



# Further Education Terms and Conditions

## Level 1 – 4 Qualifications

This page has been left intentionally blank

# CONTENT

	<b>Page</b>
1. Your qualification / unit registration and personal details	<b>4</b>
2. Fees	<b>5</b>
3. Choosing a study method	<b>6</b>
4. Assessment support and assignments – Level 4	<b>6</b>
5. Study materials and delivery	<b>7</b>
6. Examinations	<b>7</b>
7. Resits	<b>10</b>
8. Certificates	<b>11</b>
9. Liability	<b>12</b>
10. Further Education Policies and Procedures	<b>12</b>
11. Contacting the <i>ifs School of Finance</i>	<b>12</b>
 <b>Appendix</b>	
Appendix 1 – <i>ifs School of Finance</i> qualifications and levels	<b>13</b>

## 1. Your qualification / unit registration and personal details

- 1.1 The *ifs* School of Finance (*ifs*) endeavours to keep students up to date with changes to any qualification (**please see Appendix below for a full list of *ifs*' suite of qualifications**) or unit during their period of study. Such communications will be undertaken by email, telephone, letter and/or via the *ifs* websites <http://www.ifslearning.ac.uk>/or [www.iofs.org.uk](http://www.iofs.org.uk)) as appropriate.
- 1.2 **It is the responsibility of the student to read all such communications, keep abreast of changes published via the *ifs* websites and raise with the *ifs* in a timely manner any circumstances that may affect their studies.**
- 1.3 It is a requirement that students have access to email and the Internet throughout their studies with the *ifs*. To speed up communication, the *ifs* will use email or telephone to contact students and therefore all such contact details must be kept up to date.
- 1.4 It is the responsibility of the student to provide up-to-date contact and other information to the *ifs* at registration and to maintain that data either by advising the *ifs* Further Education Customer and Student Enquiries team or by updating the information online at <http://www.myifslearning.com> using the username and password issued in their confirmation letter.
- 1.5 It is important that the student's qualification and unit registration information is accurately recorded. This will be quoted in their registration confirmation email / letter, and it is the student's responsibility to check these details and advise the *ifs* of any amendments if appropriate.
- **Full name:** the name that a student uses when completing their registration form will be the name that will be held on the *ifs* database. This will be the name that will appear on any certificates generated for the student. It should be their legal name as it appears on other documents such as passports, driving licence, etc. If the name held by the *ifs* is incorrect, the student must notify the *ifs* as soon as they receive their registration confirmation email / letter (**please see Section 8 below**).
  - **Address:** the address that a student uses when completing their registration form is the address that will be held on the *ifs* database, which will be used for mailings including delivery of materials and certificates (**please see Section 5 below**).
  - **Units:** students have been registered for the unit (s) shown in their registration confirmation email / letter.

## 2. Fees

- 2.1 The fee (s) that students pay for their registration are also shown in their registration confirmation email / letter.
- 2.2 If a student decides the unit (s) is not appropriate to their needs they may cancel their registration, as set out in the following table. Students will receive a full refund of their unit (s) fees in the following circumstances only:

Unit / Qualification Level*	Cancellation arrangements
1	A full refund will be given if a registration is cancelled within 28 days of registration.
2	A full refund will be given if a registration is cancelled within 28 days of registration.
3	For Financial Capability qualifications (CeFS / DipFS), a full refund will be given if a registration is cancelled within 28 days of registration.
	<b>OR</b>
	For all other students, a full refund will be given if study materials, fully intact and undamaged, are returned to the <i>ifs</i> within 14 days of receipt.
4	A full refund will be given if study materials (first set of materials received), fully intact and undamaged, are returned to the <i>ifs</i> within 14 days of receipt.

\* Please refer to Appendix 1 for a list of the *ifs* School of Finance qualifications and levels.

- 2.3 The fees paid cover the following:
- 2.3.1 One set of online / hard copy study materials for each unit (s) registered.
- 2.3.2 One examination entry for each unit (s) assessment. NB: For some Financial Capability qualifications, the fee also includes a resit.
- 2.3.3 Online access to the **my ifslarning** area of the website as well as access to *ifs* KnowledgeBank.

Please see the Further Education Qualification Fees Policy on the *ifs* website for full details (see [Section 10](#) below).

### 3. Choosing a study method

3.1 There are three study methods for Further Education qualifications:

3.1.1 **School / College:** studying through an approved centre allows students to benefit from regular discussions with their tutor and fellow students.

