



18 September 2018

Terms and conditions

Chartered Institute of Internal Auditors

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Membership subscription

Conditions

All members agree to comply with:

- The [Code of Professional Conduct including the Code of Ethics](#)
- The [International Standards](#) for the Professional Practice of Internal Auditing and
- The [CPD policy](#)

Failure to comply may lead to sanctions under the IIA's [disciplinary code](#)

Communication preferences

By joining the Chartered IIA you consent to receiving emails directly related to administration of your membership, CPE, IIA governance and policy research.

You may select from other communications according to your areas of interest. You may set or change your communication preferences at any time by logging into your online account and going to [My communication preferences](#).

Subscriptions

Your annual membership subscription fee is non-transferrable. We reserve the right to refuse admission to membership; if we do so we will refund your annual subscription in full.

Subscriptions fall due annually on 1 April; members will receive email notification of the amount due in March. If payment is not received within one month of the due date, membership will lapse. The IIA then reserves the right to impose a re-application fee in addition to the standard subscription.

Refunds

If you renew your membership subscription online, you are entitled to cancel it within seven days and receive a full refund. After this period, your subscription is non-refundable.

To request a refund, please call the Customer Services team on **020 7498 0101** or email membership@iaa.org.uk.

Cancellation of subscription or qualification registration

Applicants wishing to cancel a qualification registration or membership application must do so within 30 days of invoice date. After that date the full invoice amount remains payable.

Events, courses and workshops

These terms and conditions apply to all of our workshops, training courses, seminars, dinners and conferences. We use the word 'event' to describe all of these.

Invoicing and payment

Invoices will be issued within 14 days of a purchase order being received. Payment must be received within 30 days of the invoice date.

In order to receive the early bird discount, payment must be received by the Institute within 30 days of the invoice date.

Cancelling and transferring a face-face training course

You can cancel your booking within two working days and receive a full refund, provided it isn't less than ten working days before the event. After this period the following cancellation and transfer fees apply:

- Cancel or transfer ten working days or more before the event: 20% fee applies
- Cancel or transfer less than ten working days before the event: 100% fee applies

No refunds will be given for non-attendance.

Cancelling and transferring an online training course

You can cancel your online training course up to 10 working days from the purchase date and receive a full refund provided the online training course has not been accessed. After the 10 working days, if the online training course has been accessed you will not be entitled to any refund. You will not be able to transfer your online training course to another person or onto another online training course.

Cancellation by the IIA

We reserve the right to alter published programmes, speakers and venues without prior notice. If the event has to be cancelled altogether, we will notify you at least 10 working days in advance of the event. Our liability is limited to a full refund of the event fee only.

No compensation will be paid for any other costs incurred by the delegate, such as travel or accommodation.

The IIA accepts no liability if an event is cancelled or postponed for reasons beyond our reasonable control.

Transferring your place to someone else

If you are unable to attend, you can send someone else in your place provided that person meets the entry requirements of the course. Please notify us in advance so that we can update our delegate list. If the replacement delegate is not entitled to attend at the same price (for example if an IIA member sends a non-IIA member in his or her place) then the difference in fees must be

paid.

Liability

The IIA does not accept responsibility for anyone acting as a result of information or views expressed by speakers. Delegates should take specific advice when dealing with specific situations. Opinions expressed are those of individual speakers and not necessarily those of the IIA.

Information for employers

Employers who sponsor students may request information on your enrolment and progress on any part of the programme. We will provide employers with this information with the student's agreement.

Intellectual property

The Intellectual Property Rights in the events are owned by, and shall remain vested in, the IIA and/or its appointed training provider(s).

Liability and insurance

Our liability to you for any direct losses arising out an event shall be limited to the fee paid. This does not exclude or limit in any way our liability to you in respect of death or personal injury caused by our negligence and for any matter for which it would be illegal for us to exclude or limit, our liability. The IIA has public liability insurance for £2 million.

