Assessment Enrolment Terms & 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 & Conditions of Business and Website Use cips.org/t-and-c ("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. How to complete your assessment 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 and pay 10 (ten) working days (means Monday – Friday excluding UK Bank Holidays) before the deadline date for entry and payment. After this date we cannot guarantee that you can be enrolled for the assessment session.

   **Part 1: About you**
   Ensure your contact details are up to date and that your CIPS membership is current by going online to www.cips.org/mycips. We send much of our communications by email, make sure we have your most up-to-date contact details.

   **Part 2: Select your preferred choice of assessment 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. Look at the reverse side of the assessment enrolment forms where we have listed examination centres that are open to all students. Select where you wish to take your Assessment. You should indicate on your enrolment form your preferred venue. We will endeavour to accommodate your preferred venue however dependent on availability we can give no guarantee.

   There may be additional charges to sit an Assessment at some of our Special Exam Centres.

   In addition to the unit 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 lose your examination fee.

   **Part 3: Choose the unit(s)/subject(s) that you wish to enter**
   Take care not to choose two taking place at the same time.
Part 4: How to pay
If you are booking an Assessment online, you can only pay by credit or debit card. RBS Worldpay handles our online credit and debit card transactions in a secure environment. We accept American Express, Visa, Mastercard and Maestro.

Other payment methods
Payments for paper applications can be made in the following ways:

- Credit or debit card;
- Cheques by post made payable to “CIPS” (Please attach your cheque to your assessment enrolment form(s) and return ensuring you write your membership number on the reverse of the cheque); or
- Direct bank transfer to the CIPS bank account, details of which can be found below. We do not recommend this method of payment due to time delays. If you do use this option please ensure that you attach confirmation of the transfer with your form(s).

Payments in Australasia
Students may pay locally in AUD accompanied by the enrolment form provided at the CIPS Australia office:

CIPS Australia, 8/520 Collins Street, Melbourne, VIC 3000.  
Telephone +61 3 9629 6000 or 1300 765142 education@cipsa.com.au

Payments in South African Rand
Students in Angola, Botswana, Lesotho, Namibia, Mozambique, Swaziland and South Africa can pay in South African Rand at the office in Pretoria, South Africa. See www.cips.org/southernafrica for more details or contact the office:

CIPS Southern Africa,  
Telephone +27 12 345 6177.

Payments at British Council offices
Students in Botswana, Ghana, Kenya, Malawi, Nigeria, Uganda, Zimbabwe and Zambia are able to pay for their Assessments locally through the British Council, provided that they are taking the Assessments at the British Council Centres. Enrolment forms and payments must be received at the British Council office by the deadline date printed on the enrolment form regardless of whether payment is made to CIPS directly or via British Council. Please contact the British Council office for further instructions on how to pay. Students who pay through the British Council are required to monitor their enrolment and advise CIPS if their enrolment has not been confirmed, as payment through the British Council does not guarantee entry.

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. Please ensure that your current membership number is clearly recorded on your form prior to submitting it to the British Council.

Money on CIPS Account – Members in Africa who wish to enter but are not required to submit payment as they have money on their CIPS account should not submit their form to the British Council but should send it directly to CIPS CRC ensuring it reaches us by the deadline.

Part 5 - Signature and date
It is important that you sign and date this part of the form. We will return any unsigned forms, and this will result in a delay of your enrolment and you may miss the deadline date.

2. Cancellations, Refunds and Credit Transfer

We will be able to accept and process applications for refunds up to 30 working days before the assessment week. After this date we cannot accept applications for refunds unless it is for medical reasons for which we must receive a medical note “Acceptable Reason”. However, in all instances you have a period of 14 working days cooling off period “cooling period” where you can cancel your Assessment, this cooling period begins on the day after the day on which the contract is concluded with you as notified by email or postal confirmation from CIPS in accordance with these terms. In this case, you will receive a full refund of the price paid for the Assessment via the original method in which you have paid. If however you are cancelling within the 30 day period but after your cooling period and your Assessment has been cancelled for an Acceptable Reason then any refund will be credited to your CIPS account for future use and is not refunded directly to you.

Credit Transfer
CIPS Awarding Body is regulated by Ofqual, the qualification regulator for England and Northern Ireland. Our qualifications are internationally recognised in over 150 different countries across the globe. The integrity of the qualifications must continually meet the needs of industry and to ensure this, CIPS periodically reviews the syllabus. Any assessment credits awarded during one syllabus may not automatically transfer to a subsequent syllabus. Changes to the syllabus with transition arrangements will be announced prior to launch, please ensure you keep your membership (current) and online CIPS profile up to date to ensure you receive regular updates. Changes and notifications about syllabus changes will also be published on the CIPS website and in Supply Management magazine.

3. Important points to remember!

During busy times, entries can take up to five weeks to be confirmed.

