



# 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 and pay 10 working days 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](http://www.cips.org/MyCIPS) or simply check your renewal date on your membership card. We send lots of our communications by email, make sure we have your most up-to-date contact details.

### *Part 2 – Select your preferred 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. Look at the reverse side of the examination enrolment forms where we have listed examination centres that are open to all students.

Select where you wish to take your examination. 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.

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

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*

For payment, return the enclosed enrolment form(s) with payment details. We must receive both payment and form(s) to guarantee enrolment.

## Ways to Pay

### *You can pay by: Cheque*

*(made payable to CIPS)* – Please attach your cheque to your examination enrolment form(s) and return.

*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 deadline date.

*BACS* – 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).

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

*Refunds* – We will be able to accept and process applications for refunds up to 30 working days before the exam date. After this date we cannot accept applications for refunds unless it is for medical reasons, and we must receive a medical note. Refunds will be credited to your CIPS account for future use and are not refunded directly to you.

## Payments in Australasia

Students may pay locally in AUD accompanied by the enrolment form provided at the CIPS Australia office: CIPS Australia, 10/520 Collins Street, Melbourne, VIC 3000.

Telephone +61 3 9629 6000 or 1300 765 142  
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](http://www.cips.org/southernafrica) for more details or contact the office: CIPS Southern Africa, +27 12 345 6177.

## Payments at British Council offices

Students in Botswana, Ghana, Kenya, Malawi, Nigeria, Uganda and Zambia are able to pay for their examinations locally through the British Council, provided that they are taking the examinations 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.

Payments made at any third party agency or bank also must be received in the offices of the British Council by the deadline date.

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 stating that they have money on their CIPS account.

*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.

### Important points to remember!

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

### *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.

1. 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](http://www.cips.org/MyCIPS), remember to login.

2. 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 examination registration details at [www.cips.org/MyCIPS](http://www.cips.org/MyCIPS)

3. You will receive a final confirmation letter within ten working days of exam 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 examination.**

\* 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.

# Assessment schedule

<b>UK assessment schedule – Examinations 2010 and 2012</b>			
<b>JANUARY</b> Entry closure Exam period Results published		10 December <b>2010</b> 24-26 January <b>2011</b> 13 April <b>2011</b>	9 December <b>2011</b> 23-25 January <b>2012</b> 11 April <b>2012</b>
<b>MARCH</b> Entry closure Exam period Results published		21 January <b>2011</b> 7-9 March <b>2011</b> 25 May <b>2011</b>	20 January <b>2012</b> 5-7 March <b>2012</b> 23 May <b>2012</b>
<b>MAY</b> Entry closure Exam period Results published		25 March <b>2011</b> 16-20 May <b>2011</b> 3 August <b>2011</b>	23 March <b>2012</b> 14-18 May <b>2012</b> 1 August <b>2012</b>
<b>JULY</b> Entry closure Exam period Results published		3 June <b>2011</b> 18-20 July <b>2011</b> 5 October <b>2011</b>	1 June <b>2012</b> 16-18 July <b>2012</b> 3 October <b>2012</b>
<b>NOVEMBER</b> Entry closure Exam period Results published	24 September <b>2010</b> 15-19 November <b>2010</b> 2 February <b>2011</b>	23 September <b>2011</b> 14-18 November <b>2011</b> 1 February <b>2012</b>	21 September <b>2010</b> 12-16 November <b>2012</b> 6 February <b>2013</b>

<b>International assessment schedule – Examinations 2010 to 2012</b>			
<b>MAY</b> International entry closure Exam period Results published		18 March <b>2011</b> 16-20 May <b>2011</b> 3 August <b>2011</b>	16 March <b>2012</b> 14-18 May <b>2012</b> 1 August <b>2012</b>
<b>JULY</b> International entry closure Exam period Results published		27 May <b>2011</b> 18-20 July <b>2011</b> 5 October <b>2011</b>	25 May <b>2012</b> 16-18 July <b>2012</b> 3 October <b>2012</b>
<b>NOVEMBER</b> International entry closure Exam period Results published	17 September <b>2010</b> 15-19 November <b>2010</b> 2 February <b>2011</b>	16 September <b>2011</b> 14-18 November <b>2011</b> 1 February <b>2012</b>	14 September <b>2012</b> 12-16 November <b>2012</b> 6 February <b>2013</b>

<b>Work based assessment schedule – UK only</b>		
<b>October work based assessment</b> Entry closure Assignment published on website Candidate's WBA submission to study centre Study centres return marked and internally verified WBA submissions to CIPS Results published	20 September <b>2010</b> 4 October <b>2010</b> 10 December <b>2010</b>	19 September <b>2011</b> 3 October <b>2011</b> 9 December <b>2011</b>
<b>February work based assessment</b> Entry closure Assignment published on website Candidate's WBA submission to study centre Study centres return marked and internally verified WBA submissions to CIPS Results published	<b>2011</b> 14 January <b>2011</b> 31 January <b>2011</b> 8 April <b>2011</b>  29 April <b>2011</b> 22 June <b>2011</b>	<b>2012</b> 13 January <b>2012</b> 30 January <b>2012</b> 6 April <b>2012</b>  27 April <b>2012</b> 20 June <b>2012</b>
<b>May work based assessment</b> Entry closure Assignment published on website Candidate's WBA submission to study centre Study centres return marked and internally verified WBA submissions to CIPS Results published	<b>2011</b> 6 May <b>2011</b> 23 May <b>2011</b> 29 July <b>2011</b>  19 August <b>2011</b> 12 October <b>2011</b>	<b>2012</b> 4 May <b>2012</b> 21 May <b>2012</b> 27 July <b>2012</b>  17 August <b>2012</b> 10 October <b>2012</b>

## Choosing your examination centre

At the time of printing, the centres listed on the reverse of the enrolment form are available.

## Our policies

### *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.

### *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 examination enrolment deadline. Further information about reasonable adjustments can be found on the website: [www.cips.org](http://www.cips.org) and type reasonable adjustments into the search.

### *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.

To apply for special consideration due to an incident in your examination – email: [assessment.team@cips.org](mailto:assessment.team@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](http://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 any element of the customer service you received from the Customer Services Team, contact:**

Patricia Clarke, Customer Fulfilment & Operations Manager

Tel: +44(0)1780 756777

Email: [patricia.clarke@cips.org](mailto:patricia.clarke@cips.org)

## ***'The legal bit' – conditions of entry for CIPS external examinations***

### ***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. 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.