

**ciarb.**

# Fee Terms and Conditions



## Contents

Course Registration and Fee .....	2
Assessment Centre .....	3
Split Payments .....	3
Payment Options .....	4
Cancellation Fee .....	4
Deferral Fee .....	6
Appeal Fee .....	7
Resit Fee.....	7
External Course Examination and Assessments Only .....	8
Replacement or Additional Certificates.....	8

## Course Registration and Fee

The course registration fee includes registration on to any physical or virtual course, tuition and access to study materials for the specific course the candidate is registering for. Candidates may, for some courses, have to make a separate registration and pay a separate fee for the assessment.

Certain Ciarb courses, such as the Accelerated Route programmes and Diploma courses, have entry criteria and applicants will need to submit evidence that they meet these. This will be requested on the Ciarb website. Acceptance will be confirmed by a member of the Education & Training Department if the candidate meets the necessary entry requirements. Once admitted, candidates will need to pay for the course online.

Access to course materials will be provided approximately 2 weeks prior to the course start date on the condition that at least 70% of the course fee has been paid.

Candidates will be **required to pay any outstanding balance owed before the start of the course**. Candidates who do not settle any outstanding fees before the start of the course will be removed from the course.

Unless a course is being paid for by a company that is VAT registered, and the VAT registration number is provided, VAT **must** be paid by all candidates.

## Assessment Centre

For some Ciarb physical and virtual courses, candidates are registered onto the course, but have to register and pay separately for assessments. This is mentioned on Ciarb's training website. Unless otherwise specified, for example, if an assessment is conducted at Ciarb's Headquarters at Bloomsbury Square in London, UK, candidates will be registered to take assessments online. However, it is possible to take assessments elsewhere, for example, at a Ciarb Branch or a special assessment centre. Candidates who wish to sit an assessment at a Ciarb Branch or a special assessment centre should alert the Institute at least four weeks prior to the assessment and may be required to pay additional local charges for invigilation and facilities. It is the responsibility of the candidate to make their own arrangements in this case. Ciarb will not be held accountable.

## Split Payments

Ciarb offers split payment options on certain courses. Split payments are offered in 3 instalments (instalment one 50%, instalment two 20% and instalment three 30%). The first instalment must be paid upon registration in order to secure a place on the course. 70% of the course fee must be paid in order to receive access to the course materials approximately 2 weeks prior to the course start date. The remaining course fee must be paid before the course start date in order to participate and attend the course. It is the candidate's responsibility to ensure that the payments are made regularly and on time.

For more information on whether your course is suitable for split payments, please contact the Education & Training department at [education@ciarb.org](mailto:education@ciarb.org)

## Payment Options

Ciarb accepts payments in the following ways:

Debit or credit card through online purchase or processed via our Finance Department

Tel: 020 7421 7429 or 0207 421 7433.

Cheque (your cheque must be made payable to Ciarb)

### **Bank Draft or Bank Transfer to the account:**

The Chartered Institute of Arbitrators

Sort Code: 40-05-03

Account Number: 31288784

### **For international payments:**

IBAN: GB38MIDL40050331288784

Branch Identifier Code: MIDLGB2115N

*Note: The candidates name and the course name must be quoted in the bank transfer reference.*

For payments in currencies other than in Pound Sterling, the equivalent of £15.00 must be added to cover bank charges.

## Cancellation Fee

Candidates who are booked onto a course/workshop or assessment but are unable to take part, should inform the E&T team in writing to the Education & Training Department at [education@ciarb.org](mailto:education@ciarb.org) **before** gaining access the course/workshop or assessment materials. If candidates fail to inform the E&T team before gaining access to the course/workshop or assessment materials, they will not be eligible for a refund or deferral. Should candidates wish to book the course/workshop or assessment again at a later time, they will have to book for the full price unless there is a medical reason, and the candidate can produce proof that they were unable to contact the team.

The below cancellation charges will apply to any cancellation made by the candidate:

