered for one. What do I do?**

**A:** Click on the “Incomplete exam entry” link to see which centre you have entered for. You can change your selection at this stage by clicking on the **Remove from centre** button and selecting a different centre. If you have already paid for your exams you cannot select a different centre online. This also applies if you live outside the UK and have completed a provisional exam entry.

If you wish to amend your exam entry after you have entered, you will be charged an amendment fee. An amendment fee of £66 will apply to requests made from 5.01 pm 14 March up until 5 pm 21 March for May exams and from 5.01 pm 14 September up until 5 pm 21 September for November exams.

Further details regarding fees and deadlines can be found in our [‘Instructions for Exam Entry’](#). Students are expected to have read those in full before registering for exams.

**Q: The exam paper I want to sit is full at my chosen exam centre. What do I do?**

**A:** Click on the “my exam entry – browse papers” link, available on the home page or **My exams** page and search for your paper by clicking on the **query** button to see where the exam is available. Then register with one of the available centres.

If you have already registered with another centre, make sure you remove this centre by clicking on the “Incomplete exam entry” link and clicking on the **Remove from centre** button. Make sure you delete all exams from your shopping cart, before you select your new centre.

**Q: I have selected an exam paper but have not yet paid. How do I get to the payment screen?**

**A:** Click on “Checkout” at the bottom of the page and then “Pay now” to make your payment and complete your exam entry.

**Q: I have picked an incorrect exam. Can I delete the exam from the shopping cart?**

**A:** Yes. If you have not yet paid for your exam, simply click on the delete icon in the shopping cart and this will remove the exam.

Once you have clicked on the Submit button and payment has been taken, you cannot cancel or change your exams online. If you want to amend your exam entry, please contact us. You will be liable for an amendment fee, please view the [Instructions for Exam Entry](#) for more information. You can enter for additional exams online while the service is available.

**Q: If I choose the ‘Post Payment Now’ option, can I still pay by credit/debit card afterwards?**

**A:** Yes, you can; you will need to log into [My CIMA](#) and select the option “Settle my account” under My Financials.

**Q: What is “provisional exam entry” status?**

**A:** This status only applies to overseas students. It means that your place is not fully confirmed until you make full payment for your entry and any outstanding fees. This option is not available to UK or Ireland based students.

**Q: I have entered for a paper and a late entry fee has been added to the shopping cart. Can I delete this?**

**A:** No. If you enter for an exam after 5.00 PM GMT on 14 March for the May exams or after 5.00 PM GMT on 14 September for the November exams, a late entry fee of £205 will be charged. This is charged once per transaction (i.e. even if you enter for three exams, you will only be charged one late entry fee).

**Q: I have an outstanding debt. Can I enter for exams?**

**A:** You can. However please note that when you enter for exams online, any outstanding debts will automatically be charged to you when you reach your shopping cart. You must then pay the debt together with your exam fees.

**Q: I don’t have a credit or debit card. Can I still enter online?**

**A:** Yes, if you live outside of the UK and Ireland. You can choose the ‘Post Payment Now’ option on the online exam entry facility. Please send your cheque or bankers draft promptly, as your exam entry will only be provisional at this stage.

If you live in the UK, you can either use a pay as you go debit card when booking your exams, or send a cheque prior to entering your exams. Once your cheque is cashed and the credit shows on your account, you can use the credit to book your exams online.

**Q: My employer pays for my exams. Can they do this online?**

**A:** You can enter their credit card details but please ensure that you enter the credit card holder’s address so payment can be taken.

**Q: Can I pay for my exams by direct debit?**

**A:** No, you must pay using a credit or debit card.

**Q: I have a credit on my account, can this be used to pay for my exam?**

**A:** Yes, the credit will automatically be allocated to your exam fees. You will see this when you go to your shopping cart.

**Q: What is the last date for fees payment if I choose the 'Post Payment Now' option?**

**A:** We expect you to post payment promptly. This should be received by CIMA no later than 21 March for May's exams and the 19 September for November's exams. If your account is not fully paid up (this includes all fees outstanding on your account) we reserve the right to withdraw your entry and charge an administration fee of £66 to your account.

**Q: Can I choose the 'Post Payment Now' option if I enter the exams between the 15-21 March (May exams) or 15-21 September (November exams)?**

**A:** No, you must pay at the time of making your online application.

**Q: My computer crashed while I was completing my entry. How can I check whether the entry has been processed?**

**A:** If you exited without receiving confirmation of your transaction, you will need to continue your exam entry by clicking on the link to "Incomplete exam entry". If you re-access within one hour, any incomplete exam entries will be kept in memory for you to complete. You can check any exam entries that have already been paid for by clicking on the link to "My confirmed exam entry". If you do not re-access within one hour, the information will be lost and you will need to start the exam entry process from the beginning.

**Q: When will I be able to access my admission advice online?**

**A:** We will notify you by email when this is available, usually 4-5 weeks before the exam. You will need to print it off, ensuring that you have details of all papers that you are sitting. You need this information to present to the invigilators at your exam centre. Please also see the regular exam notices in the Financial Management magazine.

**Q: How do I get my admission advice slip?**

**A:** You need to log in to your [My CIMA](#) account, and then select "My admission advice" under "My exams". This will bring up your admission advice. You can print the admission advice using the "Print this page" link in the middle of the page.

**Q: I am awaiting my computer based assessment (CBA) results. Can I enter for an exam online?**

**A:** You cannot enter for any Professional level exam until you have completed or been exempted from the Certificate level. You must have sat these computer-based exams before 1<sup>st</sup> March to be eligible to sit the May exams, and before 1 September to sit the November exams.

**Q: I want to enter for Computer Based Assessment. Where can I do this?**

**A:** You cannot enter for CBA via this online service. Please contact a [CIMA-preferred centre](#) to enter for Certificate level papers. If there is no CIMA preferred CBA assessment centre near to you, then you can sit the assessment at your nearest [Pearson VUE](#).

**Q: I am waiting to hear what exemptions I might be eligible for. Can I still enter for my exams online?**

**A:** If you are awaiting an exemption decision, you cannot enter online until your exemptions have been confirmed. Your eligibility for exams will depend on the decision(s) taken.

**Q: I want to enter for two exams. I can sit one at the centre of my choice, but it is full for the second one. What should I do?**

**A:** As you need to sit all your exam papers at the same centre, you will need to choose a centre where both exam papers are available.

**Q: How do I go about getting a new special exam centre set up?**

**A:** To request a special centre you should email [cima.contact@cimaglobal.com](mailto:cima.contact@cimaglobal.com). All requests for special centres must be received at least 8 weeks before the opening of exam entry. We review each request on a case by case basis and look at the following:

- Location and travel time to alternative exam centres
- Number of students in the location
- Infrastructure and delivery options
- Projected student growth for this area

If we are satisfied with these criteria we will start researching a possible venue or organisation that may be able to hold the exams. We will confirm by email if the centre is planned to go ahead or not.

Once a special centre is set up it will remain on the exam centre list unless the number of students drops significantly.

Here is the link to the exam centre list of the CIMA website:

<http://www.cimaglobal.com/en-gb/Students/2010-professional-qualification/Exam-entry-timetables-results-and-script-reviews/Exam-centres/>

**Q: There is no local CBA centre in my area, what can I do?**

**A:** Your first option is to travel to the nearest CBA centre. If this proves impossible you may want to set up a new CBA centre in your area. If a local tuition provider, administrative body or employer is willing to organise CBA sittings for you or other local CIMA students, please supply their contact details and all relevant information in writing, either via [email](#) or post. Our CBA department will contact them directly.

