



Terms and Conditions

Valid From 1st June 2025

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 the enrolment form.

1.3 The Agreement

Means the entire agreement between Plews (Durham) Limited (T/A IoSCM, and referred to as IoSCM throughout this document), working in partnership with Networkthreesixty Ltd, 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 Student's responsibility to notify the Institute of any change of circumstances, i.e., change of address, name, employer/sponsor, or any other contact details.

Students 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 IQA/EQA

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 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 the agreement/arrangement of payment) detailing the Membership package which the Client/Student requires and specifying the fees payable by the Client/Student to IoSCM. Membership can also be arranged directly with employees of IoSCM.

1.7 Policies and Procedures

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

1.7a Complaints

If a Student or Client needs to make a complaint to IoSCM, initial contact must be made to a member of the learning 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 issued with IoSCM. The Formal Complaints Policy and Procedure can be requested from the learning support team.

1.7b Online usage

To enable Student's to complete their studies successfully within the allocated study time, Student's must access the Online Learning Platform on a regular basis. The Learning Platform is where all learning material will be accessed, assignment briefs are listed, and 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 learning support team to discuss progress and any required extensions before resuming their studies.

1.7c Assignment Submission

To ensure IoSCM take a consistent approach to accepted standards of work, Student's will be provided with submission templates which must be used when 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.

1.7d Maximum Assignment Submission

A learner can have a maximum of three attempts to submit an assessment before being required to select a new unit of study. The Learning Support Team would confirm any costs involved in doing this.

2 Course Fees

2.1 Course fees include the core online course material required for Students' studies, access to the online platform, tutor support, student support and assessment fees. Support is provided for a fixed term; please see (Appendix A). It is the Student's responsibility to access the resources 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.

Student's must maintain an active study period with the IoSCM, with valid registration (see 7.1, 7.2). The study period starts when Student receives 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 learning support contact; please see (Appendix B) for fees.

Learners are required to invest in IoSCM membership when commencing on a professional qualification with IoSCM . Membership must be valid throughout the quality assurance, verification and certification process.

2.2 If you do not maintain an active study period, all support and access to study resources will be suspended. We do not provide an option for you to continue your studies without an active period of study in effect.

2.3 In exceptional circumstances, PDF or Printed study materials can be provided at an additional cost; please see (Appendix D). This must be agreed in advance of purchasing any course from IoSCM.

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

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

2.5 Institute Registration fees are not included in the course fees unless otherwise stated at the point of sale; please see (7.1) 2.6 Institute Membership fees are not included in the course fee unless otherwise stated at the point of sale; please see (8.1)

2.7 Once your study time lapses, you have a maximum period of six 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 six-month period, you would be required to re-register for the new or replacement course. This cost would need to be covered by the student.

2.8 Learners have the ability to place their course time on hold for a maximum period of twelve months. This time can be spread out at different stages of course time up to a maximum of three times (totalling 12 months across the separate hold periods). For hold fees, please see (Appendix I). Placing your studies on hold freezes your support time only. Learners are unable to freeze registration or membership.

3. Payment

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

3.2 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 court in an award made in favour of IoSCM.

3.3 If a Student opts to pay via payment plan, they must adhere to the agreement set out at the point of enrolment, paying the instalment amount as agreed, and to be received on, or before, the agreed date. A student is responsible for ensuring that payments are received on time.

If the Student wishes to amend their payment details or agreed payment schedule at any point during their studies, a period of 7 days' notice must be provided.

3.4 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 upon at the point of enrolment.

Late payments 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 a refund of payments previously paid to IoSCM. Should it be deemed necessary, IoSCM will pursue legal action.

3.5 Payments from Organisation's must be received in full. Payment plans are unavailable unless organised under extenuating circumstances with a member of the IoSCM team.

3.6 Unless otherwise agreed in writing, IoSCM will conclude non-payment for additional services including, but not limited to, extension, re-registration, hold period, means you no longer wish to proceed with this service, and will immediately stop the provision. No refund will be available. Should you wish to resume with this service, the full cost must be covered by the client.

4. 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.

4.1 Should the Client/ Student wish to delay the start date to a later date, this must be confirmed before the student receives login details.