3.1.2 **Distance learning (currently only available for regulatory qualifications):** the *ifs* distance learning programme enables students to tailor their study requirements to suit their personal circumstances and study needs. Distance learning is flexible and has the advantage of allowing students to study at times and places convenient to them, bearing in mind registration expiry dates and set assessment dates.

3.1.3 **Tutor support (currently only available at Level 4):** Study support is available from an *ifs* subject tutor. All tutors are experienced in their specialist subject area in the financial services industry. At the beginning of students' study, their tutor will make the first contact to introduce themselves. Tutors may be contacted via discussion forums or email, whichever best suits the student.

3.2 Please note that the *ifs* does not formally validate any independent providers of tuition. We strongly suggest that before committing to any training provider students should conduct thorough research, including web searches, on any provider and on any claims they may make. Students should be aware that the *ifs* will provide them with comprehensive study materials, which we will post to them within four weeks of processing their registration.

3.3 Further details can be found on the *ifs* website ([www.ifslearning.ac.uk](http://www.ifslearning.ac.uk) or [www.iofs.org.uk](http://www.iofs.org.uk)) or from the Further Education Customer and Student Enquiries team (**please see Section 11 below**).

### 4. Assessment support and assignments – Level 4

4.1 The Further Education Level 4 qualifications encourage students to develop graduate-level skills. These skills include learning to apply theory and professional examples, taking control of own learning by carrying out research, and undertaking self-assessment when necessary.

4.2 As well as using their tutor and the study materials provided, students are expected to explore further information about current issues within the industry and undertake wider reading about the syllabus topics.

## 5. Study materials and delivery

- 5.1 Study materials will be dispatched upon registration or before the unit course start date. Students should refer to their registration confirmation email / letter for details of delivery. If a student does not receive their materials within four weeks they should contact the Further Education Customer and Student Enquiries team (**please see Section 11 below**).
- 5.2 For some units, study materials are provided only online. Students will be advised in their registration confirmation email / letter if this applies to any units they are studying.
- 5.3 Unless a student has specified an alternative delivery address for their study material, this will be delivered to the preferred address quoted in their registration confirmation email / letter.
- 5.4 The material will be delivered by courier and in all cases will require a signature to confirm receipt. When packages are returned to the **ifs** undelivered, the **ifs** will await contact from the student to arrange redelivery. It is the student's responsibility to advise the **ifs** if they have not received their materials. Students can track their materials online at [www.myifslearning.com](http://www.myifslearning.com) using the username and password issued in their confirmation email/letter.
- 5.5 The **ifs** advises that the study material should be read in conjunction with the syllabus, unit specification and Student Handbook. This information can be found in the Further Education qualification webpages of our websites and **my ifslearning**.

## 6. Examinations

- 6.1 Examinations may be held daily or on set days and it is the student's responsibility to check before registering that the date does not clash with any other units they are sitting, or any other external commitments. Confirmation of the examination date will be in the registration confirmation letter or via an email sent from Pearson VUE and students will be advised of their examination venue via [www.myifslearning.com](http://www.myifslearning.com).
- 6.2 Students must arrive at their examination venue at least 15 minutes before their examination time.
- 6.3 The following examination delivery options are outlined for each level of qualifications offered by the **ifs**:

Unit / Qualification Level	Examination delivery options
1 and 2	<p><b>Paper based</b></p> <ul style="list-style-type: none"> <li>- Examinations are available on request from October until July. A minimum of three weeks' notice is required to arrange examinations.</li> </ul> <p style="text-align: center;"><b>OR</b></p> <p><b>ifs e-test™</b></p> <ul style="list-style-type: none"> <li>- Examinations are available on request from October until July. No notice is required, but it is recommended that centres download examinations one–two days prior to the examination date.</li> </ul>
3	<p><b>Paper based</b></p> <ul style="list-style-type: none"> <li>- Examinations for CeFS Units 1 and 2 and DipFS Units 1, 2, 4 and 5 are available on request from October until July. A minimum of three weeks' notice is required to arrange examinations.</li> <li>- Examinations for CeFS Unit 3 and DipFS Unit 3 and Unit 6 are held nationally on specified dates in February, May and July.</li> </ul> <p style="text-align: center;"><b>OR</b></p> <p><b>ifs e-test™</b></p> <ul style="list-style-type: none"> <li>- Examinations for Financial Capability qualifications, CeFS Units 1 and 2, and DipFS Units 1, 2, 4 and 5 are available on request from October until July. No notice is required, but it is recommended that centres download examinations one–two days prior to the examination date.</li> <li>- Examinations for regulatory qualifications are available on request throughout the year, but it is recommended that examinations are downloaded one–two days prior to the examination date.</li> </ul> <p style="text-align: center;"><b>OR</b></p> <p><b>Pearson VUE</b></p> <ul style="list-style-type: none"> <li>- Examinations are available daily.</li> </ul> <p style="text-align: center;"><b>OR</b></p> <p><b>Set days</b></p> <ul style="list-style-type: none"> <li>- Examinations are held on set days.</li> </ul>
4	<p><b>Pearson VUE</b></p> <ul style="list-style-type: none"> <li>- Some examinations are available daily.</li> </ul> <p><b>Set days</b></p> <ul style="list-style-type: none"> <li>- Some examinations are held on set days.</li> </ul>

