

Fees and Invoicing Policy

CIPS Qualifications (Exams and Exemptions)

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.

Overview

Every effort is made to ensure that customers have access to clear information about fees and payments, and are offered a variety of payment methods.

Fees

CIPS publishes information about:

- membership fees
- exam entry fees
- exemption fees
- study centre approval application / annual fees

each year on the CIPS website (www.cips.org) and on exam enrolment forms.

Information is published sufficiently far in advance of the time at which the qualifications will be made available to learners as to satisfy the reasonable planning requirements of customers and other potential purchasers.

Membership fees

Membership fees <https://www.cips.org/membership/cips-membership/> are determined on the basis of:

- access to professional resources
- access to Ethics eLearning
- access tools to support a member's development, including our CPD tracker and career pathway self-assessment tool
- networking opportunities with CIPS global community of over 200,000 professionals to share ideas, news and best practice
- access to discounts on training, events and business books through CIPS membership

Calculation of exam fees

Qualification	Webpage
CIPS Level 2 Certificate in Procurement and Supply Operations CIPS Level 3 Advanced Certificate in Procurement and Supply Operations	Exam fees and Booking
CIPS Level 4 Diploma in Procurement and Supply CIPS Level 5 Advanced Diploma in Procurement and Supply CIPS Level 6 Professional Diploma in Procurement and Supply	Exam fees and Booking

There are two assessment types for these qualifications (objective response and constructed response) and the fee bands reflect the assessment type. Objective response assessments are priced in one band. Constructed response assessments are priced in a second band. For details, please refer to the website.

Assessment fees are determined on the basis of:

- Actual costs of administering the assessment, including the costs incurred in:
 - developing the assessments including writing the exams and the quality assurance processes
 - compiling and quality-assuring assessments
 - making assessments available on the on-line platform
 - providing access to assessments for markers
 - payments to markers, moderators etc.
 - processing marks and determining results
 - issuing results
 - producing and issuing certificates

The Awarding Body makes every effort to ensure fees are reasonable and proportionate and that they do not put unnecessary barriers in the way of learners. The fees have also been benchmarked with other professional institutes for equivalent services.

Exam venue fees

Exams are made available at some CIPS study centres or at venues supplied by CIPS. Study centres will advise their own learners of any costs associated with sitting an exam (where applicable, and in addition to those specified above). The costs for sitting an exam at other venues are available on the CIPS website.

Calculation of study centre fees

Study centre fees are determined on the basis of:

- Administration of the application approval process and annual monitoring activities, including the following costs:
 - payments to the study centre auditors
 - processing the applications and audits
 - producing and issuing of certificates
 - supporting the study centres with resources and as determined by Learning Partnerships Team

The Awarding Body makes every effort to ensure fees are reasonable and proportionate and that they do not put unnecessary barriers in the way of study centres.

Certificates

Qualification certificates provide proof of achievement and are valuable documents that should be kept safe. As an Awarding Body we issue a qualification on the successful completion of each level of study. Original certificates are normally sent out within 6 - 8 weeks of the relevant results release date. Please wait until this timescale has elapsed before contacting CIPS. However, if a learner fails to inform CIPS that their certificate has not been received by 12 weeks they will be charged for replacing the certificate. Please refer to the [CIPS Policies and Procedures](#) webpage for more information on the CIPS Replacement Certificate policy.

CIPS makes a charge to cover the costs of materials and administration for replacing lost, stolen or damaged certificates and/or changing the name on certificates. CIPS policy is to take payment in full before the request is processed.

Our regulatory obligations dictate that one certificate is issued per level of achievement per learner. Multiple copies of the same certificate will not be issued and if a duplicate certificate is issued, it will clearly be marked as such.

Certificates will be posted to the main address that is held on your MyCIPS account. Members are responsible for personal information held in their MyCIPS account. *CIPS cannot therefore be held responsible for documentation being sent to incorrect destinations due to incorrect personal data being held.*

Invoicing

Invoices are not issued for exam fees unless the circumstances are exceptional. Invoices are issued for study centre fees. When approved, invoices are issued promptly and with a reasonable breakdown of the total amount of the invoice.

Where invoices are issued in relation to the provision of qualifications, the following procedures will be followed:

- Invoices are issued within one month of the assessment date to which the invoice refers
- Invoices contain sufficient detail of the goods or services provided to enable the recipient to understand clearly what is being charged for
- Payment is expected within one month of the date of the invoice
- Defaults are always followed up and where possible agreement reached over the payment of outstanding monies to CIPS
- Invoices are retained by CIPS for 7 years

Confirmation of payment

Website payment

Receipts, identifying the details of the purchase, are issued automatically when payments are made via the CIPS website.

BACS, cash or cheque

If requested, learners can be issued with a receipt where the remitted payment is made by BACS, cash or cheque. This will acknowledge payment but will not detail the purchase. If a more detailed receipt is required, all requests must be made within 14 days of payment.

If specifically requested, and regardless of payment method, CIPS will raise and issue a formal sales invoice which will include exact details of the service purchased and will clearly be marked as paid. If, exceptionally, credit is granted, the invoice will clearly state the payment terms and due date in addition to all other details.

A receipt will be sent to the learner or to the contracted organisation.

A copy of all receipts or invoices, whether paper or electronic, will be retained for 7 years from creation, and will be available for viewing and/or reproduction during this time.

Cancellations and refunds

Where a booking has been made on our website, there is a 14 day 'cooling off period' where cancellation can be made. This period begins on the day after the day on which the contract (entry and payment) is concluded as notified by us in accordance with the CIPS Examination Enrolment Terms and Conditions. If cancellation cannot be made through the website, requests can be e-mailed to helpdesk@cips.org. In this case, the exam enrolment fee will be credited to your CIPS account for future use.

After the cooling off period, applications for cancellation will only be accepted for medical reasons, either during the exam or for a significant period of time leading up to the exam. Medical evidence must be provided in all cases within 14 days of the exam date. If an exception is granted, the exam fee will be refunded. However, the venue and remote invigilation fees are non-refundable.

If an exam session is suspended, cancelled or otherwise nullified by CIPS at any stage, whether before or after the exam sitting, CIPS may waive the fee (or part thereof) for the next attempt at the exam(s) in accordance with the CIPS Examination Enrolment Terms and Conditions. In these circumstances, refunds will not be issued.

**CIPS Awarding Body
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