

Guidance notes for completing examination enrolment forms

How to complete your examination enrolment form

Your membership must be current to enter for all assessments. If your membership is not current, you must renew or submit your new member registration form with payment 10 working days before the exam closure date. After this date we cannot guarantee that you can be enrolled for the examination(s).

Part 1 – About you

Ensure your contact details, including email address are up to date and that your CIPS membership is current by going online to www.cips.org/MyCIPS.

Part 2 – Select your choice of examination location.

In the first instance, contact your study centre which is responsible for providing you with an examination centre. If you are a self-study or distance learning student choose from one of the centres that are open to all candidates and can be found online under www.cips.org/en/Qualifications/Study-CIPS-Qualifications/Find-an-Exam-Centre

At the time of printing, the centres listed on the reverse of the exam enrolment form(s) are available. For the most recent list, please check online as above.

You should indicate on your enrolment form your 1st and 2nd choice venue. We will endeavour to accommodate your 1st venue however, dependent on availability, we can give no guarantee.

Please note: In addition to the examination fee payable to CIPS at the point of booking, a supplementary administrative fee is usually charged by the exam centre. You must contact the centre where you wish to take your exam before completing a booking for details of

this supplementary fee. If you do not pay the required fee, you may not be able to take your exam and you may lose your examination fee. Upon contacting the centre, please check they will be open for the exam session you require.

For UK Regional Examination centres the regional centre fee is noted on the bottom of the exam enrolment form.

Part 3 – Choose the unit(s)/subject(s)

Choose the units that you wish to enter; take care not to choose two taking place at the same time. All timetables are available at: www.cips.org/en/Qualifications/assessments/Key-Dates

Part 4 – How to pay

For payment, return the enrolment form(s) with payment details. We must receive both payment and form(s) to guarantee enrolment. Full details on how to pay can be found on page 3.

Part 5 – Signature and date

It is important that you sign and date this part of the form as we will return any unsigned forms which will result in a delay of your enrolment.

Please return with payment to the address noted on the top of the exam enrolment form.

Assessment Schedule 2015-2016

International Assessment Schedule

MAY Entry closure Exam cancellation Exam period Results published	2015 20 March 2015 27 March 2015 18-22 May 2015 5 August 2015	2016 18 March 2016 25 March 2016 16-20 May 2016 3 August 2016
JULY Entry closure Exam cancellation Exam period Results published	2015 29 May 2015 5 June 2015 20-22 July 2015 7 October 2015	2016 27 May 2016 3 June 2016 18-20 July 2016 5 October 2016
NOVEMBER Entry closure Exam cancellation Exam period Results published	2015 18 September 2015 25 September 2015 16-20 November 2015 3 February 2016	2016 16 September 2016 23 September 2016 14-18 November 2016 1 February 2017

UK Assessment Schedule

JANUARY Entry closure Exam cancellation Exam period Results published	2015 12 December 2014 19 December 2014 26-28 January 2015 15 April 2015	2016 11 December 2015 18 December 2015 25-27 January 2016 13 April 2016
MARCH Entry closure Exam cancellation Exam period Results published	2015 23 January 2015 30 January 2015 9-11 March 2015 27 May 2015	2016 22 January 2016 29 January 2016 7-9 March 2016 25 May 2016
MAY Entry closure Exam cancellation Exam period Results published	2015 27 March 2015 3 April 2015 18-22 May 2015 5 August 2015	2016 23 March 2016 1 April 2016 16-20 May 2016 3 August 2016
JULY Entry closure Exam cancellation Exam period Results published	2015 5 June 2015 12 June 2015 20-22 July 2015 7 October 2015	2016 3 June 2016 10 June 2016 18-20 July 2016 5 October 2016
NOVEMBER Entry closure Exam cancellation Exam period Results published	2015 25 September 2015 2 October 2015 16-20 November 2015 3 February 2016	2016 23 September 2016 30 September 2016 14-18 November 2016 1 February 2017

How to Pay -

You can pay by: credit / debit cards –

Please write your card details in the appropriate section on your form(s) and fax or mail it to us by the exam closure date. There is no fee if you pay by debit card. A non-refundable 2% fee will be incurred if you pay by credit card.

Please note: If you are paying using a pre-loaded or government procurement card this is categorised as a credit card and as such is liable for the non-refundable 2% fee.

By Cheque (made payable to CIPS) -

Please attach your cheque to your examination enrolment form(s) and return.

Money on CIPS Account – Members who wish to enrol but are not required to submit payment as they have money on their CIPS account should send their form directly to CIPS stating that they have money on their CIPS account.

BACS – We do not recommend this method of payment due to time delays. If you do use this option you must ensure that you attach confirmation of the transfer with your form(s).

Purchase invoice – CIPS does not accept payment by invoice or purchase order for examinations.

