



# **Institute of Information Management (IIM)**

## **Certification Overview**

### **Standards, Certification, Competence and Research**



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**The Institute of Information Management (IIM) is Africa's premiere Professional Institute focused on training, learning, performance and capacity development in the Information Management industry and workplace.**

## 1. Introduction

Records and Information Management is a broad and diverse field that encompasses many different disciplines and practices, and comprises a continuum of people, process, and technical dimensions that range from data collection to decision-making. Every organization and every individual has records! Business offices, government agencies, non-profit groups, educational institutions, and medical facilities, just to name a few, must deal with enormous amounts of records on a daily basis. Executives and support staff are inundated with data and information in various formats and this poses great challenges as they are created daily and inadvertently needs to be properly managed, secured and easily retrieved when needed. In light of this, one of our primary goals is to provide quality education and support materials needed to enable the understanding and application of the IIM Certification Programmes in a wide-range of contexts.

The Certification Programmes are designed with an in-depth accredited eLearning and classroom courses provided by the Institute of Information Management (IIM).

## 2. What is IIM Certification Programme?

The Institute of Information Management (IIM) certification Programme is designed with the aim of developing professional competence in the ever growing complexity of Information Management, serving as a resource for grooming qualified professionals in the area of capacity building, technical and academic competence in the field of records and information management.

## 3. Benefits of IIM Certification

### **Certification: Guarantee of Competence**

While the benefits of applying sound records and information management practices vary depending on the organization's needs, candidates stand to gain the following after qualifying as IIM Certified graduates:

#### **For the INDIVIDUAL**

- Validate your information management knowledge, skill and practice
- Be more engaged in the profession
- Increase your confidence in ability to do the job
- Get recognition for your qualification and ability from employers
- Remain current and competitive
- Learn from previous experience
- Get a transferable credential

#### **For the EMPLOYER**

- Optimize productivity, efficiency and quality of work
- Build organizational capacity
- Create a positive corporate image
- Improve quality service provision
- Obtain services that meet business, customer and user demands
- Acquire integrated centralized processes
- Reduce risk



## For the PROFESSIONAL

- Provides benchmarks and standard of practice
- Creates a common understanding and language
- Recognizes knowledge, skill and practice
- Demonstrable performance indicators.
- Professional roles and responsibilities defined in service provision

## 4. Who can benefit from IIM Certification Programmes?

It is important to consider a range of stakeholders who can benefit from improved career / profession:

These stakeholders could be from any of these backgrounds or disciplines:

- Senior Management
- Customers
- IT Staff
- IM Coordinators
- Health Information Managers
- Implementation Team – (IT and Business)
- Business Analysts
- Solution Providers, Vendors and Suppliers
- IT Management
- Document Controls
- Document Controllers
- Information Managers
- Technical Staff
- Project Engineers
- Business Administrators
- Human Resources Professionals
- Executives
- Data Managers
- Business Managers
- Information Technician
- Change Agents
- Information Analysts
- Record Management Personnel
- Project Managers
- Financial Management Professionals
- Business Unit Managers
- End users
- Archivists
- Other IM related disciplines
- Information Security Staff etc.

## 5. IIM Certification process

The IIM Certification Programme is a distinctively designed industry certification. First of its kind anywhere in the World ensuring that professionals are equipped with the fundamentals and all relevant subject matter areas required to excel as a records and information management professional by passing through compulsory certification stages before specializing in their preferred information management related discipline (Master).

Achieving IIM certification is dependent on any of the following: educational background, professional work experience or passing the appropriate proctor examination(s).



## 6. Certification Options / Paths

### 6.1 Foundation Stage

IIM Foundation Stage is meant for students who are interested in developing the skills and experiences for their future career in the information management industry.

#### What qualify you for foundation stage?

- Undergraduate
- OND
- SSCE

### 6.2 Compulsory Stages

1. Information Management Professional <sup>TM</sup> Stage I – IMP® I - 5 Modules
2. IMP® -Information Management Professional <sup>TM</sup> Stage II - IMP® II - 5 Modules
3. Information Management Professional <sup>TM</sup> Stage III - IMP® III - 5 Modules

### 6.3 Master Certification

#### 6.3.1 Masters Options

The Institute of Information Management (IIM) offers five (5) different **Master Certification** options:

1. Certified Document Management Professional <sup>TM</sup> - CDMP® (3 Modules)
2. Certified Health Information Management Professional <sup>TM</sup> - CHIMP® (3 Modules)
3. Certified Information Security Professional <sup>TM</sup> - CISP® (3 Modules)
4. Certified Records and Information Management professional <sup>TM</sup> - CRIMP® - (3 Modules)
5. Certified Geographic Information Systems Professional CGISP® - (3 Modules)

## 7. IIM Certification Examination

IIM certification requires that candidates attend the pre-certification training classes (Online or Classroom) prior to attempting the certification examination/testing except in a situation where they are applying for exemption(s).



