

# CIM Academy terms and conditions

CIM Academy qualifications are internationally recognised and must therefore abide by the rules laid down by the Qualifications and Curriculum Authority (QCA) which regulates the CIM Awarding Body.

## Course Start Dates

1. For residential modular qualification courses, the start date is either the date that online work starts or the first day of the first residential session, whichever is earlier.
2. For blended online qualifications and virtual programmes the course start date is the date that online work starts.

## Cancellations/Attendance/Withdrawal from a Qualification

All delegates must attend each module as booked and the number of days as laid down in the approved syllabus and published work scheme for the programme. For delegates who apply to join part way through a programme acceptance is at the discretion of CIM Academy management.

Written notification of withdrawal from a qualification within 0 – 90 days before the course start date, or failure to attend a course without prior written notification, will be subject to the scale of charges shown in the Transfer and Cancellation table. The full course fee is due 30 days prior to the course start date. Courses booked inside 30 days must be paid immediately. If payment has already been made only the remaining percentage of the course fee, after the transfer or cancellation charges have been applied, shall be refunded.

Under the qualifications regulations, unless there are exceptional extenuating personal circumstances – such as serious illness or bereavement – each module should be attended in sequence. Work related issues are not accepted as being legitimate cause to change attendance dates and no refund or part refund of course fees will be given. If such extenuating reasons do arise, it is the responsibility of the delegate or the delegate's organisation to inform CIM Academy in writing providing evidence of the circumstances at the earliest opportunity.

In the event that a module or workshop transfer has been agreed by CIM Academy management to a different programme stream, due to extenuating circumstances for which evidence has been provided, no transfer or administration charge is payable. In all other cases, should a transfer to a different stream be exceptionally agreed by CIM Academy management, a £250 administration fee plus current membership fee will be levied per transfer.

### *Transfer and Cancellation Table*

Number of days notice	% Course fee payable <b>Cancellation</b>	% Course fee payable <b>Transfer</b>
91+ days prior	25% of fee due	No charge
0-90 days prior	100% of fee due	50% of original fee
During the course	100% of fee due	£250 plus current membership

All late bookings, first confirmed within 90 days of the event date, will be subject to normal cancellation and transfer terms and conditions. Entry to the course will be denied if payment has not been received or prior written agreement has not been given.

## Substitutions

Clients may choose to substitute the original delegate with another person before the course start date. The new delegate will have to go through the same validation process including review of CV to ensure that the course is suited to their level of experience. Written notification is required to substitute a delegate. Substitutions which take place during a course are at the discretion of CIM Academy management and if allowed will require the new delegate to be validated at the correct level by assessment of their CV.

## Course fees

Should there be a requirement for a delegate to retake an examination or submit an alternative assignment; the delegate is responsible for payment of the registration costs or any other related fees. Delegates are also responsible for paying their own membership fees which must be current in order to allow them to retake any subject and receive their results and their award. Original course fees do not include attendance at any revision workshops or course modules (other than those of the original programme) and a charge will be made to the delegate to cover the costs. Please note that under special circumstances additional fees may be levied by the exam centre that will be chargeable to delegates. Original course fees do not include individual feedback reports from the CIM Awarding Body on failed exam papers or integrative projects. CIM reserves the right to withdraw this service at any time.

## Payment

All course fees must be paid in full no later than 30 days prior to the start date of the course or immediately for late bookings. Late bookings are any made within 30 days of the course start date. Settlement of the invoice is only deemed to have happened when the full amount has been paid and cleared.

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## Payment liability

Where a company or organisation is booking and funding a delegate, the contract is with the employer who is liable for the payment once the booking has been made by signature on the booking form. If the delegate for any reason leaves the company at any stage before or during the course or chooses to discontinue the course, the company remains liable for full payment of the course fees. Self-funding delegates are responsible for full payment even if they choose to withdraw from the qualification at any stage. If payment by installment had been agreed, any unpaid installments remain due.

## Payment and installment options

The installment option is only available to private individuals and not to companies. Self-funding delegates can choose to pay upfront in full, or by two installments, 50% upfront followed by a second installment of 50% mid-way through the course. Full payment can be made via credit-card, cheque, BACS or bank transfer. If an installment option has been agreed then an invoice will be issued for each individual installment. Please see the note in the "Payment Liability" section above regarding withdrawal from a qualification. Installment payments will only be accepted if paying by credit card and the following will be required: An 'Expression of wish' email will be requested to confirm that on agreed dates we will collect the payment due. CIM reserves the right to levy interest or administration charges in the event of payments being made by installments. This should be agreed in writing in advance. Default on a payment due will result in the full balance becoming payable and possible removal from the course.

## Bank details – for your information

Bank name	The Royal Bank of Scotland
Address	28 Cavendish Square
	London
	W1M 0DB
Bank sort code	16-00-30
Bank account number	13234700 CIM Holdings Ltd
VAT number	GB 302 2509 13
IBAN code	RBOSGB2L
Account contact	Margaret Watts
Telephone number	+44 (0)1628 427425

## Accommodation and transport

For all modular residential CIM Academy courses, fees include full board and accommodation from the morning of the first day of the course to the final morning or afternoon of the course (as specified in the course calendar) in a single occupancy study bedroom. For blended online programmes the course fees cover the relevant day delegate rates on the face to face workshops.

Extended accommodation can be arranged at Moor Hall at a preferential rate, which has to be paid locally on departure. Any requests for extended accommodation should be emailed to [reception@cim.co.uk](mailto:reception@cim.co.uk). For airport transfers please contact reception who can supply details of a local taxi company, tel +44 (0)1628 427500 or email [reception@cim.co.uk](mailto:reception@cim.co.uk)

## Cancellation of course

CIM reserves the right to amend or cancel any course, course times, dates, published prices or terms and conditions. Changes to course prices, times and dates will be advised before the course start date and any course already paid in full will not be subject to the increased price. As a course may be cancelled up to two weeks prior to its start date, we recommend that delegates do not make travel arrangements before this time. Any travel costs incurred are entirely the delegate's responsibility. CIM does not accept any liability for reimbursement of travel costs.

## Intellectual property

All materials supplied by CIM training and CIM Academy remain the intellectual property of The Chartered Institute of Marketing and its partners, who assert their right to worldwide copyright unless specifically agreed otherwise in writing.

Assignments submitted by CIM Academy delegates remain anonymous for assessment purposes and marked assignments or exam scripts are not returned to delegates under the CIM Awarding Body policy. All content of assignments or exams will not be divulged unless express permission has been obtained from the originator.

## Special requirements

Special requirements and dietary needs can be met and arrangements for personal religious worship or for disabled delegates easily made. Simply state your requirements at the time of booking and we will make all the necessary preparations prior to your arrival.

## English language

Our programmes are taught in English and all delegates are expected to have sufficient knowledge of both written and spoken English. If English is not your first language, you will need to confirm that you have at least IELTS 6.5 proficiency to Trinity III/IV, or equivalent English Tests that are acceptable to UK Government standards.

## Other terms

CIM reserves the right to remove any delegate from their programme should their behaviour be deemed to be inappropriate by The Chartered Institute of Marketing or its partners. This would result in no refund of course fees or other costs being paid.

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**CIM Holdings Ltd** is a wholly owned subsidiary of The Chartered Institute of Marketing. Registered Company No 2585613.

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