

## Bylaws of the Institute of Management Consultants New Zealand

### As approved by Council on: 4 November 2018 (Items 1, 2 and 3) and 2 May 2019 (Item 4)

*These bylaws supplement the Constitution of the Institute and may be updated from time to time by Council in accordance with the conditions set out in the Constitution. In the event of any conflict between the Bylaws and the Constitution, the Constitution takes precedence.*

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## 1 Membership

### 1.1 Membership classes

IMCNZ has three membership classes.

Member Type	Description
<b>Student</b>	<p>Available to students studying at a NZ tertiary institution. This includes part-time and MBA students.</p> <p>An application process and fee for membership will apply. Applicants must provide evidence of enrolment at a NZ tertiary institution during the application process and at subsequent membership renewal.</p> <p>Must agree to the IMCNZ Code of Professional Conduct.</p> <p>Student Members do not have voting rights.</p>
<b>Associate</b>	<p>Available to new and aspiring management consultants with less than three years consulting experience, including recent university graduates.</p> <p>After three years continuous membership at this level, Associate Members will be encouraged to apply for Professional membership.</p> <p>An application process and fee for membership will apply.</p> <p>Must agree to the IMCNZ Code of Professional Conduct.</p> <p>Associate Members have voting rights.</p>
<b>Professional</b>	<p>Available to management consultants with at least three (3) years consulting experience.</p> <p>An application process and fee for membership will apply.</p> <p>Must agree to the IMCNZ Code of Professional Conduct.</p> <p>Professional Members are eligible to apply for CMC accreditation. Fees for CMC accreditation (including application, assessment and re-certification) are additional to annual membership fees.</p> <p>Professional Members have voting rights.</p>

We recognise that Academics (staff teaching and/or researching at a NZ tertiary institution) may also wish to join IMCNZ. These applications will be assessed individually by Council, which may recommend joining as an Associate Member or Professional Member, or alternatively may refer the application to ICMCI for Academic Fellow status.

Council will automatically offer membership as a Professional Member to any person who is a current Full Member or equivalent in good standing of another member institute of the ICMCI which meets ICMCI's standards for international reciprocity of membership.

## 1.2 Joining and renewal process

IMCNZ will provide online facilities to enable people to join and renew membership.

## 1.3 Membership fees

Membership fees will be reviewed and set by Council each year.

Fees will normally be announced at each AGM, to take effect from 1 January of the following year (being the start of IMCNZ's financial year).

A Joining Fee may be charged for all new and lapsed members. Council will review and set Joining Fees annually.

Council may exempt individual Members from payment of fees on an exceptional basis. A summary of any such exemptions must be provided to the Institute in the President's next annual report.

## 1.4 Postnominals and logos

Professional Members may use the postnominal initials MIMCNZ to indicate their class of membership of the Institute.

Student Members and Associate Members may not use any postnominal abbreviation or letters in relation to their membership of IMCNZ.

No Member may use the logos of IMCNZ or ICMCI for the purposes of promoting their business or in any other way in association with their Member status. Any breach of this clause may result in the Member's membership being revoked.

## 2 Certified Management Consultant (CMC)

The Certified Management Consultant (CMC) designation is the preeminent professional designation for management consulting. Further information can be found at (<https://www.cmc-global.org/content/cmc>). CMC certification is not an IMCNZ membership class.

### 2.1 Purpose

CMC certification demonstrates to clients that the individual Certified Management Consultant shows competency across a broad professional body of knowledge, which includes:

- Six functional areas of organisational management: Human Resources, Strategic Planning, Finance, Operations, Information Technology, and Marketing
- Ethical practices
- Management Consulting processes
- Leading Change
- Client Communications and Project Management
- Interpersonal skills

Additionally, CMCs must show commitment to, and compliance with, the Code of Professional Conduct.

### 2.2 Application and assessment

Professional Members can apply to be assessed for CMC certification. Applicants for CMC certification through IMCNZ must be a New Zealand citizen or ordinarily resident in New Zealand

There is an additional application fee. IMCNZ will provide online facilities to provide information about the applications and assessment processes and to enable Professional Members to apply.

The assessment process operated by IMCNZ will comply with the requirements set out for CMC certification by ICMCI ([https://www.cmc-global.org/sites/default/files/public/icmci\\_cmc001\\_certification\\_scheme\\_manual-master\\_approved\\_on\\_18\\_sept\\_2018.pdf](https://www.cmc-global.org/sites/default/files/public/icmci_cmc001_certification_scheme_manual-master_approved_on_18_sept_2018.pdf)).

### 2.3 Fees

Fees for CMC application, assessment and re-certification will be set by Council.

### 2.4 Title, postnominals and logos

Professional Members who have been awarded the CMC may use the title “Certified Management Consultant” and/or the postnominal initials CMC.

Professional Members who have been awarded the CMC may also use the CMC logo.

### 2.5 Continuing Professional Development (CPD)

To retain CMC certification, CMC holders must complete at least 30 hours Continuing Professional Development (CPD) annually.