#### e) March and September extra exam sittings

**Q: Are there anymore exam sessions available?**

**A:** Yes. CIMA offers extra exam sittings in March and September. To sit in the March or September 'Extra' exams (where available), students must have previously sat or been absent from the paper. T4 students may also sit for the first time.

	Operational	Management	Strategic	T4 part B
<b>March 'Extra'</b> *	Paper-based resits	Paper-based resits	PC resits	PC
<b>May</b>	Paper-based	Paper-based	Paper-based	PC or paper-based
<b>September 'Extra'</b> *	Paper-based resits	Paper-based resits	PC resits	PC
<b>November</b>	Paper-based	Paper-based	Paper-based	PC or paper-based

A limited number of strategic level resit exams are available on PC in the March and September 'Extra' sessions, in certain countries. [Guidance on sitting a PC exam can be found here.](#)

**Q: Why are exams being held on Saturday?**

**A:** We have limited availability when exams can be offered in the early part of September, and as we don't hold exams directly after a Bank Holiday, we need to use a Saturday on this occasion.

**Q: What if there are queries about the exams on Saturday – can I contact CIMA?**

**A:** Any queries from students should be directed to their tuition provider/exam centre in the first instance. If tuition providers have queries on the day of the exam, CIMA staff can be contacted on the day of the exam, and will be at CIMA whilst the exams are scheduled to take place. Details of staff and contact details will be made available to exam centres at a later date.

**Q: What PC facilities will I have to take the exams/what do exam centres need to offer T4/strategic level exams?**

**A:** For those tuition providers that already offer T4 Case Study on PC, the same PC facilities are required for the strategic exams. You will have a PC with MS Word and Excel for your exam.

**Q: How do I enter for exams?**

**A:** Your tuition provider will be able to enter you directly with CIMA – you are not able to enter directly with CIMA online. A list of tuition providers is available on the [Exams](#) information page.

**Q: When do students need to enter exams by?**

**A:** The deadline for each upcoming extra sitting exam entry is available on the [Exams](#) information page. The deadline to enter March extra exam sitting is 22 January.

**Q: If there are queries about exam entry for the March or September extra exam sittings who should be contacted?**

**A:** In the first instance you should contact your tuition provider, and then CIMA Contact should you need further advice. CIMA Contact are available on +44 (0)20 8849 2251 or [cima.contact@cimaglobal.com](mailto:cima.contact@cimaglobal.com)

**Q: Can I enter Operational/Management/Strategic exams for the first time in September?**

**A:** No – To sit in the March or September 'Extra' exams (where available), students must have previously sat or been absent from the paper.

**Q: Why are Operational and Management level being offered on paper in September, and not PC?**

**A:** CIMA are offering the strategic papers on PC as it is felt that these can be taken in this way with no difficulties. The style of assessment for Operational and Management level papers is slightly different (as you need to draw more diagrams and charts), and CIMA feels that to ask students to sit these papers on PC might place them at a disadvantage, compared to those students taking their exam on paper.

**Q: When are exam results issued for the September/March exam sessions?**

**A:** All results will be issued by e-mail (for students who have requested to receive their results by e-mail) approximately 3 weeks after the exam (please view the [exam dates page](#) for further details). All results can be viewed online from that day. Results statements will be posted by second class post or airmail.

**Q: What about post-exams queries and appeals for special consideration?**

**A:** The standard rules for making an appeal for special consideration apply. Details about these, together with results queries and requests for script/administrative reviews can be found on the [CIMA website](#).

**Q: If I'm not successful in the September/March exam, when's the first opportunity to resit the paper(s) I've failed, and what is the procedure?**

**A:** The next opportunity is in November/May. CIMA will e-mail students on the day of the results being issued with details of how you should enter for the next exam diet.

**Q: If I'm not attending a tuition provider, then why can't I enter the September/March exams**

**A:** CIMA is piloting the additional exams with tuition providers, as we need to work in partnership to provide the PCs (and the exam centres) needed for students to study for, and sit the exams. CIMA will, of course, review this provision regularly, and look to extend it.

**Q: Why can CIMA issue the results in 3 weeks when it takes 8 weeks in May and November?**

**A:** Because CIMA are using technology to facilitate our post-exams processes. For example, all strategic level scripts are electronic files, and can be moved between key people involved in the marking process, e.g. the markers, monitor markers and CIMA, very easily and quickly. All CIMA's quality assurance processes will take place as usual, so you can be sure that the results will be accurate when the results are issued.

**Q: Why doesn't CIMA offer all its exams like this?**

**A:** Because we are a global organisation, we need to ensure that we can offer a consistent approach for all papers and all over the world. The technology needed and the exam centres to offer this aren't yet all in place, but we are working hard to enhance our exams process and offer the advantage of more exams and more papers globally.

**f) Exam results and assessment**

**Q: I can only see some of the exams I have sat. How do I see the full list?**

**A:** The screen only displays the first 10 records. Click the green arrows to move forward or backward to the next set of records in a list. You can also re-order the list by clicking on the arrows at the top of any column.

**Q: What does the result detail 'Void' mean?**

**A:** Void means you were unable to provide certification of your absence from the first sitting of a Strategic level paper.

**Q: When will I be able to view my professional level exams results online?**

**A:** This service will be available from 12.00 pm on:

- 22 March for March 2013 extra sittings
- 11 July for May 2013
- 20 September for September 2013 extra sittings
- 16 January 2014 for November 2013

**Q: When will be the May 2013 exam results released?**

**A:** All paper-based exam results will be released on 11 July and PC based exam results will be released on 13 June. . Exam results are sent out by second class post or airmail to your current address in MY CIMA. To also receive your results by email, update your communication preferences in MY CIMA.

**Q: How do I sign up to receive my exam results by email?**

**A:** If you want to receive your results by email, log into your [My CIMA](#) account to register. You need to select 'My personal details' and then 'My communication preferences' to sign up to receive your results by email.

If you register to receive your results by email, you should receive an email with your results on the respective day of release.

Please note that while CIMA makes every effort to ensure emails are dispatched using industry best practice, email is not always reliable and CIMA cannot be held responsible for undelivered email.

**Q: What is the deadline for registering to receive exam results by email?**

**A:** To also receive your results by email, update your communication preferences in [My CIMA](#) at least 2 weeks prior to results day

**Q: How do I apply to have my exam results remarked?**

**A:** We do not offer a remarking service. You can apply for a script or administrative review.

An Administrative Review will provide you with feedback in the form of marks gained per question attempted. Additionally, as part of this service, the total number of marks that you were awarded for that paper will be re-checked. This review is available for Operational, Management and Strategic papers.

For further information regarding administrative reviews, please use the [online guidance](#).

A script review will provide a report from an assessor and will highlight specific problem areas by question. This service is only available to Strategic level and T4 students with marks between 40 and 49. Please visit the [website](#) for further information regarding fees and deadlines. You can also use the [online guidance](#).

**Q: I'm unhappy with my exam results, what can I do?**

**A:** You can apply for a script or administrative review (see above). CIMA will never remark your papers.

You can also use CIMA study resources. After the exam you can access past papers and post exam guides under [Exam preparation](#) page by selecting the relevant paper.

Past questions and answers are also available to all CIMA students free of charge. Log in to [My CIMA](#), select “Student information” on the right-hand side of your screen, then “Past exam questions and answers”.

**Q: I was ill but still sat my exams, can this be taken into consideration?**

**A:** If you chose to attend your exam but wish for your circumstances to be considered during the marking of your paper, you must complete the special consideration form which is found on the on the [After the Exams](#) page of CIMA website and send to Examination Appeals. All requests will need to be received no later than 28 June for May exams or 28 December for November exams in order to be put forward to the assessment panel for consideration.

