

## Terms and Conditions

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These Terms and Conditions cover the training, learning resources, and any other services that The Procurement Academy offers our students.

You should understand that by enrolling on our courses, you have confirmed your order for the course and agree to be bound by these terms and conditions. You should print a copy of these terms and conditions for future reference.

#### 1. Booking Courses or events

The booking of a course will only be accepted once a student has enrolled on a course and The Procurement Academy has accepted this by issuing a welcome pack.

#### 2. Fees and Payment

An invoice will be raised upon enrolment which must be paid in accordance with the agreed payment terms. If payment is not received by the agreed date, then the following will apply.

- Interest will be charged at 3% above base lending rate for overdue payments.
- If paying by monthly instalments, and payments are not received by the agreed date then the course will be terminated, and no refunds will be issued for monies received.

#### 3. Exam Entry and changes to Exams

If you require The Procurement Academy to enter you for exams, then this must be requested and paid for during enrolment. Should you miss an exam for whatever reason or change it then all additional charges that CIPS apply will be charged to you. Resits will normally be arranged and paid for by the student.

#### 4. CIPS Membership.

It is the student's responsibility to ensure they have a valid CIPS student membership, which is required to enter students for exams. Students must ensure that the contact details held ON MYCIPS are up to date as changes to exam locations and exam results etc are communicated directly to students by CIPS

## 5. Cancellation of Courses

We appreciate that many situations can occur that effect your ability to study and therefore aim to be as flexible as possible. Cancellations must be made in writing and are subject to the following conditions

- If cancellation occurs two weeks or before your first study day and no costs have been incurred by The Procurement Academy (Study guides ordered or exams entered) then a full refund will be issued.
- If cancellation occurs between your first study day and two weeks prior to starting we will issue a credit for all services not used. (Not a refund). Deductions will include exam entry fees and textbooks.
- Once the student has commenced the course then no credits or refunds will be issued for the remainder of the course. Should the student wish to suspend the course, then this can be accommodated, by contacting The Procurement academy and requesting the course to be suspended. If the suspension is accepted, then the course must be recommenced within 12 months of the suspension and completed without further suspensions.

The Procurement Academy reserves the right to amend or cancel any course up to four weeks prior to its start date. Where a course has been cancelled students will be offered an alternative means of study or date for the same course, a credit towards another course or a refund.

## 6. Changes to courses

The Procurement Academy can make changes to the Courses which are required due to changes in relevant laws or regulatory requirement, Global pandemics, awarding body changes to syllabus, availability of tutors or venues that do not change the overall structure of the course.

## 7. Joining Instructions

This will include venue details if studying at a study centre and start times and will be sent out by email to the student prior to the first study day. Once this has been completed the services are deemed to have commenced under the Consumer Contracts Regulations 2013.

#### 8. Copyright

All materials provided by The Procurement Academy are owned by The Procurement Academy. No content in whole or in part may be copied, reproduced, uploaded, posted, displayed, linked to, or used in any way without the prior written permission of The Procurement Academy. Any such use is strictly prohibited and will constitute an infringement of the copyright and other intellectual property rights.

#### 9. Refunds

If you wish to cancel your booking, The Procurement Academy will refund the fees paid according to the above cancellation policy.

#### 10. Specific needs

The Procurement Academy aims to ensure that its facilities and resources are accessible to all. If you have any specific needs, please advise us at the earliest possible time and we will contact you to discuss your requirements. Please complete the 'Any other Information' section when enrolling detailing your requirements.

#### 11. Complaints Procedure

The Procurement Academy is committed to providing a high standard of customer care. If you are not happy with any element of the service that you have received, please email [admin@theprocurementacademy.com](mailto:admin@theprocurementacademy.com) with full details of your complaint. Further details on our Complaints Procedure can be found on our website.

DOCUMENT CONTROL				
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3	April 2020	August 25	August 2026	<i>Philip Chippindale</i>