Mediation

In the event of a dispute between the parties mediation will be obtained via the Centre for Effective Dispute Resolution, 70 Fleet Street, London

Study programmes

Payment

Students and employers sponsored students will receive an invoice payable in 30 days and must supply the IIA with a purchase order number which will be quoted on invoices. The person responsible for payment (either the student, employer, or a third party) must agree to the Terms & Conditions and by submitting the order form the payer agrees to be held responsible for payment. Orders will not be processed if the order form is not completed fully. Interest will be charged on late payments.

Alterations by the IIA

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.

Information for employers

Employers sponsoring students may request information on your enrolment and progress including, assignment results, take-up of mock exam and attendance at student workshops and revision workshops with agreement of the student.

Study materials

Orders will be processed upon receipt of payment. 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 1905 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.

In order to access the CIA Learning Centre, we will provide your name, surname and email address to Holmes Corporation who are responsible for the Learning Centre.

Cancellations and withdrawals from study programme

The IIA 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 us in writing.

(a) CIA / CMIIA

Students wanting to withdraw from the Certified Internal Auditor study programmes should notify IIA Learning in writing within 10 days of enrolling, and return all material (where applicable). Materials should be completely unmarked and undamaged, and preferably still in the original wrapping. Returned materials that are marked or damaged will not be refunded. The student will need to arrange for the materials to be returned to the IIA. Any refunds will only be authorised after the materials has been received by the IIA.

IIA Learning will apply a 20% administration fee for all withdrawals and cancellations.

Study programme deferrals

Studies cannot be deferred, but please contact IIA Learning and we will discuss options open to you.

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.

Qualification enrolment

By enrolling on one of our qualifications, you are agreeing to the following statements:

- I have read and agree to abide by the IIA's Code of Professional Conduct
- I agree to abide by the IIA's examination regulations
- I understand that if I am successful in my examination the IIA reserves the right to publish my name
- I am aware of the need for recent, relevant and verifiable professional experience in order to

- satisfy the full requirement of the qualification. I accept responsibility for ensuring that I am able to complete this according to the specifications detailed in IIA literature
- Until such time as I have completed the qualification I am not entitled to use the associated designatory letters
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Chartered by experience (CBE)

Payment

Payment must be received within 30 days of the invoice, and before the assessment takes place.

Cancellation policy, transferrals and refunds

Applicants wishing to cancel their CBE assessment must do so within seven days of booking onto an assessment date in order to receive a full refund. After this period, the assessment fee is non-refundable.

In the event that a candidate can no longer attend their CBE assessment, they may transfer to an alternative date at the next available session. Candidates must do this within 21 working days of their assessment date. There will be a transfer charge of £300 to cover costs incurred by the IIA. Candidates may only transfer their booking once.

Use of this website

Please read this carefully as it affects your legal rights and sets out the terms and conditions on which we, The Chartered Institute of Internal Auditors - UK and Ireland ("We"), will allow you to use this website and the information contained within it. The Web Site is offered to you conditional on your agreement with these terms and conditions and your continued use of it signifies agreement with them in their entirety and without modification.

Limitation of Liability and Disclaimers

We endeavour to ensure that the information in the website is accurate and helpful at all times. However, We cannot ultimately warrant the accuracy of that information and cannot be held liable for any use or reliance you may make of or put on it except as specifically agreed with us in any further agreement we may make with you in writing.

The information contained in Resources is general in nature, and is only intended as a guide and is not meant to substitute for advice provided by specialists and professionals. Users are advised to consult with an expert on any particular problem. The case studies published are examples only and do not apply to all companies or situations. We do not endorse the way any individual company carries out its business. No claims or endorsements are made in relation to the Resources and We disclaim liability for the accuracy of the information contained therein or any consequences of any use or misuse of it to the fullest extent permitted by law.

Any link (be it a hypertext link or other referral device) used on the website (including Resources) is provided solely for the use and convenience of the visitor. The link does not represent any endorsement or recommendation by us and does not mean that We have any association with the linked website. We are not responsible for the content of any web sites that have links with our website or for the legal consequences of your entering into any contracts with the third parties that have these linked websites and We do not accept any liability for any loss, damage, expense,

costs or liability whatsoever incurred by you as a result.