Please use the [guidance on making an appeal for special consideration](#) for further information.

**Q: I forgot to put my candidate number on my exam paper, what do I need to do?**

**A:** We can allocate your paper using your name and contact ID if you wrote them on your answer booklet.

**g) General**

**Q: I hold an MBA/ACCA/ICWAI/ICASL/ICMAP/ICMAB qualification, and received exemptions when I registered with CIMA. Can I opt in to the new Master’s Gateway/Professional Gateway/Management Accountant Gateway routes?**

**A:** You can. Since the CMGA and CGA routes have a specific registration fee, any fees (registration, re-registration, subscription and exemption fees) paid to CIMA will be credited to your account and will be deducted from the £600 (Master’s Gateway) / £350 (Professional Gateway) entry fees.

**Q: How many times can I sit an exam?**

**A:** There is no limit to the number of attempts you may have at each exam.

**Q: Is there a time limit on completing my exams?**

**A:** No. You can take as long as you want to complete the qualification. However please note that the syllabus is updated on a regular basis (every 5 years), therefore you may need to refresh your knowledge when resuming your studies.

**Q: Where can I get support regarding jobs?**

**A:** CIMA does not have a placement scheme or recruitment service. However you can visit [CIMA My Jobs](#) to find a wide range of job offers within finance and accounting. You can also use our [employer database](#) to find out if your employer or prospective employer is registered with [CIMA Training](#).

**Q: I have a complaint regarding my college, what do I do?**

**A:** If your college is a CIMA Learning quality partner, you can leave positive or critical feedback by using the online feedback form. Log in to your [My CIMA](#) account, select “Student information” then “Feedback on tuition”.

If your college is listed on our College list but is not an accredited CIMA Learning Quality Partner, you can share your feedback and comments with fellow students by logging on to [CIMASphere](#). CIMA will not necessarily respond to these as we do not formally assess the

quality of the tuition provided by these colleges. However the feedback and comments that you give may help other students make an informed choice before selecting their tuition provider.

**Q: How do I get practical experience if I am not working within Management Accounting?**

**A:** You do not necessarily need to be working within management accounting in order to gain relevant work experience. CIMA students and members have a wide range of jobs available to them, most of them, but not all of them, within Finance or Accountancy.

Please visit our [practical experience requirements](#) page for more information. You can also download the [practical experience requirements brochure](#), which should help you determine whether your current job position allows you to gain the required basic, core and supplementary skills.

**Q: I have no photo ID, will I still be able to sit my exams?**

**A:** All students are required to take a valid form of photographic ID with them on the day of the exams, e.g. passport or driving license.

If you are unable to supply such proof, you will need to bring along an original utility bill, e.g. bank statement or water bill, bearing your full name, address and signature. In addition you can bring any card showing your photo, such as a student, library or Oyster card. CIMA may then follow up after the exams to confirm your identity.

Please note that if you cannot supply any form of ID, you will not be allowed into the exam room.

**Q: Where can I get the Q&As for past exams?**

**A:** If you are a registered and active CIMA student or tutor, you can access examiners' questions and suggested answers free of charge via your [My CIMA](#) account. Once logged in, select "Student information" on the right-hand side of your screen, then "Past exam questions and answers". You cannot access this information if your account is inactive (i.e. lapsed or resigned) or if you are not registered with CIMA.

**Q: What implications will the new 2010 syllabus have on my current exam passes?**

**A:** You will retain your passes. Transition arrangements will allow you to continue your studies without having to re-sit exams. For further information regarding transition arrangements, please use the [relevant link](#).

**Q: I'm planning to immigrate to Australia, is CIMA recognised there?**

**A:** The CIMA brand has grown in recognition and acceptance in recent years. New initiatives such as the [Mutual Recognition Agreement \(MRA\)](#) with CPA Australia, student recruitment and growth will help improve our brand recognition.

CIMA has been active in Australia since the early 1980s. Our branches exist in Sydney (NSW), Melbourne (Victoria), Brisbane (Queensland), Perth (WA), Adelaide (SA) and Canberra (ACT). There are over 3,800 members and students in Australia and New Zealand supported by two staff in the Sydney office.

Most members and students have come to Australia from other CIMA destinations (UK, Ireland, Sri Lanka, South Africa, Malaysia etc). However, increasingly, we are recruiting and growing students from the local population. CIMA Australia is governed by a National Executive Committee (NEC) which sets strategy and policy for Australia. Branches hold regular member and student events which are well attended.

We face some significant challenges. The presence of two large competitors, despite our new alliances, makes it difficult for CIMA to be accepted. Employers and recruiters are coming to recognise our brand and members as professional accountants. Recently CIMA has started developing a student market in Australia as the potential to recruit overseas students in Australian universities has come to be recognised. The resourcing and funding of student recruitment initiatives is starting to grow and gain momentum.

**Q: Am I able to take exams in the USA?**

**A:** You will be able to take professional level exams. Special exam centres currently feature Atlanta, Georgia; California; Chicago, Illinois; New York; Miami Beach, Florida. Please note that those exam centres are all special centres. At special centres in addition to the exam fees paid to CIMA, students are also required to pay the exam centre directly for the costs of running the exams.

Unfortunately we do not have any CBA centre set up in the US, therefore you will either need to travel to another centre or try and set up a new one.

**Q: I wish to start my own business, is this possible?**

**A:** Students or passed finalists cannot register as members in practice. Although students can undertake practice work, they cannot use the term chartered management accountant as they are not fully qualified.

If they undertake practice work, they must ensure they adhere to the charter and byelaws and also CIMA's code of ethics - particularly Part B which has information for accountants in public practice.

They must also ensure they are competent in the work they undertake. Terms of engagement should be drawn up between the parties involved so that both sides know where they stand and the student should take out professional indemnity insurance.

CIMA has no policy on whether a practice should be incorporated or not. If members wish, they may set up a practice company instead of a partnership or acting as a sole trader.

[Companies House](#) offers guidance booklets setting out all of the requirements and procedures for setting up a company.

For company formation, go to [Yell.com](#) and search for 'company registration agents' which should bring up details of 60 or so companies that can help. Some offer off the shelf companies and some offer a company formation service. You can also look at websites and compare offerings before making contact.

When setting up as a limited company, members must ensure they go through the correct procedures with regard to the Business Names Act 1985, registering for VAT with the Inland Revenue and checking with Companies House etc.

**Q: As a student, do I need to do CPD? How to I access the CPD Planner?**

**A:** Students are not required to record CPD. The CPD Planner is part of a restricted area of the website only accessible to members. CPD resources available to members require to be logged in to My CIMA with a member account.

**Q: Can I call myself CIMA part-qualified?**

**A:** Full completion of the CIMA qualification including the practical experience requirement is broadly equivalent to a Master's degree and has post graduate status in the UK.

CIMA have only given a classification for full completion of the qualification and avoid reference to the term, "Part Qualified". Some companies do use this term frequently however in

relation to CIMA qualification this is open to interpretation and could mean a variety of things depending on requirement.

An employer may ask for a candidate who is part qualified, however depending on the employer's requirement this could refer to a student at various points in the qualification whether it be Certificate/Professional level or reaching "exams completed" status.

**Q: I've failed the same exam five times, can you provide me with any assistance?**

**A:** CIMA does not offer a tutoring service, except during our "Ask the expert" events on CIMASphere. You can have a look at sample questions and answers from previous events on CIMASphere: <http://community.cimaglobal.com/ask-expert>

You can use online resources for further guidance, such as our exam [techniques video](#) or download [past questions and answers](#). You may also wish to consider changing your method of study, for instance if you are studying at home without support, a taught class or distance learning course may be more suited to your needs.