- If a registration is cancelled by the candidate within 28 days of the course/workshop or assessment commencing, 100% of the course/workshop or assessment fee will be payable by the candidate.
- If a registration is cancelled by the candidate more than 28 days of the course/workshop or assessment commencing, 50% of the course/workshop or assessment fee will be payable by the candidate. Refunds are not available if a candidate cancels within 28 days of the course/workshop or assessment start date.
- If the Education & Training Department cancels a course/workshop or assessment, candidates will be provided with a full refund or the opportunity to transfer their registration and fee to the next cohort.
- In view of COVID-19, if a physical HQ course/workshop or assessment is seen as safe to proceed in light of the UK government position on COVID-19 and course registration is cancelled by the candidate within 28 days of the course/workshop or assessment commencing, 100% of the course/workshop or assessment fee will be payable by the candidate.
- o In such circumstances, if a HQ course/workshop registration is cancelled by the candidate more than 28 days of the course/workshop or assessment commencing, 50% of the course/workshop or assessment fee will be payable by the candidate. Refunds are not available if a candidate cancels within 28 days of the course/workshop or assessment start date.
- If a candidate is unable to take part in the selected course/workshop or assessment due to illness and has not yet accessed the course/workshop or assessment materials, the candidate will be given the option of a \*deferral to the next available course/workshop or assessment free of charge. If a \*deferral is not available, the candidate will be offered a full refund. The candidate must inform the Education & Training department in writing (with medical proof attached) before the course/workshop or assessment start date in order to be eligible for consideration. Failure to do so will result in 100% of the course/workshop or assessment fee being payable by the candidate.

The Education & Training Department will monitor the UK government's position routinely and may decide to move a physical course virtually. In these circumstances, fees will be reassessed, and any partial refunds issued, and the above conditions will apply to amended fee.

If the Education & Training Department cancels a physical or virtual course/workshop or physical or online assessment, candidates will be provided with a full refund or the opportunity to transfer their registration and fee to the next cohort.

If a candidate has been accepted onto a physical course but is refused a visa for entry into the UK to attend the course, a full refund will be issued once the candidate has sent proof of the visa refusal to the Education & Training Department. Proof of refusal must be sent to the Education & Training Department [education@ciarb.org](mailto:education@ciarb.org) **before** gaining access the course/workshop or assessment materials.

\*See **Deferral Fee** for further details regarding deferrals.

## **Deferral Fee**

Candidates who are booked onto a course and are unable to take part must inform the E&T team **before** gaining access to the course materials. Candidates who inform the E&T team as stated, are given one opportunity to defer their booking to the next available cohort.

Any outstanding course fees must be settled before the start of the deferred course. Where a candidate requests a course deferral, an administration charge of £250.00 is payable to secure the deferral. Candidates who are granted a deferral but fail to take their deferred course, will forfeit their booking fee and will have to rebook the course again at full price.

If a candidate needs to defer an assignment, assessment and/or workshop, the fee to do so is 50% of the assignment, assessment and/or workshop fee. Candidates who book a course package including an assessment but are unable to take the assessment should contact the E&T team before gaining access to the assessment materials in order to reschedule to the next available assessment cohort.

The candidate will be required to submit a completed deferral form and settle any deferral fee in full before confirmation of their course, assignment, assessment and/or workshop deferral is confirmed. As with all of the terms and conditions in this document, the Candidate Regulations apply to deferrals too. In particular, a maximum of one deferral on any enrolled course, assignment, assessment and/or workshop is permitted. Candidates can request a copy of the Candidate Regulations from the Education & Training Department.

For more information regarding deferrals please email [education@ciarb.org](mailto:education@ciarb.org)

## Appeal Fee

Under the Candidate Regulations, a candidate may appeal if they feel they have been unfairly treated through one of the following means:

- Unfair practice in the conduct of the examination, assignment or assessment process.
- Unfair conduct by an assessor or in application of the assessment process.

An appeal fee of £375.00 + VAT is payable by the candidate when submitting an appeal and they will also need to submit a completed appeal form together with supporting evidence. Under the Candidate Regulations, 'in the event the appeal is upheld, the appeal fee will be refunded in full'.

Please note, all appeals are subject to the Candidate Regulations. The only grounds on which an appeal can be based are those contained in the Ciarb Candidate Regulations. For more information regarding the process for an appeal please email [education@ciarb.org](mailto:education@ciarb.org)

## Resit Fee

If a candidate fails an assignment, assessment and/or workshop three times, the candidate will have to rebook and retake the course again at the full price before being able to attempt the assessment a fourth time.

The resit fee is the same amount as the assignment, assessment and/or workshop fee.

\*This excludes the Module 2 exemption test that only has a single attempt.

## External Course Examination and Assessments Only

Where a candidate has studied with a Ciarb recognised course provider (RCP) and wishes to take a Ciarb assessment, they will be charged the relevant Ciarb assessment fee.

This option is not available for Accelerated Route assessments.

Please note that ALL assessments as set out in the Course Information Sheets must be passed to achieve recognition by Ciarb.

## Replacement or Additional Certificates

Candidates who require additional or replacement certificates will be charged an administration fee of £30.00 per certificate order.

*Please contact the Education & Training Department at [education@ciarb.org](mailto:education@ciarb.org) on any questions arising from these terms and conditions.*