



Institute of Management Services

Achieving excellence through people and productivity



Membership and Examination Regulations

IMS Certificate
Education Providers Edition
November 2018

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1. INSTITUTE OF MANAGEMENT SERVICES

The Institute was formed in 1941 and is the principal body in the UK concerned with the promotion, practice and development of the range of methodologies and techniques for the improvement of productivity and quality, known collectively as 'Management Services'. This embraces the disciplines of industrial engineering, work study, organisation and methods, systems analysis, and a wide range of management information and control techniques as illustrated in our body of knowledge. Though specific tools and techniques become fashionable and topical, the Institute is primarily concerned with establishing the need for a structured and disciplined approach to productivity measurement, analysis and improvement.

The Institute is the qualifying body for the Management Services profession in the UK and worldwide. It acts as the 'guardian' of the body of knowledge relating to productivity improvement and as a forum for information exchange. Our members work under a variety of job titles across the whole of the UK economy and the wider world. Membership, and the associated professional development it brings, helps them make a more effective contribution to the performance and well-being of their own organisation and to the nation's economy as a whole.

In addition to creating and upholding professional standards for the practice of management services through the adoption of a code of ethics and the provision of a system of qualifying examinations, the Institute of Management Services collaborates with national and international professional bodies in similar fields.

The Institute's mission is:

to promote to key stakeholders in UK government and commerce:

- an understanding of the concept of productivity and its improvement.
- the importance of structured approaches to productivity analysis, measurement and enhancement.
- to identify good practice and professional standards in productivity improvement by Individuals or organisations.
- to create and deliver education, training, advisory and support services aimed at helping individuals and organisations to establish and maintain that good practice and those professional standards.

2. ACTIVITIES

Information dissemination

We have an informative website which provides members with resources on productivity, latest news topics, book reviews and details of our Approved Education Providers and membership benefits.

The Institute publishes a quarterly Journal *Management Services*, which is sent free to all UK members. It carries a host of news stories and features, enabling readers to keep abreast of developments in the profession. The Management Services Journal is also available on-line for all members.

In addition to the Journal the Institute also keeps its members up to date with a bi-monthly newsletter which is sent electronically to all members and it is also available on our website to download.

Furthermore, the Institute operates an information service, publishes handbooks, sponsors research, and produces DVDs details of which can be found by visiting our website shop or by contacting head office.

Professional development

In addition to the professional development opportunities provided through access to the various information sources above, the Institute organises seminars and conferences on a range of productivity-related topics – and directs members to similar events globally.

Networking

The Institute has a regional structure covering the United Kingdom which offers technical meetings, work visits, social events and opportunities to meet and network with others in the profession. Details of these opportunities can be found on our website **ims-productivity.com**.

We also provide the opportunity to join an electronic network of productivity professionals ... and we provide a regular blog on productivity issues.

3. TYPES OF MEMBERSHIP

The Institute offers two types of membership

3.1 ANNUAL MEMBERSHIP

From July 2014, Annual Membership will be available on a rolling year basis. It will run for twelve months from the start of the month in which an Annual Membership is registered with the Institute.

It is then available as an Annual renewal.

Annual Membership must be current through the education process when undertaking any or all of:

- a) Registration for IMS Time Study Practical, or the full IMS Certificate course.
- b) Registration for one of the of exempt work measurement techniques in lieu of the Time Study Practical.
- c) Application for the IMS Certificate qualification at successful completion of the IMS Certificate course.

For Annual Membership subscription rates please visit our website www.ims-productivity.com or contact Head Office, or you're Education Provider.

Following the AGM, usually October each year, the Membership fee will be reviewed and implemented from the 1st November.

It is not mandatory that Annual Membership is renewed following completion of the desired education process. However Life Membership can be secured on completion of the IMS Certificate, see section 3.2.

3.2 LIFE MEMBERSHIP

Having completed and been awarded the IMS Certificate, Life Membership can be obtained for a one off payment.

For Life Membership subscription rates please visit our website www.ims-productivity.com or contact Head Office, or you're Education Provider. After the AGM in October each year, the fee is reviewed and implemented from the 1st November.

Life Membership can also be applied for on completion of the IMS Certificate course, at the point of application for award through your Education Provider, to include payment of the fee.

When Life Membership is applied and paid for at point of application for the IMS Certificate through your Education Provider, then application to upgrade from Affiliate to Associate grade can be included at no additional cost.

See section 4.2 for Associate grade.

3.3 REINSTATEMENT OF LAPSED MEMBERSHIP

If you have already been a member of the Institute and wish to reinstate your membership, you will need to:

Complete an IMS Membership Application form and reinstate as

- a) **Annual Membership** if you have not yet completed the education process and do not yet hold the Management Services Certificate.

or

- b) **Life Membership** and you will then be reinstated with your previous grade and membership number.

If you qualify for and wish to upgrade your membership you must complete the “Membership, Reinstatement and Upgrade Application Form”, you can then upgrade as follows: (Please supply supporting information as requested to upgrade your membership see section 4)

Life Membership Fee plus upgrade from Affiliate to Associate Grade (AMS) fee is £65.00 must hold IMS certificate as set out in section 4.2.

or

Life Membership Fee plus upgrade from Associate to Member Grade (MMS) fee is £65.00 must hold Associate grade and meet the criteria set in section 4.3.

Please note that you cannot reinstate as Fellow unless this was your previous grade.

3.4 DIRECT ENTRY

The Institute offers the possibility of a direct entry route to potential members already engaged in Management Services by exception only.

To join the Institute using this route, you must apply for the grade of either Associate (AMS) or Member (MMS) using the appropriate membership form and having referred to membership type and grade template on page 9. Also pay the appropriate Direct Entry Grade fee, plus Life Membership fee.

Direct Entry as Associate

You must meet the grade criteria (see section 4.2 Associate Grade) **and be supported by two referees of Fellow Grade, who must hold current IMS Life Membership.**

Fees payable are the current Life Membership Fee, plus Direct Entry Grade Fee to Associate Grade (AMS) which is £175.00.