To register for certification examination/testing or exemption, all candidates must complete and submit an application form (online/offline) with supporting documentation indicating acceptable work experience and education in case of exemption. The process of exemption requires that credentials are reviewed and evaluated by the IIM's Certification Standards Committee to determine if the requirements for the certification applied for have been met. Evidence of pre-certification training will be required for those taking the examination/testing.

**NB: IIM certification examination is open to registered members of the Institute and non-members.**

## 8. Pre-Certification Training Classes

The IIM classroom/online Pre-Certification Training Programmes are designed in line with the international best practices, and leading to IIM IM Professional (IMP I – III) & Master (CDMP®, CHIMP®, CISP®, CRIMP®, & CGISP®) designations.

## 9. Applying for IIM Certification Exam

All applicants must be accepted as candidates before applying for either exemption or examinations/testing. In case of examinations/testing, a candidate must pass a stage before advancing to the next stage.

### 9.1 Application Procedure

Candidates who wish to write the examination should first register by completing the form and submitting online at ([www.iim-africa.org/exam](http://www.iim-africa.org/exam)) After payment is effected, a pin voucher is generated. The voucher contains a pin code that would give a candidate access to complete the registration form online. Copies of candidates' credentials must be sent to [certification@iim-africa.org](mailto:certification@iim-africa.org).

### 9.2 Timeline

Applicants may not sit for the examination until their credentials (the application form with supporting documentation) have been approved by the Certification Standards Committee. Applicants who, in the judgment of that Committee, do not furnish adequate written documentation of acceptable educational qualification and experience may be offered the opportunity to provide additional supporting materials. If acceptable documentation is still not received by the requested date, their files will be closed. They may apply again (as "Resubmission") at such time as they can provide the proper documentation.

All applicants will be contacted within two (2) months of their initial application and informed of their status, i.e. approved, requesting additional information, or denied.



### 9.3 Fees

In all cases, applicants will be required to pay a non-refundable fee of **USD 16** for processing. Applicants who fail to meet mandatory qualifications are required to resubmit a new application form (including a new processing fee) if they request reconsideration.

### 9.4 Refund Policy

These fees are only refundable if a candidate cancels his/her registration 24 hours prior to their scheduled exam. Candidates must notify the Exam Administrator and also contact the Institute directly. A request for refund will attract an administration fee of 25% of the examination fees paid except for cases of deferment.

## 10. IIM Certification Programme - Exemption Guidelines

### Are you qualified for exemption?

Relevant qualifications may be considered for exemption. Exemption shall be granted on the following basis:

### 10.1 Assessment Path

#### 10.1.1 Knowledge

Exam (Professional exams and IIM professional training programmes)

#### 10.1.2 Portfolio–based Assessment Path : Skill Demonstration

Good option for those with many years of professional work experience. Acceptable work experience at the professional level includes the following: conducting studies and surveys or developing, designing and implementing systems; having direct operational or managerial responsibility for Programmes; or teaching courses for an accredited institution of higher education on a full time basis in relevant field.

#### 10.1.3 Education

Applicants who properly demonstrate achievement of a Bachelor's degree (Bsc.) or Higher National Diploma (HND) from an accredited institution of higher education must also demonstrate two (2) years of professional experience in any of the five (5) relevant modules at any level of the Certification Programme.

Alternatively, two (2) years of relevant professional experience can be substituted for each year of college education.





## 11. IIM Certification Examination

- Each exam consists of 100 multiple-choice questions.
- Online/Classroom, proctored exam
- 70% to pass
- Covers all Competencies

## 12. IIM Certification Examination Centers

The examinations can be taken at any designated centres or prometric centres globally.

### Now that you're certified! What Next?

Within 3-4 weeks of passing the exam you will receive an email from IIM that will congratulate you on your achievement, and that will include a link to access and download your Certification credentials and certificate and the Information Management Professional / Master logo. You will have to consent to the Programme agreement in order to access your materials.

## 13. IIM Certification Maintenance

### 13.1 60 Continuing Professional Development (CPDs) Every 3 Years

### 13.2 Staying current through professional development by:

#### 13.2.1 Developing Your Knowledge Base;

1. Continuing Education
2. Self-directed Learning
3. Development

#### 13.2.2 Sharing Your Knowledge about Training & Development

1. Teaching & Presenting
2. Creating New Knowledge & Activities
3. Research & Publishing

#### 13.2.3 Experiential Learning

1. Leadership & Professional Volunteer Activities

## Contact IIM Africa

[certification@iim-africa.org](mailto:certification@iim-africa.org)

[www.iim-africa.org](http://www.iim-africa.org)