4. How do I know if you have received my enrolment form?

As soon as we have received your entry form we will let you know.

   a. Our first choice is to send SMS to your mobile (cell phone) to confirm receipt of your enrolment form. Alternatively we will try email or a letter. Please make sure that your contact details are up to date, go to www.cips.org/MyCIPS, remember to login.

   b. As soon as we have processed your entry form you will receive confirmation of your enrolment, unit(s), examination centre and a financial receipt. You can then go online to view your assessment registration details at www.cips.org/MyCIPS.

   c. You will receive a final confirmation letter within ten working days of the assessment enrolment closure date.

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 Assessment.**

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

The CIPS student handbook ‘Your Guide to CIPS Qualifications’ provides details of the entry criteria for each level. 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.

6. Reasonable adjustment need

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, students should contact their study centre. Students not registered with a study centre should contact CIPS. Applications should be submitted in time to meet the assessment enrolment deadline. Further information about reasonable adjustments can be found on the website: www.cips.org and type reasonable adjustments into the search bar. Information how we use your information can be found on CIPS Privacy Notice Policy.

7. Special consideration

Sometimes incidents occur during an Assessment; 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 (fourteen) days of the Assessment. To apply for special consideration due to an incident in your Assessment – email: assessment.team@cips.org

8. Data Protection Statement

The personal data that we collect from you and hold is important to us and is handled in accordance with our Privacy Statement https://www.cips.org/en-gb/aboutcips/general-terms--conditions/privacystatement/. We are committed to ensuring that your privacy is protected. Where we ask you to provide information by which you can be identified you can be assured that it will only be used in accordance with this Privacy Statement.

9. Notices

A notice given to CIPS under or in connection with these terms and conditions shall be in writing and sent to CIPS at the address (which is detailed in clause 8) or as otherwise notified in writing to us.

The following table sets out methods by which a notice may be sent and, if sent by that method, the corresponding deemed delivery date and time:
### Delivery method

<table>
<thead>
<tr>
<th>Delivery method</th>
<th>Deemed delivery date and time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery by hand.</td>
<td>On signature of a delivery receipt or at the time the notice is left at the address.</td>
</tr>
<tr>
<td>Pre-paid first class post or other next working day delivery service providing proof of postage.</td>
<td>9.00 am on the second Business Day after posting or at the time recorded by the delivery service.</td>
</tr>
<tr>
<td>Pre-paid airmail providing proof of postage.</td>
<td>9.00 am on the fifth Business Day after posting or at the time recorded by the delivery service.</td>
</tr>
</tbody>
</table>

For the purpose of the above and calculating deemed receipt:

- all references to time are to local time in the place of deemed receipt; and
- if deemed receipt would occur in the place of deemed receipt on a Saturday or Sunday or a public holiday when banks are not open for business, deemed receipt is deemed to take place at 9.00 am on the day when business next starts in the place of receipt.

This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

### 10. Complaints

We at CIPS are committed to offering a high standard of service to all our customers. If you are not happy with any element of the customer service you received from the Customer Services Team, contact:

CIPS Assessment Team
Email: assessmentteam@cips.org

### 11. ‘The legal bit’ – conditions of entry for CIPS external Assessments

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 Assessment(s) selected by you on the form. All enrolments are subject to availability and acceptance by CIPS. We cannot guarantee your enrolment for any Assessment(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 4 (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 Assessments, 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. We will confirm individual enrolment details by post. All correspondence relating to your Assessment(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.

12. Assessment fees

The fees payable by you to CIPS in respect of the provision by CIPS of the Assessment are 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’ assessment.

If you make a payment without submitting an enrolment form you will not be entered into any assessment. If you require any additional services from CIPS or the venue at which your assessment(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.

13. Use of material

After results have been released, CIPS will produce a report for each assessment 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 assessment. You agree that CIPS shall have the right to use your assessment answers for the above purposes but on a strictly anonymous basis.

14. 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 Assessment 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 re-sit the relevant Assessment 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 Assessment. Your statutory rights will not be affected by this clause. Due to the nature of the Assessment 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.

15. 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.

16. 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.

17. CIPS bank details

Name of Bank  Barclays Bank plc
Address   46/49 Broad Street
          Stamford
          Lincolnshire
          PE9 1PZ
Sort Code  20-81-53
Account No  00511935
Account Name  Chartered Institute of Procurement and Supply
Swift Address   BARCGB22
IBAN (UK Sterling)   GB 51 BARC 2081 5300 5119 35

Please email a copy of your bank receipt to our Customer Response Centre (crc@cips.org) ensuring you quote your full name and either your CIPS membership number, enquiry number of CIPS company number.

18. Contact details for Assessment Enrolment

Email enquiries: assessmentteam@cips.org

Address:
CIPS
CIP Helpdesk
PO Box 9156
Adamsway
Mansfield
Nottinghamshire
NG18 8DS
19. Governing law

These terms and conditions shall be governed by and construed in accordance with the laws of England and you irrevocably submit to the non-exclusive jurisdiction of the courts of England.