



Foundation Certificate Policies 2016/2017

Booking Deadlines

The deadline for bookings for the Foundation Certificate is Friday 10th March 2017.

Name Changes/ Deferrals

There will be a deferral fee of £150/\$197 (to be paid online in GBP) per candidate if they cannot sit the exam. This fee is paid online, directly to the IPA, following a deferral request.

Please note Candidates can only defer their place once and must select a next exam date at the point of deferral. Further deferrals following this will be charged full price again or will lose 100% charge of their booking.

There will be a name change fee of £50/\$65 charged per change, paid directly to the IPA.

An alternative candidate name must be provided before £50/\$65 charge. If this is not provided the candidate must follow cancellation policy. No name changes are accepted after the booking deadline.

No Shows/Resitting

A fee will be incurred if the participant is a 'no show' and requests to re-sit the exam at a later date without any contact regarding deferral or cancellation.

A fee of £150/\$197 will apply and must be paid in full, directly to the IPA, at least 1 week prior to the exam.

Delegates that fail the exam may re-sit the exam at a nominated date. A fee of £150/\$197 will apply and must be paid in full, directly to the IPA, when they agree the next exam date.

Running Examinations

The IPA Foundation Certificate 2017 exam will be held on Monday 24th April 2017. The exam will take place online and run 9.00-11.00am EST and PST. You will be allocated a sitting based on your location. More information will be provided to you via email correspondence from the IPA 1 month prior to your exam.

If there are less than 10 candidates sitting the IPA Foundation Certificate on this date, the IPA reserves the right to cancel the examination and reschedule all delegates, at no charge, to an alternative date.

Agencies that host delegates sitting the IPA Foundation Certificate online examination accept all responsibility for fulfilling the IPA Examination Honour Code. If any candidates



fail their paper due to cheating, the IPA will not reimburse the Agency for any payments made for the IPA Foundation Certificate.

Extra Time/ Special Requirements

Candidates with dyslexia or dyspraxia are entitled to 25% extra time in the online examination, unless a different amount of additional time is stipulated in any supporting paperwork. The IPA believes in accommodating the needs of all its learners. If any other special requirements are needed for sitting the exam we will do our best to accommodate these. Any request for extra time/special requirement must be submitted by Monday 10th April 2017. Please email learning@ipa.co.uk with the required documentation.

Extenuating Circumstances

If candidates are unable to attend their exam due to illness or extenuating circumstances, please email the IPA as early as possible before the exam at learning@ipa.co.uk. To qualify a free deferral due to extenuating circumstances exam delegates must supply proof/notice of absence from work, by email, to the IPA. No calls will be accepted. The candidates Training Manager must be copied into this email. If not provided prior to the examination, candidates should endeavour to inform the IPA on the day of the examination as soon as they are able.

In extreme circumstances of illness or injury if the candidate cannot attend the alternative deferred examination sitting, they may defer their place to the next available intake.

Extenuating circumstances will be dealt on a case-by-case basis at the discretion of the IPA. If a reasonable extenuating circumstance is provided, the IPA will request proof or validation from the candidates Training Manager. Any extenuating circumstances or deferral requests made due to a clashing work commitments not known at the point of booking will not be accepted as a reasonable reason for deferral at no charge.

Any deferrals due to unforeseen work commitments will be charged at £150/\$197, paid directly to the IPA.

Free deferrals will not be granted due to annual leave under any circumstances. If the deferred candidate does not sit their Foundation Certificate examination the following year the place will be lost and the agency will lose 100% of the fee paid. No name changes can be applied to this place.

Grades and Grade Publishing

Grades are released to candidates by the IPA. All our qualifications go through a rigorous double marking process by independent markers. The IPA will not, under any circumstances, re-mark any published mark. Grades will not change once released by the IPA.



Shredding and Archiving

Exam papers for online IPA examinations will be archived for a maximum of 2 years. Unless requested by a candidate they will be deleted following this date.

Terms and Conditions for charges and reimbursing for cancellations

Cancellations will be charged at 50% up to 4 weeks from booking/start date of the course, after this period all cancellations will be charged at 100%.

Candidates will be required to complete the online learning 12 months after signing up. The online access will be ceased after 12-month period or 1 month following the completion of an exam.