

## Information Pack

# CIPS Courses in Purchasing and Supply

Thank you for your interest in our **CIPS courses**.

This information pack explains how our courses work. It contains:

- a letter from our Registrar,
- *Pass CIPS with Cheltenham* – about our CIPS distance learning courses,
- a fees list,
- a book list,
- an enrolment form, and
- *About our College* – information about us.

If you have any questions you wish to ask, please contact us and we'll do our best to answer them.

We look forward to hearing from you.

THE  
CHARTERED INSTITUTE OF  
PURCHASING & SUPPLY®



CENTRE OF EXCELLENCE

# Why you should study with us

There are many good reasons to talk to us about studying for your CIPS qualifications. You **improve your chances of a pass** – our most recent CIPS inspection visit in August 2009 noted that our May 2009 **pass rate** was 91.3 per cent across the entire CIPS programme. CIPS have also awarded us **“Centre of Excellence”** status, with the following comments in our visit report,

	May 2009 Our Students	May 2009 CIPS average
Level 3 Cert	<b>82%</b>	77% (+5)
Level 4 FD	<b>93%</b>	72% (+21)
Level 5 AD	<b>87%</b>	74% (+13)
Level 6 GD	<b>88%</b>	67% (+21)

- “The College is an excellent example of how distance learning should be conducted. The [College] has a strong grasp of the issues which face students and works hard to ensure that these are minimised. The policy of allowing students to work at their own pace without the threat of running out of time is a considerable incentive for recruitment, the excellence of the tutor package ensures a high level of success for those students who complete their course.”
- “Provision of the CIPS [courses] by distance learning has continued to progress successfully under the excellent stewardship of [the College].”
- “The [College] continues to improve on its high standards of course promotion . . . and the information pack sent to prospective students is excellent.”
- “The initial contact process continues to remain at a high standard . . .”
- “The induction procedures are carried out by e-mail and telephone. They are good with the emphasis placed on the need to managing student expectations.”
- “The College uses its own workbooks which are written by experienced practitioners. This allows the workbooks to be kept up to date and in line with the CIPS syllabus.”
- “Tutors’ performance is monitored by spot checks on marked assignments and by student feedback.”

- “All tutors are highly experienced professionals in their field.”
- “The workbooks continue to be upgraded regularly. A CIPS background reading book list is provided, together with additions made by CTC, but the workbooks supplied for each module are self-contained and further reading is an optional extra.”
- “Course reviews are based on exit questionnaires. The [College] analyses all feedback and takes steps to address areas of concern . . . These show a commendably high level of student satisfaction in most of the areas covered.”
- “Students are content with the level of tutor assistance provided and general support from CTC.”

We also received the **top grade** in 49 out of 61 CIPS measurement areas, including:

- fully committed and dedicated course leader with continuity,
- suitably experienced, qualified, dedicated and committed course team,
- current or recent purchasing practitioners teaching the specialist subjects,
- all teaching staff have a teaching qualification or are assessed as competent by observation,
- readily available and knowledgeable point of contact for dealing with enquiries,
- good briefings for potential applicants about workloads, timetables, costs etc. and good filter procedures to ensure the applicant is guided to the most suitable course for him/her,
- teaching staff follow breadth of relevant CIPS syllabuses and refer to CIPS study guides,
- all teaching staff assess progress by marking assignments/mocks and providing feedback,
- ◆ course leader takes immediate steps to redress student concerns/complaints about delivery,
- and *all five* measures of **student contentment** – with tuition (lower and higher levels), initial contact, enrolment and induction, the organisation, and the overall level of customer care.

So please take some time to read about our courses. There are lots of additional reasons for studying with us, but briefly, you can expect:

- **work-based assessments** – we are a centre for this project-type alternative to taking exams.
- **public sector options** – we are accredited for the CIPS public sector options at Advanced Diploma.
- **flexibility** – you can study wherever you want to, start your studies when you want to, study as quickly or as slowly as you want to, and at the times that suit you best; you are in charge of your own study.
- **expert support, for as long as you need it, when you need it** – your course is created by specialists in distance learning, and you'll be tutored through the course by an experienced distance learning tutor. You will have your tutor's help for two years, and can contact your tutor as much as you want to, by email, telephone and post. You'll get all the encouragement, constructive criticism and professional guidance that you need to stay on track for the best possible results.
- **a complete course** – your course will be complete, there are no hidden charges; the only extra things you'll need to do are register as a member of CIPS and for assessment.
- **accredited service** – we're accredited by CIPS, but unlike most other CIPS centres we're also accredited by the Open and Distance Learning Quality Council, which was specifically set up to promote good service and high standards in distance learning. We're distance learning *professionals*.
- **committed service** – and if you don't succeed first time, you're still our student; we'll carry on tutoring you until you pass, because our job's not finished until you have.

Do give studying with us by distance learning some serious thought: it's a convenient, flexible, and, above all, extremely effective way to learn. You'll have all the help we can give to ensure that your course runs smoothly, no matter how your life might develop whilst you're studying with us.

I look forward to hearing from you.

Best wishes



**Pat Pennington**  
Registrar

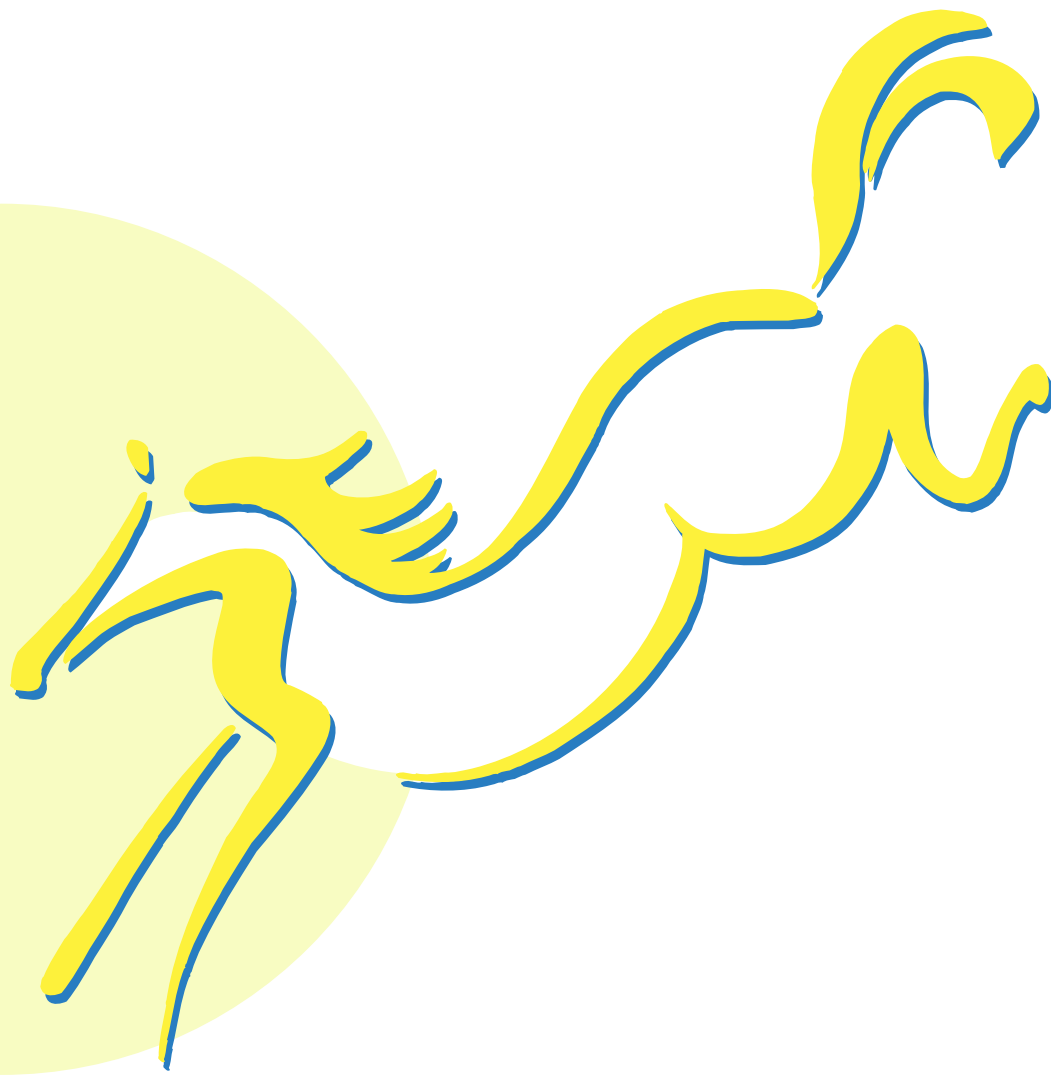
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**Fax** +44 (0) 1242 234 256

**email** [info@cheltenhamlearning.co.uk](mailto:info@cheltenhamlearning.co.uk)

Learn to be better

# Pass CIPS with Cheltenham



THE  
CHARTERED INSTITUTE OF  
PURCHASING & SUPPLY®



CENTRE OF EXCELLENCE

# Qualify with us

Your aim is to be outstanding in your job, and to stand out in your field, whatever your job might be; not that straightforward in such a competitive and global industry, but something that CIPS qualifications help you achieve.

One of the points which we make over and over again is that you must aim to get the *maximum result from the effort that you put in*, and our approach is to direct your efforts towards studying *in the way that suits you*.

*This* section of our information pack describes our **CIPS courses**. The *About our College* section has more information on us, how our courses work, what to expect, how to sign up for a course, and the ways in which your efforts are directed towards *qualifying*.

If you don't have our full information pack, please let us know and we'll send it to you. It provides all the information you need to pick out the right course for you, but if you would like to discuss any questions you have about your studies or our courses, please call us on **01242 241 279** or email **registrar@cheltenhamlearning.co.uk** – we'll be glad to hear from you.

## Cheltenham Tutorial College

292 High Street, Cheltenham GL50 3HQ

Tel: +44 (0)1242 241 279

Fax: +44 (0) 1242 234 256

**registrar@cheltenhamlearning.co.uk**

**www.cheltenhamlearning.com**

## We're a CIPS centre



We're an accredited CIPS centre with **Centre of Excellence** status. We've been providing tuition for CIPS qualifications since 1991. We are also approved for CIPS' **work-based assessment** and **public sector** units, where that applies.

We train our students through **distance learning**; a form of study where you and your tutor never physically meet. Never having to meet creates the freedom, for you, to study where, when, and in whatever way suits you.

We enrol **hundreds** of CIPS students each year from around the world, and have about a dozen CIPS tutors at any one time marking their coursework and supporting their study with phone or email tutorials.

Besides our CIPS programmes, we are also an accredited centre for the Chartered Institute of Marketing (CIM) and for the Institute of Chartered Secretaries and Administrators (ICSA), amongst others. We are also accredited under the Forces training (ELCAS) scheme.

Please contact us if you or a colleague would like more information about the other things we do.

## Our pass rates

Our most recent pass rates are for **May 2009**. Our overall pass rate was 91.3 per cent, which was consistent with previous sittings.

## How we run our courses

Our courses are driven by *your* circumstances; you *choose* when to start, how many units to study, how fast you study them, and where you study from. Your course *fits in* with you.

Your course is built on our study materials – course books which we write and produce to replace the lectures that you might have attended at a traditional college. We send these to you at the *start* of your course, and you study through them at your own speed.

Let us know if you want to see a **course profile** or a **sample**.

We help you *plan* your study through our guides and advice, but we don't tell you what's best for you. That's your decision, and we provide you with the help that you *want* from us.

We provide you with a tutor. Someone who will establish a one-to-one relationship with you, marking the coursework which we set and answering your questions as they come up. The most important part of your course is tutor support, and you'll have your tutor's support as much and as often as you need to until you pass.

You can contact other students from right around the world by joining our Internet **discussion group** to *share* experiences, advice or simply network.

All of this lasts for two years, not because we *expect* you to take that long, but because anyone can have family, work, or life changes which hold up their studies – *good* learning happens when you can give it the effort and attention it deserves, and we do what we can to help you achieve that.

You don't need to refer to lots of other books (though background reading will usually improve your marks), and can rely on our materials to give you an effective preparation for your assessment.

# How to start a course

Full details are in *About our College* (please let us know if you need a copy), but briefly you can either:

- fill out our **enrolment form** (enclosed with this pack) then post or fax it to us,
- visit our **website** and use the online enrolment facility,
- email the information that we need to us at **info@cheltenhamlearning.co.uk** (a scan of a filled-in form is fine), or
- phone us on **01242 241 279**.

You can enrol at *any* time for *any* number of units from *anywhere* in the world as long as our courier can reach you. Depending on where you are in the world and which units you have chosen, you should receive your course materials and tutor details five to nine working days later.

## Fees, employers and refunds

You should be able to find your course fee on our **fees list**; there should be one with this pack, please let us know if it's missing. All the information you should need about paying your fees is in *About our College*, including a **short business case** for your **employer's support**. It's *always* worth asking whether there's funding available for your course.

*Our* fees pay for your course materials and tutor support. You will also need to pay membership, assessment and exemption (if you are applying for any) fees to CIPS. *Should* you choose to supplement your study with extra journals, books, subscriptions and so on then these will add to your expenses. Remember that they are *optional*.

You can cancel your course with us and get a full **refund** at any time during the first four weeks of study if you contact us by phone (ansaphone message, email, fax or letter are insufficient without acknowledgement) to let us know that is what you want to do, and then return your course materials to us with a covering note and by a service that gives proof of delivery.

If you find that you're taking the **wrong level or units**, let us know and we'll transfer you to the right one(s). If you've opted out of tutor support, you can opt back in at any time during the six months after you received your course materials, just pay the difference in the fees.

# CIPS qualifications

The Chartered Institute of Purchasing and Supply (CIPS) has a commitment to ensure that **everyone** working within the supply chain has a qualification for which they can study which is **appropriate** to their duties and responsibilities.

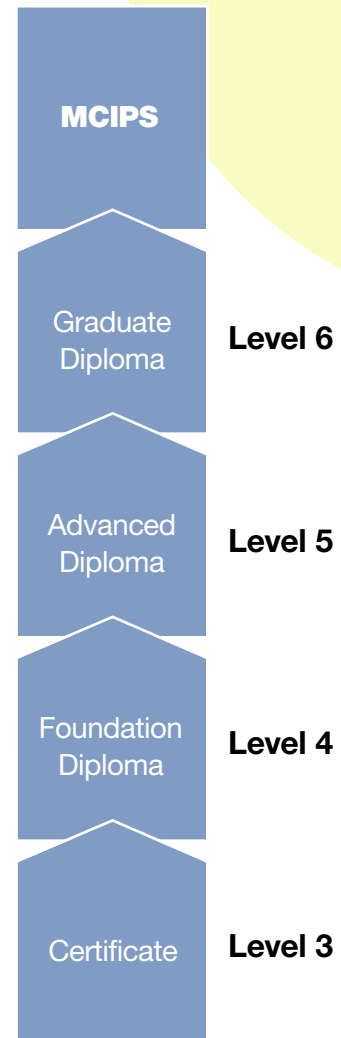
As well as providing for the very **many** thousands of people who need to perform a well-defined job well, CIPS also has to plan a route for those people who will become academics and chief executives in the future.

To do this, CIPS has created a “ladder” of qualifications which people step onto according to their previous work experiences, and step off when they have reached the rung they need.

Each step of the way is a **qualification**; each qualification **designed** to meet the needs of people working at that level.

Every qualification is made up of five **units**, and each unit has one assessment which you need to pass. **Full membership** of CIPS, “**MCIPS**”, comes after the Graduate Diploma. It acts as a quality mark for the supply chain professional.

The **levels** are determined by the Qualifications and Curriculum Authority (QCA), who are the Government regulator for education, and ensure that there is a clear understanding nationally of the level of a person’s learning and ability, in this case in supply chain matters.



## Where do I start?

There is a CIPS qualification to suit most people. The level you start at, your **entry level**, depends on the **qualifications and experience** which you already have and this is assessed by CIPS.

Once CIPS have decided your starting level, they might also award you **exemptions**; see page 34 for details.

You **must** check your starting point **with CIPS** before beginning your course. Although we can give you some **guidance**, it's CIPS that make the decisions. Remember to include a full CV and job description when you contact CIPS – it will help them to decide where you should start.

## Certificate

The Certificate is open to **anyone** aged 18 or over. It doesn't matter what qualifications you have, nor what jobs you've done, though it helps if you are working in, or have worked in, purchasing and supply (see page 8 onwards).