Or if seeking upgrade to Member as well as Direct Entry

Life Membership Fee plus Direct Entry Grade Fee to Member Grade (MMS) which is £240.00, providing you meet the Member grade criteria.

Please note that you cannot apply for the grade of Fellow under the direct entry route.

If you would like further information on this route into membership please contact our head office. Telephone: 01543 266909 or email: admin@ims-productivity.com.

4. GRADES AND RULES OF MEMBERSHIP

Your qualifications, relevant work experience and achievements, together with any previous IMS Membership qualifications, will determine a suitable grade.

“Grades” have to be formally applied for, supplying the information required on the reverse of the IMS “Membership, Reinstatement and Upgrade” Application form. This form can be downloaded from our website www.ims-productivity.com or by contacting Head Office, or you’re Education Provider.

You cannot apply for a “Grade” or an “Upgrade” unless you have current IMS Life Membership, or are reinstating membership at the same time. Upgrades can only be awarded when you hold, or are committing to Life Membership.

4.1 AFFILIATE GRADE

This is the initial entry grade granted when applying to join the Institute. It is the grade included with Annual Membership and always applies when someone takes initial IMS membership to register for and commence the education process.

4.2 ASSOCIATE GRADE

(This is a Non- Corporate Grade - designatory letters AMS and a grade certificate will be issued.)

Associate can be awarded, on application, having both:

- completed the IMS Certificate programme and
- taken, or are now committing to Life Membership

Associate allows the IMS Certificate holding member, to then use the designatory letters “AMS” after their name, to recognise their professional standing. An Associate (AMS) is an Associate Member of the Institute of Management Services.

If Life Membership is taken at the point of award of the IMS Certificate qualification, the upgrade to Associate is automatic and there is no extra fee.

If Life membership and upgrade to Associate is taken at a later date there is a £65.00 upgrade fee applicable.

or

By exception under the Direct Entry route as Associate (see section 3.4 Direct Entry Route)

Have an equivalent qualification in “Management Services” which is acceptable to the Institute. You should complete the “Membership, Reinstatement and Upgrade Application Form and provide supporting information as requested and be supported by two referees of Fellow Grade, who must hold IMS Life Membership of the Institute and can confirm the required competence in Management Services.

The fee payable will be a minimum of the current Life Membership fee plus the £175.00 direct entry / upgrade fee to Associate grade.

4.3 MEMBER GRADE

(This is a Corporate Member Grade - designatory letters MMS and a grade certificate will be issued)

Those applying for Member grade must have all of the following:

- Hold Life Membership and already hold the grade of Associate (AMS)
- Formally apply with the upgrade fee and supporting information required
- Hold the Management Services Certificate, or Management Services Diploma
- Have three years relevant experience in Management Services, with at least two years following award of the Certificate.

Member grade allows use of the designatory letters MMS to denote professional standing – Member of the Institute of Management Services.

For above, the upgrade fee is £65.00, and you must already hold Life Membership.

Member (Dip) – MMS (Dip)

Additionally those Life Members holding both the Management Services Certificate and the Management Services Diploma can use the designatory letters MMS (Dip). A Membership Certificate will be issued for this grade on completion of the Management Services Diploma.

or

By exception only under direct entry as Member grade (see section 3.4 Direct Entry Route).

Have an equivalent qualification in “Management Services” which is acceptable to the Institute. To provide supporting information as requested and be supported by two referees of Fellow Grade who must hold IMS Life Membership of the Institute and can confirm the required competence in Management Services.

The fee payable will be a minimum of the current Life Membership fee plus the £240.00 direct entry and upgrade fee to Member grade.

4.4 FELLOW GRADE

(Corporate Member Grade - designatory letters FMS and a grade certificate will be issued)

Those applying for Fellow Grade must already have held Life Membership for current and continuous five years, at the grade of Member. You must formally apply, with the required information and the appropriate upgrade fee.

The following will require two referees of Fellow Grade who must hold IMS Life Membership. Only in exceptional circumstances will we accept references from Senior Managers. You may wish to contact IMS Head Office for guidance on referees.

Fellow grade requires:

- a) Age 30+
- Having both current Life Membership and holding both this and the grade of Member or Member (Dip) for no less than the preceding 5 years.
 - Currently holding and being able to demonstrate significant experience and responsibility in Management Services.

Or

- b) Age 35+
- Having current Life Membership
 - and either having held both this and a position of demonstrable influence and responsibility in Management Services
 - having a major responsibility for advising on areas, within the Institutes body of knowledge.

For a) and b) above, the upgrade fee is £90.00, and you must already hold Life Membership.

Or

- c) In truly exceptional circumstances, by invitation of the IMS Council.

The 'Fellow' Grade allows use of the designatory letters FMS to denote professional standing – Fellow of the Institute of Management Services.

5. CORPORATE GRADE MEMBERS AND AGM VOTING RIGHTS

All Corporate Grade Members which include MMS, MMS (Dip), and FMS are entitled to vote at Annual General Meetings.

6. APPLICATION FOR MEMBERSHIP

Application for membership should be made on the appropriate "Membership, Reinstatement and Upgrade Application Form". This is available on our website, Head Office or from your Approved Provider who will probably include Annual/Affiliate membership at commencement of your education programme.

Institute of Management Services
Brook House
24 Dam Street
Lichfield
Staffordshire
WS13 6AA

Tel: 01543 266909 Fax: 01543 257848
Email: admin@ims-productivity.com

Website: www.ims-productivity.com

Please note - those who have previously held membership may not need to make a fresh application (unless it is more than 10 years ago). Please contact the IMS office and quote your old membership number and the approximate year in which previous membership expired.

7. FOR CURRENT MEMBERSHIP AND UPGRADE FEES

Please see page 9 for our Membership Grades and Rules template or contact Head Office for further information or guidance.

Please note that students are not eligible for Life membership until they have obtained the IMS Certificate.

