

# IoSCM Terms and Conditions

## 1.1 The Client

The person legally responsible to pay for the training course and/or membership, and entering into this agreement.

## 1.2 The Student

The person to receive the training outlined on this enrolment form.

## 1.3 The Agreement

Means the entire agreement between IoSCM, working in partnership with The Network 360 Group, and the client/student comprising these conditions, the enrolment form and any payment options agreed to in relation to the training course and/or membership.

## 1.4 Student Agreement

It is the Students responsibility to notify the Institute of any change of circumstances, i.e. change of address, name or employer/sponsor or any other contact details.

Student must also keep IoSCM up to date with course progress, i.e. once a unit has been completed, when their course is complete for us to action IV/EV.

All Students must ensure that all work submitted is their own.

## 1.5 The Enrolment Form

Means the online enrolment form completed by the Client or Student and submitted to IoSCM (together with agreement/arrangement of payment) detailing the course(s) which the Client/Student has enrolled on and specifying the fees payable by the Client/Student to IoSCM.

## 1.6 The Membership Form

Means the online membership form completed by the Client or Student and submitted to IoSCM (together with agreement/arrangement of payment) detailing the Membership package which the Client/Student requires and specifying the fees payable by the Client/Student to IoSCM.

## 1.7 Policies and Procedures

The below are the policies and procedures the Client/Student is agreeing to;

### 1.7a Complaints

In the unlikely case that a Student or Client needs to make a complaint to IoSCM, initial contact must be made to a member of the student support team who would endeavour to resolve the issue immediately. If the Student or Client does not find the solution offer to be acceptable a formal complaint must be issue with IoSCM. The Formal Complaints Policy and Procedure can be requested from the student support team.

### 1.7b Online usage

To enable Student to complete their studies successfully with the allocated study time, students must access the Online Learning Platform on a regular basis. The Learning Platform is where all learning material will be accessed, where assignment briefs are listed and where work submissions will be made. To enable IoSCM to support each Student with effectively managing their study time any Student who does not access the Learning Platform for a period of 6 months will have their access restricted, and will be required to contact the student support team to discuss progressions and extensions before resuming their studies.

### 1.7c Assignment Submission

To ensure IoSCM take a consistent approach to accepted standards of work, Students will be provided with submissions templates which must be used which writing assignments or using an alternative work submission method (such as approved prior learning, or work based evidence). All templates are available on the Learning Platform. Any work submitted for marking not on the appropriate template will be referred back to the student. The templates have been carefully designed to support Students in completing all assessments in the necessary way to meet the criteria and standards associated with IoSCM Professional Qualifications.

## IoSCM Terms and Conditions

### 2.1 Course Fees

Course fees include the core online course material required for Students studies, tutor support, student support, assessment fees and certification costs. Support is provided for a fixed term, please see (Appendix A). It is the Students responsibility to access the resource made available to them during this time. These timescales are the maximum durations we allow, in line with the fees paid to the Institute upon enrolment. These timescales are based on 3 – 4 hours of study per week.

Students must maintain an active study period with the Institute, with active registration (see 7.1). The study period starts when Students receive access to their first study unit. Should it take the student longer to complete the course, an extension of study time can be discussed with your student support contact, please see (Appendix B) for fees. If you do not maintain an active study period all support and access to study resources will be suspended. We do not provide an options for you to continue studies without an active period of study in effect.

Printed study materials can be provided at an additional cost, please see (Appendix C).

Course fees do not include provision of software needed to access our study material by e-learning, or to complete assignments (e.g. Internet access, Word Processor, Computer/Laptop, etc.)

To maintain the professional standards of the Institute, the Student will receive access to one unit at a time. This ensures we are providing you with the most recent updates of material, assessment criteria and resources.

Institute Registration fees are not included in the course fees unless otherwise stated at point of sale, please see (7.1)

Institute Membership fees are not included in the course fee unless otherwise stated at point of sale, please see (8.1)

Students studying IoSCM's CPC qualification are responsible for booking and organising payment for their examinations, held at an OCR approved examination centre. Students can locate their nearest examination centre via the OCR website.

Once your study time lapses you have a maximum period of twelve months to reactivate your studies before you will be removed from our systems and any progress you made will be lost, after this date you would need to re-register to begin your studies again. Should the qualification be updated or removed from the syllabus during the twelve months period you would be required to reregister on to the new or replacement course. This cost would need to be covered by the student.