Payments in Australasia

Students can pay in AUD at the CIPS Australia office:

CIPS Australia, 8/520 Collins Street,
Melbourne, VIC 3000.

Telephone +61 3 9629 6000 or 1300 765 142
or email: education@cipsa.com.au

Payments at British Council offices

Students in Botswana, Ghana, Kenya, Malawi, Nigeria, Uganda, Zambia and Zimbabwe, Angola, Lesotho, Namibia, Mozambique, Swaziland and South Africa are able to pay for their examinations locally through the British Council in local currency.

Enrolment forms and payments must be received at the British Council office by the exam closure date. Please ensure that your current membership number is clearly written on the form.

Members in Africa who have money on their CIPS account should not submit their form to the British Council but should send it directly to CIPS stating that they have money on their CIPS account.

Payments made at any third party agency or bank must also be received in the offices of the British Council by the exam closure date to guarantee entry. You are recommended to pay a minimum of 7 days prior to closure when paying a third party.

Students who submit their payment and form to the British Council should **not** send a duplicate copy to CIPS as this could delay the enrolment process.

A financial receipt will not be issued by CIPS to any member who has paid at a British Council office as receipts are issued at point of payment.

Please contact your local British Council office for more information.

Important Points to Remember

As soon as we have processed your entry form you will receive confirmation of your enrolment, unit(s), examination centre and a financial receipt (unless payment has been made at a British Council). You should then go online as soon as possible to view your examination registration details and check they are correct at www.cips.org/MyCIPS

A printable copy of your examination confirmation letter will be available on the website under your MyCIPS within 10 working days. **Please check your details again 7 days prior to your examination in case any changes have been made, then print and take this with you to your examination with photo ID.**

If you receive any notification from CIPS stating that your enrolment cannot be processed, please respond immediately. **If you do not contact us, you are at risk of not being entered for your requested examination/s.**

Some examination centres may charge additional fees to sit your exams with them. These fees are agreed directly between yourself and the centre. Please contact them directly to discuss and arrange payment.

Our Policies

Entry onto CIPS qualifications

The CIPS student handbook 'A Guide to CIPS Qualifications' provides details of the entry criteria for each level, this is available online at: www.cips.org/Qualifications/About-CIPS-Qualifications

It is advisable to progress through the levels in sequence so that you gain the underpinning knowledge as you move up the qualifications ladder.

You must complete all the units for a level before you will achieve that award and receive a certificate.

Reasonable adjustment

CIPS has a responsibility to ensure that all its candidates have equal opportunities to reach their full potential.

In some instances, candidates may require adjustments to the assessment process to give them an equal opportunity, and CIPS has a responsibility to ensure that appropriate adjustments are made for such candidates.

In the first instance, candidates should contact their study centre. Candidates not registered with a study centre should contact CIPS on assessment.team@cips.org. Applications should be submitted no later than the exam closure date and should be emailed to the above address.

Special consideration

Sometimes incidents occur during an examination; you may feel the incident has impacted on your ability to perform well. If you feel that such an incident has occurred, you should firstly refer to the special consideration section of the reasonable adjustment policy.

All requests for special consideration must be made in writing (email acceptable) within 14 days of the examination. Please include details of the incident, your full name and membership number.

To apply for special consideration due to an incident in your examination – email: assessment.team@cips.org

Cancellation

We will be able to accept and process applications for cancellation up to 7 days after the exam entry closure date. After this date we cannot accept applications for cancellation unless it is for medical reasons, either during the examination or for a significant period of time in the lead up to the examination. Medical evidence must be provided in all cases within 14 days of the exam. Fees paid will be credited to your CIPS account for future use and are not refunded directly to you.

Under the distance selling regulations there is a 14 working day “cooling period” where cancellation can be made. This cooling period begins on the day after the day in which the contact (entry and payment) is concluded as notified by email or postal confirmation from CIPS in accordance with these terms. All requests should be emailed to crc@cips.org

Data Protection statement

CIPS is registered under the provisions of the UK Data Protection Act 1998 and keeps any personal data concerning you in confidence, subject to the following conditions:

- By completing and returning the application form to CIPS, you authorise CIPS to disclose your contact details and (where appropriate) CIPS membership status and examination results to markers, educational establishments, examination centres and your employer(s).
- This will also authorise CIPS to publish your admission into full Membership of the Institute. A full description of the CIPS Code of Practice for Data Protection can be found on the website www.cips.org

Complaints

We at CIPS are committed to offering a high standard of service to all our customers.

If you are not happy with the service you received please email qualifications.complaints@cips.org

‘The legal bit’ – conditions of entry for CIPS external examinations

The below text must be read in conjunction with the full terms and conditions which can be found at www.cips.org

Enrolment process

Completed enrolment forms must be received by CIPS by the last date stated on the form. CIPS cannot accept any responsibility for forms lost or delayed in the post and you are advised to use a recorded/registered delivery service.