8. MULTIPLE APPLICATIONS FOR LIFE MEMBERSHIP ON COMPLETION OF THE IMS CERTIFICATE

If there are multiple applications for Life Membership – three or more from the same employer – in a twelve month period and if Life Membership is applied for through your Education Provider at the point of award (Certification) of the IMS Certificate, £70.00 can be moderated from each current Life Membership fee.

In this case upgrade to 'Associate' (AMS) would be included in this fee.

Similarly, if a group of three or more IMS Certificate holders from the same employer, whose memberships have expired, can apply to reinstate as Life Members at the same moderated Life Membership fee. However an upgrade from Affiliate to Associate will incur a £65.00 upgrade fee.

9. THE STUDENT OF THE YEAR AWARD

Each year the Institute awards the IMS Student of the Year Award to the student, completing the IMS Certificate programme that in the opinion of the Council of Management is the most deserving.



Membership Type and Grade Template

- Guide to requirements

- Fees to 1 November 2019

What would you like to apply for?	Membership fee required	Existing grade before application	Upgrade fees payable (additional to membership)	Must hold IMS Certificate	Career and experience evidence required?	FMS Referees required
Memberships						
Enrol Affiliate membership for education programme (5 years)	£225	Nil, start as Affiliate	No	No	No	No
Renew Affiliate Membership for 5 years	£75	Affiliate	No	No	No	No
Holding Affiliate +TSP upgrade to AMS/Life	£170	Affiliate	£65	TSP	Yes	No
Life Membership having qualified and previously held Affiliate membership	Life £335	Affiliate Minimum	No	Yes	No	No
Grade Upgrades						
Affiliate to Associate at point of IMS Certificate being awarded and taking Life membership (concession)	Life £170	Affiliate	No	Yes	No	No
Affiliate to Associate and taking Life membership upgrading at a later date	Life £335	Affiliate	£65	Yes	No	No
Associate to Member having Life Membership and the grade of Associate	Life Already	Associate +Life	£65	Yes	Yes	No
Member (Dip) is only available to Life members who have been awarded the IMS Diploma	Life Already	Affiliate Associate	£65	Diploma	Yes	N/A
Member to Fellow having had both 5 years at both member grade and Life membership	Life Already	Member	Yes £90	Yes	Yes	Yes
Reinstate lapsed membership + Upgrades						
Reinstate lapsed membership at same grade having prior completed Certificate	Life £335	Grade prior to lapsed	No	Yes	No	No
Reinstate lapsed membership + upgrade Affiliate to Associate	Life £336	Affiliate	Yes £65	Yes	No	No
Reinstate lapsed membership + upgrade Associate to Member / MMS(Dip)	Life £335	Associate	Yes £65	Yes	Yes	No
Reinstate lapsed membership to grade of Fellow, only if your previous grade.	Life £335	Fellow	No	N/A	N/A	N/A
By exception only... Must have two Fellow (FMS) referees						
Direct Entry as Associate £510.00	Life £335	N/A	Yes £175	By exception	Yes	Yes
Direct Entry as Member £575.00	Life £335	N/A	Yes £240	By exception	Yes	Yes
Direct Entry as Fellow is not available	N/A	N/A	N/A	N/A	N/A	N/A

The Management Services Certificate Programme

10. INTRODUCTION

Management Services is a generic term covering a wide range of activity which falls within our objective of “Achieving excellence through people and productivity”. The IMS Certificate scheme is designed to meet the needs of:

- new entrants into management services from industry, commerce or public services who will practise under the supervision of an experienced team leader;
- someone in mid-career well qualified in their work, who wishes to apply management services techniques to their own work.

The aim of the Certificate programme is to produce a practitioner able to systematically quantify and examine activities in order to improve the effectiveness of working systems, processes and procedures, and the effective use of human and other resources.

To reflect the breadth of activity covered by the term **management services***, the Certificate scheme is made up of core content which addresses the underpinning principles of management services work, and a modular productivity toolkit from which students can select components according to their particular needs or interests. Learners build up credit points by completing modules of the Scheme and must reach the prescribed number of points to be awarded the Management Services Certificate.

Courses are provided by **Approved Providers** in partnership with the Institute of Management Services. These partners may submit to the Institute details of a particular customised scheme they wish to offer, perhaps to meet the specific needs of a particular local industry. Such schemes will be validated against the guide content below and will normally be accepted as long as they successfully address the core content and meet overall conditions for study time and assessment methods.

Anyone wishing to study for the Management Services Certificate must become an Affiliate member of the Institute of Management Services. They will be directed to one of the Approved Providers who will advise on administrative arrangements for Registration as a Learner and for the registering of credit points on the successful completion of components of the scheme.

***Footnote – as defined in BS3138/BS3375: Glossary of Terms used in Management Services No 11001**

“The provision of advisory and information services to assist management in improving effective use of resources. This may embrace the use of work study, O&M, operational research, data processing, ergonomics, economic forecasting, and industrial engineering”.

The scheme outlined below should therefore be taken as a model for illustrative purposes. The specific scheme to be followed by an individual will vary depending on the course followed as designed and delivered by the specific Approved Provider. Indeed, it should be possible for a learner to undertake different components of the scheme at different Approved Providers, using each set of credit points to build towards the eventual claim for award of the Management Services Certificate.

Productivity Services Core = 45 credit points
Productivity Toolkit = 15 credit points

Successful completion of the Core and of 15 credit points from the toolkit leads to award of the Management Services Certificate.

Note: All three topics in the Core must be included into an approved programme. Topics may be combined to provide cohesive and integrated learning. Elements of the Core and the toolkit may similarly be combined.

Note: The IMS moderator is responsible for ensuring that all subjects from the content guides (4.3, 4.4 and 4.5) are included in each programme.

11. PRODUCTIVITY SERVICES CORE

The core is made up of three areas that will normally be introduced in three modules. These core modules, with their associated credit point values, are:

Critical Review Methodology 15 points
Process Quantification 15 points
People and Implementation Skills 15 points

(Study time to achieve a particular credit point value will vary with the form of a course, the mix of tutor-led and independent activity and the form of assignments and assessments, but broadly 3 credit points is equivalent to a day's study activity.)