## Foundation Diploma

To do the Foundation Diploma you need to be aged 21 or over and have two years' suitable work experience **or** be 18 or over and have a Level 3 qualification which is acceptable to CIPS such as the CIPS Certificate. This is also your starting level if you have three A levels with acceptable grades (see page 13 onwards).

## Advanced Diploma

The Advanced Diploma is open to students who have the CIPS Foundation Diploma or an equivalent qualification (or experience). Students with CIPS' International Advanced Certificate start at this level (see page 18 onwards).

## Graduate Diploma

The Graduate Diploma is open to students who have the CIPS Advanced Diploma or an equivalent qualification (or experience) (see page 25 onwards).

# International students

**Students outside the UK** are usually asked to do CIPS' "International" qualifications. If you are outside the UK but study with us, however, you will do the **UK qualifications** as we are a UK-based study centre. **Make sure** that you point this out in your correspondence with CIPS, especially when registering for assessment, as CIPS may make the mistake of categorising you according to your address. Our **centre number** is 00ED28100.

## For help and advice

If you wish to discuss your starting point in more depth, please call us on **01242 241 279** or email **registrar@cheltenhamlearning.co.uk**

# The Chartered Institute of Purchasing and Supply

The Chartered Institute of Purchasing and Supply, CIPS, is an international education and qualification body representing purchasing and supply chain professionals. It exists to promote and develop high standards of professional skill, ability and integrity among all those engaged in purchasing and supply chain management.

CIPS is the largest organisation of its kind in the world and a central reference point worldwide on matters relating to purchasing and supply chain management. Its Professional Code of Ethics is the model for the international code and the domestic codes of many countries.

The Institute has around 40,000 members worldwide, include leading business people, professional managers, academics and those working in the purchasing and supply profession, and over 13,000 students.

It provides many services to its members to help them in their study and work, as well as being a leading body in many industry and education sector groups. Its full members are recognised internationally by supply chain professionals as possessing one of the benchmark qualifications in their field, “**MCIPS**”. Once you’ve *completed* the Graduate Diploma you can apply for MCIPS.

You do not have to be a **member of CIPS** to begin your studies with us, but we recommend you become one *as soon as possible after starting*: you have to be a member to be able to register for assessment and we cannot join CIPS for you.

CIPS’ information services, member magazine, and **branch activities** will be a big help in your studies, and improve your confidence in dealing with your job. If there is a branch near to you, it will give you an opportunity to meet other purchasing and supply professionals and discuss the issues that you will be studying.

## CIPS contact details

For further information on applying for CIPS membership, please contact CIPS’ Membership Helpdesk on (0845) 880 1188 in the UK (+44 1780 756 777 otherwise) or email [MembershipHelpdesk@cips.org](mailto:MembershipHelpdesk@cips.org)

You can fax CIPS on +44 (0) 1780 751 610.

### **The Chartered Institute of Purchasing and Supply**

Easton House, Easton on the Hill

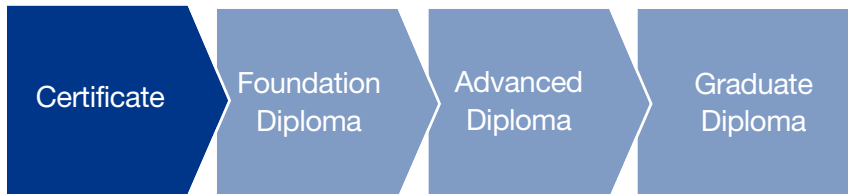
Stamford

PE9 3NZ

[www.cips.org](http://www.cips.org)

You *should* obtain a full membership information pack from CIPS as soon as you can; *what we’ve printed here is only a summary*. CIPS will provide more information if you contact them direct.

# Certificate



The Certificate is CIPS' Level 3 qualification; when you complete it, you will become a **Certificate Member** of CIPS. It's intended for people who have limited or no experience in the supply chain. By the time you have finished it, your supply chain knowledge and skills should allow you to:

- **apply** your knowledge and skills in a range of complex activities, demonstrating comprehension of relevant theories,
- **access** and **evaluate** information independently,
- **analyse** information and **make reasoned judgements**,
- **employ** a range of responses to well-defined but often unfamiliar or unpredictable problems,
- **operate** in a variety of familiar and unfamiliar contexts **using a range of skills**,
- **select** from a considerable choice of procedures,
- **give presentations** to an audience,
- engage in **self-directed activity** with guidance/evaluation,
- **accept responsibility** for quantity and quality of output, and
- **accept limited responsibility** for the quantity and quality of the output of others.

## For help and advice

If you wish to discuss the Certificate in more depth with us, please call on **01242 241 279** or email [registrar@cheltenhamlearning.co.uk](mailto:registrar@cheltenhamlearning.co.uk)

## Study programme

There are **five** units; a **unit** is a self-contained course of study which has its own syllabus and which leads to an assessment. You must pass **all five** to gain the Certificate.

You can study them in any order except that **Understanding the Purchasing Environment** should be first, and **Purchasing in Action** must be the last one that you do. It is what CIPS call an "**integrative unit**"; it is where you show that you can bring your studies of the entire level together.

# Understanding the Purchasing Environment (Course 252)

This unit covers the impact of the external national and international business environment upon the purchasing function in a range of different organisations and sectors. Purchasing has a critical role to play in ensuring value for money is achieved in both profit-making and nonprofit-making organisations. In addition to understanding the macro/micro environment, purchasing professionals must have a commercial and financial awareness, ensuring best value is achieved. It will prepare you to be able to:

- **explain** how different organisations and sectors interact in the business environment, both nationally and internationally,
- **describe** the different types of market structures in which organisations operate,
- **outline** the importance of understanding and meeting stakeholder expectations in the purchasing environment,
- **explain** how analysing the external environment can assist in making informed purchasing decisions,
- **demonstrate** an understanding of the importance of analysing financial information relating to the external environment.

# Purchasing Operations (Course 251)

This unit introduces the broad variety of purchasing activities, including the operational objectives of purchasing and the need to balance considerations of cost, lead-time and quality. Included in these basic principles of purchasing is the need to understand the variety of key activities that purchasers are involved in, including project administration activities and contributing to the development of specifications, contract formation and the process of sourcing suppliers. It will prepare you to be able to:

- **identify** the different types of operational objectives relevant to the purchasing function in a variety of different sectors,
- **discuss** the importance of the best practice relating to setting objectives within purchasing,
- **describe** how to prepare supplier specifications,
- **explain** policy and information requirements of the organisation when preparing specifications,
- **outline** the stages of identifying and sourcing suppliers,
- **describe** the different approaches for verifying supplier information,
- **identify** the essential elements of a legally binding agreement.

## Client and Supplier Relationships (Course 253)

This unit looks at the nature and scope of operational supplier relationships in order to optimise the performance of key suppliers. It includes adding value through relationships and developing a strong customer focus. You will be guided in how to act as an internal consultant representing the purchasing function. You will strengthen your communication and information seeking skills, be able to contribute towards improving purchasing efficiency, and ensure that operational relationships are both maintained and improved within the supply chain. It will prepare you to be able to:

- **recognise** the importance of maintaining effective commercial operational relationships within the supply chain,
- **distinguish** between internal and external customers,
- **explain** the importance of those working in purchasing providing excellent customer service to both internal and external customers,
- **outline** the need for effective and efficient purchasing processes,
- **identify** the information requirements of those involved in operational relationships,
- **explain** how to improve operational supply relationships.

## Securing Supply (Course 250)

This unit provides a broad understanding of the key requirements of controlling the supply of goods and the importance of stores and warehouse management, along with materials handling. This includes contributing towards the assessment of stock requirements, assisting in the scheduling of the flow of supplies, the implications of effective scheduling of stock, and the importance of inventory control as a method of improving efficiency while, at the same time, driving down costs associated with holding stock. It will prepare you to be able to:

- **discuss** the implications of holding stock,
- **describe** the different methods used to value stock,
- **demonstrate** an understanding of a variety of inventory control methods,
- **define** the terms safety stock and service levels, and **describe** their effect on order quantities,
- **explain** how the scheduling of the flow of supplies meets the requirements of an organisation,
- **assist** in providing information on the principles of stores and warehouse layout, including design and layout,
- **explain** the advantages and disadvantages of different types of materials handling equipment.

## Purchasing in Action (Course 254)



This unit brings together all of the learning which you will have done at the Certificate level. It requires you to understand how the purchasing function can make a difference by being involved at an early stage, from identification of need through to contract negotiation; to look at the different relationships that exist in the supply chain and how purchasing can improve operational efficiency through effective management practices; appreciate the importance of internal and external analysis and how this can help when working with clients and suppliers at each stage of the purchasing process; and look at the various methods available for securing supply, and how supplier relationship management can influence inventory control. It will prepare you to be able to:

- **demonstrate** a knowledge of the key principles governing each unit and **indicate** how they link together,
- **describe** the end-to-end purchasing process and the key components within it,
- **discuss** the importance that relationships play within purchasing,
- **outline** the importance of purchasing consultancy and how this can be carried out within the organisation,
- **explain** how analysing the internal and external environment can assist in making informed purchasing decisions,
- **discuss** the relevance of contracts within the purchasing function,
- **demonstrate** an understanding of the part storage of supplies plays in the end-to-end purchasing process,
- **explain** how ongoing supplier management can improve overall purchasing efficiency.

## Starting study

To study the Certificate, you will need to be a **minimum** of 18 years of age; **no qualifications or experience required**.

If English is not your first language, you ought to have at least IELTS 6.5 proficiency or Trinity ISE III/IV.

**Exemptions** are allowed from four units with the exception of **Purchasing in Action**. There are more details on exemptions on page 34.

## What to expect

The Certificate typically takes **between 9 to 15 months to study**, but if you have a good idea of how much study time you'll have, you might want to check the diagram on page 31 for a closer estimate.

# Assessment

Each unit is assessed by a three-hour **exam**, though there is the option of doing a **work-based assessment** for *Purchasing in Action*. Much of the assessment is *practical*, based on real-world situations described to you in a “case study” brief. There’s more on assessment on page 32.

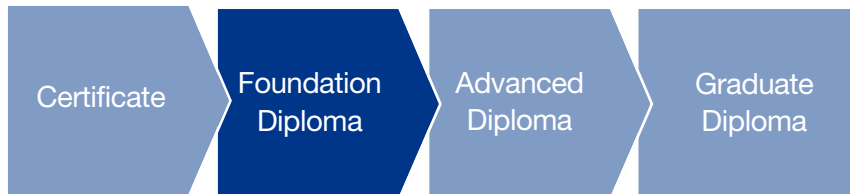
## CIPS fees

Our fees cover our course; you will have *additional CIPS fees*. CIPS charge a membership fee which you pay each year. CIPS also charge assessment fees. CIPS will inform you of their fees; note that fees tend to change each summer.

## Outside study

We run courses that, *if* you do your part, set you up for a safe pass. It is useful (in getting higher grades and showing professionalism, for example) if you reserve some time to keep up with developments in supply chain and general business issues. You can do that for example through libraries, newspapers, magazines, radio, TV, the Internet and the advice in your course materials. It will *always* help you if you look out for real-world examples of the things which you’re studying.

# Foundation Diploma



The Foundation Diploma is CIPS' Level 4 qualification; when you complete it, you will become a **Diploma Member** of CIPS. It's intended for people who have previously worked in the supply chain in a largely administrative role, or who have suitable Level 3 qualifications.

By the time you have finished the Foundation Diploma, your supply chain knowledge and skills should allow you to:

- be **organised and targeted** in further developing your knowledge and skills,
- **use** a range of specialised skills,
- **determine solutions** to a variety of unpredictable problems,
- **come up with a choice of responses**, some of which may be creative, to well-defined but often unfamiliar problems,
- **evaluate** information, using it to **plan** and **develop** investigative strategies,
- **operate in a range of varied and specific contexts** involving unusual and non-routine activities,
- **show appropriate judgement** in planning, selecting or presenting information, methods or resources,
- **organise** your own work to goals set for you and **set limited goals** for others,
- **operate** within broad general guidelines or functions,
- **take responsibility** for the nature and quantity of outputs, and
- **meet** specified quality standards.

## For help and advice

If you wish to discuss the **Foundation Diploma** in more depth with us, please call on **01242 241 279** or email [registrar@cheltenhamlearning.co.uk](mailto:registrar@cheltenhamlearning.co.uk)

# Study programme

There are **five** units; a **unit** is a self-contained course of study which has its own syllabus and which leads to an assessment. You can study them in any order. You must pass **all five** to gain the Foundation Diploma.

## Effective Negotiation in Purchasing and Supply (Course 261)



This unit prepares you to apply a variety of theories relating to negotiation in respect of preparation, planning and participating in the negotiation process. It includes activities such as cost and market analysis, and using information to support the planning of negotiation with suppliers to achieve best value. You will also apply your knowledge of various legal implications affecting negotiations. By the end of the unit, you should be able to plan, prepare and undertake effective negotiations, demonstrating high levels of personal effectiveness and achieving best value within the supply chain. This includes managing a range of complex relationships, and avoiding conflict while maintaining the balance of power. It will prepare you to be able to:

- **apply** negotiation theories to achieve effective outcomes to the negotiation process,
- **set objectives** for negotiations,
- **prepare** and **plan** for effective negotiations,
- **take an active part** in negotiation meetings,
- **use a range** of effective and persuasive negotiation techniques,
- **show an appreciation** of the different approaches required when negotiating with customers including those based overseas,
- **explain** how to negotiate within the confines of organisations' pre-determined parameters, for terms, conditions and legal requirements,
- **demonstrate** personal effectiveness in the negotiation process,
- **evaluate** negotiation effectiveness and **recommend** improvements for future negotiations.

## Developing Contracts in Purchasing and Supply (Course 260)



This unit outlines the complexities of both the legalities and commercial issues of contractual arrangements entered into with external organisations. It provides an underpinning knowledge of the legalities of the formation of contracts as well as the key ingredients of any commercial arrangement – a specification, the contractual terms and key performance indicators. You will be able to apply a variety of terms to contracts in given situations, and be aware of the significance of a range of different contractual terms that are typically applied to a range of procurements affecting both direct and indirect expenditures.

The unit also analyses the processes used for tendering or for requests for proposals from external suppliers through to contract award. It will prepare you to be able to:

- **recognise** the use of specifications, performance measures and contract terms for procurements of products and services from suppliers,
- **identify** a range of legal aspects in relation to the contracting process,
- **describe** and **apply** the legalities linked to the formation of contracts,
- **explain** the impact of both implied and express terms in contracts,
- **recognise** the remedies for breaches of contracts and draft terms to cover such risks,
- **appraise** and **discuss** the legal and relationship issues arising through the use of tendering procedures, including e-tendering, and the application of EU procurement directives,
- **outline** the practices that can be adopted for contract review and award.

## Measuring Purchasing Performance (Course 262)



This unit helps you to measure the effectiveness of the supply chain and its contribution towards aiding the competitiveness and effectiveness of the organisation. You will learn to apply a range of measurement techniques used to monitor the performance of a variety of individual suppliers, how they perform against financial targets, compliance to contract/specification, and potential risks that they may present. Measurement will take place on three levels, organisational, functional and individual. You should also be able to provide results that evaluate supplier performance, and make suggestions for future improvements. It will prepare you to be able to:

- **determine** how measuring performance in supply chain activities fits into the overall management process of an organisation,
- **discuss** the benefits of implementing a well-structured approach to measuring organisational, functional and individual performance,
- **categorise** types of performance measures that are available to supply chain managers,
- **argue** the reasons for measuring a supplier's performance,
- **appraise** measures that can be used to improve supplier performance,
- **use** a range of accounting techniques to measure organisational efficiency,
- **interpret** and **apply** statistical data used to measure performance.

## Managing Purchasing and Supply Relationships (Course 263)



This unit focuses on developing and managing effective relationships, old and new, within the supply chain. This includes methods for review, identifying opportunities for establishing new relationships, enhancing the performance of the supply chain, and exploring the benefits and risks of relationships. It will prepare you to be able to:

- **review** the effectiveness of existing relationships and **identify** potential areas for growth and diversification in the supply chain,

- **evaluate** supply chains and **identify** key relationships and growth opportunities,
- **evaluate** techniques for supplier selection and assessment, for the provision of goods and services,
- **suggest** procedures to support the outsourcing of services,
- **apply** a range of interpersonal and communication techniques required to develop personal effectiveness in relationships,
- **identify** supply chain problems and **propose** resolutions,
- **explain** how to monitor and review supply chain relationship effectiveness.