6.4 Students must produce their attendance letter and one of the following forms of identification when they arrive at the examination centre:

- passport;
- full or provisional driving licence;

- national identity card;
- sitting slips (for schools) – it will be the responsibility of teachers to check the identification of students.

6.5 These documents must be valid / unexpired, and in the same name as that on the attendance letter. They must bear a signature and a photograph. Failure to produce such ID will result in the student not being able to sit their examination and they will forfeit their fee.

6.6 Assessment results will be released as follows via [www.myifslearning.com](http://www.myifslearning.com):

Unit / Qualification Level	Timescales for release of exam results
1 and 2	<p><b>Paper based</b></p> <ul style="list-style-type: none"> <li>- Results will be available within 72 hours of the <i>ifs</i> receiving the returned examination scripts.</li> </ul>
	<p style="text-align: center;"><b>OR</b></p> <p><b><i>ifs e-test</i><sup>™</sup></b></p> <ul style="list-style-type: none"> <li>- Results are available immediately after the examination.</li> </ul>
3	<p><b>Paper based</b></p> <ul style="list-style-type: none"> <li>- Results for CeFS Units 1 and 2, and DipFS Units 1, 2, 4 and 5 are available within 72 hours of the <i>ifs</i> receiving the returned examination scripts.</li> <li>- Results for CeFS Unit 3, and DipFS Unit 3 and Unit 6 are available a maximum of four weeks after the examination.</li> </ul>
	<p style="text-align: center;"><b>OR</b></p>
	<p><b><i>ifs e-test</i><sup>™</sup></b></p> <ul style="list-style-type: none"> <li>- Results for Financial Capability qualifications, CeFS Units 1 and 2, and DipFS Units 1, 2, 4 and 5 are available immediately after the examination.</li> <li>- Results for regulatory qualifications are available immediately after the examination.</li> </ul>
	<p style="text-align: center;"><b>OR</b></p>
	<p><b>Pearson VUE</b></p> <ul style="list-style-type: none"> <li>- Results will be available immediately after the examination.</li> </ul>
4	<p><b>Pearson VUE</b></p> <ul style="list-style-type: none"> <li>- Results will be available immediately after the examination.</li> </ul>
	<p style="text-align: center;"><b>OR</b></p> <p><b>Set days</b></p> <ul style="list-style-type: none"> <li>- Results will be available a maximum of seven weeks after the examination.</li> </ul>

## 7. Resits

- 7.1 In order to arrange a resit examination the student must re-register with the *ifs* before they can book a new examination date. NB: Please note that this does not apply to some Financial Capability qualifications, as a resit is included in the fee.
- 7.2 Students will need to resit only those units failed. The resit fee remains the same regardless of the number of units the student needs to resit. The student cannot pay for their resit with the *ifs* until the *ifs* has received their results back. This usually takes up to 24 hours.