Note: People and Implementation skills may be incorporated throughout the Core and toolkit modules. Evidence of their inclusion must still be demonstrated.

12. GUIDE CONTENT

12.1 CRITICAL REVIEW METHODOLOGY

The generic process of undertaking productivity/review/improvement

Note: Each subject must be included in the teaching programme: examples of content are indicative only.

This module outlines the importance of understanding the underlying business environment and business strategy and then introduces the components of a typical review/improvement project. Though the content is written in linear fashion, many of the steps and phases overlap and inter-relate.

Identifying and selecting areas for review

- Prioritising areas for review on the basis of current strategic, tactical or operational plans
- Scanning the external business, legal and regulatory environment
- Using measurement, analysis and diagnosis as the basis of identification
- Identifying areas and levels of dissatisfaction with current performance
- Assessing potential benefits of a review process

Identifying stakeholders and understanding their position

- Identifying those affected by, or with an interest in, the situation/activity under review
- Understanding shared histories and interactions
- Identifying and respecting different value sets and priorities

Establishing the scale, scope and success criteria

- Understanding and clarifying what is in, and out of, scope
- Understanding stakeholder aspirations
- Working on initial schedules and resource inputs for a review/improvement project
- Negotiating and agreeing terms of reference

Gathering and recording relevant foreground and background information

- Establishing the level of detail required in data collection and analysis
- Recording the present situation – via structured interviews and the use of appropriate charts, diagrams and mapping techniques
- Collecting quantitative data – including benchmark data from external sources if available
- Establishing relevant baseline measures against which improvement can be determined

Critically analysing the situation ‘as is’ and developing alternative scenarios

- Undertaking structured analysis
- Addressing target criteria
- Brainstorming
- Simulating proposed scenarios

Evaluating alternatives as a basis for recommendation and decision

- Undertaking a 'reality check' – against agreed success criteria
- Understanding probabilities of success
- Building quantitative models e.g. Cost- benefit analysis, Break-even analysis, Risk analysis
- Assessing qualitative factors
- Presenting results to stakeholders

Establishing the parameters of the desired change situation

- Revisiting scale and scope
- Identifying external factors affecting the situation to be changed
- Identifying and mitigating key risks
- Identifying and addressing health and safety factors
- Establishing potential timescales, schedules and milestones
- Planning, preparing for and resource change

Making the change

- Establishing and issuing appropriate documents, instructions, standards, etc.
- Understanding the importance of regular communication with stakeholders
- Establishing monitoring processes to identify variance from plan or budget
- Training, change management, people issues

Managing results and assessing outcomes

- Using agreed criteria and agreed measures to identify degree of success
- Reporting to stakeholders
- Post-implementation review

12.2 PROCESS QUANTIFICATION

**Note: Each subject must be included in the teaching programme:
examples of content are indicative only.**

This module outlines the importance of measurement in aiding the diagnosis, analysis and review of working systems, processes and activities; in assessing performance and productivity; and in evaluating results.

Understanding the need for appropriate quantification

Understanding the role of measurement:

- in supporting planning
- in supporting costing and financial analysis
- as the basis of benchmarking and evaluation
- as the basis of comparing alternative systems, processes and procedures
- in establishing time standards
- in underpinning performance-related pay systems

Understanding the importance in some scenarios of measuring the 'total system' rather than just the 'work' contained within it

Basic principles of measurement

Understanding the need for analysis, measurement and synthesis as part of an overall approach to measurement:

- Concepts of discrimination, accuracy and reliability
- Principles underlying measurement by sampling and estimating
- Understanding the use of 'proxy' measures

Time Standards

- Defining the context of a time standard
- Assessing and rating performance
- Normalising to a defined performance level
- Identifying the frequency of occurrence for irregular elements of a system or process
- Adjusting for environmental and other factors
- Adding recovery allowances
- Understanding appropriate work-rest regimes
- Understanding the role of 'synthetics' and data banks

Measurement Techniques

Understanding the characteristics of the most commonly used techniques including:

- Self-recording
- Time Study
- Simple Estimating
- Analytical Estimating
- Comparative Estimating
- Activity Sampling
- Pre-determined motion time systems

Selecting a measurement technique

- Understanding the factors involved in selecting a technique for a particular measurement task
- Understanding the 'trade-offs' between these factors

12.3 PEOPLE AND IMPLEMENTATION SKILLS

Note: Each subject must be included in the teaching programme: examples of content are indicative only.

This module outlines the importance of the 'soft skills' that underpin successful productivity improvement projects.

Cultures and behaviours

- Understanding the relationship between shared value sets, motivations and behaviours
- Understanding basic group dynamics and leadership
- Identifying prevailing cultures and attitudes

Communication and presentation skills

- Undertaking data collection interviews
- Structuring and managing meetings
- Writing reports and preparing presentations
- 'Selling' recommendations and getting 'buy-in'

Managing Change

- Understanding resistance to change
- Understanding the importance of an executive sponsor
- Understanding the importance of regular communication
- Preparing for a change project: setting targets and agreeing outcomes
- Negotiating and facilitating change
- Training, coaching and supporting the people undergoing the change
- Managing a change project and achieving 'closure'
- Reinforcing changed behaviours

12.4 PRODUCTIVITY TOOLKIT

Components of the productivity toolkit will provide learners with:

- practical competencies (including accreditation to meet the specific needs of a particular work measurement technique)

or

- areas of specialist management services activity.

Examples of such specialising might include:

Lean manufacturing – value stream mapping, flow, Pull, 5S, SMED, TPM etc Six Sigma – DMAIC process, basics of statistics, process capability Strategy Development and Deployment - Balanced Scorecard , KPI's

Each component of the toolkit offered by an Approved Provider will have an associated credit point score. For example, a course leading to competence to practise Time Study would normally have a credit point value of 15 points.

To be eligible for the Management Services Certificate, learners must complete the full 45 points of the Productivity Services core and gain a further 15 points from the Productivity Toolkit.