**Q: I'm trying to locate an article which was in FM last year, can you help?**

**A:** You can view past issues of the magazine by logging in to your [My CIMA](#) account. Select "Financial Management magazine" on the right-hand side of your screen.

**Q: What happens if I do not pay my subscription before the deadline?**

**A:** If we do not receive your subscription payment and any other overdue debts by 31 March then your CIMA membership will lapse. This means you will no longer be an active student with CIMA and if you wish to become a student again you will need to re-register with us.

Visit the [re-registration area](#) for more information. You can re-register by sending the relevant amount by post, contact CIMA Contact on +44208 849 2251, or use the online re-registration process: log in to [My CIMA](#) and select "Application for re-registration with CIMA" under My Details if your account has become inactive.

If your account became inactive prior to 2003, you will not be able to re-register online.

**Q: What support is CIMA offering to students during this economic situation?**

**A:** CIMA is committed to supporting students and members through this difficult time. Our [Leading in the downturn](#) page on the website will provide you with technical help and guidance in terms of managing your business and career.

The "Leading in a downturn" newsletter contains details of just some of the CIMA resources available to you, as well as a selection of recent news stories.

**Q: Is there a reduced rate for students?**

**A:** There is no reduced rate for students as they already pay heavily subsidised subscription fees. Reduced subscription rates are only available to CIMA members (ACMA and FCMA), those rates being granted on a case-by-case basis in accordance with Members' Regulations R1.8 and R 1.9, as voted by the Council. CIMA is a body entirely governed by its Council, exclusively composed of CIMA members.

**Q: Do I get a membership card?**

**A:** We do not issue membership cards. Your CIMA contact ID is the reference number you will need to quote when asked for proof of student membership. When sitting exams you need to supply your CIMA Contact ID and a piece of photographic ID (together with your Admission Advice when sitting Professional level exams).

As a CIMA student, you are eligible for the National Union of Students card. Please visit NUS website for further information regarding the application process.

**Q: I have just completed the Certificate/Operational/Management/Strategic level/T4, do I get a certificate?**

**A:** A Certificate is issued within 6 weeks of completing your exams for the following:

- Certificate in Business Accounting (CBA certificate)
- Operational level (Diploma in Management Accounting)
- Management level + Operational level (Advanced Diploma in Management Accounting)
- T4 part A **and** part B (full membership certificate)

No certificate will be awarded upon completion of the Strategic level.

Please visit our [Intermediate awards information page](#) for further details on the Diploma and Advanced Diploma in Management Accounting.

**Q: I have yet to receive my certificate, who should I contact to get a replacement?**

**A:** Students have six months from the issuing date to notify CIMA of a non-receipt of Certificate. Past this deadline, a £22 fee will be charged for any duplicate. You need to email in to [CIMA Contact](#) or call +44 (0)20 8849 2251 for any query or request for a duplicate certificate.

If you are located overseas please allow a minimum of four weeks from the issuing date for shipping to your country of residence.

**Q: I'm studying CIMA, am I qualified to do auditing?**

**A:** No. The CIMA qualification alone will not provide you with the required knowledge and skills to perform external auditing tasks. If you wish to do external auditing, you will need to undertake an appropriate qualification or course.

**Q: What implications will the new 2010 syllabus have on my past exemptions/exam passes?**

**A:** The new syllabus will have no bearing on your exemptions or passes. Exemptions awarded under previous syllabi and exams passed under the old syllabus will still stand under the new syllabus for equivalent papers.

Please visit the [2010 syllabus](#) page for more information about transition arrangements.

**Q: Do I get a certificate for my exemptions?**

**A:** We do not issue exemption certificates. An email will be sent out to you to confirm the exemptions you have been awarded and you can view your exemptions online via your [My CIMA](#) account.

Please note that if you are fully exempted from a given level of the qualification (Certificate in Business Accounting or Managerial), you will not be entitled to the certificate normally awarded upon completion of this level. You will need to waive at least one exemption at the level you are seeking a certificate for, then sit and pass the exam. The Certificate will be awarded upon completion.

As per CIMA [policy](#), if you choose to waive an exemption, and then sit the exam and fail, you cannot reclaim the exemption for this paper.

**Q: Can I study for 2010 exams using 2009 books?**

**A:** We always recommend that students use the most up-to-date study material. A syllabus update is a major change and the 2010 study material is available for purchase from the CIMA Publishing website ([www.cimapublishing.com](http://www.cimapublishing.com)).

**Q: Can I put the letters CIMA after my name while I'm studying?**

**A:** No you cannot. The letters CIMA are used to designate the Chartered Institute of Management Accountants, and only the Institute. You will also recall the declaration you signed in this regard when you applied for registration. Using letters after your name may suggest that you are qualified, even though you would not be using official CIMA designatory letters. It would be misleading to the public, and would be considered a breach of CIMA's code of ethics; therefore this may lead to disciplinary.

You will be able to use the letters ACMA or FCMA upon qualifying.

**Q: Why can't I get my script back when I apply for a script/administrative review?**

**A:** Your script becomes CIMA property once you hand it over to the invigilator.

**Q: I did not register with CIMA for my T4 on PC re-sit options and I have been booked in for the paper exam. My tuition provider says they have a place for me for a PC resit. What shall I do?**

**A:** You need to contact CIMA Contact by email in order to amend your entry. Our exams department can amend your entry to a PC re-sit; however an amendment fee may apply. Please note that you will be charged for the difference in fees. For further information regarding amendments please see CIMA's instructions for exam entry document, which can be found via the following link: [www.cimaglobal.com/exams](http://www.cimaglobal.com/exams).

**Q: I failed T4 on PC and advised CIMA I would re-sit on computer. Now I've changed my mind and want to resit on paper. Can I amend my entry and what's the deadline for it?**

**A:** No you cannot at this point in time. Paper-based exam entry is already closed at the time T4 on PC exam results are released, and we no longer accept late entries. You will need to re-sit on PC.

**Q: I want to start studying another professional qualification. What exemptions do I get with my CIMA exams/membership?**

**A:** Each professional body has discretionary power to award exemptions from their qualifying exams. You will need to contact the body you would like to join and enquire directly about the exemptions the CIMA qualification entitles you to.

## **Members**

### **h) CPD**

**Q: What is required for CPD compliance?**

**A:** Compliance with CIMA's professional development requirements is a condition of members' regulation 15 in the royal charter, byelaws and regulations.

Members are required to undertake the CIMA professional development cycle, and are required to keep CPD records for a minimum of three years on a rolling basis.

CPD compliance is based on trust and while CIMA offers support to members, members are responsible for assessing their development goals and needs, selecting the most appropriate activities, and designing their CPD programmes accordingly.

Further information about CPD compliance, tools and recording can be found on [www.cimaglobal.com/cpd](http://www.cimaglobal.com/cpd).

**Q: What happens if I do not submit my CPD record?**

**A:** Any member who fails to comply with the CPD requirements will be referred to a panel of CPD assessors who will determine what action to take. The panel may refer cases to the investigation committee when wilful and persistent non compliance is suspected.

**Q: If I am selected to submit my CPD record, how long do I have to?**

**A:** We send out the initial notification in October each year for Members in Business, and then reminders are sent out as the deadline for submission draws nearer. You have until the end of February to submit your CPD record. The exact deadline is always confirmed in the initial monitoring email. Selected Members in Practice have until the end of May to submit their records.