### 3.1 Payment

Payment terms for all IoSCM invoices are 14 days, unless otherwise agreed.

Full course/membership fees must be paid as agreed at the time of enrolment;

If the Client/Student fails to comply with any terms of this agreement, IoSCM shall be entitled to recover from the Client/Student the reasonable costs, expenses and losses incurred by IoSCM as a result of locating the customer, communicating with the customer and collecting any unpaid sums. Such sums shall be payable to IoSCM upon demand. In the event of legal action for breach of the payment obligations, the Client/Student will be responsible for all costs and expenses allowed by the course in an award is made in favour of IoSCM.

Payments from Organisations must be received in full, payment plans are not available unless organised under extenuating circumstance.

If a Student opts to pay via payment plan they must adhere to the agreement set out at point of enrolment, paying the instalment amount as agreed and to be received on or before the agreed date. It is a Student's responsibility to ensure that payments are received on time – if the Student wishes to amend their payment details or agreed payment scheduled at any point during their studies a period of 7 days' notice must be provided.

Late payments will be subject to a £12 administration charge for each calendar month. A late payment is defined as any payment not received on the calendar date agreed at the point of enrolment.

Payments that are late will result in an immediate course suspension. Students will be notified of this, and given 14 days to rectify the current outstanding balance – failure to rectify an outstanding balance within 14 days of this notification will result in the full outstanding balance becoming immediately due.

Failure to settle the outstanding balance within 90 working days will result in the full cancellation of your course, without refund of payments previously paid to IoSCM. Should it be deemed necessary, IoSCM will pursue legal action.

### 4.1 Program of Study / Study Materials / Online Platform

As part of the enrolment process, we automatically begin the study period from the date payment has been received. Should the Client/Student wish to delay the start date to a later date this must be confirmed prior to the Student receiving login details.

The program of study may vary in accordance with necessary quality improvements or changes in educational practices or technology. IoSCM deliver high quality material and services, and therefore we reserve the right to make changes to practices between ourselves

# IoSCM Terms and Conditions

and our students. This includes, but is not limited to; amending the manner in which we deliver the course, updating the process for work submission, providing studies in a range of formats, developing and advancing learning platforms.

IoSCM reserves the right to change policies and procedures in line with quality improvements.

All study materials are protected by copyright. You may access materials solely for your own instruction. Study materials are provided via the online learning platform, unless additional material is required via an alternative format to upkeep the high standards and material development we adhere to.

Printed study materials can be provided at an additional cost, please see (Appendix C).

## 5.1 Study outside of the United Kingdom

If the Client/Student orders materials to be delivered outside of the UK, the order may be subject to import duties and taxes which are levied when the delivery reaches its specific destination. The Client/Student will be responsible for payment of any such import duties and taxes. Please note that IoSCM has no control over these charges, and cannot predict their amount.

The Client/Student must comply with all applicable laws and regulations of the country for which the course is destined. IoSCM will not be liable for any breach by the Client/Student of any such laws.

## 6.1 Intellectual Property Rights

In consideration of the payment of fees, IoSCM grants the Student the non-exclusive, non-transferable right to utilise the material for their non-commercial, private use and study. If this agreement terminates, the licence shall automatically terminate and any downloaded learning platform materials or resources should be deleted immediately.

## 7.1 Course Registration

In order to complete a qualification with the Institute, the Student must have valid registration. This allows us to provide access to the learning platform and register the Student with IoSCM's awarding body (SFEDI Awards). The fees for this cover the full duration of study time, or until course completion, whichever comes first. Registration fees are payable as part of the course fee and will be included in any quotation provided to a Client/Student. Should the Client/Student require a re-registration of the course, either to a varying depth of study (Award to Certificate, Diploma etc.) or, following extension of studies, the re-registration fee will apply. Please see (Appendix D) for fees.

## 8.1 Institute Membership

Institute Membership is mandatory in order for students to access the resources and progress through their studies. Any Student without valid Membership would be unable to submit work for grading which is necessary to progress through the course.

Graded Membership is available as a stand-alone product. To apply for Graded Membership you must go through the IoSCM Membership application process. Please see (Appendix E) for fees.