Learners may offer previous, relevant courses as exemption (i.e. MOST and PADS) against credit points of the Toolkit. This includes certificates of competence to practise a recognised work measurement technique. Any such claims for exemption must be submitted to the Institute Head Office with full documentation of the certification achieved or the course(s) studied and the appropriate exemption fee.

13. ADDITIONAL NOTES FOR SCHEME PROVIDERS

The titles of modules that make up the Productivity Services core of the Certificate scheme reflect the broad areas of the core. Alternative titles for these modules are quite acceptable as long as the content broadly matches the guide syllabus. Similarly, the breakdown of the core into three modules is illustrative only. The Institute is happy to approve schemes that 'package' the appropriate content in other ways - perhaps, for example, by addressing core content in the context of a particular methodology or technique.

The current IMS practical examinations are a valid component of the Productivity Toolkit.

Assessment for all modules may be via a mix of multiple choice questions, continuous assignments, examination papers, etc. Approved providers will set and mark their own examinations to a format and marking scheme approved as part of the scheme approval process. Pass marks for examinations will normally be 50%; though pass marks for other forms of assessment may differ (e.g. pass marks for multiple choice question tests may be higher). The Institute will review assessment processes as part of the scheme audit process (see below) and reserves the right to ask to see any or all examination papers and other forms of assessment on demand.

In all cases, Approved Providers will clarify issues of programme structure, mandatory and optional components and assessment processes as part of the process of submitting a programme for approval. It is the aim of the Institute to allow providers to be innovative and flexible in creating their programmes to meet market needs.

14. BECOMING AN APPROVED PROVIDER – ELIGIBILITY ASSESSMENT

All providers will first be validated and registered as Approved Providers.

A registration approval will be for a period of two years and a registration fee of £350 will be charged to cover that two year period. This fee is reviewable bi-annually.

A certificate of Approved Provider status will be issued by the Institute.

15. APPROVAL OF CERTIFICATE SCHEME – COURSE ASSESSMENT

Approved Providers will then be required to submit details of their particular scheme intending to lead to award of the Management Services Certificate. Details of the scheme must be submitted to the Institute Head Office (two copies) who will organise the process of moderation by one or more Institute-approved moderators. The fee for Scheme approval is £400 per application to cover Institute administrative costs. Approval of the scheme lasts for the current period of Registration of the provider as an Approved Provider though there is no charge for re-approval unless there are amendments to the scheme.

Subsequent substantial amendments to the scheme, including the addition of further, optional components must be submitted to the Institute for approval. The fee for such amendment is £100 for each new component.

16. SCHEME AUDIT PROCESS

An IMS-approved moderator will be responsible for conducting annual audit reviews of all Certificate schemes. This audit will involve a visit to the provider's delivery centre. The audit process will be charged at £275 bi-annually.

This audit process is confidential to the Institute and the Provider being audited. Only two copies of audit documentation will be produced; one to be retained by the Provider, and the other to be kept in secure storage at the Institute Head Office.

The internal IMS administrative processes are detailed in the flow process chart.

The document includes information flows between the IMS, Approved Providers and students for:-

- Student registration
- Student membership and upgrades
- Course attendance
- Exemptions
- Appeals
- Certification of modules
- Certification upon completion

17. GENERAL INFORMATION

17.1 NOTES FOR GUIDANCE OF STUDENTS

Students should bear in mind that their academic studies should be supplemented by practical experience and private reading. Other than in exceptional circumstances a course of study with an IMS approved course provider should be undertaken in order to prepare for the examinations.

Homework, private reading and study required outside the lecture room are an integral part of the studies, and reliance should not be placed on being able to pass the examinations solely by attendance at a course of lectures.

Additionally, students should keep abreast of developments in the profession, particularly by taking part in any local activities of the Institute and by reading the Institute's journal Management Services.

Throughout their studies, students should pay particular attention to their written work. One of the tasks of a practitioner is to present reports to management, and the examiners will pay particular attention to the layout and presentation of examination answers.

Failure in this respect may lead to a student's failure in the examination.

17.2 COURSES, COURSE-WORK AND HOMEWORK.

Colleges, course providers and training organisations wishing to run courses for the Certificate and Diploma must be approved by the Institute and will be expected to demonstrate that they are adequately staffed and equipped to offer the necessary tuition, especially in preparation for the practical tests.

Students should check whether the Institute approves the course they intend to take. If in doubt they should contact the Institute's education department immediately.

To meet the aims and objectives of the course and the individual modules, providers may choose to take a variety of approaches to the teaching of the various subjects. However, it may be that students will undertake some assignments at their place of work; prepare materials at home; study, with the help of open learning materials, some of the theoretical background at home; and/or prepare short talks on aspects of their own as well as the policies and practices of their own company. By encouraging students to use their working knowledge, study time will be released for practical work and practice. This approach will better prepare the candidates for their examinations, which will draw heavily on their ability to apply knowledge and understanding in practical situations. Students should, therefore, not expect extensive course time to be occupied by formal lecturing or note dictation. Some Approved Providers may also include short residential periods as part of their requirements and as an essential component of the course.

17.3 EXAMINATION PRE-ENTRY REQUIREMENTS

The Institute does not set formal pre-entry requirements for candidates. However, as a general rule, candidates undertaking a scheme leading to the Management Services Certificate would be expected to have appropriate employment experience, business knowledge and academic skills to cope with the programme.

Special note – Examinations will be conducted in English only and the moderators' decision is final.

17.4 EXAMINATION CENTRES

Candidates will normally sit the examinations at the establishment where they are studying. See our website for Approved Providers details.