Unit / Qualification Level	Resit booking procedure
1 and 2	<p><b>Paper based</b></p> <ul style="list-style-type: none"> <li>- Resits can be booked with at least three weeks' notice once results from the original examination sitting have been released.</li> </ul>
	<b>OR</b>
3	<p><b><i>ifs e-test</i><sup>TM</sup></b></p> <ul style="list-style-type: none"> <li>- Resits can be booked as soon as the results from the first examination have been uploaded.</li> </ul>
	<b>OR</b>
	<p><b>Paper based</b></p> <ul style="list-style-type: none"> <li>- Resits for CeFS Units 1 and 2, and DipFS Units 1, 2, 4 and 5 can be booked with at least three weeks' notice once results from the original examination sitting have been released.</li> <li>- Resits for CeFS Unit 3 and DipFS Unit 3 and Unit 6 are available in July.</li> </ul>
	<b>OR</b>
	<p><b><i>ifs e-test</i><sup>TM</sup></b></p> <ul style="list-style-type: none"> <li>- Resits for CeFS Units 1 and 2, and DipFS Units 1, 2, 4 and 5 can be booked as soon as the results from the first examination have been uploaded.</li> </ul>
	<b>OR</b>
4	<p><b>Pearson VUE</b></p> <ul style="list-style-type: none"> <li>- Resits for examinations at Pearson VUE can be booked within 24 hours of the <i>ifs</i> receiving results back.</li> </ul>
	<b>OR</b>
	<p><b>Set days</b></p> <ul style="list-style-type: none"> <li>- Students who need to resit examinations held on set days will need to contact the Further Education Customer and Student Enquiries team, as the dates will vary depending on the qualification.</li> </ul>
	<p><b>Set days</b></p> <ul style="list-style-type: none"> <li>- Students who need to resit examinations held on set days will need to contact the Further Education Customer and Student Enquiries team,</li> </ul>

Unit / Qualification Level	Resit booking procedure
	as the dates will vary depending on the qualification.

## 8. Certificates

8.1 Students will receive an overall qualification certificate upon completion of the qualification.

Unit / Qualification Level	Certificate delivery timelines
1 and 2	Certificates will automatically be sent to students or centres at the end of the academic year (July).
3	For Financial Capability qualifications (CeFS / DipFS) certificates will be sent to students at the end of the academic year (July).
	<b>OR</b>
	For all other qualifications, certificates will be sent to students within 30 working days of completing the qualification.
4	Certificates will be sent to students within 30 working days of completing the qualification.

8.2 If a student does not receive their qualification certificate within the timescales given in the table above, they must contact the Further Education Customer and Student Enquiries team (**please see Section 11 below**). If a student does not contact the *ifs* promptly at this time, a fee will be incurred to reissue the qualification certificate.

8.3 The name quoted on a student's certificate will be as quoted in their registration confirmation email / letter. If the name held by the *ifs* is incorrect the student must notify the *ifs* as soon as they receive their registration confirmation email / letter. If the student does not do this, and a certificate is issued in the wrong name, the student will be required to return the incorrect certificate and pay a fee in order to be provided with a replacement certificate.

8.4 If a student changes their name (for example, through marriage) they must send the *ifs* evidence of this. Only an original or certified copy of the document detailing the change will be sufficient. If this is received after a certificate has been issued, the student will be required to return the incorrect certificate and pay a fee in order to be provided with a replacement certificate in their new name.

## 9. Liability

- 9.1 The *ifs* shall have no liability, whether under these terms and conditions or otherwise, to reimburse or indemnify any student in respect of any loss of earnings, income or profit that may be incurred by any student or their employer as a result of registering for, studying or being examined on any qualification awarded by the *ifs*.
- 9.2 The *ifs* shall have no liability for any failure or inability on its part, or on the part of Pearson VUE or any other body, to provide any examination or venue for any examination unless the failure or inability shall have taken place within the 24-hour period immediately prior to the time when the examination was due to have commenced. In such circumstances the liability of the *ifs* shall be limited to reimbursing reasonable travel costs incurred by any student who travelled to the venue.

## 10. Further Education Policies and Procedures

- 10.1 **Students are strongly advised to familiarise themselves with the *ifs* policies and procedures for Further Education to take full use of the services that the *ifs* provides throughout the course of study.** The following written policies are available online:
- 10.1.1 [FE Appeals Policy and Procedures](#)
  - 10.1.2 [FE Assessment and Result Enquiry Policy](#)
  - 10.1.3 [FE Certification Policy](#)
  - 10.1.4 [FE Complaints Policy and Procedures](#)
  - 10.1.5 [FE Malpractice Policy and Procedures](#)
  - 10.1.6 [FE Qualification Fee Policy](#)
  - 10.1.7 [FE Reasonable Adjustments Policy and Procedures](#)
  - 10.1.8 [FE Special Considerations Policy and Procedures](#)

## 11. Contacting the *ifs* School of Finance

- 11.1 The *ifs* Further Education Customer and Student Enquiries team can be contacted:
- By telephone:** +44 (0) 1227 818609 (option 1)  
**By fax:** +44 (0) 1227 784331  
**By email:** [customerservices@ifslearning.ac.uk](mailto:customerservices@ifslearning.ac.uk)  
**In writing to:** Further Education Customer and Student Enquiries, *ifs* House, 4–9 Burgate Lane, Canterbury, Kent CT1 2XJ.