## 9.1 Confidentiality

The Client/Student shall keep in strict confidence all materials and other confidential information concerning the IoSCM business or its products which the Client/Student may obtain. The Client/Student is authorised to disclose any such confidential information if required by law, court order, any government or regulatory authority.

The Client/Student shall not use any confidential information provided by IoSCM for any purpose other than for their personal use, including private study and external examinations.

## 10.1 Cooling off Period

As standard a 10 day cooling off period is available to all Clients/Students, in which the Client/Student is given the option to retract the decision to proceed with a course and/or membership and receive a full refund of most recent fees paid. During this time, access to the learning platform, student registration and members area will not be processed.

The 10 day cooling off period starts when verbal or written commitment is provided to IoSCM, stating that the Client/Student wishes to enrol/study/place an order or proceed with one of our products. All calls are recorded allowing clarity for both parties when this commitment is made. For the avoidance of doubt the cooling off period is 10 calendar days.

Once commitment has been given to enrol to a course and/or purchase membership using any form of clear wording then a cancellation fee becomes due within the cooling off period. This is necessary to cover the major costs that we have in setting up your course and/or membership administratively and in putting all the necessary resources in place. Please see (Appendix F) for the relevant fees.

If during the 10 day cooling off period the Client/Student wishes to cancel the course and/or membership this must be done in writing.

# IoSCM Terms and Conditions

Cancellations will be accepted by email or in writing as long as they are received before the end of the cooling off period. SMS, Whatsapp, livechat, Twitter, Facebook messages are not accepted by IoSCM.

Following the 10 day cooling off period IoSCM will consider the enrolment/membership to be active and will commit to the necessary costs to provide Students with their course of study/membership resources. After the 10 day cooling off period the refund policy (see 10.2) applies in full.

In order to proceed with enrolment/membership immediately, we do offer the option to waive the 10 day cooling off period, see (13.1).

## 10.2 Refund Policy

There is no refund available once the 10 day cooling off period has passed, or if the Client/Student has signed the waiver. This is due to the specialist nature of IoSCM's products, following the 10 day cooling off period IoSCM will assume you are fully committed to the course of study/membership application.

Under exceptional circumstances IoSCM may allow a Client/Student to freeze their studies, or transfer the remaining value of studies to another course or IoSCM product. The value of the remaining studies will be calculated by IoSCM and advised to the Client/Student. Membership cannot be transferred and would need to be purchased in addition to any transfer.

Where an employer (Client) has purchased the course, once the remaining value of the studies have been calculated IoSCM may allow the course to be transferred to another Student.

Should a Client/Student wish to terminate their course and/or membership, this must be done in writing (either written, or via email) to the direct point of contact allocated at enrolment.

Anyone outside of the 10 day cooling off period paying by credit card, or utilising DEKO Finance, that instructs the lender to return the payment will be committed to paying the balance to IoSCM. We will contact you to settle the balance with us using a different payment method – the balance will remain due to IoSCM in full.

Anyone paying via Payment Plan (IoSCM Payment Plan) will be committed to making the outstanding payments to fulfil the complete course fee. Should it be deemed necessary, IoSCM will pursue legal action.

There is no refund available for any product purchased during the duration of studies, including but not limited to; Course Extension, Membership Renewal, Re-registration.

## 11.1 Limitation of Liability

The total liability arising in connection with the performance, or contemplated performance, of this agreement, shall be limited to the price paid by the Client/Student for the training package.

## 11.2 Limitation of our Liability

Our liability is limited, under all circumstances, to the maximum value that has been paid to us for a particular student and this is accepted in full once payment has been made.

## 11.3 Governing Law and Jurisdiction

The agreement and any dispute or claim arising out of or in connection with it, or its subject matter or formation (including non-contractual disputes or claims), shall be governed by and constructed in accordance with the laws of England and Wales.

## 11.4 Data and Privacy Protection

When you enter into a relationship with us, you are giving us the right to hold and process your personal data, including sensitive personal data. We will process your personal data in accordance with the General Data Protection Regulations 2018 and our policies on data and privacy protection. We will share your data with third parties in accordance with our policy on data and privacy. We shall remain the data controller of your data. A copy of our Data and Privacy Policy can be accessed on our website or requested from us at any time.