## Purchasing Contexts (Course 264)



This unit enables you to apply the fundamental principles of purchasing and supply in a variety of different contexts, including a range of private sector organisations (multi-nationals and SMEs), the public sector, national and local government, the NHS, and the not-for profit sector (charities and the voluntary sector). You will be able to consider the procurement cycle as it applies to a diverse range of purchased products and services including raw materials, commodities, components, utilities and services, both domestically and in an international context. The underpinning goals are to achieve best value, quality, effectiveness and competitiveness within the broader supply chain, whilst employing and developing transferable best practice. It will prepare you to be able to:

- **identify** the procurement cycle as it applies to a variety of different organisations and contexts,
- **recognise** the transferability of the fundamental principles of purchase and supply management,
- **appraise** the need for different approaches to purchasing in differing organisations and contexts,
- **recognise** good practice procurement processes and **consider** how they can be adapted and transferred to other contexts,
- **compare** the diverse legal and regulatory environments in which procurement activity takes place,
- **discuss** the ethical implications of purchasing in different contexts,
- **evaluate** centralised versus decentralised purchasing structures,
- **explain** how to implement requisitioning and call-off to end users in decentralised valued added e-portals.

## Starting study

To study the Foundation Diploma, you will need to be **a minimum of 18 years of age** with **at least** two A levels, or the equivalent as determined by CIPS. Also acceptable are any CIPS Level 3 Certificates and any other Level 3 qualifications which CIPS considers to be equivalent.

If you do not have these qualifications, you must be at least 21 years of age and with **at least** two years' experience **in a business environment**.

If English is not your first language, you ought to have at least IELTS 6.5 proficiency or Trinity ISE III/IV.

*Exemptions* are allowed from four units with the exception of *Purchasing Contexts*. There are more details on exemptions on page 34.

## What to expect

The Foundation Diploma typically takes **between 9 to 15 months to study**, but if you have a good idea of how much study time you'll have, you might want to check the diagram on page 31 for a closer estimate.

## Assessment

Each unit is assessed by either a three-hour **exam** or a **work-based assessment**. You may choose which you prefer. Much of the assessment is *practical*, based on real-world situations described to you in a “case study” brief. There's more on assessment on page 32.

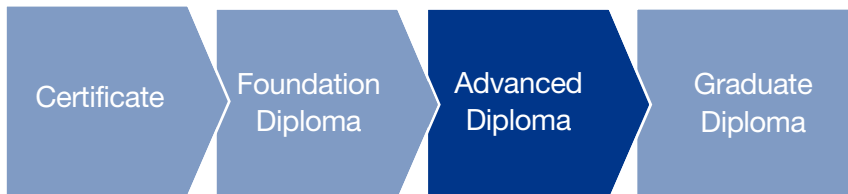
## CIPS fees

Our fees cover our course; you will have *additional CIPS fees*. CIPS charge a membership fee which you pay each year. CIPS also charge assessment fees. CIPS will inform you of their fees; note that fees tend to change each summer.

## Outside study

We run courses that, *if* you do your part, set you up for a safe pass. It is important (in getting higher grades and showing professionalism, for example) if you reserve some time to keep up with developments in supply chain and general business issues. You can do that for example through libraries, newspapers, magazines, radio, TV, the Internet and the advice in your course materials. It will *always* help you if you look out for real-world examples of the things which you're studying.

# Advanced Diploma



The Advanced Diploma is CIPS' Level 5 qualification; when you complete it, you will become an **Associate Member** of CIPS. It's intended for people who have previously worked in the supply chain in a largely operative or supervisory role and have the Foundation Diploma qualification or its equivalent.

By the time you have finished the Advanced Diploma, your supply chain knowledge and skills should allow you to:

- **develop** ideas by **analysing** information and concepts at an abstract level,
- **use** wide-ranging, specialised technical, creative and/or conceptual **competences**,
- **form appropriate responses** to resolve well-defined and abstract problems,
- **analyse**, **reformat** and **evaluate** a wide range of information,
- **use diagnostic and creative skills** in a range of technical, professional or management functions,
- **show appropriate judgement** in planning, design, technical and/or supervisory functions related to products, services, operations or processes, and
- **accept responsibility and accountability** within broad parameters for determining and achieving personal and/or group outcomes.

## For help and advice

If you wish to discuss the **Advanced Diploma** in more depth with us, please call on **01242 241 279** or email [registrar@cheltenhamlearning.co.uk](mailto:registrar@cheltenhamlearning.co.uk)

## Study programme

You must pass **five** units to gain the Advanced Diploma. **Three** are compulsory and you choose the other **two** from a list of options. A **unit** is a self-contained course of study which has its own syllabus and which leads to an assessment.

You can study the units in any order although we suggest that you complete the three compulsory modules before proceeding to your study of the options.

## Management in the Purchasing Function (Course 270)

**[COMPULSORY]** This unit enables you to manage your own area of responsibility within an organisation's internal supply chain, in line with the overall strategic business plan and the operational plan for the purchasing function. In doing so you will employ a range of resources, including human, physical and financial resources, and manage and delegate tasks effectively. This unit is about managing the expectations of the stakeholders that are directly involved in your area of responsibility and providing you with management techniques to help you involve others, be innovative, consultative, influential and persuasive in order to achieve targets effectively. It will prepare you to be able to:

- **evaluate** the challenges facing managers in dynamic and changing organisations,
- **analyse** the characteristics of different organisational structures and cultures,
- **use a range of techniques** to support and implement justifiable management decisions,
- **formulate plans** to effectively manage work groups and teams,
- **propose** processes and systems to enable the successful implementation of change programmes to maximise purchasing efficiency and effectiveness.

## Risk Management and Supply Chain Vulnerability (Course 271)

**[COMPULSORY]** This unit covers risk analysis and a variety of risk assessments relating to different aspects of purchasing and supply and to implement a range of appropriate risk management tools and techniques. You will learn how to provide a detailed analysis of supply chain situations, including legal, corporate social responsibility, ethical, health and safety, financial, international, innovation and a variety of other potential risk scenarios. The scope covers both the proactive identification and avoidance of risk, as well as provision for post-event recovery initiatives. By the end of the unit you should be able to recommend ways of avoiding, mitigating or managing risks which you have identified and quantified. It will prepare you to be able to:

- **analyse** the nature and scope of risks for the organisation,
- **assess** the sources of risks and the likely impact of those risks upon the organisation,
- **plan** and **implement** an appropriate risk management process in order to protect the organisation's interests,
- **explain** how supplier appraisals, pre-qualification of suppliers and contract monitoring can help to mitigate risks,
- **develop systems** for testing risks and monitoring them accordingly,

- **apply** risk management principles to various purchasing and supply management scenarios,
- **apply** a range of techniques to mitigate risk proactively and to reduce the consequential losses in the instance of a risk event occurring.

## Improving Supply Chain Performance (Course 272)



**[COMPULSORY]** Achieving success within the supply chain involves a complex range of variables, which can frequently be dependent on one another for the success of the supply chain. This unit enables you to use a range of techniques and strategies to develop and improve supplier performance in order to achieve competitiveness, efficiency and profitability within the supply chain. This includes measuring and evaluating the effectiveness of supply chain performance, developing systems to improve the performance of the supply chain, and making justifiable recommendations for their implementation. It will prepare you to be able to:

- **discuss** the contribution technology can make to supply chain performance management,
- **evaluate** the organisational procedures and techniques that can be used in developing and improving supplier performance, including the reduction of risk and the introduction of supplier innovations,
- **set performance standards** to which supply chain strategies should aspire,
- **develop** an integrated approach to the implementation of supply chain activities which are designed to maximise competitive advantage and reduce risk exposures,
- **propose** systems and techniques to achieve best practice and enhance customer service for all stakeholders,
- **contrast** different negotiation strategies and styles and their effectiveness in a given range of situations,
- **use** a variety of support tools available and **apply** them in complex and high-level negotiations,
- **understand** the critical elements of supplier development and techniques to foster supply chain innovation,
- **work together** to support cross-functional key performance indicators and objectives and to measure performance.

## Marketing for Purchasers (Course 273)

**[OPTION]** This unit provides an appreciation of the marketing concept, the role of marketing within an organisation, marketing's relationship with purchasing and supply, and marketing's contribution to the overall strategic plan. You will be introduced to marketing concepts, methods and techniques that are used to develop marketing plans with the ultimate aim of achieving customer satisfaction.

These techniques may be applied to both not-for-profit and commercial organisations. It will prepare you to be able to:

- **evaluate** the impact of the marketing environment on marketing strategy,
- **explain** the role and contribution marketing makes to the organisation and the organisational strategy,
- **apply** the marketing research process and the target marketing process to gain an understanding of markets,
- **apply** the marketing mix to a range of organisations and markets and **determine** how the marketing mix elements may be integrated to achieve customer satisfaction,
- **appraise** the international marketing environment and **evaluate** its impact on international marketing strategy,
- **formulate** a marketing plan and **apply** the marketing planning and control process to a range of organisations and markets.

## Storage and Distribution (Course 275)

**[OPTION]** This unit is concerned with identifying the major areas of concern in effectively managing stores and distribution throughout the supply chain. It is essential that goods are moved through supply chains to customers at the right time, in the right condition, at the right place and at the right cost. Failure in any of these areas will add unnecessary costs to the ultimate customer while success will add value, and delight the customer. It is essential that storage, distribution and general logistics are co-ordinated, both upstream and downstream, in order to reduce lead times, provide agility and reduce unnecessary costs. In order for this to happen it is essential that relationships, both internally and externally are honed to the appropriate level. It will prepare you to be able to:

- **evaluate** the objectives and scope of stores and distribution in the supply chain,
- **argue** how the activity can meet its service and cost obligations while adding value,
- **report** the factors that strategically affect the design and organisation of a stores and distribution network,
- **compare** different transport modes, and **decide** whether to outsource transport or manage the activity in-house,
- **report** on the methodology needed for evaluating the cost and service requirements when designing the layout of stores and warehouses,
- **evaluate** the various types of storage and handling equipment, coding systems and returns procedure required in modern stores and warehouses,
- **compare** and **evaluate** various methods for controlling the activity in terms of security and achieving stated performance criteria,
- **evaluate** and **report** on major legal areas of concern to stores and distribution,
- **report** on how and why ICT can improve the efficiency and effectiveness of the activity.

# Operations Management in the Supply Chain (Course 274)

**[OPTION]** This unit enables those who work in purchasing to assess the efficiency and effectiveness of an organisation's operations. This is the process of converting input resources into output products and services and occurs in all types of organisation, whether in manufacturing or services, public sector or private. You should be able to understand how operations staff add value through the effective management of production and delivery. Operations staff are likely to be the most important internal customers of purchasing and supply chain managers. By the end of this unit you will be able to analyse and evaluate an operations environment and implement a strategic plan that allocates resources in terms of materials, labour and machinery. In addition you will be able to consider the infrastructure requirements of the management control systems, as applied to different process types and technologies, and select the right approach. It will prepare you to be able to:

- **compare** the challenges facing operations managers who operate in increasingly complex global markets for goods and services,
- **argue** the business case for a new type of manager who is capable of managing in a rapidly changing commercial and technological environment,
- **formulate** an operations strategy that will integrate with the product requirements of a marketing function,
- **advise** on the benefits of make or buy/outsourcing decisions associated with specific components and services,
- **explain** the relationship between design and procurement and hence propose potential integrating mechanisms that will ensure cost effective development of new products and services,
- **have a thorough understanding** of how to plan and manage an operations function and **report** on the optimum layout for specific types of process work flows and process technologies,
- **have the ability** to set up and formulate effective resource plans and schedules that will deliver products in a cost effective manner,
- **have an in-depth understanding** of philosophies and be able to **apply** methodologies that will assist with the management of change within an operations function and **improve** the overall competitiveness of the business.

# The Machinery of Government and Procurement (Course 276)

**[OPTION]** This unit explores the drivers and decision-makers of central and local government and the National Health Service (NHS), and the impact these have upon the public sector procurement function. It also includes consideration of the background to current public procurement policy and procedures, the regulatory frameworks and rules relating to procurement practice and the role of elected representatives and officials in making significant procurement decisions. An understanding of government policy, regulations, and government initiatives such as the efficiency agenda, social agenda and sustainability drivers is necessary, and the unit also includes an understanding of the systems and processes developed and

adopted for audit, monitoring and measurement, including government accounting and budgets, and the roles of the National Audit Office (NAO), Audit Commission and Public Accounts Committee (PAC). It will prepare you to be able to:

- **demonstrate** knowledge and understanding of the background to current public procurement policy and procedures,
- **examine** the value and scope of public procurement and the roles of key decision makers and organisations,
- **analyse** the impact of procurement policy and government initiatives on procurement,
- **outline** and **assess** the significance of the financial accountability cycle for procurement policy and practice.

## Contracting in the Public Sector (Course 277)

**[OPTION]** This unit recognises the differences in contracting and regulatory requirements within the public sector environment. It goes beyond the Foundation Diploma treatment of the subject in order to take on the challenges of managing a contract from inception through to conclusion. The unit provides the knowledge and understanding to analyse concepts underlying the contracting process, including markets, transparency, competition, relationships and trust. After studying this unit you will be able to manage the contracting process efficiently and effectively through developing the business case for the procurement, analysing the nature and scope of the contract, applying appropriate selection procedures and developing positive relationships with suppliers to realise intended benefits in the context of public accountability and responsible stewardship. It will prepare you to be able to:

- **develop** the business case,
- **analyse** the nature and scope of the contract,
- **manage** the supplier selection process through the application of appropriate rules and procedures,
- **develop** and **maintain** positive relationships with suppliers to realise benefits.

## Starting study

To study the Advanced Diploma, you must have (or been exempted from) the Foundation Diploma or CIPS International Advanced Certificate in Purchasing and Supply.

If English is not your first language, you ought to have at least IELTS 6.5 proficiency or Trinity ISE III/IV.

**Exemptions** are allowed from all units. There are more details on exemptions on page 34.

# What to expect

The Advanced Diploma typically takes **between 10 to 16 months to study**, but if you have a good idea of how much study time you'll have, you might want to check the diagram on page 31 for a closer estimate.

## Assessment

Each unit is assessed by a three-hour **exam**, though there is the option of doing a **work-based assessment** for *Improving Supply Chain Performance*. Much of the assessment is *practical*, based on real-world situations described to you in a “case study” brief. There's more on assessment on page 32.

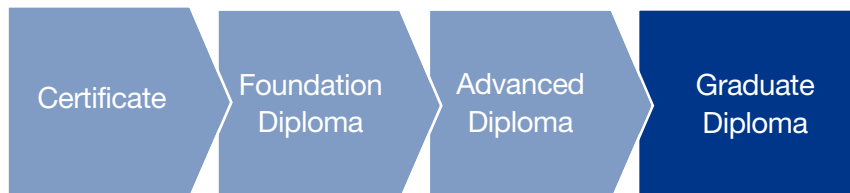
## CIPS fees

Our fees cover our course; you will have *additional CIPS fees*. CIPS charge a membership fee which you pay each year. CIPS also charge assessment fees. CIPS will inform you of their fees; note that fees tend to change each summer.

## Outside study

We run courses that, *if* you do your part, set you up for a safe pass. It is very important (in getting higher grades and showing professionalism, for example) if you reserve some time to keep up with developments in supply chain and general business issues. You can do that for example through libraries, newspapers, magazines, radio, TV, the Internet and the advice in your course materials. It will *always* help you if you look out for real-world examples of the things which you're studying.

# Graduate Diploma



The Graduate Diploma is CIPS' Level 6 qualification; when you complete it, you will become a **Full Member** of CIPS – MCIPS. It's intended for people who have previously worked in the supply chain in a largely front-line managerial or specialist role and have the Advanced Diploma or its equivalent.

By the time you have finished the Graduate Diploma, your supply chain knowledge and skills should allow you to:

- **critically review, consolidate** and **extend** a systematic and coherent body of knowledge,
- **use highly specialised technical or academic skills** across an area of study,
- **research effectively, critically evaluating** new information, concepts and evidence from a range of sources,
- **transfer** and **apply** diagnostic and creative skills in a range of situations,
- **show appropriate judgement** in a number of complex planning, design, technical and/or management functions related to products, services, operations or processes including resourcing,
- **accept accountability** for determining and achieving personal and/or group outcomes, and
- **begin to lead** multiple, complex and heterogeneous groups.

