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## CIPS Examination Enrolment Terms and Conditions

This page (together with the documents referred to on it) tells you ("you" means the party applying for an assessment) the terms and conditions on which we ("we", "us", "our" and "CIPS" means the Chartered Institute of Procurement and Supply) supply CIPS examinations and assessment ("Assessments") and is to be read in conjunction with our General Terms and Conditions of Business and Website Use [https://www.cips.org/Documents/Terms\\_Conditions/2019/Clean\\_General\\_Terms\\_Conditions\\_of\\_Business\\_and\\_Website\\_Use.pdf](https://www.cips.org/Documents/Terms_Conditions/2019/Clean_General_Terms_Conditions_of_Business_and_Website_Use.pdf) ("**General Terms**"). If there is an inconsistency between any of the provisions of this agreement and the General Terms, the provisions of these terms and conditions shall prevail.

Please read these terms and conditions carefully before booking any Assessment. You should understand that by booking an Assessment, you agree to be bound by these terms and conditions.

You should print a copy of these terms and conditions for future reference.

### 1. About you

Your membership must be current to enter for all assessments. If your membership is not current, you must renew this or submit your new member registration form and pay at least ten working days (Monday to Friday excluding UK bank holidays) before the exam closure date. After this date we cannot guarantee you can be enrolled for the examinations in your chosen series.

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](http://www.cips.org/MyCIPS). We send much of our communication by email, make sure we have your up to date contact details.

### 2. Examination booking process

**Students enrolled with a study centre:** Contact your study centre which is responsible for providing you with an examination centre and booking your examination.

**Self-study students:** During the online examination booking process on our website, you will be provided with a list of CIPS examination centres that are hosting the specific examination and the times that this examination is available.

Please note: in addition to the examination fee payable to us at the point of booking, a supplementary administration fee may also be charged by the examination centre. This will need to be paid directly to the examination centre.

If you are booking at one of the CIPS managed examination centres, the venue fee will be added to the overall fee to be paid and detailed on your confirmation.

When booking more than one examination in a series on the same day, you should take care to ensure that you have sufficient time between examinations.

Examination booking must be completed by the examination closing date. We cannot accept any responsibility for incomplete bookings after this date.

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Each booking constitutes your request to us for enrolment in the examination(s) selected by you. All enrolments are subject to availability and acceptance by us. We cannot guarantee your enrolment for any examination(s) unless and until the booking has been confirmed by us and you have received written confirmation of enrolment.

If your booking is processed, these conditions together with the rules for examinations (<https://www.cips.org/learn/student-zone/policies-and-procedures/>) will apply to the contract, to the exclusion of any other conditions. You must ensure the accuracy of the details in any booking you undertake, and you must give us any reasonably required information relating to your request within sufficient time to enable us to perform our obligations under the contract.

All correspondence relating to your examination(s) will be sent to the primary email address held on your MyCIPS account and you must therefore ensure we are notified of any changes to these details.

We shall have no liability to you whatsoever in respect of any loss, damage, cost, expense or other liability suffered by you arising from our reliance on any information or details provided by you that are not received or are inaccurate, incomplete, illegible or received too late to enable us to properly perform our obligations under the contract.

As soon as your study centre or you (if self-study) have completed the booking process through our website, you will receive confirmation of your booking including module(s), and examination centre. You should check these are correctly recorded on your MyCIPS account at [www.cips.org/MyCIPS](http://www.cips.org/MyCIPS).

A printable copy of your examination confirmation letter will be available in your MyCIPS account within ten working days.

You should check your details again seven days prior to your examination in case any changes have been made, then print and take this with you to your examination with your photographic ID.

If you receive any notification from us as part of the booking process that your enrolment cannot be processed, you must contact us immediately. **If you do not contact us, you are at risk of not being entered for your requested examination(s).**

### 3. Payment of fees

**Students enrolled with a study centre:** Contact your study centre which is responsible for receiving and processing your examination booking.

**Self-study students:** Paying and booking your exams online is the quickest, safest and securest way to get the exam date, time and location of your choice. Ensure you log into your MyCIPS (<https://www.cips.org/en-gb/my-cips/login/>) prior to booking or making any purchase. We accept the following via our secure WorldPay platform:

- Credit and debit cards - Visa, Mastercard and Maestro in eight major currencies; GBP, AUD, NZD, RAND,
- USD, EUR, AED and EUR.
- PayPal in GBP, USD and EUR.
- American Express in GBP and AUD

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If you have any questions, or require assistance booking an exam or to make a change to an exam email CIPS Helpdesk [helpdesk@cips.org](mailto:helpdesk@cips.org)

**Please note:**

- Payment is required at the time of booking your examination. You should take note of our General Terms and Conditions at <https://www.cips.org/en-gb/who-we-are/general-terms--conditions/>
- CIPS does not accept payment by purchase order or invoice for examinations.
- A financial receipt will not be issued by us as receipts are issued at point of payment.
- The fees payable by you to us in respect of the provision by us of the examination will be as stated on our website as part of the booking process. These are currently exempt of any UK VAT.
- The fees payable under contract will be due and payable to us on acceptance of your booking. Your booking will not be processed unless payment is provided at time of booking.
- Any arrangements that you make for any additional services must be separately agreed with the provider and will form the basis of separate contract. These include, but are not limited to, venue fees paid direct to the centre, private day or overnight accommodation, refreshments, etc.