## Appendix 1 *ifs* School of Finance qualifications and levels

Qualification	Level	Type
<b>Level 1</b>		
Award in Personal Finance (APF1)	1	Financial Capability
<b>Level 2</b>		
Certificate in Personal Finance (CPF2)	2	Financial Capability
Award in Personal Financial Planning (Award PFP)	2	Financial Capability
Certificate in Personal Financial Planning (CePFP)	2	Financial Capability
<b>Level 3</b>		
Certificate in Financial Studies (CeFS)	3	Financial Capability
Diploma in Financial Studies (DipFS)	3	Financial Capability
Certificate in Personal Finance (CPF5) – SQA centres only	3	Financial Capability
Certificate in Mortgage Advice and Practice (CeMAP <sup>®</sup> )	3	Regulatory
Certificate for Financial Advisers (CeFA <sup>®</sup> )	3	Regulatory
Certificate in Financial Administration and Planning (CeFAP <sup>®</sup> )	3	Regulatory
Certified Documentary Credit Specialist (CDCS <sup>®</sup> )	3	Regulatory
Certificate in International Trade and Finance (CITF <sup>®</sup> )	3	Regulatory
Certificate in Regulated Customer Care (CeRCC <sup>®</sup> )	3	Regulatory
Certificate in Long-Term Care Insurance (CeLTCl <sup>®</sup> )	3	Regulatory
Certificate in Regulated Complaints Handling (CeRCH <sup>®</sup> )	3	Regulatory
Certificate in Regulated Equity Release (CeRER <sup>®</sup> )	3	Regulatory
Certificate in Retail Banking Conduct of Business (CertRBCB <sup>®</sup> )	3	Regulatory
Certificate in Business Banking and Conduct	3	Regulatory
Certificate in Supervising in a Regulated Environment (CeSRE)	3	Regulatory

Certificate of Regulated General Insurance (CeRGI <sup>®</sup> )	3	Regulatory
<b>Level 4</b>		
Diploma for Financial Advisers (DipFA <sup>®</sup> )	4	Regulatory
Diploma in Mortgage Advice and Practice (DipMAP <sup>®</sup> )	4	Regulatory
Diploma in Retail Banking Conduct of Business (DipRBCB <sup>®</sup> )	4	Regulatory

Published by the Institute of Financial Services, a division of the *ifs School of Finance*.

This publication may not be reproduced, stored or transmitted in any form or by any means except with the prior permission in writing of the publisher, or in the case of reprographic reproduction in accordance with the terms and licences issued by the Copyright Licensing Agency. Enquiries concerning reproduction outside those terms should be addressed to the publisher's agents at the address below:

Institute of Financial Services

**ifs** House

4–9 Burgate Lane

Canterbury

Kent CT1 2XJ

**T:** 01227 818609 (option 1)

**E:** [editorial@ifslearning.ac.uk](mailto:editorial@ifslearning.ac.uk)

**W:** [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk) / [www.iofs.org.uk](http://www.iofs.org.uk)

Warning: the commission of any unauthorised act in relation to a copyright work may result in both a civil claim for damages and criminal prosecution.

© *ifs School of Finance* 2012

# Further Education Terms and Conditions

## Level 1 – 4 Qualifications

### About the Institute of Financial Services

The Institute of Financial Services supports and promotes professionalism in the regulated advice sector and the wider financial services industry. It does so through the provision of qualifications, continuing professional development services and through the dissemination of best practice. The Institute is a division of the *ifs* School of Finance, a registered charity incorporated by Royal Charter, and is recognised as an awarding organisation by Ofqual.

Institute of Financial Services

*ifs* House

4–9 Burgate Lane

Canterbury

Kent CT1 2XJ

**T:** +44 (0) 1227 818609 (option 1)

**E:** [customerservices@ifslearning.ac.uk](mailto:customerservices@ifslearning.ac.uk)

**W:** [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk) / [www.iofs.org.uk](http://www.iofs.org.uk)