## For help and advice

If you wish to discuss the **Graduate Diploma** in more depth with us, please call on **01242 241 279** or email [registrar@cheltenhamlearning.co.uk](mailto:registrar@cheltenhamlearning.co.uk)

## Study programme

You must pass **five** units for the Graduate Diploma. **Three** are compulsory and you choose the other **two** from a list of options. A **unit** is a self-contained course of study which has its own syllabus and which leads to an assessment.

You can study them in any order except that *Supply Chain Management in Practice* must be the last compulsory unit that you do. It is what CIPS call an “**integrative unit**”; it is where you show that you can bring your studies of the level together. It can also be helpful to save studying the options until last.

## Leading and Influencing in Purchasing (Course 280)

**[COMPULSORY]** This unit aims to develop your leadership skills and enable you to lead, influence and provide direction to stakeholders within the supply chain. The unit is at a strategic level. You will see how to lead in your defined area or part of the organisation and will be expected to motivate and support supply chain members and stakeholders in achieving objectives and success. You will be expected to lead in a variety of situations and contexts to ensure the balance of power required to achieve success, taking into account change, adversity, and conflict. It will prepare you to be able to:

- **critically evaluate** the fundamental differences between management and leadership,
- **assess** a range of leadership styles and **apply** them effectively within the supply chain,
- **develop** an innovative and compelling vision for the purchasing function,
- **solve** difficulties and challenges that arise within the supply chain and threaten key relationships,
- **create** and **maintain** a culture that encourages and recognises creativity and innovation,
- **lead** and **influence** individuals and teams effectively: encouraging, motivating, supporting and recognising achievement,
- **develop** a culture of productivity through people,
- **successfully employ** a range of effective communication methods and messages for the supply chain to support change.

## Strategic Supply Chain Management (Course 281)

**[COMPULSORY]** The supply chain manager is responsible for specific activities and processes which can contribute to achieving corporate strategic goals. This unit provides you with an understanding of strategic aspects of supply chain management. You will analyse the supply chain to identify where value is added within it, identifying where and how strategic competitive advantage can be achieved. You will look at the broader needs and aims of the organisation in terms of its development, including approaches such as new product and service development, offering innovative ideas, diversification and differentiation strategies. It will prepare you to be able to:

- **analyse** the concept of strategy and the process of developing corporate strategy,
- **manage** change processes directed towards achieving corporate strategy,
- **explain** the contribution of strategic supply chain management to corporate strategy,

- **evaluate** concepts underlying strategic supply chain management,
- **assess** the idea of the global supply market as a source of competitive advantage,
- **distinguish** and **assess** various models of supply chain structures and relationships,
- effectively **manage** change to support strategy development and implementation,
- **evaluate** the risks associated with various models of supply chain structures and relationships.

## Supply Chain Management in Practice

**[COMPULSORY]** This unit brings together all of the other learning which you will have done at the Graduate Diploma level **with** that in the Advanced Diploma compulsory units. It enables you to gain a wider understanding of supply chain issues by examining how a range of concepts and principles can be applied to real-world problems and situations in order to improve best practice. You will achieve a deeper understanding of supply chain theory and practice by examining how particular theories offer advantages over others in given situations.

There are **two** versions of the unit, and you must pick one. Both prepare you to be able to:

- **synthesise** conceptual and case study data into a coherent structure,
- **diagnose** supply chain problems within a case study situation,
- **critically evaluate** the validity and applicability of a range of possible solutions,
- **predict** the consequences of each alternative course of action,
- **judge** the appropriateness of supply chain principles to a particular supply chain context,
- **solve** problems with reference to supply chain principles,
- **propose** solutions that will enable the case study organisation to operate more effectively,
- **justify** the solutions in terms of their feasibility and appropriateness,
- **develop** a suitable plan for implementing the proposed course of action.

### Case Study (Course 282)

In this version of Supply Chain Management in Practice, you will receive a case study brief for analysis four weeks before a conventional three hour exam. The exam questions are set on the case and are all compulsory.

### Project (Course 286)



This version requires you to write a 6000 word project over a twelve month period on an appropriate topic which is relevant to your workplace. For preference, it should be a topic closely related to a major issue at your workplace and describe the application of higher level supply chain theory and practice to that issue.

## Legal Aspects in Purchasing and Supply (Course 285)

**[OPTION]** This unit familiarises you with the law that regulates the purchasing function. The purchasing and supply professional needs to understand where legal issues may impact on the organisation and when to take action to avoid risk. They should also be able to recognise situations when the appropriate action would be to seek legal expertise. The unit covers an essential overview of different legal issues with particular emphasis on contractual issues and sale of goods legislation. Other areas include the legal aspects of outsourcing, competition law, intellectual property law, electronic trading and international trade. It will prepare you to be able to:

- **analyse** the process of contract formation and assess the validity of a range of contract clauses,
- **distinguish** between the statutes relating to sale of goods and the supply of goods and services in specific circumstances and **apply** those rules to given practical situations,
- **judge** when it would be appropriate for legal action to be taken against a third party,
- **diagnose** the impact of specific UK and EU regulations on the purchasing and supply function,
- **examine** those intellectual property rights that are registerable and those that are un-registerable,
- **examine** the impact of e-trading on traditional contract law,
- **predict** the legal issues that need to be addressed when entering into an international contract for the purchase of goods.

## Advanced Project Management (Course 283)

**[OPTION]** Projects can range from construction to refurbishment of premises, introduction of new information technology systems to outsourcing/offshoring of work previously tackled in-house, and redesign or re-engineering of products, services and processes. Project management is concerned with achieving objectives relating to quality, cost and time. Supply chain specialists have a high degree of involvement in developing the procurement strategy for contracts with suppliers, and with the operational activities of monitoring and administering supplier performance. At the same time projects should align and contribute to the overall strategic objectives of the organisation. This unit will help you develop a knowledge of the principles, practices and techniques vital to the leadership and commercial management of projects, with a particular emphasis on the role of the purchasing and supply chain professional. It will prepare you to be able to:

- **critically evaluate** organisational and management issues concerned with project management, including the power and influence of stakeholders,
- **assess** and **justify** the approach to managing projects using a variety of different methodologies,
- **develop** and systematically **apply** project management concepts, models, tools and techniques, to **derive** solutions for a range of practical project management challenges,
- **evaluate** the key success factors in successful project management in the context of today's business environment,

- **initiate**, **plan** and **implement** projects in purchasing, logistics and supply chain management,
- **evaluate** project management processes and their relationship to current strategic practice.

## Finance for Purchasers (Course 284)

**[OPTION]** This unit provides an understanding of strategic aspects of finance in relation to the decision-making process and the detailed analysis necessary to deliver effective procurement. It is a guide to finance that enables you to identify the where, what, how, and when that a professional purchaser needs, in order to use and interpret the key financial models and tools required to deliver robust and sustainable procurement solutions. You will be able to propose both established and innovative models, tools and techniques which will allow key stakeholders to use opportunities, and to grow and expand a business through new supply arrangements, channels to market, diversification, outsourcing and differentiation strategies. You will also gain an appreciation of accounting terms and the accounting profession which will improve the way in which you work with your accounting colleagues. It will prepare you to be able to:

- **evaluate** the appropriate cost and benefit models for a wide variety of scenarios,
- **evaluate** and **assess** reports that have their origins in finance and accounting and **relate** them back to the business,
- **compare** the value and relevance of financial information in the context of the decision-making process for evaluation and selection of supplier and service providers,
- **use** the wide variety of finance and accounting terminology,
- **propose** financial management tools and techniques and be able to **apply** these in relation to the total procurement and supply chain process,
- **evaluate** the elements that make up a complex business case for a capital acquisition, including downstream maintenance, service provisions for the life of the acquisition, and disposal,
- **appraise** and **assess** the non-financial factors that are interrelated with financial modelling and analysis, and **predict** their impact.

## Starting study

To study the Graduate Diploma, you must have achieved (or been exempted) the Advanced Diploma.

If English is not your first language, you ought to have at least IELTS 6.5 proficiency or Trinity ISE III/IV.

**Exemptions** are allowed from the optional units only. There are more details on exemptions on page 34.

# What to expect

The Graduate Diploma typically takes **between 12 to 18 months to study**, but if you have a good idea of how much study time you'll have, you might want to check the diagram on page 32 for a closer estimate.

## Assessment

Each unit is assessed by a three-hour **exam**, though there is the option of doing a **work-based assessment** for *Supply Chain Management in Practice*. Much of the assessment is *practical*, based on real-world situations described to you in a “case study” brief. There's more on assessment on page 32.

## CIPS fees

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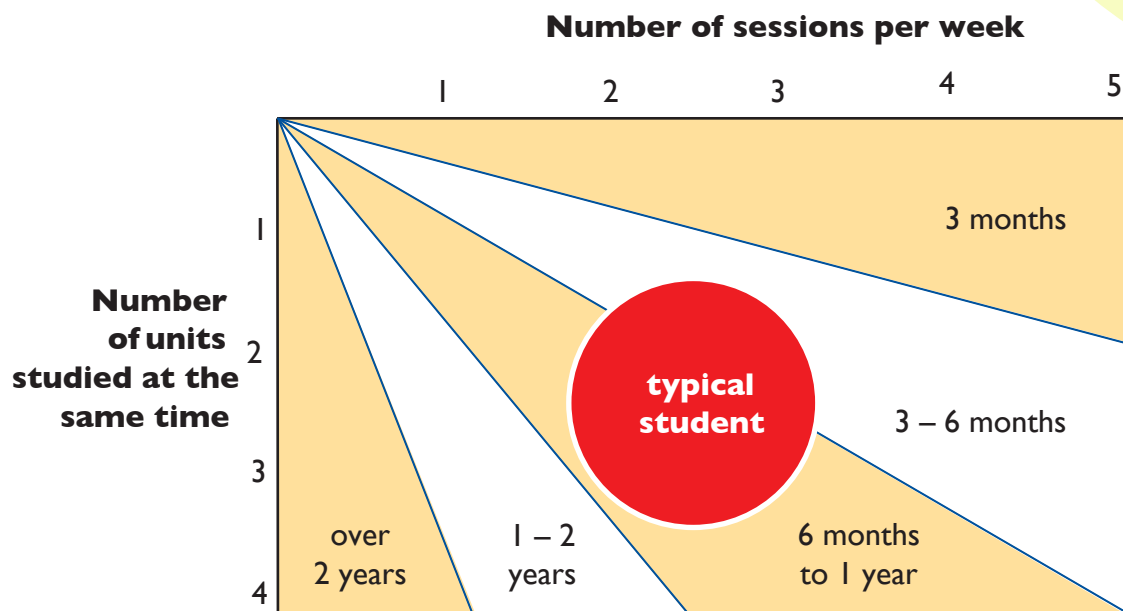
## Outside study

We run courses that, *if* you do your part, set you up for a safe pass. It is vital (in getting higher grades and showing professionalism, for example) if you reserve some time to keep up with developments in supply chain and general business issues. You can do that for example through libraries, newspapers, magazines, radio, TV, the Internet and the advice in your course materials. It will *always* help you if you look out for real-world examples of the things which you're studying.

# Finding the time

We don't tell you how to spend your time, so no two students spend their time in the exact same way. Each student finds out and applies the time that they have to go at the speed that is best for them.

A lot will depend on your *personal* strengths and weaknesses. Depending on the courses you've done in the past, the experience that you have, and the research and reading you decide to do, you may find that one unit goes quickly whilst another one takes twice as long. This is a *very* rough guide; many students can work more quickly, and many have to take longer:



A “**session**” on the diagram is about 2½ hours’ work; what you might expect to do in an evening. You should aim to work for at least a session a week; it’s difficult to manage more than four. Units will also take more work as you go up in level.

You should also take holidays during your study the same way that you take holidays from work but, just like work, remember that you need to put the hours in nine weeks out of every ten to be successful.

## For help and advice

If you wish to discuss how long your studies might take in more depth with us, please call on **01242 241 279** or email [registrar@cheltenhamlearning.co.uk](mailto:registrar@cheltenhamlearning.co.uk)

# Exams, work-based assignments, and exemptions

Assessment is by examination or the work-based alternative (WBA). Levels 3, 5 and 6 currently have a single WBA option. At level 4 all modules may be assessed by exam or WBA or a mixture of both. The pass mark for all units is 50%.

If you haven't already done so, you should register with CIPS as soon as you start your studies with us. **To be assessed**, you need to be registered with CIPS, and obtained a membership number from them. You need to send your membership form and any exemption evidence **to CIPS** at least six weeks before the registration deadline for any assessment which you wish to take.

All membership fees are payable **directly to CIPS**. There is a charge for each assessment that you take.

CIPS provide a deadline for registration; they do not accept late entries.

Remember that **you are responsible** for ensuring that your forms and membership fees reach CIPS in good time. We cannot do it for you.

## For help and advice

If you wish to discuss assessment in more depth with us, please call on **01242 241 279** or email [registrar@cheltenhamlearning.co.uk](mailto:registrar@cheltenhamlearning.co.uk)

## Exams

Most exams follow much the same format: a case study for Section A with two compulsory questions worth 25 marks each; and a Section B where you choose two further questions from four, each also worth 25 marks. You will have three hours and cannot take any books or notes into the exam with you.

The questions and case studies become more complicated as you go from the Certificate to the Graduate Diploma.

The exams for Purchasing in Action (Level 3), Purchasing Contexts (Level 4), Improving Supply Chain Performance (Level 5), and Supply Chain Management in Practice (Level 6) are different in that they have no Section B. Instead, four compulsory questions are set on the case study. The case study for Supply Chain Management in Practice is large, and is sent out to you four weeks in advance to allow you time to properly analyse it.

Exams are held five times a year in January, March, May, July and November.

CIPS provide an online examination registration form or you may obtain one from them by post. It will ask you where you wish to sit your exams from a list of Regional Examination Centres and you should select your most suitable venue. Please also state your registered study centre as Cheltenham Tutorial College.

The earlier you register the better chance CIPS have of allocating you a place at your preferred centre. The registration deadlines are usually in:

- Early December for January
- Mid-January for March
- End March for May
- Early June for July
- Mid-September for November

Exam assessment fees are payable directly to CIPS, and CIPS will notify you of your exam date and centre.

## Work-based assignments



We were chosen as a pilot centre for CIPS' **work-based assessment** (WBA). The intention behind this form of assessment is to get you to apply your learning to your workplace in the form of a project. In this way, you are given a practical test which immediately helps you to grow as a supply chain professional, but which also benefits your employer and shows the value of your training to them.

WBA is available for *Level 3 Purchasing in Action*; *all units at Level 4*; *Level 5 Improving Supply Chain Performance*, and *Level 6 Supply Chain Management in Practice*.

For the three CIPS levels to Advanced Diploma, WBA comprises a 3000 to 5000 word project (depending on level) written around a set number of topics given by CIPS on a set date. You will have ten weeks to write your project. There are three opportunities a year to take the WBA in February, May and October. They do not have the same registration dates as the exams and you should contact the College for registration and assessment deadlines well in advance. They are usually in:

- early January for February
- beginning of May for May
- mid-September for October

Registration is through Cheltenham and not through CIPS. Fees are payable to the College and we register you on CIPS Nominal Roll on the appropriate date. Registration deadlines are absolute and no late entries are accepted by CIPS.

The Graduate Diploma WBA is rather different, as described in the unit overview on page 27

Please contact us if you are interested in being assessed in this way and would like further information.

## Choosing between exams and WBA

Some units allow you to choose between exams and WBA. You may prefer not to take exams, but remember in choosing WBA that:

- it is less flexible,
- you can only get the best grades once you've finished your studies, whereas you can prepare for exams *during* your studies,
- it will be difficult to do the necessary research unless you are working for at least a medium-sized organisation, and
- you will be committing yourself to a stricter timetable and will probably end up taking longer and doing more background reading than if you had chosen to take the exam.

Contact us if you are not sure which choice would be best for you. If after you have been studying for a while you decide you have chosen the wrong method for you, you *will be able to change* to the other providing you have not already submitted your assessment registration form.

## Exemptions

It may be that once you've found your starting level, you discover that you have qualifications or experience that covers the same ground in the same depth as one or more of the units that you'll be studying. If this is the case, CIPS may **exempt** you from having to take those units.

If you think you might qualify for exemptions, you have to *ask CIPS* for them. When you send your membership registration form to CIPS make sure that you include the evidence they need to see.