4.2 The study program may vary according to necessary quality improvements or changes in laws, regulations, educational practices, or technology. This can include but is not limited to the withdrawal of study units from our available qualifications. Should a unit of study be withdrawn, the client/student would be offered the opportunity to complete the unit before it's withdrawal date or be required to select an alternative unit (with the required credit value) to replace it.

IoSCM delivers high-quality materials and services; therefore, we reserve the right to change practices between ourselves and our clients.

4.3 Short Course and Bite-Size Learning

In addition to our range of professional qualifications, IoSCM provides a wide range of online short-course and bite-size learning programmes. These courses are self-study with no support provided by employees of IoSCM. An e -Certificate will be provided upon successful completion of the course. Due to the specialist nature of this product, there is no refund available for any Short Course or Bite-Size learning programmes purchased from IoSCM.

5. 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.

5.1 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. 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 license shall automatically terminate, and any downloaded learning platform materials or resources should be deleted immediately.

7. Course Registration

To complete a qualification with the IoSCM, 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.

7.1 For Student's registering from 1st June 2023, registration fees are payable as part of the course fee and will be included in any quotation provided to a Client/Student. You can confirm if registration fees are included with your IoSCM Course Advisor.

7.2 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 an extension of studies, the re-registration fee will apply. Please see (Appendix E) for fees.

7.3 Learners must maintain an active IoSCM membership for the Quality Assurance and certification process that is carried out upon the completion of studies and associated assessments.

8. Institute Memberships, Learner Registration and Certified Status

8.1 Institute Membership is mandatory for Student's to access the resources and progress through their studies for learners registered to their qualification before 1st June 2023. Any Student without valid Membership would be unable to submit work for grading, which is necessary to progress through the course.

8.2 Learners registering to qualifications between 1st June 2023 and 29th March 2024 are required to have valid Learner Registration for the duration of their study period. Learner Registration provides access to the resources and support required to progress through your IoSCM studies. In addition to Learner Registration, Learners are encouraged to add Institute Membership to access a wider range of benefits; however, this is not mandatory.

Students registering to qualifications from 1st April 2024 are required to maintain an active membership throughout their studies and until completion of the quality assurance and certification process which commences upon completion of all assessments.

8.3 Graded Membership, Corporate Membership and Certified status are available as a stand-alone product. To apply for Graded Membership or Certified status, individuals are required to complete the IoSCM Membership application process. Please see (Appendix F/H) for fees. To apply for Corporate Membership businesses can do this via the website or The business development team. These products are non-refundable.

9. 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, or 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 assessments.

10. Cooling-off Period

10.1 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 the most recent fees paid. During this time, access to the learning platform, student registration and members area will not be processed.

10.2 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 ten calendar days.

10.3 Once a commitment has been given to enrol to a course 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 G) for the relevant fees.

10.4 If, during the 10-day cooling-off period, the Client/Student wishes to cancel the course, this must be submitted in writing. Cancellations will be accepted by email or in writing as long as they are received before the end of the cooling-off period. IoSCM does not accept SMS, WhatsApp, live chat, Twitter, and Facebook messages.

10.5 Following the 10-day cooling-off period, IoSCM will consider the enrolment to be active and will commit to the necessary costs to provide Student's with their course of study resources. After the 10-day cooling-off period, the refund policy (see 11) applies in full.

10.6 To proceed with enrolment immediately, we do offer the option to waive the 10-day cooling-off period, see (21).

10.7 If a client/student chooses to make changes to their original enrolment, such as an upgrade to a new level, the terms and conditions, including the waiver, if applicable, from their original enrolment, will be carried over to the new product(s).

10.8 There is no cooling-off period available for products such as membership(Corporate, Graded, Certified), extensions, re-registration, and renewal fee's.

11. 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.

Under exceptional circumstances, IoSCM may allow a Client/Student to place their studies on hold for an agreed period of time 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 and registration cannot be transferred and must be purchased in addition to any transfer.

Where an employer (Client) has purchased the course once the remaining value of the studies has been calculated, IoSCM may allow the course to be transferred to another new Student. In these cases, a maximum of one transfer will be authorised for each original course purchase.