### 2.6 Termination

Upon resignation or termination of membership of IMCNZ, the Member’s CMC certification is withdrawn.

### 3 Fellow designation

Fellow of IMCNZ is an honorary designation that may be awarded to Professional Members. It is not an IMCNZ membership class.

#### 3.1 Purpose

Designation as a Fellow recognises a Professional Members who has – in the view of the nominating CMCs and Council – contributed significantly to the management consulting profession in some way, such as volunteering for IMCNZ, supporting the professional development of members (on an unpaid basis) or some other relevant contribution.

#### 3.2 Nomination and assessment

The process for nomination will be decided by Council and communicated via the website.

There is no additional fee associated with the award of the Fellow designation. Fellow status continues to apply until the holder ceases to be a Member of IMCNZ.

#### 3.3 Title and postnominals

Professional Members who have been awarded the status of Fellow may use the title “Fellow Institute of Management Consultants New Zealand” and/or postnominal initials FIMCNZ.

Professional Members who have been awarded the status of Fellow and who also hold the CMC accreditation may alternatively use the title “Fellow Certified Management Consultant” and/or postnominal initials FCMC.

## 4 Complaints Management

As a professional body, the Institute takes all complaints about the Institute or the behaviours and actions of its Members seriously.

A Complaint is defined as an expression of dissatisfaction about:

- the actions of any Member related to the requirements of the Institute's Code of Professional Conduct, or
- the actions of the Institute involving the rights or interests of any Member or group of Members.

### 4.1 Principles

The Institute will apply the following principles to all complaints.

- It is expected that before bringing a formal complaint to the Institute the relevant parties will have sought to resolve any complaint by direct engagement.
- The Institute will deal with any formal complaints promptly.
- All formalised complaints will be notified to Council and any Members named in the complaint
- The complaints management process and the outcomes will be managed in a fair and transparent way, applying the principles of natural justice, while also protecting personal and confidential information and acting in what the Institute considers to be the best interests of all parties
- Council will be the final arbiter of the Institute's response

### 4.2 Process

#### 4.2.1 Formalise complaint

Formal complaints must be documented in writing and submitted to Council via the Secretary. If the complaint is about the Secretary, then the complaint may be submitted to the President. Complaints may be withdrawn at any stage before a final decision has been made on the complaint.

Where justified by the circumstances of the Complaint, anonymous complaints may be accepted, or a request for anonymity during a complaint investigation may be granted jointly by the President and Secretary.

#### 4.2.2 Complete initial assessment

Council will undertake an initial assessment of the complaints and decide if the complaint requires formal investigation.

A complaint may not be taken forward for investigation if:

- The complaint can be resolved informally, by discussion between the parties, to the satisfaction of the complainant;
- The complaint is about a Member and not related to a matter covered by the Institute's Code of Professional Conduct;
- The complaint is about a Member and no attempt has been made to resolve the complaint by direct contact with the Member or using any other existing complaint process that may apply to the Member (for example, that the Member's firm or employer may have established).

Council remains responsible and accountable for deciding the course of action to be taken.

#### 4.2.3 Complete further investigation

If Council decides that a formal investigation is required, then Council will appoint a suitably qualified and sufficiently independent party to undertake the investigation. This may be a member of Council, another Member (or group of Members), or an external party. The outcome of the investigation will be a written report with recommendations to Council.

As part of the tasking for this investigation, Council will specify the scope, target timeframe and responsibility for costs (including any budget for investigator fees).

If the circumstances are conducive, and if the parties involved agree, the investigation may also seek to identify a mutually satisfactory resolution to the complaint.

#### 4.2.4 Determine and notify

After considering all relevant information, Council will determine the Institute's response to the complaint, and will notify the relevant parties. The Institute's response may include a range of actions through to termination of membership.

Council may seek additional information at any stage during the determination process. The parties to the complaint may also provide additional information at any stage while the investigation is being undertaken.

#### 4.2.5 Accept or appeal

The parties to the complaint will be asked to confirm their acceptance (or otherwise) of Council's determination.

If the determination is accepted, then this will be recorded as the final decision, and the agreed actions in the determination then monitored through to completion.

If the determination is not accepted, then the parties will be given a reasonable timeframe (determined by Council) to make a case for an alternative determination. Council will be bound to consider any such appeal, however it will be unfettered as to its response which may be:

- To modify the original determination, or
- To leave the original determination unchanged.

Council's decision after an appeal has been considered will be final.

#### 4.2.6 Wider notification

Once a final decision has been made, the outcome will be notified to other Members and the public as Council sees fit. In all cases, the President's annual report to Members must include a summary of all complaints received and decided.

#### 4.2.7 Monitor to completion

Once a decision has been made, Council will monitor follow-up actions (if any) until the complaint is fully resolved and can be closed.

Council will review all complaints and follow-up actions, identifying any systemic improvements or changes that the Institute should undertake for its benefit, the benefit of Members or the benefit of Members' clients.



#### 4.2.8 Periodic review

This Bylaw will be reviewed by Council on a periodic basis to ensure that it meets the needs of the Institute as a professional body and conforms to the requirements of complaints best practice.