If you are applying on grounds of **experience**, you will need to include a current job description (showing at least three years' relevant experience and ten years' employment experience overall) signed by your line manager, your CV, a letter of support from your employer, and a statement explaining which units you'd like exemption from and how your experience matches up to them.

If you are applying on grounds of **qualifications**, you will need to include copies of your certificates, transcripts (listings of the subjects you took, with whom, when, and the grades you got) of your previous studies, and a statement explaining which units you'd like exemption from and how your qualifications match up to them.

More detailed information on exemptions and how to apply for them either through *prior certificated learning* (APCL) or *business experience* (APEL) can be found at the CIPS website.

*Only CIPS can grant you exemptions*, so make sure you have an official letter from CIPS before you start missing out units.

## Certificate exemptions

You cannot be exempted from *Purchasing in Action*. You can be exempted from any units where you already have Level 3 (or above) qualifications that match up acceptably with their content. There are *no* exemptions for experience.

## Foundation Diploma exemptions

You can be exempted from any units where you already have Level 4 (or above) qualifications (including degrees from *bona fide* universities) that match up acceptably with their content. You may earn exemptions for experience.

## Advanced Diploma exemptions

You can be exempted from any other units where you already have Level 5 (or above) qualifications (including second year and later degree modules from *bona fide* universities) that match up acceptably with their content. You may earn exemptions for experience.

## Graduate Diploma exemptions

You cannot be exempted from any compulsory units. You can be exempted from any *optional* units where you already have Level 6 (or above) qualifications (including final year degree modules and post-graduate qualifications from *bona fide* universities) that match up acceptably with their content. You may earn exemptions for experience.

## Drawbacks of accepting exemptions

Gaining an exemption from a level does not mean that you gain the qualification for that level, you have to do *at least* the integrative unit for a level to gain its qualification.

If you *do* gain exemptions from any units, CIPS will expect you to be familiar with the content of the syllabuses in those units, and you may have to demonstrate your knowledge in your assignments and assessment on other units.

CIPS charge a fee for exemptions.

# CIPS Course Fees

This fees list is current until **November 2010**. Our fees **include** VAT (only UK and EU students have to pay VAT), our admin costs, tuition and course material for **two** years, courier, post and packing. They **do not** include CIPS membership or assessment fees. Please see **About our College** and the enrolment form for the different ways in which you can pay.

## Course fees

You can take as many or as few units as you like. You will get a 15 per cent **discount** if you choose to register for **all** of the units at your level **at the same time**.

Our fees are the same whether you choose assessment by exam or WBA (where there is a choice). Please see our course information for an explanation of these options.

	<b>UK fees</b>	<b>EU fees</b>	<b>All other students</b>
<b>Certificate</b>			
Per unit	£190	£210	£205
Entire level	£805 (save £145)	£890 (save £160)	£870 (save £155)
<b>Foundation Diploma</b>			
Per unit	£215	£235	£230
Entire level	£910 (save £165)	£995 (save £180)	£975 (save £175)
<b>Advanced Diploma</b>			
Per unit	£240	£260	£250
Entire level	£1020 (save £180)	£1105 (save £195)	£1060 (save £190)

## Graduate Diploma

Per unit	£265	£285	£270
Entire level	£1125 (save £200)	£1210 (save £215)	£1145 (save £205)

## Course material pdfs

We can also provide a copy of your course materials as a **read-only pdf file** on a CD. This option costs £10 per unit; the CD is couriered with the hard copy versions of your course materials.

## Paying by instalments

If you choose to pay your course fees in instalments, you will need to *add* an administration and postage charge of **£12 per unit**. You may pay over a maximum of **six** equal instalments, please see *About our College* for more details.

## Opting out of tutor support

You can opt out of tutor support, and buy only our materials. The prices for materials are: £100 per unit for UK students; £105 per unit for EU students; and £120 per unit for overseas students. There are no discounts with this option.

## For help and advice

If you wish to discuss anything in more depth, please call us on **01242 241 279** or email **registrar@cheltenhamlearning.co.uk**

# CIPS Book List

These books are recommended by CIPS and/or our tutors as suitable reading for your studies. If you wish to order any of them, please **tick** the box(es) next to the book(s) that you want, and **return** this list with your enrolment. Please do not order any item not on this list.

The prices on this list are current until **November 2010**. They include postage, packing and VAT (where applicable). All orders for books must be **paid for in full, in advance**.

Please note that books can go **out of print** without warning, so there may be a delay before we can supply your books to you.

## Prices for students in the EU and the Rest of the World

Please contact us with the details of your order so that we can **quote** you the cost of postage – books sent outside the UK may cost **more** than the prices listed here.

## How the reading recommendations work

We have recommended some books as background reading for all Levels. These are useful general reference, though you may not use them that often.

We have recommended one “core” book for each Level. This book will not be equally useful for all units, but will be very useful for at least two units and also reflect the general nature of the Level.

We have also recommended one book for each unit. This is not the only book that your reading should include for a unit, nor will our choice support all parts of the syllabus for that unit equally, but it will be the book that we feel provides the best general reading for the unit.

# Your background reading

There are a few things to remember in choosing your reading:

- a lot of useful background reading is free, through libraries, the Internet and broadcasters like the BBC,
- your reading should be targeted to support those parts of *your* studies that need it most,
- the books listed here are not a complete list of what you may find useful – CIPS can provide you with a fuller reading list,
- though a book might be listed for just one unit here, that does not mean that it is useful only for that unit,
- the higher the Level of the qualification, the more reading CIPS will expect you to do for the higher grades.

## Background reading, all levels

These books may be useful in your studies whichever level you do:

- Compton and Jessop – *The Official Dictionary of Purchasing and Supply* ..... £21
- Easton – *Learning from Case Studies* ..... £42
- Jackson, Harris and Eckersley – *e-Business Fundamentals* ..... £31

## CIPS workbooks

You can also purchase CIPS workbooks from us at £27 per unit (Certificate) and £32 per unit (Foundation, Advanced and Graduate Diplomas), but do remember that you will be working from our study materials as part of your course. If you do want the CIPS materials, please let us know on your enrolment form.

## Certificate

**If you only buy one book at this Level**

- Lysons and Farrington – *Purchasing and Supply Chain Management* ..... £49

**Securing Supply**

- Carter, Price, and Emmett – *Stores and Distribution Management* ..... £32

### Purchasing Operations

Baily, Farmer et al – *Purchasing Principles and Management* ..... £49

### Understanding the Purchasing Environment

Worthington and Britton – *The Business Environment* ..... £59

### Client and Supplier Relationships

Emmett and Crocker – *The Relationship-driven Supply Chain* ..... £59

### Purchasing in Action

Hughes, Ralf and Michels – *Transform Your Supply Chain* ..... £40

## Foundation Diploma

### If you only buy one book at this Level

Lysons and Farrington – *Purchasing and Supply Chain Management* ..... £49

### Developing Contracts in Purchasing and Supply

Griffiths and Griffiths – *Law for Purchasing and Supply* ..... £47

### Effective Negotiation in Purchasing and Supply

Lewicki, Barry and Saunders – *Essentials of Negotiation* ..... £36

### Measuring Purchasing Performance

Neely, Adams, and Kennerley – *The Performance Prism* ..... £40

### Managing Purchasing and Supply Relationships

Emmett and Crocker – *The Relationship-driven Supply Chain* ..... £59

### Purchasing Contexts

Baily, Farmer et al – *Purchasing Principles and Management* ..... £49

# Advanced Diploma

## If you only buy one book at this Level

**Mullins** – *Management and Organisational Behaviour* ..... £46

## Management in the Purchasing Function

**Huczynski and Buchanan** – *Organisational Behaviour* ..... £45

## Managing Risk and Supply Chain Vulnerability

**Sadgrove** – *The Complete Guide to Business Risk Management* ..... £67

## Improving Supply Chain Performance

**Lysons and Farrington** – *Purchasing and Supply Chain Management* ..... £49

## Marketing for Purchasers

**Adcock, Halborg and Ross** – *Marketing Principles and Practice* ..... £46

## Storage and Distribution

**Rushton, Croucher and Baker** – *The Handbook of Logistics and Distribution Management* ..... £42

## Operations Management in the Supply Chain

**Slack, Chambers and Johnston** – *Operations Management* ..... £48

## The Machinery of Government

**Bouvaird and Loffler (eds)** – *Public Management and Governance* ..... £30

## Contracting in the Public Sector

**Brooks** – *Case Studies in Public Sector Procurement and Design* ..... £24

# Graduate Diploma

## If you only buy one book at this Level

Scholes, Johnson and Whittingham – *Exploring Corporate Strategy* ..... £47

## Leading and Influencing in Purchasing

Mullins – *Management and Organisational Behaviour* ..... £46

## Strategic Supply Chain Management

Jespersen and Skjøtt-Larsen – *Supply Chain Management* ..... £16

## Legal Aspects in Purchasing and Supply

Longdin – *Legal Aspects of Purchasing and Supply* ..... £29

## Advanced Project Management

Maylor – *Project Management* ..... £42

## Finance for Purchasers

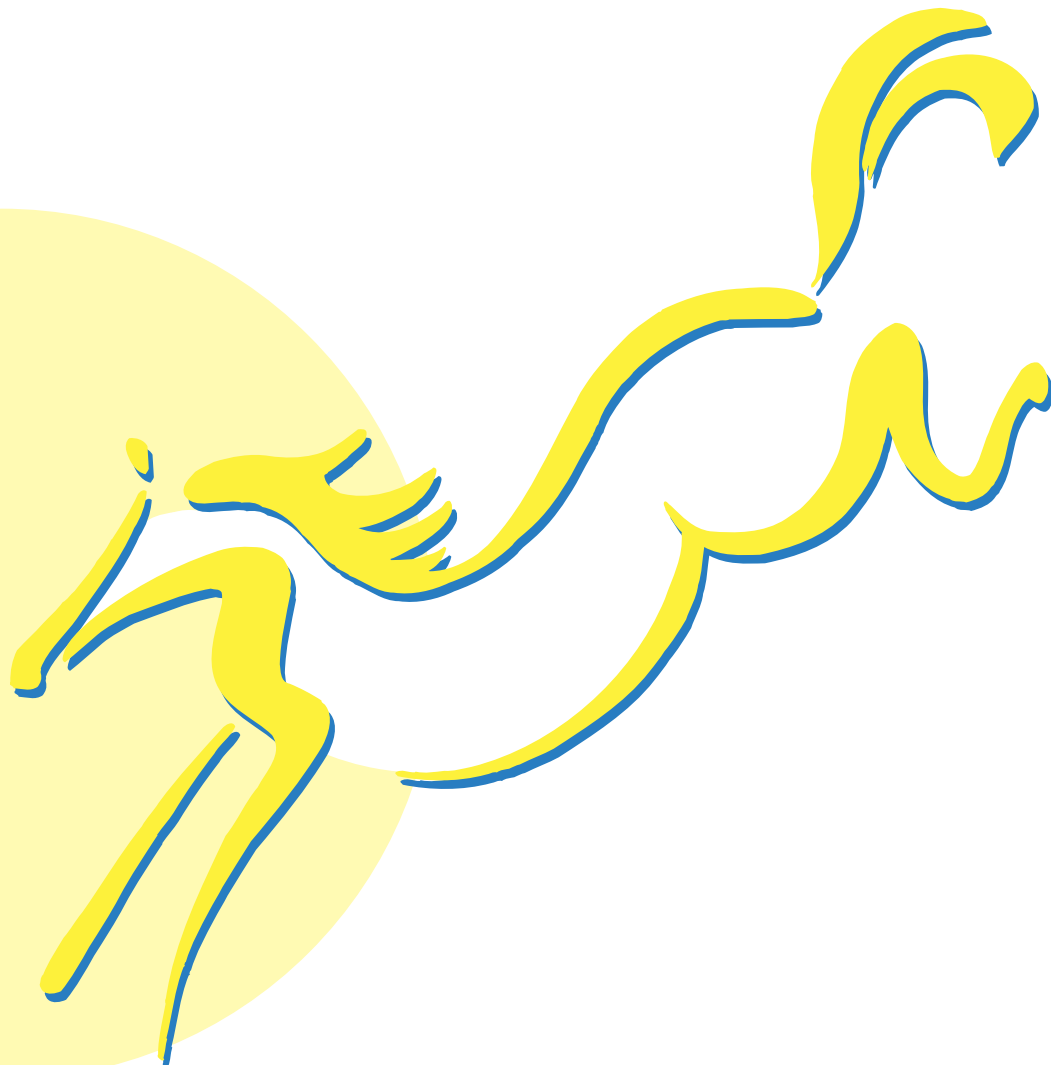
Atrill – *Financial Management for Decision Makers* ..... £44

# CIPS Enrolment Form

Thank you for choosing to study with Cheltenham Tutorial College.

This is your **enrolment form** – the document that we will use, for example, in checking your CIPS entry level, despatching your study materials to you, choosing your tutor, making sure coursework returns to you quickly, and in contacting you should any part of your course change. **It is our form** and not the Institute's: you will need to fill out *different* forms for your CIPS membership and assessment registration.

Please fill out as much of the form as you can, and in **BLOCK CAPITALS**. We are registered under the Data Protection Act 1998.



Full/Part Payment	Enrolment Date	Student Number
Receipt Number	Despatch Date	Invoice Number

# Section 1 – contact information

Title (Dr, Mr, Ms, other) \_\_\_\_\_ Family name \_\_\_\_\_

Other names \_\_\_\_\_

Male / Female (delete as appropriate)

Have you studied with us before?  Yes  No

If you have, please write your **most recent** Cheltenham student number here \_\_\_\_\_

## Delivery details

**Someone will need to sign for your study materials when they are delivered.**

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Daytime telephone \_\_\_\_\_ Fax \_\_\_\_\_

Mobile \_\_\_\_\_ email \_\_\_\_\_

## Contact details

If you want us to use a different address for contacting you, in returning coursework for example, please give it here.

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Daytime telephone \_\_\_\_\_ Fax \_\_\_\_\_

Mobile \_\_\_\_\_ email \_\_\_\_\_

We use email to contact you with course information.  
Please tick here if you *do not want to receive email updates*.

# Section 2 – your profile

Please tell us about yourself.

Please tick here if you have attached your CV instead.

What are the highest level qualifications that you already possess?

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How many years' work experience do you have? \_\_\_\_\_

How much of that time has been spent working in **purchasing and supply**? \_\_\_\_\_

## Please tell us about your current or most recent occupation.

Job title \_\_\_\_\_

Organisation \_\_\_\_\_

How long have you been in your current role? \_\_\_\_\_

Briefly describe your work \_\_\_\_\_

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Please tell us about any things (family, work or personal) which **may** affect your study with us.

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## How did you hear about Cheltenham Tutorial College?

Please tick **all** the boxes that apply:

- |  |   |
|--|---|
| <input type="checkbox"/> through CIPS              | <input type="checkbox"/> we sent you a mailshot                     |
| <input type="checkbox"/> through a colleague       | <input type="checkbox"/> through your employer                      |
| <input type="checkbox"/> by searching the Internet | <input type="checkbox"/> through another online information service |
| <input type="checkbox"/> in a subscription email   | <input type="checkbox"/> through our advertising                    |

If you saw our advertising, please tell us where you remember seeing our adverts

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# Section 3 – your course

Please tell us about your CIPS studies.

If you already have a CIPS membership number, please write it here

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When are you aiming to sit exams and/or submit assignments? \_\_\_\_\_

You don't have to make a final decision now, but if you have a date in mind we can check that it is feasible.

Have you had your entry level approved by CIPS?  Yes  No

If "No", you should establish your entry level as soon as possible. We can advise what it is **likely** to be, but we cannot give you an official ruling.

Now please tell us which units you wish to take.

Course No.	Unit	Tutor Support Yes/No	Exam or WBA	Fee
<b>Total for books (if any)</b>				
<b>Total for materials pdfs (if chosen)</b>				
<b>Sub-total</b>				
<b>Instalments fee (if applicable)</b>				
<b>Total</b>				



# Section 5 – please sign and return

Please make sure you have included any necessary documents and payments before sending this form to us.

Do you want us to **acknowledge receipt** of your form?  Yes  No

The information I have submitted in support of my enrolment is correct to the best of my knowledge; I agree to the conditions of enrolment contained in this information pack, and to pay my fees as shown on this form.