Each completed form submitted to CIPS constitutes your request to CIPS for enrolment in the examination(s) selected by you on the form. All enrolments are subject to availability and acceptance by CIPS. We cannot guarantee your enrolment for any examination(s) unless and until the enrolment is accepted by us and we have given you written confirmation of enrolment.

CIPS will endeavour to confirm, as soon as possible, that your form is being processed. Acceptance will, if appropriate, be confirmed to you and provisional registration details provided within four weeks of CIPS receiving your enrolment. You should notify CIPS immediately after this period if you do not receive this notification.

If your enrolment is accepted, these conditions, together with the rules for examinations, will apply to the contract to the exclusion of any other conditions.

You must ensure the accuracy of the details in any application submitted by you, and you must give CIPS any reasonably required information relating to your request within a sufficient time to enable us to perform our obligations under the contract. For students outside of the United Kingdom, Australia and New Zealand we will confirm individual enrolment details by post.

All correspondence relating to your examination(s) will be sent to the name and address shown on your enrolment form and you must therefore ensure that CIPS is notified of any changes to these details. CIPS shall have no liability to you whatsoever in respect of any loss, damage, cost, expense, or other liability suffered by you arising from CIPS' reliance on any information or details provided by you that are not received or are inaccurate, incomplete, illegible, or received too late to enable CIPS to properly perform its obligations under the contract.

Examination fees

The fees payable by you to CIPS in respect of the provision by CIPS of the examination will be as stated on your enrolment form as accepted by CIPS. These are currently exempt of any VAT. Unless otherwise agreed by CIPS, the fees and any other sums payable by you under the contract will be due and payable on CIPS acceptance of your application. If you fail to make any payment by the due date, then, without prejudice to any other right or remedy available to CIPS, we will be entitled to cancel the contract or suspend your entry for any CIPS' examinations. If you make a payment without submitting an enrolment form you will not be entered into any examination. If you require any additional services from CIPS or the venue at which your examination(s) will take place, then these must be separately agreed and will form the basis of separate contracts. In particular, but without limiting the generality of this provision, any arrangements that you make for any private day or overnight accommodation or refreshments will be your responsibility, agreed directly between you and the provider of such

arrangements and shall in no way bind or render CIPS liable. CIPS may be able to offer assistance in facilitating such arrangements, but in doing so this shall not constitute CIPS as your agent or the agent of the service provider, nor create or be deemed to create any legal relationship between CIPS and either you or the service provider in respect of such arrangements.

Use of material

After results have been released, CIPS will produce a report for each examination that has been written. The report will show how candidates should have answered each question and will include an example of a really good answer that one of the candidates produced during their examination.

Limitation of liability

CIPS will not be liable to you or be deemed in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations if the delay or failure was due to any cause beyond CIPS' reasonable control or due to your fault.

In the unlikely event that CIPS fails to provide the services in accordance with the contract or is unable to notify you of your examination results for any reason other than any cause beyond its reasonable control or your fault, and CIPS is accordingly liable to you, CIPS shall, at its expense, provide an alternative opportunity for you to resit the relevant examination at a mutually convenient time and venue and will reimburse to you any additional reasonable standard class travel and accommodation expenses incurred by you for such resit and, on doing so, shall fully discharge any liability

to you in respect of such failure and shall have no further liability to you. If you do not wish to avail yourself of such opportunity, CIPS' liability in respect of such failure will be limited to the refund of any fees paid by you under the contract and the reimbursement to you of any reasonable standard class travel and accommodation expenses incurred by you or that you cannot cancel in respect of arrangements made by you for taking the examination. Your statutory rights will not be affected by this clause.

Due to the nature of the examination units, CIPS is unable to offer affected candidates a discretionary pass, though some candidates may be entitled to an exemption within CIPS' rules in force from time to time.

Save in respect of death or personal injury caused by CIPS' negligence, or as expressly provided in these conditions, CIPS shall not be liable to you by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty at common law, or under the express terms of these conditions for any loss of profit or income or any indirect, special or consequential loss, damage, costs, expenses or other claims (whether caused by the negligence of CIPS, its servants or agents or otherwise) which arise out of or in connection with the contract. Your statutory rights will not be affected by this clause.

General

CIPS may perform any of its obligations or exercise any of its rights under the contract directly or through any agent or subcontractor appointed by it, provided that any act or omission of any such other person will be treated as the act or omission of CIPS. If any provision of these conditions is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of these conditions and the remainder of the provision in question will not be affected.

The contract will be governed by the laws of England and subject to the non-exclusive jurisdiction of the English courts.

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