



IIA Learning
Study programmes terms and conditions

General

All applications for study programmes must be made in writing using the appropriate form, and sent by fax, e-mail or post. For security reasons, we do not recommend that you send your credit card details by e-mail, but use fax or phone instead. Applications can be faxed to IIA Learning on 020 7978 2492, email to learning@iia.org.uk or post to IIA Learning, 13 Abbeville Mews, 88 Clapham Park Road, London, SW4 7BX. Email confirmation will be sent within 5 working days of IIA Learning receiving your application.

Payment

Payment for study programme can be either by cheque (payable to the IIA – UK and Ireland) or credit card. Employers sponsored students will receive an invoice payable in 30 days and such students must ensure that a purchase order number is quoted on the application form. The sponsoring employer must agree to the Terms & Conditions and by submitting the order form the employer agrees to be held responsible for payment. Orders will not be processed if the order form is not completed fully. The employer will be invoiced for the outstanding payment in Pound Sterling, and payment must be received by IIA Learning in Pound Sterling within 30 days. If payment is not received within 30 days, IIA Learning reserves the right to charge interest on the outstanding balance at the UK clearing bank base lending rate, to accrue daily.

Cancellations

The IIA reserves the right to alter published programmes, tutors, facilitators, fees or venues without prior notice. In such cases its liability will be restricted to a refund of any course fee paid.

Enrolment details

For the IIA Diploma and IIA IT Auditing Certificate we will email confirmation of your registration on the tuition programme two weeks before the start of the study session. For the Advanced Diploma we will email your tutor details approximately two weeks from receipt of your application form. Joining instructions for events including venue details will be issued approximately 2-3 weeks prior to the workshop.

Information for employers

Employers sponsoring students may request information on your enrolment, assignment results and progress, take-up of mock exam and attendance at induction days, mid-session workshops and revision workshops with agreement of the student. Information isn't issued as a matter of course and should be requested from IIA Learning.

Study materials

Orders will be processed on receipt. Study materials will be delivered between 9:00 and 17:00 during weekdays only. It is therefore imperative that IIA Learning is provided with an address where someone will be available to sign for receipt of the study materials. Once the order has been processed, delivery will be within 10 working days (subject to the availability of the required study material). If you have not received your study material within 15 days, or if you have any queries regarding the ordering process, please contact the IIA Learning on 020 7819 1939 or email learning@iia.org.uk. Please be aware that your name, telephone number and delivery details (but no other details) will be forwarded to an external dispatch contractor who will use this information to deliver your material. Delivery times mentioned in any quotation, order or telephone conversation are approximate only and IIA Learning shall not be held liable for any delay in delivery howsoever caused.

Cancellations and withdrawals from study programme

The Institute recognises that a change of circumstances can be unavoidable and may necessitate students withdrawing from their course of study. Should you wish to withdraw from your course of study you will need to notify the Institute in writing. For the IIA Diploma and the IIA IT Auditing Certificate a percentage of the tuition fee will be refundable, depending on the date of notification.

June – November study session		December – June study session	
Deadline	% refundable	Deadline	% refundable
Up to 31 May	85%	Up to 30 November	85%
1 – 30 June	60%	1 – 31 December	60%
1 – 31 July	20%	1 – 31 January	20%
From 1 August	Withdrawals not possible	From 1 February	Withdrawals not possible

Studies cannot be deferred – students wanting to defer their registration will be required to either withdraw or cancel. The deadlines refer to the date of receipt of your letter of notification in the Institute's office in Clapham Common, London. So, please allow sufficient time for postal delays.

Students wanting to withdraw from the Advanced Diploma qualifications should notify IIA Learning in writing within 10 days of registering, and return all material. Materials must be unopened and all opened materials will be charged. Withdrawing within the 10 day window period will result in a full refund less an administration charge of 20%. Studies cannot be deferred.



Institute of Internal Auditors UK AND IRELAND

Liability

The IIA does not accept responsibility for anyone acting as a result of information or views expressed on its study programmes and workshops. Delegates should take specific advice when dealing with specific situations. Opinions expressed are those of individual speakers and not necessarily those of the IIA. These terms and conditions can change without prior notification and students should see www.iaa.org.uk/learning for the latest version.

Data Protection

The Institute of Internal Auditors - UK and Ireland Ltd (IIA) will use your information together with other information for administration, marketing, verifying information you provide and profiling your preferences, providing advice, processing your orders and requests, and informing you of member benefits and services, as appropriate. We may keep your information for a reasonable period and may disclose it to our service providers for these purposes.

From time to time we may contact you by mail or telephone to let you know about special offers or promotions which might be of interest to you.

Please let us know if you do not wish to receive information on special offers or promotions from us

The Data Protection Act can require organisations to send a data protection notice to anyone whose details are supplied by someone else, such as when you give us alternative contact details, e.g. secretaries or training officers. On the basis that such individuals are likely to know that we have their details because of their relationship to you, and in order to avoid writing to them, we expect you to be responsible for ensuring that they know we have their details for these purposes and that they are given any information needed about our privacy practice.