In exceptional circumstances, members who have not complied with the CPD requirements can apply for additional time to comply. Requests for an extension should be sent to [cpd.monitoring@cimaglobal.com](mailto:cpd.monitoring@cimaglobal.com).

**Q: Can I submit my CPD for checking?**

**A:** No you cannot. Our CPD monitoring team is unable to process CPD records from members not selected for monitoring, and will not provide any feedback as to the relevance of your record. Please visit the [CIMA CPD centre](#) for further guidance regarding professional development.

**Q: I can't locate the CPD planner, what do I do?**

**A:** The CPD Planner requires members to be logged in to their [My CIMA account](#). Select "Member only CPD resources" and then "CPD Planner" on the right-hand side of your screen.

**i) Members in Practice**

**Q: How do I apply to become a Member in Practice?**

**A:** To become a MiP you need to apply online. Log in to your [My CIMA account](#) and select "Become a member in practice" under "Members in Practice". If you do not have an online account you will need to create one, select "Create an online account" on the My CIMA sign-in page.

Please visit [members in practice general information](#) for guidance and requirements for registering as a member in practice.

You should also visit [our code of ethics](#) - Part B of the new code applies exclusively to members in practice, but all parts apply generally.

**Q: Why do I need to become a member in practice?**

**A:** Members working in practice are required to register with CIMA. Council regulation 7 indicates the types of services that members must provide in order to register as MiPs with CIMA. Essentially, if you, as a member, are providing 'accounting services' as defined in council regulation 7.1.1 in either a fulltime or part time capacity, you are required to register. You can read council regulations in the [charter and bylaws](#).

**Q: How do I register as a member in practice and what are the requirements?**

**A:** You need to register online. Log in to [My CIMA](#), then select “Become a member in practice” under “Members in practice information”.

To register online please make sure you have a current e-mail address available, which will be used to send confirmation of your registration. You will need to log onto MY CIMA and ensure your practice details and personal details are correct.

Registration as a member in practice will remain an **annual** process. Please also ensure the appropriate fees (currently £118) are also included as part of your online registration process - further details about methods of payment are detailed in the last stage of your online registration. Please note that you will not be fully registered as a member in practice until payment is received.

Council regulation 7 states that ALL members in practice must adhere to the mandatory requirements that were previously necessary for practising certificate holders only. This is in order to promote best practice for all our members in practice and ensure they can provide an even more comprehensive service to their clients. It also aims to raise the profile of CIMA’s members in practice within industry and the regulatory services, and controls the reputation risk of members failing to observe best practice.

**What are the requirements?**

In order to register as a member in practice, you must adhere to the mandatory requirements under council regulation 7.5.1. These are:

- to hold an appropriate level of professional indemnity insurance (PII)
- to provide written terms of engagement of clients
- to ensure continuity of the work of their practice in the event of illness, disability, or death
- to undertake continuing professional development in accordance with the CIMA requirements
- to make provision for internal complaints handling procedures.

UK members in practice are also required to pay the members in practice subscription fee on an annual basis.

All members wishing to set up in practice and non-Practising Certificate holders are required to complete an online assessment exercise prior to registering as a CIMA Member in Practice. Applying for a practising certificate is now part of the standard MiP registration process and will require you to upload a CV as well as complete the Anti Money Laundering questionnaire and supply contact details for two referees.

Further guidance is available within the [Member's handbook](#) including a step-by-step guidance to registering as a MiP in the form of a short video.

**Q: Where can I get PII from?**

**A:** Please note that you are free to choose an insurance provider of your own choice. There are a number of brokers that operate suitable schemes for CIMA members in practice; these brokers are aware of the kind of work that you might undertake, and fix cover and premium rates accordingly.

You may, however, wish to consider getting a quote for the professional indemnity insurance scheme as part of your [Member Professional Benefits](#). This page requires to be logged in to [My CIMA](#).

**Q: How long does it take for a member in practice / Practising certificate application to be approved?**

**A:** As long as you comply with all mandatory requirements, you become a member in practice the moment you complete the online registration process. Our Professional Standards department will contact you if requirements are missing.

Please allow three to four weeks for your Practising Certificate application to be processed.

**Q: I'm unable to find someone to cover for me in my role as a MiP, what do I do?**

**A:** Continuity arrangements are a mandatory requirement. If you need to register as a member in practice, you must find someone to carry out your work in the event of illness, disability, or death. Please be aware that they need not be a CIMA member: all you have to ensure is that they are competent to do the job.

If you are struggling to find a competent accountant, you can search our [list of practising accountants](#) (all of them being CIMA members in practice). You can also contact our [Members in Practice Management Group](#) for advice, or discuss the issue on [CIMASphere](#).

**j) Miscellaneous**

**Q: How am I able to re-join CIMA if I'm lapsed/resigned?**

**A:** You can re-register if you resigned or if your account lapsed. To re-register online, log in to [My CIMA](#) and select "Application for re-admission to CIMA" under My Details. Typically you will be charged a re-registration fee, the subscription fee for the year you rejoin and any fees outstanding at the time your account lapsed. You can find a list of CIMA fees on [this page](#).

If your account lapsed or if you resigned over 5 years ago, you will need to re-apply for membership. Please contact [CIMA Contact](#) should you wish to re-register and we will send you the forms you need to complete and return by post.

If you have to re-apply for membership please note that we do not accept scanned or electronic applications.

**Q: Why do I have to pay old subscription fees, when I re-join CIMA?**

**A:** Your account lapsed due to non-payment of your fees, as a result those fees are still due. To re-register you need to clear your balance as well as pay a re-registration fee and the subscription fee for the year you re-join.

**Q: What do I get for my subscription fee?**

**A:** Your subscription fee allows your account to remain active. If your account is inactive, you are no longer a Chartered Management Accountant and your qualification is no longer valid. You cannot use the letters after your name or refer to yourself as "qualified". You will lose all the benefits of the CIMA qualification if your account lapses due to non-payment of your CIMA fees.

As an active member you can access online resources such as articles and CPD resources (Business Source Corporate database, NetLibrary, infocasts, webcasts, Harvard ManageMentor). Active members are entitled to a monthly copy of the Financial Management magazine.

Above all, your annual subscription helps support research and development; this ensures that your qualification remains the most relevant international accountancy qualification for business.

**Q: What is the requirement for me to become an FCMA?**

**A:** You must be able to demonstrate a minimum of three years' experience at a senior and strategic level.

- **Senior** - in some extremely large organisations, apparent seniority of a post does not necessarily imply the same level of involvement in decision-making as might be acquired, for example, in a smaller commercial organisation.
- **Strategic** - for the purposes of an FCMA application 'strategic/strategy' means contributing to original strategic decisions that are adopted by the organisation and which affect its future direction and success. Strategic experience is **not** the implementation or updating of processes that result from strategic decision-making by others or long service in a management accounting role.

Your application should therefore include the experience you have gained whilst participating in the formulation or control of strategic management and financial plans.

For further information regarding requirements and the fellowship application process, please visit [Become a fellow](#) page on the CIMA website.

**Q: Can I use my CIMA membership to gain further qualifications?**

**A:** Yes. CIMA, CPA Australia and CMA Canada have signed mutual recognition agreements, allowing fully qualified CIMA members to apply for full membership of CPA and CMA. Likewise, fully qualified CMA and CPA members can apply to become CIMA members. More information is available online on the [Global Alliances](#) page.

**Q: How do I get hold of an invoice to claim back on prior subscription fees?**

**A:** If you would like confirmation of past payments you can print out a financial statement by logging onto your [My CIMA account](#) and selecting the option "My Financials". CIMA does not issue receipts. This statement will show transactions for the past twelve months.