Signed \_\_\_\_\_

Date \_\_\_\_\_

*If you are under 18, a parent or guardian must sign this statement, too.*

Signed \_\_\_\_\_

Print name \_\_\_\_\_

Date \_\_\_\_\_

Please either post or fax this form to:

**The Registrar  
Cheltenham Tutorial College  
292 High St  
Cheltenham  
GL50 3HQ**

**Tel. +44 (0) 1242 241 279**

**Fax +44 (0) 1242 234 256**

**email [info@cheltenhamlearning.co.uk](mailto:info@cheltenhamlearning.co.uk)**

If you live in the UK you can use our FREEPOST address, pre-printed envelope or address label.

# Banker's Standing Order Form

Please complete all of the boxes to instruct your Bank to make payments directly from your account. Return this form to the College with your Enrolment Form.

## 1. To the Manager

_____ Bank
Address _____
_____
_____ Postcode _____

## 2. Name of Account Holder

_____
-------

## 3. Account Number

_____
-------

## 4. Sort Code

_____ - _____
---------------

## 5. Your Address

_____
_____
_____
_____ Postcode _____

## 6. Signature

_____
-------

## 7. Your instructions to your Bank

I hereby request and authorise you to pay:

Bank of Scotland (12-12-82), Bristol Business Centre,  
PO Box 208, 21 Prince Street, Bristol, England BS99 7JG  
for the credit of Cheltenham Tutorial College  
(A/C 00794555) quoting College number

_____
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(to be filled in by the College)

On the \_\_\_\_\_ of each month

commencing \_\_\_\_\_ 20

in \_\_\_\_\_ instalments of:

£	:	_____
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(Student: Enter your monthly instalments here.)

The final payment under  
this order is to be made on:

_____
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Cut along dotted line ✂



**Learn to be better**

**No stamp  
needed if  
posted  
in UK**

FREEPOST RRBV-KZSE-ATZE

The Registrar

Cheltenham Tutorial College

292 High Street

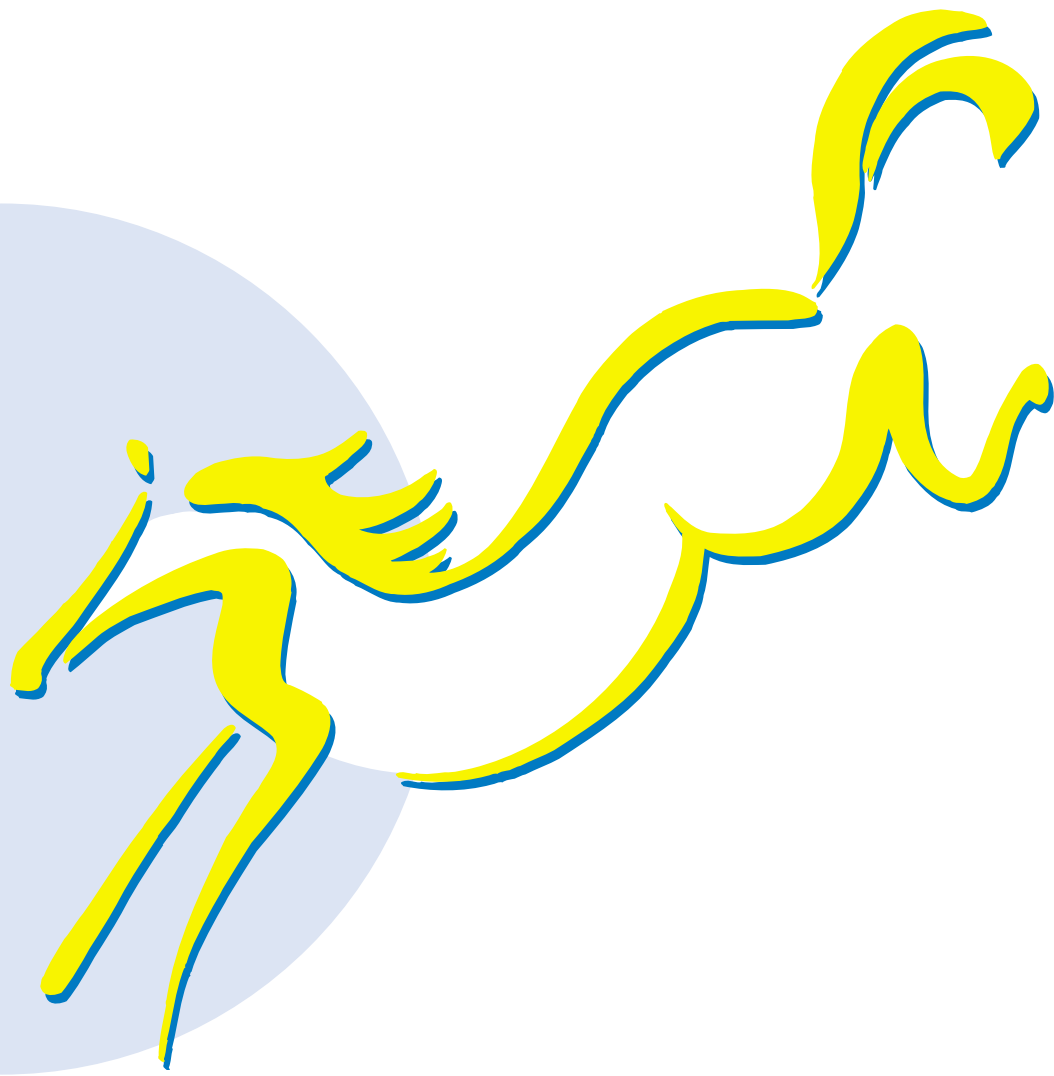
Cheltenham

GL50 3HQ

Cut along dotted line ✂

Learn to be better

# About our College



# Freedom to choose, choosing to learn

Thank you for finding out about our College. We hope that our information pack helps you to decide how *you* are going to study.

Your studies should be about your *choices*; the process of choosing a way of studying that *fits in with you* – studying as much at the times, in the places, and at the speeds that you want to.

This part of our information pack covers us, our methods, students, accreditations and how to start a course with us. All the information you should need to understand how our courses work and whether they are *right* for you. Your pack should *also* include our:

- ◆ course information, and
- ◆ fees list.

Please let us know if either of these is missing. If you would like to *discuss* any questions you have about your studies or our courses, please contact us on **01242 241 279** or **info@cheltenhamlearning.co.uk** – we'll be glad to hear from you.

## Cheltenham Tutorial College

292 High Street, Cheltenham, Gloucestershire GL50 3HQ

Tel: +44 (0) 1242 241 279 ■ Fax: +44 (0) 1242 234 256

info@cheltenhamlearning.co.uk

[www.cheltenhamlearning.com](http://www.cheltenhamlearning.com)

# You are a Cheltenham student

Are you a Cheltenham student? Do any of these **descriptions** sound like you?

- ◆ you have, on average, a few hours per week, most weeks, in which you can study,
- ◆ you can learn to organise your study, and work with your tutor (and sometimes other students) by post, phone or email,
- ◆ the courses where you live are difficult to get to,
- ◆ you particularly want to do a course in a subject which we run,
- ◆ you have problems getting attention from your tutor in a course you are following at the moment because you're sharing his or her time with lots of other people,
- ◆ you want more control over the times when you learn, the places where you learn, and the speed at which you learn,
- ◆ you have reached a certain level, and now can't find higher level classes to go to,
- ◆ you have picked up skills through work, but don't feel confident with them and would like qualifications.

It's likely that some of them do. *Most* people who want to study can do their study with us, and more effectively than with a traditional kind of college. We have an approach that's flexible, doesn't eat into your time, and places choice in your hands: choice over when, where, how, and how fast you study.

It works, too. Because your study doesn't have to compete with the rest of your life, you have the maximum opportunity to learn, and to *make your learning count*.

In this booklet we'll try to show how if you have the *commitment* to learn, we'll provide the *opportunity*.

## A world of learning

We tutor over a thousand of our own **students** each year from around the world – anyone, *anywhere*, can study with us. In 2007 we enrolled students from as near as Ireland and Sweden, to as far away as USA, Singapore, Barbados, India, Gambia, Jordan, South Africa and Australia, as well as all points in the British Isles between Cornwall and Orkney.

Distance learning gives *everyone equal access* to our courses, limited only by the postal service and/or the Internet and telephone network.

We work with thousands *more* students on behalf of organisations such as the University of Leicester School of Management, creating study material or arranging tuition, for example.

A number of other distance learning organisations place their students on our courses, too.

We have over seventy **courses**, from post-graduate *professional* qualifications that are vital to a career, to special interest creative courses that help fulfil an *ambition*.

We have around forty **tutors** at any one time marking our students' coursework and supporting their study with phone or email tutorials. As well as supporting our students, they all work either in traditional college environments, in industry, or as consultants and are spread around the UK.

*Appropriate*, good-quality support is essential to our students as they may be separated from us by thousands of miles and many time zones.

## Why students choose distance learning

We get students who *prefer* distance learning to conventional study; we also have many students who can *only* study by distance learning. These are some stories of real students:

**"A"** enrolled on a Chartered Institute of Marketing (CIM) course with us. He works as a manager for an established Maltese conglomerate with which he wants to build a career through professional competence. He is extremely time-pressured, with a demanding job and young family, lives outside the conventional network of CIM colleges, and so is a classic example of a person who needs to study by distance learning.

**"B"** enrolled on a Chartered Institute of Purchasing and Supply (CIPS) course with us. She works as a buyer for a government department in south-east England and has a few units left to complete her studies. She has elderly relatives in care over 100km away, and herself has health problems, too. Her time is apt to sudden interruption, and she wants to do a few units, not an entire programme, so she is also well served by distance learning.

**"C"** also enrolled on a CIPS course with us. She is a junior manager in a supermarket in southern England and has studied with us before. She wanted to continue studying with her tutor through the rest of her units. This is easy for us to do as each of our tutors has *one-to-one* and not one-to-class contact with their students.

**"D"** enrolled on a CIM course. She's working in customer service for a large utility in Scotland. Her concern was to be able to squeeze her study into a short burst in between two long-term commitments. Something which we could help her do.

These stories are typical. Our students' motives are usually combinations of many different things, and distance learning turns out to provide the best answer.

## If you find study intimidating

Distance learning is **people-friendly**. You'll have a *one-to-one* relationship with your tutor and can ask him or her for as much help as you need. You set the pace of your studies, so you can go as slowly or quickly as you like, taking months or even years if you need to. You won't miss a thing, either: your study materials put your entire course at your fingertips in clear language.

## If you're busy

Many of our students first contact us because no other study method gives them the **time flexibility** they need. You draw up your own timetable – you study when in the week, how often, and for how long you want, can start at any point in the year, and can take into account hectic home and work lives. There's no time wasting in travel, or waiting, or lecturers that don't turn up. If something unexpected happens to disrupt your routine, you can allow for that, too.

## If you're trying to live a greener, less stressful life

Distance learning can be a *greener* form of study. It cuts out unnecessary travel and wasted time. Neither does it need a costly and sprawling college campus. Instead you have plenty of contact and course content facilitated by communications technology, a high-quality service that anyone, anywhere can enjoy.

Distance learning also enables students to follow study patterns which suit them and reduces the compromises which they might otherwise have to make with their employers and family, and which may lead to them dropping out of their study programmes. Less pressure leads to *less stress*.

## If you're a long way from anywhere

Distance learning will **come to you**. We have students all over the world, and it doesn't bother us if you move, as long as you let us know where you're going. All of this means that if you couldn't study because you couldn't get to a traditional college, think again. You'll be in contact with your tutor as much as you need to be, and with other students too, if you choose, through our discussion group.

## If you need to keep to a budget

It's perfectly acceptable to be **cost-conscious**, lots of students have to fund their own study. The way we run distance learning gives you the best chance of being able to do that. You don't have to take time off work, you can study at your own rate, module by module, you can pay by instalments, there's no equipment that you need to buy, and no college overheads for your course fees to disappear into.

Remember though, as many good reasons as there are for you to fund your studies, there are probably more for your *employer*, as you can see on page 17.

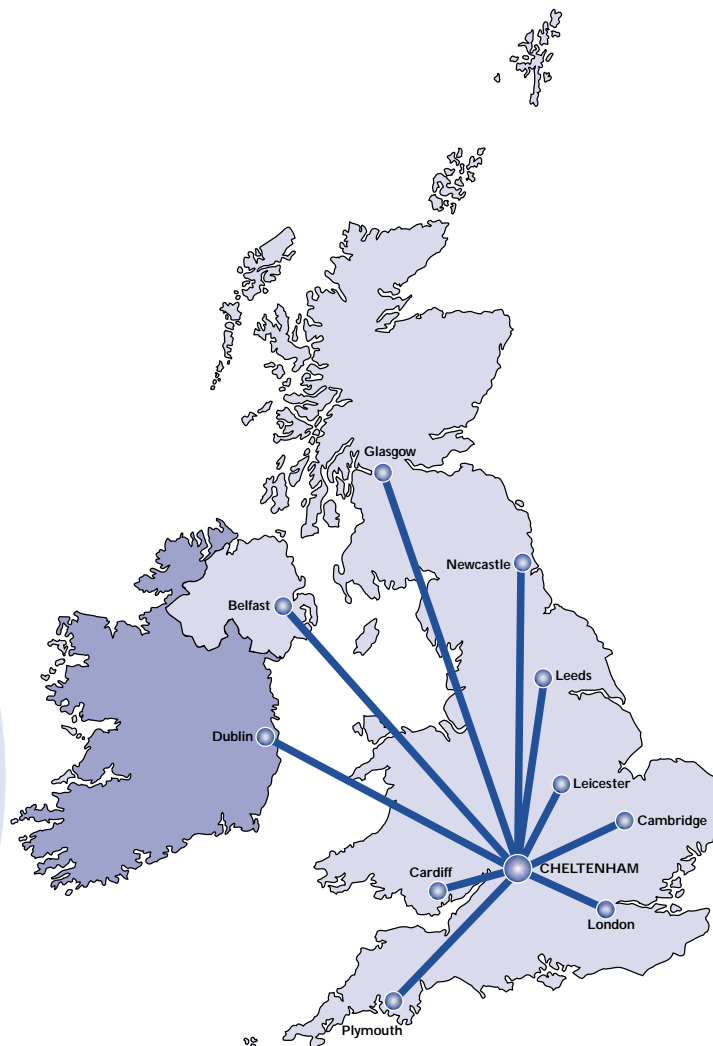
# More about us

We train people, and we train them through straightforward **distance learning**.

We've been providing distance learning tuition since 1991, when we took over Pitman Tutorial College's courses, who had themselves been providing training through distance learning for over 150 years.

Our offices and management team are in Cheltenham in Gloucestershire, and from here we look after, amongst other things, course development and student services.

You'll have a **tutor** for each of the courses that you study with us. Our tutors all work in traditional college environments, in industry or are self-employed, and live all around the UK. They come from many different backgrounds and represent a variety of academic, practical, commercial, organisational and cultural experiences.



# Who to contact

We have a team of four to respond to enquiries: Dmytro, Mike, Pat and Sarah. If you are a **prospective student wanting to take a course**, ask for Pat, she's our Registrar and in charge of student services.

If you are a company or a trainer wanting us to **help you deliver a course** which we already do, or **develop a course** from scratch, ask for Dmytro, he's our Development Manager and in charge of course creation.

We are a tuition and materials production house, both for ourselves *and* for other organisations. We provide our competence in materials and content production, and tuition and tuition support systems construction to other organisations, and are capable of responding to the individual needs of our clients.

## Our range of courses

We specialise in distance learning and provide courses and training in a wide variety of areas; we run a wide mix of courses, for a wide range of people – professionals, managers, artists, small business-holders, hobbyists, and many more.

We run courses leading to **professional qualifications** in:

- ◆ management and business (ICSA),
- ◆ marketing (CIM), and
- ◆ purchasing, supply and stores (CIPS).

Courses leading to **vocational qualifications**:

- ◆ book-keeping and accounts,
- ◆ customer service, and
- ◆ secretarial and administration.

And **creative courses** in:

- ◆ art.

You can **find out more** about our other courses in our other information packs or on our website. Please contact us if you or a colleague would like more information about what we do.

# Some organisations that we've worked with

We work with a great number of organisations each year who are sponsoring their employees through their studies.

During 2007 we worked with a wide variety of UK-based organisations as well as overseas ones, for example, *Dwanga Sugar (Malawi)*, *Petro-Canada* and *Ciba*.