## 12.1 Zero Tolerance

As a customer, you have the responsibility to conform to our terms of service and conduct yourself accordingly. Please note we operate a zero-tolerance policy with regards to verbal or physical abuse directed at employees or our customers including any form of behaviour which spoils the enjoyment of others. This includes the use of foul or abusive language either verbally or in written form. Any customer found to be behaving unacceptably will be removed from their studies and unable to communicate with members of our team. Should this happen, you have no rights to a refund.

## IoSCM Terms and Conditions

### 13.1 Entire Agreement

This agreement and the documents referred to in this document override any other communication, document or representation made by IoSCM, either in writing or verbally. These terms and conditions are the entire understanding between the Client/Student and IoSCM about the programme of study and place any other understanding or representations.

You are prohibited from assigning or transferring it or any of the right and obligations under it to a third party.

Neither party intends that any of the terms of this agreement will be enforceable by any third party, by virtue of the Contracts (Rights and Third Parties) Act 1999.

Failure to enforce any sections of this agreement will not constitute a waiver of any provisions set out in these terms, and will not affect our rights to enforce that or any other part of the terms.

If any provisions of this agreement is or becomes void, illegal, invalid or unenforceable, that shall not affect the legality, validity or enforceability of the other sections.

### 14.1 Waiver Option (Cooling off Period)

In line with the 10 day cooling off period, IoSCM do not release access to learning material, register Students to the qualification or provide access to the membership area until this time has passed. Should the Client wish for the course and/or membership application to be actioned immediately, we offer the option to waive the 10 day cooling off period.

Selecting the waiver option allows studies/membership to commence/be organised following receipt of payment, however once this option is chosen there can be no refunds offered by IoSCM. Following signing the waiver, the Client/Student may transfer to a comparatively valued course, or transfer the current course to another Student, however this is at the sole discretion of IoSCM.

I wish to waive the 10 day cooling off period, and understand the terms of doing so [ ]

#### **Waiver Declaration**

Name:  Signature:  Date:

#### **I agree to the Terms and Conditions**

Name:  Signature:  Date:

## IoSCM Terms and Conditions

### Appendix A – Support Time

Level 2 – Level 7 Award	6 months
Level 2 – Level 7 Certificate	18 months
Level 2 – Level 7 Diploma	24 months
Level 5 – Level 7 Extended Diploma	36 months

### Appendix B – Course Extensions Fee

3 months	£180
6 months	£330
9 months	£460
12 months	£600
18 months	£855
24 months	£1,000

### Appendix B – Course Extensions Fee

	Books Required	Cost Per Book	Cost Per Set of Books	Admin fee per order
Level 2 Award	1	£25	£25	£50 (paid once per order of materials)
Level 2 Certificate	3		£75	
Level 2 Diploma	4		£100	
Level 3 Award	1	£27	£27	£50 (paid once per order of materials)
Level 3 Certificate	3		£81	
Level 3 Diploma	4		£108	
Level 5 Award	1	£30	£30	£50 (paid once per order of materials)
Level 5 Certificate	3		£90	
Level 5 Diploma	4		£120	
Level 5 Extended Diploma	6		£180	
Level 6 Award	1	£35	£35	£50 (paid once per order of materials)
Level 6 Certificate	3		£105	
Level 6 Diploma	4		£140	
Level 6 Advanced Diploma	6		£210	
Level 7 Award	1	£38	£38	£50 (paid once per order of materials)
Level 7 Certificate	3		£114	
Level 7 Diploma	4		£152	
Level 7 Advanced Diploma	6		£228	

## IoSCM Terms and Conditions

### Appendix D – Registration Fees

	Diploma	Registration fee
Level 2	£65	£90
Level 3	£72	£97
Level 5	£102	£127
Level 6	£108	£133
Level 7	£116	£141

### Appendix E – Membership Fees

Membership Status	Post Nominals	Fee
Learner		£174
Affiliate	AFSCM	£195
Member	MSCM	
Associate	ASCM	
Professional	PSCM	
Expert	ESCM	
Consultant	CSCM	
Fellow	FSCM	

### Appendix F – Cancellation Fees

Level of Study	Cancellation Fee
Level 2	£75
Level 3	£85
Level 5	£105
Level 6	£110
Level 7	£125

## IoSCM Terms and Conditions

### Appendix 1 Additional Costs

You can purchase printed study materials, please see the table below for costs.