You can also print a more detailed record of your payment by selecting "My fee history" then clicking on the order number for the transaction you would like to print a receipt for. Transactions listed under 'My fee history' go back to 2003.

The financial statement available from My CIMA has been verified by the Inland Revenue as being suitable for claiming purposes.

**Q: What support is CIMA offering during this economic crisis?**

**A:** CIMA is committed to supporting students and members through this difficult time. Our [Leading in the downturn](#) page on the website will provide you with technical help and guidance in terms of managing your business and career.

The "Leading in a downturn" newsletter contains details of just some of the CIMA resources available to you, as well as a selection of recent news stories.

**Q: I wish to re-register but do not want to pay my old subscription, what can be done?**

**A:** If you resigned your account, you do not need to pay your old subscriptions. If you lapsed, old subscription fees are due if they are the reason your account lapsed, and you will need to settle your balance.

**Q: I've retired is there a special rate for me to pay?**

**A:** If you have been a member for 20 years and are retired, then you can apply for remission under members' regulations R 1.8 . This remission is permanent so there is no need to contact us every year.

In order to apply for remission, please write to us, either by letter or email at [remissions@cimaglobal.com](mailto:remissions@cimaglobal.com) , telling us of your circumstances.

If you are granted remission under R 1.8 then you can either:

- Choose to pay a reduced subscription fee (currently £51 in 2013). You will still receive 'Financial Management' as well as our annual report and accounts, and all the other information we send out. You will also keep your rights as a member.
- Choose to pay no subscription fee. You will still be able to use the letters FCMA or ACMA after your name, and vote at our Annual General Meeting. You will only receive the annual report and accounts, and the annual returns form, which includes a proxy voting slip.

If you do not qualify under these guidelines, you may qualify for a temporary reduced subscription fee. To find out more, please refer to our [reduced subscription](#) guidelines.

**Q: I have been asked to supply my membership number, can you help?**

**A:** Your membership number is actually your Contact ID. If you cannot remember your contact ID, you can email in to [CIMA Contact](#) or call us on +44208 849 2251 with your full name, date of birth and the address we hold on record. We will respond with your contact ID within 72 hours via email or instantly over the phone.

**Q: Why is the list of members not accessible to the public?**

**A:** At the moment the list of members is only available to CIMA members. We would need to specifically ask our members for permission to publish their name on a public list of members. This is a lengthy process, and involves a consultation period, as publishing sensitive data falls under Data Protection regulations. We will look into facilitating this in the future, but are currently unable to offer a timeframe.

**Q: Within the list of members, what does case-sensitive mean?**

**A:** You must type each word with capital letters in the correct place(s). For example, names and towns should start with a capital letter (Hall, London, or Van den Arend, New York).

**Q: I have been given an ID number for the member I am looking for, but the system cannot find them. What should I do?**

**A:** There are two fields for entering ID/reference numbers. If the number is a new CIMA Contact ID (usually starting with 1-), you should enter it in the **Contact ID** field. Please note that your contact ID is case sensitive and must be entered in upper case. If it is the old style of CIMA reference number (usually 7 digits long), you should enter it in the **Old reference no.** field.

**Q: I am trying to search for members in London, but the system keeps crashing. Is there a problem?**

**A:** You need to be as specific as possible with your search. We have a large number of members in certain locations, so please combine London with another detail, such as a last name.

**Q: I am a member, why can't I view my exam results online?**

**A:** Your exam results were archived when you became an ACMA, in order to protect your data. CIMA can issue a full transcript for you free of charge, contact [CIMA Contact](#) by email or call +44208 849 2251 to request one. You may need to allow a few weeks for the transcript to be put together since we do not have direct access to your exam results.

## **Other (general)**

### **k) My personal profile**

#### **Q: What is a Contact ID?**

**A:** Your contact ID is your unique CIMA reference number. We give you a Contact ID when you register as a CIMA student or create a web account, and you can use it in conjunction with a password to access your [My CIMA](#) area and our discussion forums. You will find your Contact ID on all correspondence we send you. *If you registered prior to 2003, the Contact ID has now replaced your old reference number.*

#### **Q: Do I need to be a CIMA member or student to register with the CIMA website?**

**A:** No. Registration is open to everyone. CIMA tutors, advocates, assessors, accounting lectures, registered employers and other key stakeholders can also register to receive access to additional resources. If you want to book an event or training course through the website you will also need to create an online account.

#### **Q: The system does not recognise my Contact ID. What am I doing wrong?**

**A:** Your Contact ID is case sensitive – all letters should be typed as capitals, so n is not the same as N. You should also make sure you are not confusing any of the following characters: I/1; O/0; Z/2; S/5; B/8; L/1.

#### **Q: Why am I being asked to log in twice?**

**A:** If you are logged in to your [My CIMA](#) area and you want to edit any of your contact, exam or financial details, you will be asked to log in again. This is an additional security measure, and you need to enter your usual details (Contact ID and password).

#### **Q: I can't access my online account, as it is not recognising my password, what do I do?**

**A:** Please use the "Forgotten your password or contact ID" link on the [sign-in page](#), and then supply your contact ID and date of birth. The system will then ask you to give the answer to your security question. Once you have correctly answered, a temporary password will be emailed to the email address we hold on record.

#### **Q: I have forgotten my password. How do I get a new one?**

**A:** Visit the login page and click on the "Forgotten your contact ID or password?" link. Once you have answered your security question, we will email a temporary password to your registered email address, it is important therefore to make sure that you keep your email address up to date.

#### **Q: I've forgotten my password, but the reminder service isn't working, what do I do?**

**A:** Please email in to [CIMA Contact](#) or call us on +44 (0)20 8849 2251 with your contact ID, full name and date of birth or address. We will reset your password to a temporary one which can be changed once you are logged in to My CIMA.

#### **Q: I am an existing CIMA student/member, but the system will not let me create a web account. How do I access My CIMA?**

**A:** You may already have a password to access our online services. You can use our forgotten password service. Your Contact ID number can be found on all recent correspondence you

have received from CIMA including your subscription notice. You need a valid email address to create your account; this address needs to be held on record.

Please note that you need to enter your personal details as we hold them on record. If account creation fails please contact [CIMA Contact](#) to check your details.

**Q: What is a security question, and why do I have to set one up?**

**A:** This is an extra security measure, which we will ask you if you ever forget your password. It will prevent other users from logging in under your name, and therefore keeps your details more secure. For this reason, it should be something you can remember, but not easily identifiable to others. For example:

- Name of first school?
- Mother's maiden name?
- Favourite pet's name?

**Q: The answer to my security question is being declined. What am I doing wrong?**

**A:** Please make sure that you are entering the answer in exactly the same way as you set it up. This field is case sensitive (i.e. you need to use capitals or lowercase letters where appropriate).

**Q: I cannot remember my password or the answer to my security question. What do I do?**

**A:** You will need to contact CIMA either by phone on +44 (0)20 8849 2251 or by email to [cima.contact@cimaglobal.com](mailto:cima.contact@cimaglobal.com). Please provide your full name, Contact ID and date of birth. We will then reset your password for you.

**Q: I want to change my password. What is the required format of my new password, and what is CIMA's password policy?**

**A:** Your password should be a minimum of 6 characters, and can be any combination of letters and numbers. Please note that the password is case sensitive.

**Q: How long is a temporary password valid for?**

**A:** The temporary password you are given when you have forgotten your password will remain valid until you change it. However, we strongly recommend that you change it as soon as possible, as you need a password you can remember easily!