Our clients have included both commercial and non-commercial organisations such as charities (*RNLI*, *Help the Aged*), local government (*Southend-on-Sea Borough*, *Lancashire County* and *Oxford City Councils*), national agencies (*Scottish Natural Heritage*, *Welsh Health Supplies*), educational establishments (*University of Warwick*, *Learning and Skills Council*), and public sector agencies (*East Midlands Development Agency*, *Avon Fire and Rescue Service*).

We've worked with very large, multi-national organisations (*Siemens*, *PricewaterhouseCoopers*, *Airbus UK*) as well as dozens of smaller, more focused organisations such as advertising agencies (*The Idea Works*), public services (*Bedfordshire Police*), and health initiatives (*The National Heart Improvement Programme*).

Our clients have come from all sectors: for example, engineering (*Dunlop Bestobell*), utilities (*Anglian Water*), cosmetics (*SLG Beauty*), food (*Typhoo Tea*), on-line marketing (*Value Click*), logistics (*Wincanton*) and pharmaceuticals (*Eli Lilly*).

They have also come from the newest industries (*BT INet*), as well as the best-established (*Ecclesiastical Insurance*).

## Accreditation

You like our course: it's the course you want to do, you can afford it, you like the tutor support – you like us, but you want an *independent* opinion. It makes sense to check before starting any sort of study, and our **accreditations** provide that opinion.

Accreditation is the end result of an examining board or other inspecting body coming in and checking our service to our students. We try to make sure that we have all the *appropriate* accreditations to show that we're giving you a good course.



### Accreditation by the Open and Distance Learning Quality Council

Examining bodies often don't fully understand distance learning and therefore won't necessarily ask the right questions. The distance and open learning sectors have their own independent accrediting body, the Open and Distance Learning Quality Council.

ODLQC accreditation includes a rigorous assessment, by independent experts, of a College's administration, tutorial support, educational materials and publicity to ensure that they meet the standards set by the Council. Accredited Colleges are monitored by the

Council to ensure that students continue to receive good service, and are assessed for re-accreditation at intervals of not more than three years.



#### **Highly Commended by CIPS**

We are a Highly Commended CIPS centre. CIPS focus on our ability to teach their programmes and our students' satisfaction with the service that they receive. We are assessed for reaccreditation every year.



#### **ICSA Registered Tuition Provider**

We are a Registered ICSA centre. ICSA, too, focus on our ability to teach their programmes and our students' satisfaction with the service that they receive. We are assessed for reaccreditation every year.



#### **Accreditation by CIM**

We are a fully accredited CIM centre. CIM, again, focus on our ability to teach their programmes and our students' satisfaction with the service that they receive. We are assessed for reaccreditation every year.



#### **Membership of the British Institute for Learning & Development**

The new British Institute for Learning and Development builds on the success of the British Learning Association and will address the needs and raise the status of all those involved in learning and development (both organisations and individuals).



#### **Membership of the Association of British Correspondence Colleges**

The Association was founded in 1955 to promote sound educational standards and to safeguard your interests. All members must abide by the Association's Code of Ethics.



#### **ELC Approved Learning Provider**

We are also an Approved Learning Provider (reference number 1348) under the Ministry of Defence Armed Forces Enhanced Learning Credits scheme (ELCAS).

# How we run our courses

We take an **active learning** approach – you learn by *doing*, as you study you also improve your communication, organisation and problem-solving skills.

Our courses are guided by *your* circumstances. You *choose* when to start, how many courses to study, how fast you study them, and where you study from. Your course *fits in* with you.

There are lots of different ways to study, and many of them borrow ideas from distance learning, but none matches *straightforward* distance learning for flexibility. Distance learning is learning *plus*: it includes all the benefits of other study methods and then goes further.

## It's distance learning

The fundamental feature of distance learning is that the **tutor and the student are in different places**. This could mean that the two of you are in the same city, the same county, the same country, or *anywhere* – we have students who are thousands of miles and many time zones away. Our courses come to you, wherever you are.

Distance learning is therefore *communications*-based learning: there has to be something that communicates the tutor's input to you, whether it is a written, recorded, a telephone or the internet.

## All the tuition you need

We provide you with a **tutor**. Someone who will establish a **one-to-one** relationship with you.

Your tutor will treat you as an *individual* throughout their contact with you, whether it's by post, phone or email. You do not compete for your tutor's time with other students, and can **focus** on your own weaknesses with your tutor and overcome them. Your tutor will work with you to *build* your understanding, *eliminate* your weaknesses, and *prepare* you for assessment.

There are **two** main ways your tutor works with you: you have **coursework** to do, which your tutor uses to assess your progress, and you can **contact** your tutor to discuss your studies whenever you need to.

You will be able to contact your tutor **as much** as you need to and **as often** as you need to. The most important part of your course is tutor support, and you'll have your tutor's support **until you pass**.

## Focus on understanding

You don't have to study at the same rate as the rest of the class, or compete with it for your tutor's time; all of the notes you need are right there from the start, in an easy-to-use format, so you never miss out on any part of the course and can concentrate on the bits you want to, leaving you and your tutor free to focus on what is important: developing **your** ability.

## All the time that you need

You start off with **two years of tutor support**, which for most people is more than enough. We don't *expect* you to take that long, but because anyone can have family, work, or life changes which hold up their studies we do what we can to allow for that.

If it looks as if something's going to stop you studying, let us know – in *most* cases we can extend your tuition period, so don't worry about being left on your own halfway through your course.

*Good* learning happens when you can give it the effort and attention it deserves, and we do what we can to help you achieve that.

## How long will it take?

A lot will depend on your *personal* strengths and weaknesses. Depending on the courses you've done in the past, the experience that you've got, and the research and reading you decide to do, you may find that one course goes quickly whilst another one takes twice as long.

You can also contact your tutor as much or as little as you want to – this will affect the time that it takes you to complete a course.

See the course brochure for more guidance.

## Speedy service

Most students can start their study **within eight working days** of sending us their enrolment form. Coursework sent to your tutor should be returned to you within eight working days, too, while emails and telephone messages should get replies the next working day. And if you need us at the College immediately, then we are just a telephone call, fax or email away.

# All the flexibility that you need

Our distance learning courses work in much the same way as conventional college-based study, but are **more flexible** and **more personal** – they're built around you, which helps take the stress out of balancing your studies with your job and your home life they're people friendly.

If you're not sure about distance learning, you can choose to **study one course at a time** and find out whether it's right for you.

You can **start whenever you want** to; you don't have to wait for a particular term date. If, say, your employer's support is late in coming through, or if your promotion happens unexpectedly, you can sign up for a course *the next day* instead of waiting until next year.

There's no compulsory travel except to your exam centre and no college campus to commute to once or twice a week after work – your **learning comes to you**.

You can **relocate** when, where and as often as you need to – we have had students posted to research ships in the Antarctic Circle, and students whose organisation has moved them around the UK several times during their studies.

And if something happens (a job or family commitment, for example) during your studies that makes you want to put things to one side for a while, then let us know and we'll work with you to decide the best way forward.

We aim to fit in with *your* life, not take it over.

## You can change your mind

If you start your course, but in the first four weeks decide that it's not right for you, then as long as you return your materials to us in a re-useable condition and haven't used any of your tuition, we'll give you a full refund. If you find that you're taking the wrong level, let us know and we'll transfer you to the right one. If you've opted out of tutor support, you can opt back in at any time during the six months after you received your course materials. Just pay the difference in the fees.

This is part of our conditions of enrolment.

## You can choose your assessment

Some examining boards now allow you to be assessed by **project** work instead of exam. You can *choose* this option with us *if* it is available *and* you have suitable work experience. If you're not sure whether doing a project will suit you, you can mix them with exams. If you later decide projects aren't for you, you can change over to exams.

# Efficient learning

There's no waste in distance learning, not in money and, not in effort, and most of all, not in time. Distance learning is **efficient** – all of your fees go towards your course, whether it's on tutor support or the study materials themselves – and your attendance record is automatically 100 per cent.

## You study at your own speed

You won't be part of a class all doing the same thing in the same place at the same time. Instead, you have a one-to-one relationship with your tutor. This means distance learning is flexible in terms of your time and your rate of progress. It's study on demand and it is individual to you.

You control the speed at which you learn; sometimes quicker, sometimes slower in line with the rest of your life. You control your workload, too, taking as many or as few courses as is comfortable.

The way your study works will be the way that suits you, and because you follow a course built around your needs and preferences, your study will be more successful, and you should see better results.

## Our pass rates

We're always happy to talk about our **pass rates**.

We get pass rates from three of the examining board that we deal with – Institute of Chartered Secretaries and Administrators, Chartered Institute of Marketing, Chartered Institute of Purchasing and Supply. These are the only exam boards who can **reliably** track our students.

Pass rates are difficult to establish for distance learning college because students sit their exams as external candidates at other colleges' exam centres, and not all examining bodies track candidates by the college they studied with, but do so by exam centre instead.

Even those that do track by the teaching college might not pick up every single student that a college has taught. Sometimes the paperwork is not that helpful.

But where we do get numbers, and where they're based on dozens or more students and not just one or two, we're happy to say that our pass rates are usually clearly above average.

Contact us if there is any particular course's pass rates you'd like to discuss.

# Course components

Your course will be made up of a **combination** of college, tutor and materials. It's similar to a conventional course; the main differences are that you are in charge of your own timetable, you work from study materials that we've created instead of going to lectures, and your contact with your tutor will be by post and telephone, fax or email instead of face-to-face. There's still plenty of coursework, any assessment you might take is exactly the same as that taken by other students, and you can also join our discussion group so that you can stay in touch with other students.

Our courses are based on setting goals and *achieving* them.

## The college

We're here to make it all work. To sort out any problems and to help you **pass**. We're confident we can do that, so if you complete your coursework and take your assessment but don't pass, then we'll carry on supporting you **until you do**. We provide:

- ◆ guidance in all aspects of your study,
- ◆ tutor-marked coursework to cement your knowledge and understanding and prepare you for assessment,
- ◆ information on what examiners are looking for,
- ◆ as much access to your tutor as you need to discuss your study,
- ◆ contact with other students,
- ◆ a quick and considerate response to complaints,
- ◆ transfers to new courses if your examining board changes the syllabus,
- ◆ the ability to put your studies on hold, and
- ◆ course materials that are *purpose* written and designed to get you a pass.

## Clear advice

The way that your course works is governed by a **Learning Agreement** and course guide that we send to you at the start of your studies. They explain who does what and when at each stage of your studies.

## Study guidance

When you enrol we'll send you three study guides.

*Start Here* explains how your course works – who does what and when. It includes working with your tutor, using the discussion group, presenting coursework, solving problems – everything you need to know.

*Learning Skills* shows you how to improve your ability to learn. This includes assessing your own strengths and weaknesses, your learning style, motivation, concentration, relaxation, memory, your study environment, and planning your time.

*Study Skills* concentrates on those things which contribute towards your performance in exams and projects, such as research, critical reading, note-taking, logical arguments, the different types of questions, answer formats, revision, and exam technique.

You will find them particularly useful if you left school or college some time ago, and are perhaps out of the habit of studying – however, *every* student, at whatever level of study, will benefit from all the advice and information they provide.

If there are any questions our guides don't answer, you can contact us or your tutor for further support – we help you *plan* your study through our guides and advice, but we don't tell you what's best for you. That's *your* decision, and we provide you with the help that you *want* from us.

## Coursework

Our courses mostly have between six and eight **coursework assignments** for you to do for your tutor. They are the focus of your course, and your tutor uses them to assess your progress in a variety of ways: your understanding of your subject, your knowledge, and your ability to produce exam-standard work. Your tutor's marking and comments provide a series of *stepping stones* towards being able to do your assessment confidently.

*Between* assignments, you can use the self-checking **activities** in the study material to help you measure your progress and build your confidence. They are often seeds for discussion with your tutor through the helpline.

If you wish, we can issue you, your employer or sponsor, with a progress report on your coursework marks at any point during your studies, and a **Course Completion Certificate** when you have done it all.

## Guide answers

Where appropriate, we prepare **guide answers** to both the activities and to your coursework. Activity guide answers are already there in the study material; coursework guide answers are sent to you with your marked work. These are useful in showing you the sort of answers that you would be expected to produce in an assessment, and also in checking your understanding of the subject.

By showing you the main points that your answer should have covered, they form a useful part of your study and revision and also free your tutor to concentrate on the particular aspects of *your* work that require the greatest and most detailed attention, so guaranteeing you the sort of *individual* support that you need.

# Helpline

Your tutor is your **guide** through the course. He or she is there to mark your coursework, answer your subject questions, and provide advice, support and encouragement. You can **contact** him or her direct for a one-to-one reply if you want to discuss any aspect of your work. You can do this through email, the post or on the telephone, whichever method works best for the question that you have.

If there's something you need to know, we'll try to answer it for you.

# Student discussion group

We run an email discussion group so that you have an opportunity to contact other students, and share ideas and experiences. Having other people to chat with is one thing that many students fear missing out on, but the discussion group gets around that, putting you in contact with other students right around the world.

# Study material

Our study materials are written for us and for you – they aren't textbooks, slideshows, or handouts, they're **courses** designed by us and written for us so that you can study effectively.

They take the place of the classes that you might have had at a traditional college. They'll take you through your subject just as lectures would; ideas and knowledge are introduced to you, a bit at a time, with objectives and summaries and plenty of activities so that you know what you're studying towards and how you're doing.

We send these to you at the **start** of your course, and you study through them as fast as you want to; the information you need is right there from the start, in an easy-to-use format, for you to follow at your own speed.

The materials also give you a ready-made reference work that you can return to whenever you like. You never miss out on any part of the course, don't have to struggle to take notes as a lecturer speaks, can base your revision on them, and can keep going over the same section of work until you understand it fully.

# Sample course

We've put our **English – a quick refresher** mini-course on our website for you to download so that you can get a better idea of what our teaching approach and course materials are like.

*"English"* is a **simple** course – most of our courses are much longer and take between 60 to 90 hours to study spread over several months. If you'd like to see sample material from *any of them*, or receive a hardcopy of *English*, please contact our Registrar.

# Outside study

We provide you with a **self-contained** course which should see you gain a **safe** pass, but for higher grades and for your development you will need to do background research and reading. This can come from public libraries, newspapers, magazines, radio, TV, and the Internet. We will give you guidance on how to do this.

# Getting your employer involved

It's *always* worth asking whether there's funding available for your course; there are lots of good reasons for your employer to invest in you. Distance learning is a flexible, effective, **non-disruptive** and highly targeted way of learning, and these are some of the extra arguments that you could use in convincing your employer:

- ◆ the qualifications are the same as those in traditional colleges, and our teaching is inspected by the same exam boards,
- ◆ our pass rates are good,
- ◆ you can fast-track or take things slowly, according to your circumstances,
- ◆ it's **off-the-job training**, so it doesn't mean you're missing from work at important times, or that someone has to work harder to cover for you,
- ◆ it makes you better at your job – distance learning provides more and better opportunities to develop your organisation, problem-solving and communications skills,
- ◆ you can study in the unlikeliest places and at any time,
- ◆ you can relocate (even to another country) and generally move around with your work without affecting your studies, and
- ◆ training is good for the company – any organisation with plans to grow, or even just to stand still, needs to improve its workforce, and it's usually far easier to train someone who's *already* in the organisation than to look outside for a more qualified person.

We're happy to confirm to an existing or potential employer that you are taking a course with us, and to provide them with **updates** on your progress if you want us to.

Those are the advantages that we offer to you as an *individual*, but there are also advantages from using us as a *college*, too:

- ◆ we have students from all over the world which means we can usually run the less popular options and to the same level of quality as the popular ones,
- ◆ we can join together dispersed workforces who cannot be brought together at one time and place to study,
- ◆ one-to-one relationships can be easier to achieve, making tutor-heavy training situations, such as **mentoring**, feasible,
- ◆ being accredited by many organisations helps us to provide a well-thought-through and rounded service to our students,
- ◆ we offer good tutor support in terms of how long it lasts, the number of formal points of contact (assignments), access to troubleshooting, turnaround time, and ease of access,
- ◆ we've been doing this a long time and have had success with many students,
- ◆ our courses are designed to be self-contained for a comfortable pass,
- ◆ we can profile potential students to establish appropriate study programmes for them,

- ◆ costs, particularly travel and residential costs, are kept to a minimum,
- ◆ we have a grace period during which you have to change your mind over an enrolment, change levels, obtain refunds, and
- ◆ there's no need to buy more training if you fail – we keep on teaching you until you pass.

