

CIMA REGISTRATION – FREQUENTLY ASKED QUESTIONS

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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)208 849 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 (£63 for 2011). The first year's annual subscription fee will be waived for newly registered students. Your next subscription fee will be due on 1st 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 £63 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](#).

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

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](#) 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.

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 £63, 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 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 can not 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. 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

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, what exemptions do I get?

A: We have developed an accelerated route into the CIMA professional qualification for MBA holders called CMGA (CIMA Masters 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 £500, more information is available on the [CMGA 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 Affiliates and Members called CGA (CIMA 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 £290, more information on the [CGA 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), ICASL (Institute of Chartered Management Accountants of Sri Lanka), 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 CPGA (CIMA Professional 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.

More information is available online on our [CPGA 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 or call us on +44208 849 2251 (select option 1).

The CIMA Prospects team operates Monday to Friday, 8.00 AM to 8.00 PM 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 and third Saturdays of each month). To book a place, please email 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

- 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 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 regarding CIMA Learning is available on the website at this link:

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

Colleges who 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:

- [Student conferences](#)
- [CIMAStudy.com](#)
- Financial Management magazine
- [Effective studying](#)
- [MindPlanning](#)
- [Certificate study resources](#)
- [Professional study resources](#)
- [T4 case studies](#)

CIMA do 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 2011 exams will run in mid-April. The exact dates will be confirmed later in the year. Please check [CIMASphere](#) 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.

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.