

Awarding Body Customer Service Statement

Introduction

The Chartered Institute of Procurement & Supply (CIPS) is a recognised and regulated Awarding Body. The Awarding Body is committed to high levels of quality assurance and policies that are open, transparent and free from bias.

The Awarding Body is committed to offering a high standard of service to all its customers, including students and study centres. The Awarding Body works closely with the Customer Services team to provide a service that is:

- Consultative and responsive
- Open and informative
- Prompt and efficient
- Streamlined and manageable
- Cost-effective.

Scope of the service

When you become a member through our qualification route, we aim to provide you with:

- Free and accurate information through relevant literature, this website and our programme handbooks
- Accurate information on subscription, exemption, and assessment fees prior to enrolment
- Supportive and confidential advice from an experienced team
- Acknowledgement of all enquiries within seven working days
- The outcome of your application for membership within six weeks
- Assessment dates and procedures
- Assessment results no more than ten weeks after the event
- Details of our Equal Opportunities statement, Complaints Procedure and the Review and Appeals Procedure
- If required and subject to demand, the Awarding Body will endeavour to respond to requests to provide bilingual communication to centres in Welsh or Gaelic.

Fees Information

Full information on fees can be found on the CIPS website; <https://www.cips.org/learn/student-zone/>

Help and advice:

Membership and Qualifications

Customer Services Team: Tel: +44 (0)845 880 1188
Email: helpdesk@cips.org

Assessments, quality assurance, reviews and appeals

Assessment Services: Tel: +44 (0)845 880 1188
Email: assessment.team@cips.org

CIPS Awarding Body