## 4. Reasonable adjustment

We have a responsibility to ensure that you have equal opportunity to reach your full potential and can provide additional support in some cases.

In the first instance, you should contact your study centre. If you are a self-study student you should contact us at [assessment.team@cips.org](mailto:assessment.team@cips.org). Further information is available at <https://www.cips.org/learn/student-zone/policies-and-procedures/>

## 5. Special consideration

Sometimes an incident may occur during an exam which you may feel has impacted on your ability to perform well. Where this is the case, you should refer to the special consideration section of the reasonable adjustment policy at <https://www.cips.org/learn/student-zone/policies-and-procedures/>

## 6. Cancellation, refunds and credit transfer

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 these terms. If you are unable to cancel through the website, please email your request to [helpdesk@cips.org](mailto:helpdesk@cips.org) In this case, the exam enrolment fee will be credited to your CIPS account for future use.

**After this date, no applications for cancellation can be accepted and no refund will be provided.**

The only exception to this is unless it is for medical reasons, either during the examination or for a significant period of time leading up to the examination. Medical evidence must be provided in all cases within 14 days of the examination date. If an exception is granted, the exam fee will be refunded however, venue fees are non-refundable.

If CIPS cancels the examination, our liability shall be limited to a refund of any exam you have paid for only. We will not refund any travel or accommodation costs associated with the cancellation of an examination.

CIPS reserves the right to cancel or reschedule exams without prior notice and to amend or alter published exams, fees and exam venues which you make your order within fourteen days of the exam date.

If an examination session is suspended, cancelled or otherwise nullified by CIPS (at any stage, whether before or after the examination sitting itself) CIPS will waive the fee (or part thereof) for the next attempt at the

examination(s) unless such suspension, cancellation or otherwise is caused by an epidemic, pandemic or any other event against which CIPS is unable to obtain insurance on reasonable commercial terms.

Due to the nature and complexity of operating professional examinations, CIPS reserves the right not to reschedule any examination or offer any compensation other than as specified above.

## 7. Data protection

### Your Personal Information

CIPS adheres to the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) and keeps any personal data concerning you in accordance with our Privacy Statement:

By using our exam booking system, you authorise CIPS to disclose your personal data to the following recipients for the purposes of administering our examinations to you:

- Examination centres and invigilators – we will share your name, membership ID, chosen exams and, where applicable, any reasonable adjustment that you require. Please note, where you have selected an examination centre that charges a separate fee, your contact details will also be provided so that payment can be arranged.
- TestReach (used for the delivery of computer based exams) – we will share your name, membership ID, chosen exams and, where applicable, any reasonable adjustment that you require. TestReach will collect from you your assessment answers and scores, usage data of the exam facility and, if you are sitting a remotely invigilated exam, video footage will be taken of you sitting the exam for security purposes.
- Assessors – we will share your membership ID and exam scripts as required for the marking process.

If you are registered with a study centre, we will share your examination results with your study centre based on our legitimate interest to enhance the learning experience. You may at any time object to this by contacting [dataprotection@cips.org](mailto:dataprotection@cips.org). Examination results will only be shared with your employer/sponsor if you are enrolled on a pre-arranged corporate program or you have given us your consent to do so.

Please refer to our Privacy Statement for more information about how your personal data is used by CIPS, which can be found on our website <https://www.cips.org/en-gb/who-we-are/general-terms--conditions/privacystatement/>

## 8. Complaints

We are committed to offering a high standard of service to all our customers. If you are not happy with the service you receive you should email [complaints@cips.org](mailto:complaints@cips.org)

## 9. Disclosure of Exam Questions

Candidates are reminded that it is strictly against the [Candidate regulations for CIPS exams](#) policy to disclose any exam question unless it has been publicly released by CIPS. All candidates agree to this restriction when registering for an examination.

## 10. Limitation of liability

We 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, and of our obligations if the delay or failure was due to any cause beyond our reasonable control or due to your fault.

In the unlikely event that we fail to provide the services in accordance with the contract, or are unable to notify you of your examination results for any reason other than any cause beyond our reasonable control or your fault.

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Save in respect of death or personal injury caused by our negligence, or as expressly provided in these conditions, we 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 us, our 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.

## **11. General**

We may perform any of our obligations or exercise any of our rights under the contract directly or through any agent or subcontractor appointed by us, provided that any act or omission of any such other person will be treated as the act or omission of us.

## **12. Severance**

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.

## **13. Governing law**

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

**CIPS Awarding Body**  
**March 2020**