**Q: I have just created a My CIMA account, and logged in, but all I can see is a "Restricted Access" message. Why can't I see any of the services you offer?**

**A:** We only allow restricted [My CIMA](#) access for lapsed, resigned or disciplined students, members and timed-off 'exams completed' students. If you would like to [re-register](#), you may do so by paying any outstanding balance online using a credit or debit card. If you think your status is incorrect, please contact [CIMA Contact](#) or your local office.

**Q: How do I log out?**

**A:** Click on the **Logout** button on top of your screen. This will take you back to the CIMAGlobal home page.

**Q: My employment details are wrong (e.g. I have changed employers). How do I change them?**

**A:** You will need to click on the link 'My details' and then select 'My personal and employment details' and amend as required.

**Q: My name has changed due to marriage/divorce, or I need to amend my date of birth. How do I go about changing this?**

**A:** You need to supply a copy of the official documentation supporting your change of name or date of birth, such as a marriage certificate, divorce certificate or deed poll, or passport/birth certificate (for your date of birth). You can send this document by fax or email, together with a covering note quoting your name and Contact ID:

Fax: +44 (0)20 8849 2479

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

**Q: Can I delete my old address?**

**A:** No, you cannot. We keep a record of previous addresses for audit purposes.

**Q: I am receiving information about CIMA products or third parties that I do not wish to receive. Can I cancel these?**

**A:** Yes, you can, click on the link to 'My communication preferences' and select/de-select the relevant options.

**Q: I have recently moved. How can I change my contact details?**

**A:** You can change your contact details online. Log in to your [My CIMA account](#) and select "My personal and employment details" under "My Details".

If you are unable to access your account, or are encountering difficulties updating your details online, you can send an email to [CIMA Contact](#) or call us on +44208 849 2251, and we will amend your details for you.

**Q: I've updated my address online but have not received any post, why?**

**A:** It may be that an error occurred when updating your contact details, or that the new address was not selected as the main address. It is also possible that mail sent to your new address was returned to CIMA. In this case we will stop sending mail to this address and will wait for you to confirm your address details.

You need to contact [CIMA Contact](#) by email or phone to +44 (0)20 8849 2251 to solve the issue.

## **I) Making a payment/Financial queries**

**Q: Can I spread my subscription in installments?**

**A:** We do not offer this service. However you can organise your own installments by paying online a fraction of your dues at your convenience. Simply log in to your [My CIMA account](#) and select "Settle my account" under 'My financials'.

Please ensure that your subscription fee is fully paid up by March 31st each year, otherwise your account will lapse.

**Q: What do I do if I set up my direct debit details incorrectly?**

**A:** You will need to call or email [CIMA Contact](#) with the correct details, as you cannot change these online.

**Q: How do I request a refund from my account?**

**A:** You need to send a request via email to [refunds@cimaglobal.com](mailto:refunds@cimaglobal.com) . Please include your Contact ID and state by which method you paid us. CIMA policy is to refund in the same manner in which the payment was received.

**Q: I live outside the UK and Ireland can I set up a direct debit?**

**A:** If you have a bank account in the UK or Republic of Ireland, you can use this for direct debit payments, irrespective of where you live. Otherwise you can make your payments quickly and easily online at any time. You can find a list of [Direct Debit collection dates](#) on the website.

**Q: I have just set up a direct debit. When will you take money from my account?**

**A:** We process direct debits in the first week of every month. Any outstanding fees will be taken on the next available payment date. Please note that direct debit instructions take approximately 10-14 days to set up. You can find a list of [Direct Debit collection dates](#) on the website.

**Q: I have a direct debit set up but have also paid online/sent you a cheque. Will this payment also be taken by direct debit?**

**A:** No, only outstanding payments are picked up by our monthly direct debit run. However, depending on when the payments are received it is possible for these to be processed as well. This will mean that you will need to contact CIMA to request a refund.

**Q: I have just made a payment. Why is it not showing on my statement?**

**A:** Payments can take up to 24 hours to be reflected in your statement and outstanding balance. In the meantime, you will receive an email confirming the online payment you made.

**Q: Can I save my credit card details for future payments?**

**A:** Yes, you can. These will be stored in our secure environment, and will be available for you to select next time you make a payment. If any of the details change, you can update them at any time. To set up or edit your card details, click on the link to "My credit and debit cards".

Please note that storing card details in our system does not allow CIMA to collect payment from this card. CIMA staff does not have access to information securely stored and encrypted. Please make sure that you complete the payment process, or that you have a Direct Debit set up if you wish to make a payment. CIMA does not have standing orders on credit or debit cards.

**Q: Can I delete my credit card profile(s)?**

**A:** Yes, you can. You can manage your card details at any time by clicking on the link to "My credit and debit cards".

**Q: How long should I expect to wait for my payment to be processed?**

**A:** You may have to wait several seconds while your payment is validated.

**Q: How do I pay my annual subscription?**

**A:** If you already have a direct debit set up, we will automatically use this to process your payment in the first week of January. Alternatively, you can set up a direct debit online now (if you hold a UK or Republic of Ireland bank account), or pay your subscription online by credit/debit card. You can send us a cheque/bankers draft, but please be aware that this will take longer to process.

**Q: I have to pay my fees and I live overseas. Should I send my payment to my local division or to CIMA UK? Is it OK if I send the payment to the local office on the last day before the deadline?**

**A:** You can send your payment to your local division. It will be forwarded on to the head office. However if you are close to a deadline, you need to send your payment directly to the head office. CIMA will always consider the date your payment is received and processed by the head office in London, UK, NOT your local office or division.

**Q: Can a colleague or family member contact CIMA to amend details or query my financial account on my behalf?**

**A:** As a rule they cannot. We comply with Data Protection regulations and cannot disclose personal or financial information to a third party.

If you wish for a third party to be able to query your account you need to give them formal authorisation to do so, and send this in writing to [CIMA](#). The authorised person needs to be clearly named and identified in the consent form or letter.

Please ensure that your name and Contact ID are quoted in any correspondence.

**Q: Do you accept BACS/TT payments?**

**A:** We don't accept bank transfers and cannot disclose CIMA's bank account details. We accept cheques, drafts, payments by credit or debit card.

**Q: Can I pay with a Maestro Lazer card or Diners Club card?**

**A:** We do not accept payment by Maestro Lazer or Diners Club. We do accept payment via the following methods: Visa, MasterCard, or American Express.

**Q: Do you accept cash payments?**

**A:** We do accept cash payments when made in person at reception in the Head Office only (26 Chapter Street, London SW1P 4NP).

**Q: What is my billing address?**

**A:** This needs to be the address of the credit card holder. It is the address the credit/debit card statement is sent to.

**Q: I was expecting a subscription renewal notice like last year, but have not yet received one. What should I do?**

**A:** We send out subscription notices in October each year. If you already have a direct debit set up you will receive a letter confirming this arrangement. If you have not received your notice by December, please contact [CIMA Contact](#) or your local office. We also send regular email notification for outstanding subscription fees. To ensure you receive these, please make sure your email address is valid.

**Q: I have paid online and would like a receipt for my annual subscription. Is this possible?**

**A:** As long as you have an email address set up, you will automatically receive confirmation of any online payment.

If you would like a detailed confirmation of payment you can print out a financial statement by logging onto your My CIMA account and selecting the option "My Financials". CIMA do not issue receipts.

The financial statement available from My CIMA has been verified by the Inland Revenue as being suitable for claiming purposes.

**Q: I employ a number of CIMA members/students. Can I pay for all their subscriptions together?**

**A:** It is not possible to complete a group transaction online. Please contact [CIMA Contact](#) to arrange payment individually. Alternatively, you can send a draft/cheque for the full amount, together with a spreadsheet listing all relevant names and contact IDs so we can allocate the funds.