11.1 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, Changes to the original purchase such as upgrades, or level changes, Bite-size or Short-Course online programs.

11.2 Non-Refundable Purchases - IoSCM Membership, Corporate Membership, Certified Status, Course-Extensions, Renewals, Hold fees, Short or Bite-Size learning programmes and other administration costs agreed with an employee of IoSCM are non-refundable.

12. Changes to your original enrolment

12.1 Upgrading/Downgrading or altering your original enrolment(s) or membership.

Our course advisors are trained to provide recommendations on suitable programmes of study for our clients/students. It is the client/student's responsibility to ensure they select the correct level and programme of study for them. This advice provided by IoSCM employees does not constitute a guarantee that their recommendation is right for your requirements.

12.2 Products purchased online are selected at the discretion of the Client/Student.

As part of our flexible approach to the support we provide to our Student's and members, individuals studying with us or enrolled on our membership scheme can upgrade, downgrade or amend their original course purchase or membership package to further support their learning or professional objectives.

Any changes must be agreed with a member of the IoSCM team. Applicable fees/costs must be paid in advance of any changes being implemented.

12.3 Student's/Members/Clients are invoiced accordingly for any amendments they require as agreed in advance with an employee of our business.

12.4 Unless stated otherwise, the terms and conditions of the original sale will be applicable to the new purchase. This includes any waiver of cooling-off period that was applicable to the original terms and conditions signed by the Student/member/client.

12.5 Where a learner makes changes to the course that was originally purchased by a business, IoSCM reserves the right to discuss these changes with the business, who shall remain the legal owner of the original purchase. These changes include but are not limited to, course extensions, hold fees, upgrades, downgrades.

13. Transfer Rules

Transfer offerings are available for six months (maximum). This must be clearly documented on your email and notes.

13.1 Courses can be transferred once, and any upgrade must take place at the same time. The original course cannot be used for two changes in ownership/level.

13.2 Courses that have passed 75% of the course duration will not be available as a transfer, but a credit can be provided (see below).

13.3 Where a transfer is not a suitable option, credit may be provided. This credit will remain on your account and is not available to be claimed as a monetary amount.

14. Credit

Credit is calculated based solely on materials not utilised and support time remaining. A maximum credit value of £1,500 will be available.

14.1 Credit can only be utilised as a maximum of 75% of payment towards a new enrolment or progression and cannot be utilised for current learner products (extensions etc.). The value of any credit will be advised to the client via the IoSCM Corporate team.

14.2 The credit value is available to utilise within 12 months via the IoSCM Corporate team and will not be applied to a new account set up via the lead team.

14.3 Students have the option to withdraw from their studies at any time. This must be done in writing to the student support team. There is no refund available should a learner choose to withdraw from their course.

14.4 If the student's course was purchased by a business, IoSCM must receive confirmation in writing that the business is aware of the student's decision to withdraw from the course.

15. 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.

16. 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.

17. 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.

18. 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.

19. 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 right to a refund.

20. 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.

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

20.2 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.

20.3 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 right to enforce that or any other part of the terms.

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

21. Waiver Option (Cooling-off Period)

In line with the 10-day cooling-off period, IoSCM does not release access to learning material, register Student's to the qualification or provide access to the learner resource area until this time has passed. Should the Client wish for the course enrolment to be actioned immediately, we offer the option to waive the 10-day cooling-off period.

21.1 Selecting the waiver option allows studies to commence/be organised following receipt of payment; however, once this option is chosen, there can be no refunds offered by IoSCM.

21.2 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.

Please complete the below to accept IoSCM's Terms and Conditions. By signing the below, you are agreeing to the terms and conditions laid out in this document. You also can also waive the 10-day cooling-off period. If you would like to do this, please complete the separate section below.

Terms and Conditions

I agree to the IoSCM Terms and Conditions

Name:	Signature:	Date:

Waiver Declaration

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

Name:	Signature:	Date:

[CLICK HERE TO VIEW THE APPENDIX LINKED TO THE TERMS AND CONDITIONS](#)

To find out more about IoSCM courses, accreditation, delivery partners, and qualifications from the Institute of Supply Chain Management, please get in touch.



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