17.5 RESULTS AND CERTIFICATES

Once results have been logged and noted by the IMS Moderators, students will be notified by their respective Approved Course Provider. The Management Services Certificate will be forwarded automatically, after the official issue of the results, to those who have successfully completed the appropriate approved scheme

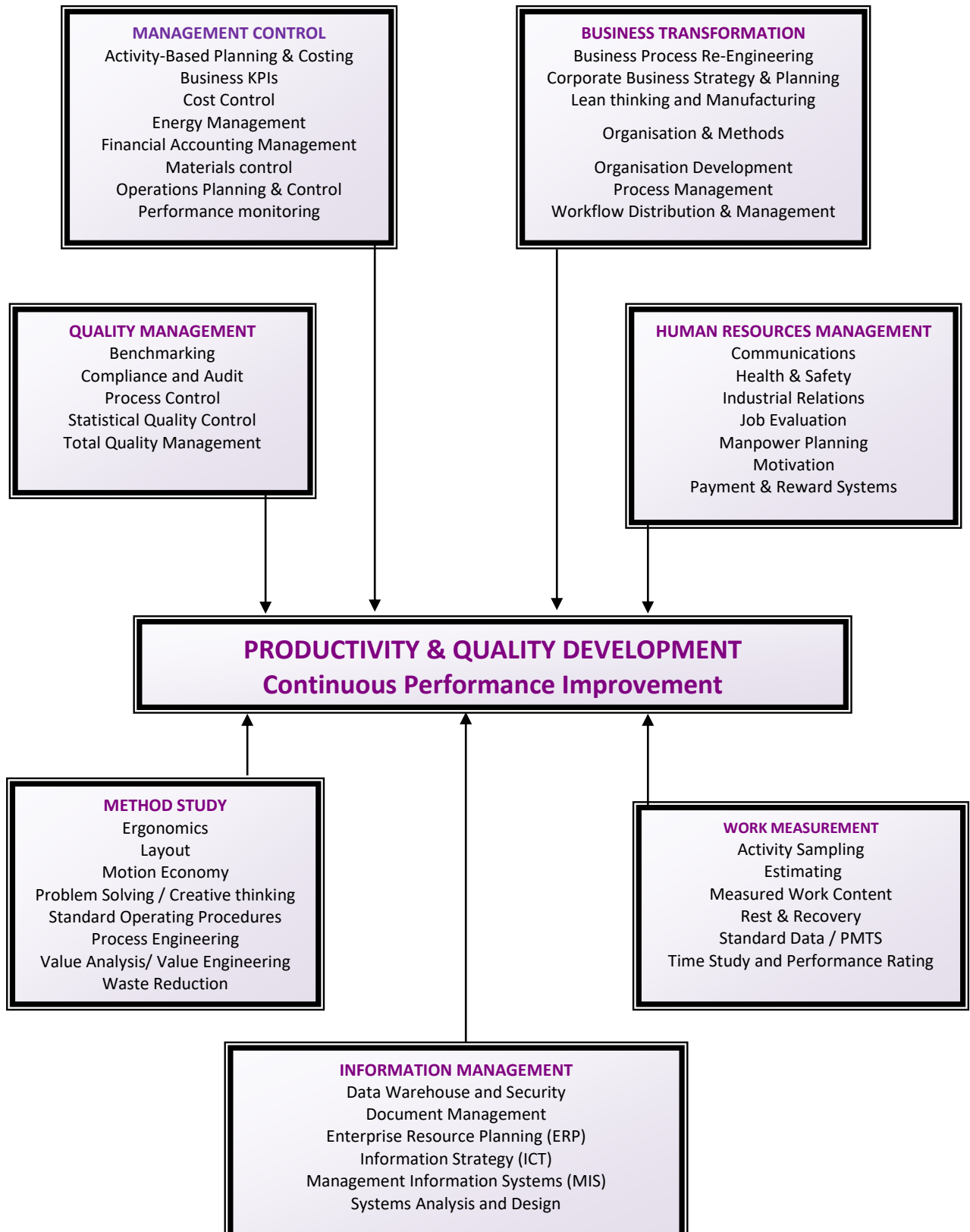
A duplicate certificate may be issued on payment of £45.00 so long as Institute membership is current. None members replacement certificate £75.00 per replacement



INSTITUTE OF MANAGEMENT SERVICES BODY OF KNOWLEDGE



The management Services profession includes people who can be specialists in some or many of these disciplines – all impacting on quality and productivity improvement.





CODE of PROFESSIONAL ETHICS

The Council of Management of the Institute has formulated the following code of professional ethics which all members of the Institute, of whatever grade, are expected abide by.

Members of the Institute of Management Services of all grades shall:

1. Conduct themselves in a manner which will merit the respect of the community for persons engaged in the profession
2. Uphold the reputation of the Institute and the dignity of the profession.
3. Carry out their professional duties responsibly and with integrity.
4. Collect and marshal facts without bias, and not allow their personal views or the views of others to influence their professional judgement, interpretation, analysis and presentation of those facts.
5. Not discuss with, or disclose to, any persons not authorised to receive such information by their employer or their employer's delegated representative, whether within or outside their employer's organisation, the data, results, reports or proposals arising from their work; nor shall they cause such confidential information to be misused or to be published without permission.
6. Not use information acquired during a previous employment in any way which could be detrimental to their former employer.
7. Not receive any undisclosed material benefits other than their normal emoluments consequent upon any recommendation they may make in the course of their duties.

GUIDE TO GOOD PRACTICE IN MANAGEMENT SERVICES

The following is intended to provide professional guidance to those practicing management services, particularly members of the Institute of Management Services.

1. While management services practitioners are primarily responsible to the management of the organisation in which they are employed, they also have obligations to their profession and must always attempt to use their professional skills with integrity and objectivity in the interests of the organisation as a whole. Should practitioners at any time find these two commitments conflicting they should stress their professional accountability and the overriding need for trust within the organisation that their skills will be used impartially and responsibly.

2. The work of management services practitioners can be concerned with people at any level within an organisation and management services practitioners should therefore aim to build relationships based on mutual respect. To do this they must be alert and self disciplined at all times when carrying out their professional duties and extremes of behaviour or dress should be avoided. It should be clear from the demeanour of management services practitioners that they are responsible members of the management team.

3. As management services practitioners are responsible for assembling facts, analysing particular situations, and for making recommendations for action, they should ensure that management are fully aware of all the effects that the implementation of the recommendations might entail. This will particularly apply to the field of industrial relations when the management services practitioner is involved with the assessment of work and methods of payment.