**Q: I have a credit on my account, can this be used to pay for my subscription?**

**A:** Yes, any credit will automatically be allocated to your subscription. Please click on the link to "My statement" to see your account balance.

**Q: When is the latest date for payment of my subscription fee?**

**A:** Your payment is due on the 1st January. The latest date for payment is the 31<sup>st</sup> March; if payment is not received by this date then you are at risk of being lapsed. If your account is lapsed, you will need to pay a re-registration fee to reactivate your CIMA account. We rely on prompt payment to provide all our services to members and students.

**Q: Is it possible for my friend/colleague/relative to pay my subscription on my behalf?**

**A:** Yes. When paying online, please ensure that you enter the credit card holder's address so payment can be processed. If payment is made over the phone please ensure that the person calling knows the name, contact ID of the student/member as well as the exact amount they wish to pay.

**Q: I would like to contribute to the Benevolent Fund. How do I do this?**

**A:** You can make a donation online by clicking on the "Make a donation now" link in the "My Financials" section.

**Q: I only paid my fees in August, why do I have to pay it again five months later?**

**A:** The annual subscription fee is annual, not twelve-monthly, and always pertains to a specific calendar year. It runs from January 1<sup>st</sup> to December 31<sup>st</sup>, therefore even if you register or re-register halfway through the year, your annual subscription will be due again on January 1<sup>st</sup> the next year.

#### **m) Miscellaneous**

**Q: I am connecting via a modem and it's taking a long time to log in. How long should I expect to wait?**

**A:** The first time you visit [My CIMA](#), it will take approximately 30-45 seconds for the homepage to load. It will then take around 10-15 seconds to log in or create your web account. This is based on a standard 56K modem connection; if you use broadband, performance will improve significantly. If you do experience internet connection problems, you will need to contact your Internet Service Provider.

**Q: How do I contact CIMA?**

**A:** Our call centre, CIMA Contact, is open from 09.00 am to 17.00 pm GMT Monday to Friday.

Tel: +44 (0)20 8849 2251

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

To contact us by post, the address is:

CIMA

26 Chapter Street

London

SW1P 4NP

UK

If you live in Australia, Malaysia, China, India, Hong Kong, the Republic of Ireland, Singapore, Sri Lanka or Southern Africa, please contact your [local office](#).

**Q: How do I become an exam marker?**

**A:** To become an exam marker you need to apply. Please visit [this page](#) for more information.

Q: How do I apply to become an exam supervisor?

A: Anyone can become an exam invigilator or supervisor. You need to apply in writing by email or post, and include an up to date CV.

Email: [exam.events@cimaglobal.com](mailto:exam.events@cimaglobal.com)

Postal address:

Exam Events,  
CIMA,  
26 Chapter Street,  
London SW1P 4NP,  
UK

All applications will be acknowledged.

**Q: What's the process for placing a job advert?**

A: To advertise a job on [CIMA My Jobs](#) please contact our team at [advertising@cimaglobal.com](mailto:advertising@cimaglobal.com) or call +44 (0)20 8849 2408.

**Q: How do I go about making a complaint regarding a member of CIMA?**

A: You will need to contact our Professional Conduct department. All complaints need to be made in writing. Please visit [this page](#) for further information.

**Q: How do I check if someone is a CIMA Member/Student?**

A: The list of CIMA students and members is not available to the public, in compliance with Data Protection regulations. To check if someone is a student or a member, you need to contact CIMA by email or phone, and supply a minimum of three of the below pieces of information:

- Full name
- Date of birth
- Address
- Contact ID or registration number

We can only confirm or infirm information given to you by the candidate/applicant, and will not disclose or volunteer information.

If you send your request by email please send it to [qualification.checks@cimaglobal.com](mailto:qualification.checks@cimaglobal.com).

**Q: I wish to resign, what do I need to do?**

**A:** If you wish to resign, please send a formal request in writing, by email or post, quoting your name and contact ID. We would also be grateful if you could specify the reasons for your resignation.

Please note that all resignation requests must be received by the 31st March to avoid being liable for the year's subscription. Our subscription year runs from 1st January to 31st December.

Email: [resignations@cimaglobal.com](mailto:resignations@cimaglobal.com)

Post:

CIMA,  
26 Chapter Street,  
London SW1P 4NP,  
UK

**Q: I need a letter of good standing, what do I do?**

**A:** You are entitled to a letter of good standing if you have been an active CIMA member or student for over 6 months and have passed at least one exam. You can request one by contacting [CIMA Contact](#) by email or phone on +44 (0)20 8849 2251.

Please note that you are not eligible if your account is lapsed, resigned or timed off.

**Q: How do I go about getting a transcript?**

**A:** You can contact [CIMA Contact](#) by email or phone on +44 (0)20 8849 2251 to request a transcript. Transcripts are issued free of charge for active CIMA students and members.

**Q: My account is lapsed or resigned and I need a transcript/duplicate certificate. How do I go about getting one?**

**A:** You can contact [CIMA Contact](#) by email or phone on +44 (0)20 8849 2251 to request a transcript or duplicate certificate. A GBP £22 charge will apply. You can call us on +44 (0)20 8849 2251 and pay over the phone using a credit/debit card, or send a payment in the post. We accept:

- A money order, UK postal order or a sterling cheque drawn on a UK bank, crossed and made payable to CIMA
- Sterling bank draft drawn on a UK bank
- Visa, Mastercard and Amex cards

If you are sending payment to us, please fill in and return a [Remittance advice form](#) with your payment.

Once your payment is credited to your account please contact us and a transcript will be issued for you.

Please note that if you sat your exams prior to 2000, you are not entitled to a Certificate in Business Accounting or Advanced Diploma in Management Accounting certificate.

**Q: I haven't received my FM magazine how do I get a replacement?**

**A:** If you haven't received your magazine, please email in to [CIMA Contact](#), confirming your address details, or call us on +44 (0)20 8849 2251. We will confirm our records are up to date and send a replacement copy in the post.

Please be aware that all students and members are required to keep an accurate record of their contact details at all times, as per [Members' Regulations 10 and 11](#).

You can read past and current issues of the magazine online, via your [My CIMA](#) account.

**Q: Can I ask my local division for a transcript/letter of good standing?**

**A:** No you cannot. All official CIMA documents, such as transcripts, letters of good standing or duplicate certificates are issued by the head office in London.

**Q: I have a work-related / CPD question and I need assistance. Can you help?**

**A:** For any work-related or technical question, please post your query on [CIMASphere](#) under "Community Answers" or the relevant discussion board if your query is very specific. [CIMASphere](#) is moderated and monitored by CIMA staff.

For any CPD query, please contact [cpd@cimaglobal.com](mailto:cpd@cimaglobal.com) . You can also discuss the issue via the CPD discussion board on [CIMASphere](#).

**Q: I'm trying to locate an old colleague, can you help?**

**A:** If you provide enough information for us to locate their account, we can contact this old colleague on your behalf, advising them you have been trying to contact them. It will then be down to them to get in touch with you. Due to Data Protection, we cannot disclose their details directly to you.

Ideally we would require their full name, address, date of birth or CIMA Contact ID to help us locate them for you.

**Q: Can I provide accounting services for a charity?**

**A:** Yes, you can - provided it is not also a company, and provided that you do not represent yourself as the auditor. The term 'examiner' is used.

If the charity's rules state that an audit is required, it must be done by an auditor.

You do not need to register as a member in practice if you are not paid to do this. However, you should understand that there are still risks related to acting as examiner, for which you could be held liable.

Please note that only CIMA members (ACMA or FCMA) can register as a member in practice. For further information please use the [Members' Handbook](#)