<b>Additional Study Guides</b> (Additional study guides can only be purchased from tutors and on the basis of loss by the student.)			
	No of Books	Cost Per Book	Cost Per Set of Books
Level 1 Certificate Intro to Supply Chain			
Level 2 Award Introduction to Supply Chain & Operations	1	£25	£25
Level 2 Certificate Introduction to Supply Chain & Operations	3		£75
Level 2 Diploma Introduction to Supply Chain & Operations	4		£100
Level 3 Award in Supply Chain & Operations	1	£27	£27
Level 3 Certificate in Supply Chain & Operations	3		£81
Level 3 Diploma in Supply Chain & Operations	4		£108
Level 5 Award Supply Chain & Operations Management	1	£30	£30
Level 5 Certificate Supply Chain & Operations Management	3		£90
Level 5 Diploma Supply Chain & Operations Management	4		£120
Level 5 Advanced Diploma Supply Chain & Operations Management	6		£180
Level 6 Award	1	£35	£35
Level 6 Certificate	3		£105
Level 6 Diploma	4		£140
Level 6 Advanced Diploma	6		£210
<b>IMPORTANT NOTE: Level 6 syllabus is the same as level 5 with separate assessment criteria.</b>			
Level 7 Award	1	£38	£38
Level 7 Certificate	3		£114
Level 7 Diploma	4		£152
Level 7 Advanced Diploma	6		£228

All postage and packing is charged at cost.

Once your course runs out you will need to pay for additional study support time. The following prices are based on current pricing and give an indication only.

Product Category	Product code	Product Name	Level	Total Sale Price inc VAT
1 month extension	COEX-1M	Course extension fees 1 month all levels	NA	£65.00
3 month extension	COEX-3M	Course extension fees 3 month all levels	NA	£185.00
6 month extension	COEX-6M	Course extension fees 6 months all levels	NA	£325.00
9 month extension	COEX-9M	Course extension fees 9 month all levels	NA	£450.00
12 month extension	COEX-12M	Course extension fees 12 months all levels	NA	£575.00
18 month extension	COEX-18M	Course extension fees 18 months all levels	NA	£875.00
24 month Extension	COEX-24M	Course extension fees 24 months	NA	£1,000.00



## IoSCM Terms and Conditions

Once your membership runs out you will need to renew it. The following costs are for membership renewals. Again, these are subject to change.

Upon enrolment to an IoSCM qualification, you will be awarded the Associate membership package. The price of your annual membership is £145. Once you have completed your course, or if you wish to just to become a member of our renowned institute, your membership status is determined by assessing your current job role and level of study. A highly qualified member of the IoSCM team will be able to give you further guidance once they have a full understanding of your current profession. The price of which is dependent upon the level you are awarded.

Qualification Level	Membership Status	Post-Nominal Initials	Fee	Grade	Position
1	Learner	LSCM	£85.00	Available to anyone in a pre-employment position looking to develop skills and knowledge in supply chain and gain a career in the sector	A new employee within the field/sector
2	Affiliate	AFSCM	£110.00	Available to anyone with an interest in supply chain management. All benefits available	A new employee within the field/sector
3	Member	MSCM	£110.00	Available to professionals with a minimum of 3 years experience in a supervisory / team leader position or level 3 qualifications in supply chain management	A new employee within the field/sector who wishes to develop
4	Associate	ASCM	£145.00	Available to professionals with level 4 qualification in supply chain management or in a supervisory / junior manager position	Senior manager or executive with whole organisation responsibility at strategic level
5	Professional	PSCM	£155.00	Awarded to those with extensive management experience or with a level 5 qualification in supply chain management	Middle manager e.g. manufacturing manager, transport manager, operations manager
6	Expert	ESCM	£179.00	Available to professionals with experience in a senior management role or with level 6 qualification in supply chain management	Supervisor/junior manager with responsibility for an area/function
7	Consultant	CSCM	£201.00	Awarded to highly experienced professionals with director level experience within supply chain management and can demonstrate outstanding performance or achievement	Senior manager with whole organisation responsibility at strategic level
8	Fellow	FSCM	£227.00	Awarded in exceptional circumstances to professionals at the highest level in the industry.	Presidents, Ministers, Chairman, Senior Educationalists, Union Leaders, Research Fellows, Senior Industry figures. Leading National and International experts and military senior officers