4. Management services practitioners should not give a direct order to those who are responsible to the manager or supervisor of the particular work situation with which they are currently engaged unless specifically authorised to do so. They should always refer to the manager or supervisor matters concerning technical aspects of the work under review and should not allow themselves to be used as a diversion for complaints about management or supervision.

5. Management services practitioners should always attempt to be fully conversant with current industrial and other appropriate legislation and ensure that any recommendations for which they are responsible accord with such legislation.

6. There can be no objection to management services practitioners joining trade unions in their own individual capacity. They should however not allow any conflict to affect the objectivity of their professional skills.

18. MANAGEMENT SERVICES CERTIFICATE (Fees to students)

18.1 MEMBERSHIP FEE

All students undertaking schemes leading to the Management Services Certificate must be affiliate members of the Institute and pay the currently prevailing Annual Membership fee.

18.2 LEARNER REGISTRATION FEE

Those undertaking a scheme (or an individual component) must also be registered as 'a learner'; the separate learner registration fee of £95. Candidates may register up to twelve months after completing an approved module at an approved provider.

18.3 EXAMINATION FEES

Where providers are setting and marking their own written assessments, no examination fees will be charged by the Institute to the provider or to the student.

The IMS practical tests organised and marked by the Institute, an examination fee of £95 will be charged. These will be the only practical tests that will be recognised by the IMS except by a process of exemption (see below) where other competency/practical achievements (such as attaining competency in a recognised pre-determined motion-times system) may be recognised as contributing to the Productivity Toolkit.

Exemption from modules

Learners may apply for exemption from particular components of the Certificate based on prior study and accreditation. An administration fee of £95 will apply to each exemption claimed.

18.4 CERTIFICATE APPLICATION

A fee of £95 per application will be charged for issue of a single, multiple and final certificate.

18.5 APPEAL FEES

Where a provider wishes to appeal to the Institute against the results of an assessment, there is a fee of £95

VAT is not applicable to these fees.

APPENDICES

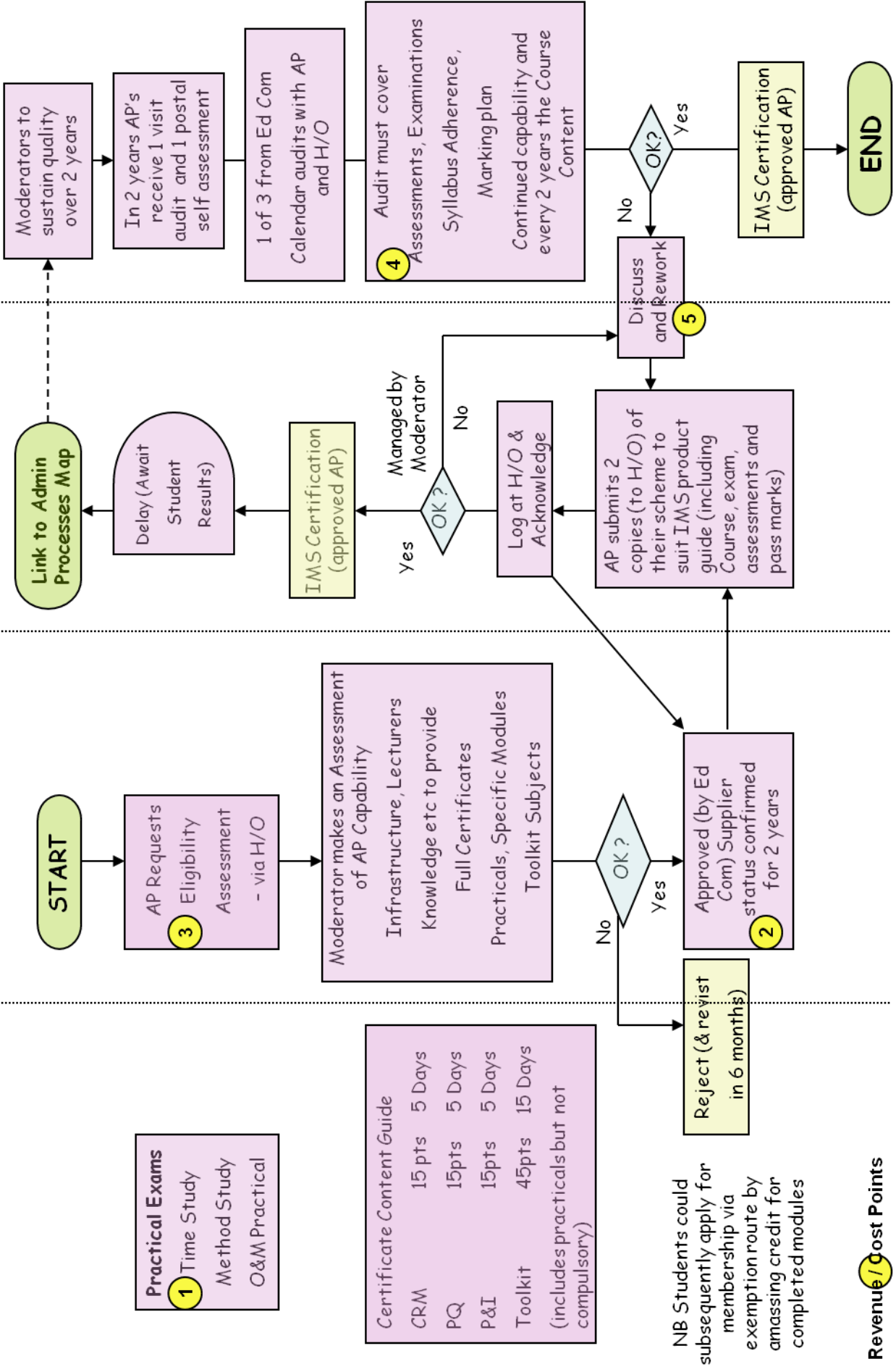
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IMS Education Process – Approved Provider Eligibility Assessment