We will not be liable for any loss, damage, expense, costs, delays or other liability whatsoever (including without limitation any financial losses such as loss of profit) which you may incur as a result of any event beyond our reasonable control (including without limitation any failure of transmission, communication, computer or other facilities or your inability to access the website for any reason or any failure, error or delay in the sending or receiving of any notice or communication or instruction through the post or any electronic medium).

Nothing within these conditions operates so as to exclude, limit or restrict our liability for death or personal injury.

Where you deal as a consumer, nothing in the above exclusions affects your statutory rights.

Intellectual Property Rights

The contents of the Web Site are Copyright © The Chartered Institute of Internal Auditors unless otherwise stated. Use of such copyright will only be permitted within the scope of the licence contained at "Your use of the website" below.

Trade marks displayed may be registered and nothing contained in these conditions or the website should be construed as granting by implication, estoppel, or otherwise, any licence or right to use any of the trade marks without the permission of the owner of the trade mark. However, copying and printing of those web pages which contain our trade mark is permitted within the scope of the licence contained at "Your use of the website" below.

Privacy policy (data protection)

The Chartered Institute of Internal Auditors (IIA) values the privacy of its members, customers and visitors to its website and is committed to upholding each individual's right to privacy.

The information we collect, process or use is treated securely and in accordance with the IIA's privacy policy, described below. Whenever you give us personal data, you are consenting to its collection and use in accordance with this policy, including our use of cookies explained below.

Collection and use of information

The information we collect will be relevant to the purposes for which it is to be used and we will do our utmost to ensure that such information is accurate and complete. IIA members may view and update their information in the 'My profile' and 'My contact details' in the Members area of the website, after logging in.

The IIA will use the information you have provided for delivering the service or product you have requested. Our communications with you may be via post, telephone or email. We may disclose your information to our approved service providers, such as venues and mailing houses. We will keep your information for a reasonable time and may also use it to profile your preferences, provide advice and to keep you informed of our products and services which we believe will be of interest to you.

If you are giving us information about another person we will take this as confirmation that they have appointed you to act for them and that you are properly authorised to consent on their behalf.

You may choose to opt-out of receiving communications alerting you to news and offers at any time. To do so use the unsubscribe link provided in the email or contact membership@iia.org.uk.

Alternatively you can do this within 'My communication preferences' in the Members area of the website.

We may share your information with the global Institute of Internal Auditors in the USA, this will be used solely for the purposes of issuing members with a password to the IIA Global site.

We never sell or share your information with other companies. We may conduct postal mailings on behalf of third parties on a commercial basis where we think the service will be of interest to you and if you have chosen to opt-in to this type of communication.

You have the right to ask for a copy of the information we hold about you. We may make a charge (of no more than £10) for this. Please see 'Further information and questions' at the bottom of this policy for the IIA Data Protection Officer's contact details.

Cookies

Cookies are small text files that are placed on your computer by websites that you visit. The IIA website uses some unobtrusive cookies to store information on your computer. [Read more about how we use cookies.](#)

Links

This website contains links to other websites. The IIA is not responsible for the information privacy practices or the content of these other websites. We encourage you to read the privacy policies of these linked websites as their privacy practices may differ.

Security safeguards

The IIA respects your data and has taken appropriate technical and organisational measures to ensure we have mitigated against such risks as loss or unauthorised access, destruction, use, modification or disclosure of data.

Further information and questions

If you have any questions regarding privacy or do not feel that your concerns have been addressed, please contact:

IIA Data Protection Officer
13 Abbeville Mews,
88 Clapham Park Road,
London SW4 7BX.

dataprotection@iia.org.uk
+44 (0) 20 7498 0101

General notices

We reserve the right to change the terms and conditions under which the website is offered at any time. Any such change in terms and conditions will be effective once reflected in the text of these terms and conditions and published on this web page. You should check the terms and conditions periodically to ensure that you are aware of and complying with the current version.

The interpretation, construction, effect and enforceability of this agreement and your use of the

website shall be governed by English Law, and you and We agree to submit to the exclusive jurisdiction of the English Courts for the determination of all disputes relating to your use of the website.

Any enquiries should be directed to webmaster@iaa.org.uk