## Managing distance learning students

Employers often don't appreciate the support that they can give to a distance learner. Discussing the issues with your manager can help them see how valuable the training will be. Encourage your employer to:

- ◆ allow you to study in the workplace – it helps you both,
- ◆ consider a mentor to help put your study into context at the company,
- ◆ provide structure through realistic goals – make sure someone takes sympathetic interest in you and their study,
- ◆ be understanding over shifts, overtime, trips and so on, especially at and leading into exams and assessment, and
- ◆ integrate your study into appraisals and HR policy.

Your employer should see that there are certain qualities that a successful distance learning student will develop:

- ◆ a willingness to participate,
- ◆ competent decision-making,
- ◆ a more proactive approach, especially over human contact,
- ◆ a more organised approach,
- ◆ a more goal-focused,
- ◆ better time management,
- ◆ better self-knowledge,
- ◆ a willingness to ask and question, and
- ◆ a self-critical approach.

# Now start studying

You can enrol at *any* time for *any* number of courses from *anywhere* in the world as long as the postal service and our courier can reach you. You can either:

- ◆ fill out our **enrolment form** (enclosed with this pack) with the information which we need, then post to the Registrar at our 292 High Street address – if you live in the UK you can also use our FREEPOST address, pre-printed envelope or address label,
- ◆ **fax** the form to us on 01242 234 256,
- ◆ **email** the information that we need to us at [info@cheltenhamlearning.co.uk](mailto:info@cheltenhamlearning.co.uk) (you can attach a scan of the form to your email if you wish)
- ◆ visit our **website** and use the enrolment section there, or
- ◆ **phone** us on 01242 241 279.

We are registered under the Data Protection Act 1998.

Depending on where you are and which courses you have chosen, you should receive your course materials and tutor details four to eight *working* days later.

## If you email or phone us

If you want to email or phone in your enrolment, we will need to know:

- ◆ your *full* name,
- ◆ your existing Cheltenham Tutorial College student number, if you have one,
- ◆ a telephone number where we can contact you during the day,
- ◆ your address,
- ◆ where to send your course materials, if this is different from your address (note that course materials are *couriered and have to be signed for*),
- ◆ about your job and qualifications (this helps us double check you're doing the right level if you haven't already established that with the examining board),
- ◆ which courses you wish to take,
- ◆ whether you wish to have tutor support,
- ◆ whether you want pdfs of your course materials (where they are available),
- ◆ details of any extras such as textbooks or art materials,
- ◆ that you know the current course fees and accept them (there's a fees list in the information pack, contact us if it seems out-of-date),
- ◆ your credit or debit card number, valid from date, expiry date, security number, and issue number as applicable, and
- ◆ that you have read the **enrolment conditions** (see page 26) and agree to them.

We will need *all* of this information. Your course cannot begin until we've received your full enrolment and payment details.

# Spreading out your course fees

If you want to do *two or more* courses and would like to spread your fees out, then you can either enrol for fewer courses, but more often (e.g. one course every three months instead of four courses all at once), or you can pay by **instalments**.

Remember, though, you will have to pay for the extra postage and admin as described *on the fees list*. For example, if you wish to pay for two courses at £180 each over six months, and with an **instalments fee** of £12 per course,

two courses at £180 each	£360
two instalments fees at £12 each	£24
total fees	£384
which is six instalments of	£64

You would make a *first* payment of £64 with your enrolment form, and fill out the Banker's Order form instructing your bank or building society to pay us a *further* £64 each month for five months, or give us permission to use your credit or debit details a further five times according to your payments schedule.

We will send you a **payments schedule** after your first payment to let you know which course you will receive when. Just as you pay us in stages, so we send your study material in stages. If receiving your materials like this causes you a problem, or if there's some particular part of your study materials that you want to receive first, please let us know.

Note that you cannot buy books, materials kits and so on by instalments; if we are marking any work which **contributes to your qualification**, we will *only* accept your work for assessment once your instalment payments are complete.

## Paying for your course

You should be able to find your course fee on our **fees list**; there should be one with this information pack, please let us know if it's missing.

Once you have worked out your fees, you need to tell us who is going to pay them and how. It might be you, it might be an organisation that's funding you, or it might be your employer or some other sponsor.

## If you are paying your own fees

If it's you that's paying, then you need to provide your own payment details. If you **live in the UK**, you can pay by:

- ◆ cheque, postal order or cash,
- ◆ credit/debit card, or
- ◆ Banker's Order – a form is enclosed with this information pack.

If you **live outside the UK**, payment should be made in sterling (GBP) by:

- ◆ banker's draft or cheque drawn on a bank in the UK,
- ◆ British postal order or international money order,
- ◆ credit/debit card, or
- ◆ crediting Cheltenham Tutorial College, Account No. 00794555, Sort Code 12-12-82, IBAN GB87 BOFS 1212 8200 7945 55, SWIFT BIC BOFSGB21247; our bank's address is Bank of Scotland, Bristol Business Centre, PO Box 208, 21 Prince Street, Bristol, England BS99 7JG.

Students living in countries with exchange controls may require a *pro forma* invoice from us to obtain permission for payment. If this applies to you, please ask us for a *Pro Forma* Invoice Request form. Keep your enrolment form until later, when you actually send your payment.

## If your employer is paying your fees

If an employer or sponsor is paying your fees for you, you will need to attach *full* details of the individual, department or organisation to whom we need to send our **invoice**. A purchase order or covering letter from a suitable person (manager or training officer, for example) accepting responsibility for your fees is usually sufficient.

Please note that if your employer or sponsor wishes to make a **BACS transfer**, they can by crediting Cheltenham Tutorial College, Account No. 00794555, Sort Code 12-12-82, IBAN GB87 BOFS 1212 8200 7945 55, SWIFT BIC BOFSGB21247; our bank's address is Bank of Scotland, Bristol Business Centre, PO Box 208, 21 Prince Street, Bristol, England BS99 7JG. Our **VAT** registration number is GB 576 052 239. Please enclose their **remittance advice** with your enrolment form.

## If you are being funded by an other organisation or scheme

You might not have to pay all of your fees yourself. We can't list all of the sources of help available to you, but here are some of the ways in which UK-based students can get support in paying their fees.

Details are correct (*as far as we know*) at time of writing.

## Enhanced Learning Credits

**Enhanced Learning Credits** are available to students in the UK armed forces. Not all qualifications are eligible, so you *must* check your plans with your Education Officer before enrolling on a course. Our ELC provider number is 1348.

## Adult Learning Grants

If you're on a restricted income and going back to study for your first full Level 2 or first full Level 3 qualification, you may be eligible for an **Adult Learning Grant**. ALG is intended to help out with costs like travel and books while you're studying. It supports study related to business (including administration), services, and media. For ALG advice and applications, call the learndirect advice line on 0800 100 900 or go to [www.direct.gov.uk/en/EducationAndLearning/AdultLearning/Adultlearninggrant](http://www.direct.gov.uk/en/EducationAndLearning/AdultLearning/Adultlearninggrant)

## Other sources of information

**Directgov** provides a centralised summary of the help that's available. Go to [www.direct.gov.uk/en/EducationAndLearning/AdultLearning](http://www.direct.gov.uk/en/EducationAndLearning/AdultLearning) or ring **0800 100 900**.

Visit **Lifelong learning's** website, [www.lifelonglearning.co.uk](http://www.lifelonglearning.co.uk), for more advice – you can find their *"Money to Learn"* booklet there.

**learndirect** is a good source of information and advice about funding. For more information call 0800 100 900 or visit the website at [www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)

Your local **Adult Information Advice and Guidance (IAG) Partnership** can give you information and advice about how to pay for your learning. Phone learndirect on 0800 100 900.

Your **Jobcentre** will help you to find out about the financial help that's available under some adult education programmes. It will be listed in your telephone directory under "Employment Service".

**Citizen's Advice Bureaux** advisers will be able to give you information about funding. Your local branch will be listed in your telephone directory.

**Don't forget** that different options may be available in different regions. It's always worth checking to see what's on offer in your area.

## Exam board fees

*Our* fees pay for your course materials and tutor support. You will also need to pay membership, assessment, and exemption fees (if you are applying for any) to your examining board. Check with them before you start studying to see what these are likely to be.

# Exams and Assessment

We will provide you with a course and tutor support, but it is up to *you* to **register** for exams (or other forms of assessment) if you want to do any.

There's *specific* information about exams and assessment in your course information booklet, but *in general* if you are planning to do assessment, you should contact your examining board *as early as possible*. You need to find out when and where your assessment will be, what it will be like, the regulations and the costs.

We will help *as far as possible* if you get into difficulties, but remember that *you* are responsible for ensuring that your forms and fees reach your examining board in good time for registration.

## Hints for finding a centre

All examining boards are helpful, but some boards have less influence on their exam centres than others, and you may find it difficult finding a suitable centre that's close to you and running exams at the right time for you.

If you run into difficulties, the best place to start is often your Local Education Authority (LEA) or nearest British Council (if you are outside the UK), who should be able to help you.

You can also approach as many centres as possible and arrange to speak with the Examinations Officer or person in charge of admissions. If you do not find a centre straight away, try broadening your search to centres which you could at least travel to; this may increase your chances of success.

It may speed things up if you refer to yourself as an "external", "independent" or "private" candidate – different exam centres use different terms for exam candidates who have not studied with them.

## Contact details

These are the contact addresses of the principal examining boards and membership organisations that we refer to with our courses. The details are correct at time of writing. All of these examining boards (in the UK at least) *should* have an exam centre that's close enough to you for you to be able to take their exams, but *do* check that you will be able to:

**Chartered Institute of Marketing**  
Moor Hall, Cookham, Maidenhead  
SL6 9QH, United Kingdom  
Tel. +44 (0) 1628 427 120  
email [qualifications@cim.co.uk](mailto:qualifications@cim.co.uk)  
[www.cim.co.uk](http://www.cim.co.uk)

CIM, is firmly established as one of the world's leading marketing management bodies and has over 60,000 members – including 30,000 student members – world-wide. Its record in marketing education is unequalled, and CIM qualifications are recognised by all marketing professionals in the UK and in 80 other countries.

No students have reported difficulties in getting a suitable exam centre.

### **Chartered Institute of Purchasing and Supply**

Easton House, Easton on the Hill, Stamford

PE9 3NZ, United Kingdom

Tel. +44 (0) 1780 756 777

info@cips.org

[www.cips.org](http://www.cips.org)

CIPS is the largest organisation of its kind in the world and a central reference point worldwide on matters relating to purchasing and supply chain management. Its Professional Code of Ethics is the model for the international code and the domestic codes of many countries. The Institute has around 45,000 members worldwide, include leading business people, professional managers, academics and those working in the purchasing and supply profession, and over 13,000 students.

No students have reported difficulties in getting a suitable exam centre.

### **Institute of Chartered Secretaries and Administrators**

16 Park Crescent, London

W1B 1AH, United Kingdom

Tel. +44 (0) 20 7580 4741

certdipbp@icsa.co.uk

[www.icsa.org.uk](http://www.icsa.org.uk)

The Institute was founded in 1891 to develop the profession of company secretary and create high standards within it. It has since grown as the company secretary's role has become established in law, and the secretary his or herself has become a valued participant in corporate decision-making and governance.

No students have reported difficulties in getting a suitable exam centre.

### **International Association of Book-keepers**

Burford House,

44 London Road, Sevenoaks,

TN13 1AS, United Kingdom

Tel. +44 (0) 1732 458 080

mail@iab.org.uk

[www.iab.org.uk](http://www.iab.org.uk)

The International Association of Book-keepers (IAB) formed in 1973 to provide qualifications for people involved in the first levels of financial accountancy.

No students have reported difficulties in getting a suitable exam centre.

## **IQPS**

Suite 464,  
24-28 St Leonards Road, Windsor,  
SL4 3BB, United Kingdom  
Tel. +44 (0) 844 8000 182  
office@iqps.org  
[www.iqps.org](http://www.iqps.org)

IQPS is the UK's leading membership body for office professionals. It does not conduct its own exams, but accepts members qualified through exams taken with the LCCI.

## **London Chamber of Commerce & Industry Examinations Board**

(Education Development International)

International House,  
Siskin Parkway East, Middlemarch Business Park, Coventry,  
CV3 4PE, United Kingdom  
Tel +44 (0) 8701 202 909 (premium rate number)  
lcciiq@ediplc.com  
[www.lccieb.com](http://www.lccieb.com)

The London Chamber of Commerce and Industry Examination Board (LCCIEB) has been providing examinations in qualifications serving the needs of Business for over 100 years. It now receives over half a million exam entries from more than 80 countries each year, for qualifications in business, secretarial and language subjects. It has been part of Education Development International since 2002.

Note: many students have reported difficulties in getting a suitable exam centre.

## **RSA Examinations**

(OCR Examinations Board)

Progress House, Westwood Way, Westwood Business Park, Coventry,  
CV4 8HS, United Kingdom  
Tel. +44 (0) 24 7685 1509  
vocational.qualifications@ocr.org.uk  
[www.ocr.org.uk](http://www.ocr.org.uk)

RSA Examinations Board is one of the largest vocational examinations boards in the UK. Over 200 RSA schemes are offered, by over 8000 centres worldwide. RSA are part of OCR (Oxford, Cambridge and RSA Examinations).

No students have reported difficulties in getting a suitable exam centre.

## **Pitman Qualifications**

(City & Guilds)

1 Giltspur Street, London,  
United Kingdom EC1A 9DD  
Tel. +44 (0) 20 7294 2800  
[www.pitmanqualifications.com](http://www.pitmanqualifications.com)

Pitman Qualifications certificates office, secretarial and business training throughout the world. Over half a million exam entries are administered each year covering 29 subjects in 85 countries. PQ became a division of the City and Guilds of London Institute in 1990.

No students have reported difficulties in getting a suitable exam centre.

# Conditions of Enrolment

These are our **Conditions of Enrolment** – a *summary* of our service to our *tutor-supported* students. This is not a complete statement, but covers the main points. Please keep the complete information pack safe so that you can refer to it later if you need to.

**Course fees** include all study materials (which may be kept after the course has ended for your *personal* use) and, in the case of “with tuition” courses, a tutor’s assessment of coursework and a tutor’s help with individual subject problems. Unless we specifically state otherwise, the fee for a particular course is not inclusive of textbooks, exam board fees, or equipment.

In the case of “**with tuition**” students, we will provide tuition for a period of two years from the date of enrolment. If you do not pass in your first assessment attempt, however, we will, if asked, provide additional individual tuition without charge for a further year, provided that you:

- ◆ completed the course (if you have not, we ask you to carry on studying and finish before your next attempt),
- ◆ answered all the coursework for the course and submitted it to your tutor for marking,
- ◆ took all the parts of the exam(s) for which you had prepared,
- ◆ resume your programme of studies and advise us of your intention to re-take the exam(s) within two months of publication of the results, and
- ◆ there are no outstanding problems with your course fees (e.g. if your employer has not paid our invoice).

You can cancel your course with us and get a full **refund** at any time during the first *four* weeks of study (i.e. the first four weeks after the date your despatched course materials were signed for). You *must* contact us by phone (ansaphone message, email, fax or letter are insufficient without acknowledgement) to let us know that is what you want to do, and then return *all* of your course materials to us with a covering note and by a service that gives proof of delivery.

It is *your* responsibility to make sure you read all of the **guidance notes and instructions** we provide and that you make all of the necessary arrangements for your assessment (should you wish to do any).

**Study materials are protected by copyright** and are to be used by you *solely* for your own instruction. You are not allowed to reproduce, sell, or use them as a part of your business in any way without our permission.

Any **information we collect** has to be *freely* given by you. We rely on you to provide it correctly and honestly. If you are aged 18 or under, a parent or guardian must consent to your providing information about yourself. Any information we collect on you as an individual is used *solely* by us and only for the purposes stated at point of collection. We will keep it only for as long as we need to in order to provide the service you have requested.

We may use some of the information we collect as evidence when, for example, seeking accreditation from examining bodies.

We are registered under the Data Protection Act. You may request a copy of the information we keep about you at any time, but be advised we will need to charge you the expenses of providing it (currently £2.50 for a UK based student).

We do **not accept prejudice or abuse** of any kind and reserve the right to withdraw our services from anyone who expresses them to our staff, tutors, or other students.

We have taken **all reasonable steps** to ensure that the information in our information pack is correct. If it contradicts any written and signed communication from us, then it is incorrect. We welcome all feedback on our information pack.