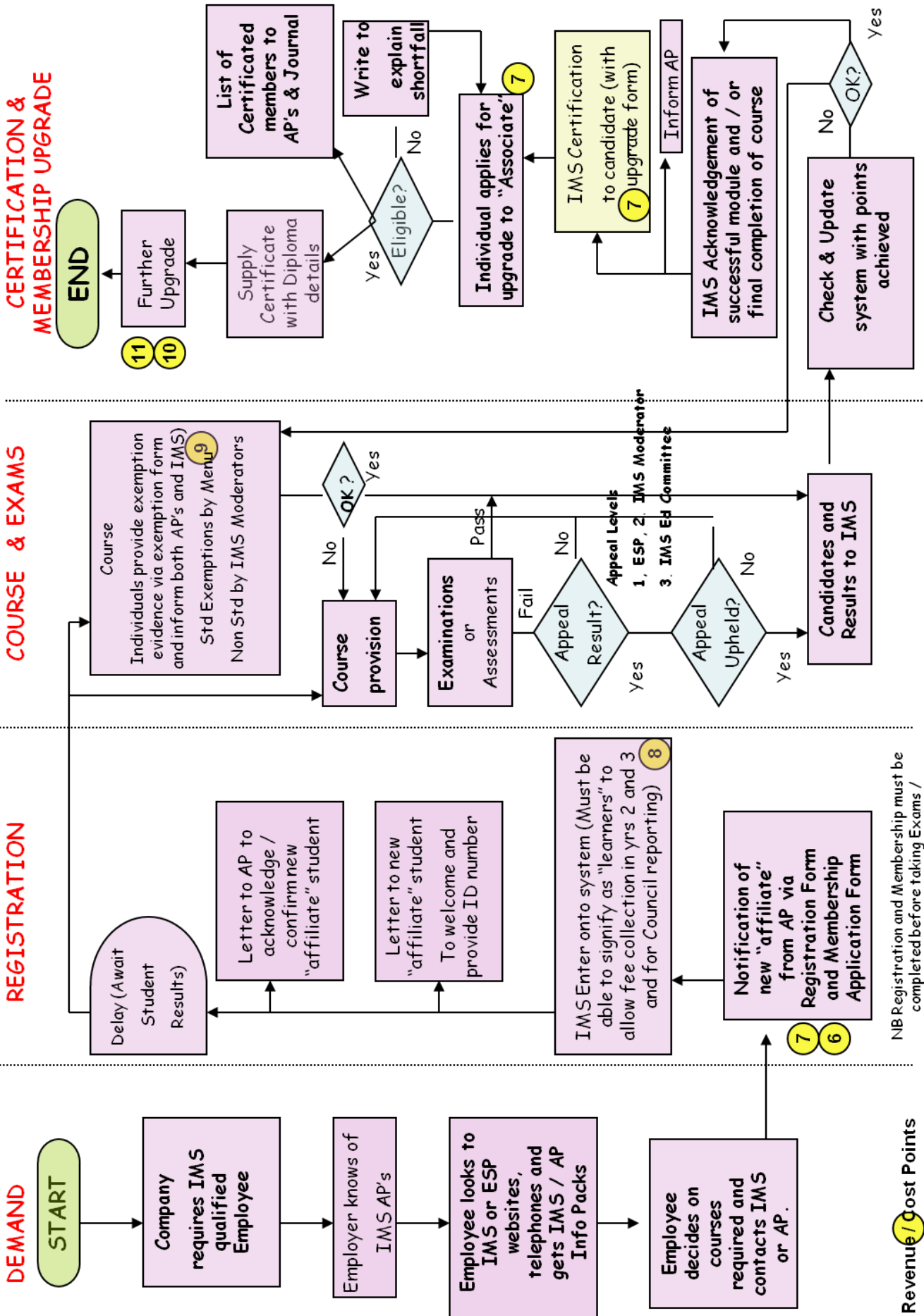
Approved Provider Eligibility Assessment

Approved Provider Course Assessment

Approved Provider Audit



IMS Education Process - Administration Process - Appendix 2



NB Registration and Membership must be completed before taking Exams / assessments

Revenue / Cost Points

INSTITUTE of MANAGEMENT SERVICES

Application to be an Approved IMS Education Provider:

The Application for Approved Provider (AP) Status form must be completed by organisations who wish to become an Approved Provider (AP) offering study programmes leading to the award of the Management Services Certificate or Diploma, validated by the Institute of Management Services.

In order that the Provider may be approved by the Institute they must provide information on their infrastructure and capability to deliver a programme of education.

The Institute reserves the right to ask for more information, to seek clarification and to seek a meeting/visit where it is felt that this could be helpful.

Upon satisfactory review of the information provided, the organisation submitting the form will be designated as an Approved Provider (AP). This status will normally last 2 years, although the Institute reserves the right to ensure that the appropriate quality standards are being maintained, and may withdraw AP status if this is not so. Following the 2 year period (or at any earlier stage determined by the institute) an AP will be asked to submit an updated Application for Approved provider Status form.

The completed Application for Approved provider Status form should be submitted in triplicate to the IMS Head Office at Lichfield.

INSTITUTE of MANAGEMENT SERVICES

The Role and Responsibilities of the Moderator

Introduction

The IMS operates a system Devolved and Retained responsibility in relation to its education provision.

Retained the responsibility for:

- Subject material
- Syllabus level and standards
- Quality
- Consistency
- Validation of examination and assessment procedure

Devolved the responsibility for:

- Development and delivery of educational programmes
- Setting of examination papers
- Examination process
- Marking of scripts
- Associated administration

Operational Protocol

IMS Approved Providers (AP) will submit education schemes to the IMS who will assign a “Moderator” to undertake a review of the submission.

The AP will determine the timing of educational programmes, assessment and examination dates and venues.

Role of the Moderator

To establish a formal working relationship with the Approved provider, the assigned moderator will:

- Attend an audit review meeting every year
- Attend student award events to support APs to promote the IMS
- To approve structured (tailored) programmes

