IPA Incorporated by Royal Charter

IPA LegRegs Certificate

Qualification Policies 2019 - 2020

Our policies are updated regularly. Please refer back to our online PDF rather than making a local copy.

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Candidate Obligations

You understand that following your booking you are a candidate member of the IPA professional development community and agree that as such you will behave respectfully to all other members and staff of our community.

You agree that you will familiarise yourself with and adhere to the Candidate Policies for the relevant course or qualification and all other regulations and policies that are brought to your attention.

You agree that you will be responsible for your learning and will pursue your studies conscientiously, making use of the resources and opportunities made available to you. You agree that you will attend any compulsory workshops, webinars, submit assignments and undertake examinations unless agreed otherwise with the IPA because of extenuating circumstances.

You will maintain the accuracy of your personal details, including your email address and other contact details, on the IPA website or by informing the IPA Professional Development Team of any changes. You understand that mail or messages sent at any time to you will be considered as sufficient to meet the IPA's responsibility to give due notice of updates or changes to the course or qualification.

Definitions and Interpretations

"Sales Representative": an individual, company, professional trade or L&D body that has the right to sell and run IPA courses and qualifications in their local market, in line with their contractual agreement with the IPA.

The IPA works with:

- 4A's, USA
- 4As, Malaysia
- Ampersand
- APG Canada
- European Association of Communication Agencies (EACA)
- Institute of Advertising Practitioners in Ireland (IAPI)
- Institute of Advertising Singapore (IAS)
- The LegRegs Communications Council, New Zealand (Comms Council)
- The Communications Council, Australia

1. All Candidates

1.2 Examination Re-sit

If a candidate fails to pass the mandatory self-tests to unlock the final online examination, they may re-sit the self-tests at their leisure. The IPA recommends that the candidate re-visit the learning, as the questions vary per test sitting. The candidate must successfully pass these tests to access the final exam.

If a candidate fails to pass their final exam, they may re-sit the exam at their leisure. The IPA recommends that the candidate re-visit the learning, as the questions will vary per exam sitting.

1.3 Examination Conditions

The IPA expects all candidates to follow an honest code of conduct and treat the final exam as a closed book exam.

1.3.1 Examination Honour Code

I will not give or receive unauthorised assistance, or engage in any activity that could result in gaining an unfair advantage, before, during or after the exam.

I will not refer to any notes, learning or printouts during the exam, as this is a closed book exam.

I will not confer with any other candidate for information regarding mine, or their, exam answers during the exam.

Should I engage in any activity that could result in gaining an unfair advantage, before, during or after the exam I understand that I risk disqualification.

1.4 Extra Time & Other Special Requirements

Candidates with dyslexia or dyspraxia are entitled to 25% extra time in the online examination, unless a different amount of additional time is stipulated in any supporting paperwork.

Any request for extra time must be submitted through the special requirements submission form.

1.4.1 IPA Exam/Assignment: Special Requirements Submission Form

1.4.2 Language Differences

Non-native English speakers are permitted to use a translation dictionary during the online exam.

Extra time is not granted due to language differences for the LegRegs Certificate.

1.5 Grades

The LegRegs Certificate is a Pass or Fail qualification.

Grades are calculated and released in the online learning, if a candidate does not reach a Pass in either the self-test or the final exam they may re-sit at their leisure until they successfully pass the exam.

The IPA will not query any grades given in the online learning.

1.6 Certificate

Candidates will receive a digital certificate of completion within 14 working days of achieving a Pass in the final exam.

1.7 IPA Assistance: Technical & Otherwise

Technical assistance for the online learning and IPA website is available during IPA office hours: Monday - Friday, 9.30AM - 5.30PM, excluding UK holidays.

We aim to respond to all queries and support issues within 2 working days.

2. Members of the IPA (Corporate and Personal)

2.1 Booking Deadline

Corporate Membership: 10% of the agency must have a mandatory qualification, LegRegs and/or the LegRegs Certificate, for CPD compliance. As a mandatory qualification for CPD compliance, there is no booking deadline for the LegRegs Certificate. IPA members can access the online learning and exam at any time through the IPA website, except when the qualification is going through a platform or content update.

2.2 Qualification Mailing List

The IPA releases all information regarding the online learning and exam via email.

By entering the LegRegs Certificate learning portal, the candidate agrees to be added to the mailing list for communication regarding the qualification and exam and will not unsubscribe.

It is the candidate and their agency/company's responsibility to ensure that the candidate is aware they have been booked onto the qualification and that they receive updates from the IPA regarding their qualification and exam. The IPA accepts no responsibility should any communication regarding their qualification or exam end up in the candidate's spam/junk/clutter folders.

Should a candidate unsubscribe from our mailing list, they understand that they may miss communication regarding their exam date, time, location, final grade, digital certificate of completion and any invites to relevant industry events.

3. Non-Members

3.1 Booking and Assessment Deadline

Candidates may book onto the LegRegs Certificate at any time, except when the qualification is going through a platform or content update.

Candidates must choose and book onto a LegRegs Certificate annual intake, which runs from 1st Jan to 31st Dec each year. The candidate must complete the qualification by 31st December of their intake year.

The cost of the LegRegs Certificate covers access to the online learning (including the final exam up until 31st December of the intake year.

The length of access to the learning can be shortened at the discretion of the IPA as per Sales Representative or agency instruction.

3.2 Booking Name Change

Name changes are permitted for the LegRegs Certificate where the candidate has not exceeded 10% learning progression. The new candidate must adhere to the intake expiry date given against the original booking.

If the former candidate has exceeded 10% learning progression, there will be a name change fee of £50+VAT, charged per change, paid directly to the IPA in full. The new candidate must still adhere to the expiry date given against the original booking.

3.3 Extension

If a candidate fails to pass the final exam by their expiry date, they can apply for a 4-week extension at a charge of £50+VAT, paid directly to the IPA in full prior to the extension being granted.

This extension period will begin from the original expiry date, and not the date of request.

If the candidate does not complete the qualification and pass the exam within this 4-week extension period and still wishes to complete the qualification, they will be treated as a new booking and must pay the full qualification fees again.

3.4 Extenuating Circumstances

To qualify for an extension free of charge on the grounds of extenuating circumstances, candidates must supply reasonable extenuating circumstances alongside proof/notice of absence from work, by email, to the IPA. This must be validated by the candidate's HR/manager by email. No calls will be accepted.

Extenuating circumstances will be dealt on a case-by-case basis at the discretion of the IPA. Any extenuating circumstances requests made due to annual leave or work commitments known or not known at the point of booking will not be accepted as reasonable reason for extension at no charge under any circumstances.

If not provided prior to the completion deadline, candidates should endeavour to inform the IPA as soon as they are able.

In extreme circumstances of illness or injury if the candidate cannot complete the qualification within the extension offered by the IPA, they may defer their place to the following year. If the deferred candidate does not sit their examination the following year, the place will be lost and will lose 100% of the fee paid. No name changes can be applied to this place.

3.5 Payment

Qualification fees must be paid in full prior to candidates gaining access to the online learning.

All fees must be paid online.

Payment by invoice is only available for sums exceeding £4000, and payment must be made within the IPA's 30-day payment term.

If booking on through a Sales Rep, you must follow their payment terms.

3.6 Cancellation

If you change your mind about the Qualification, and wish to receive a full refund, you have to give notification within 14 days after we email you to confirm that we received your booking ("Cancellation Period").

You do not have a right to change your mind in respect of the Qualification booking if you have already completed the Qualification.

If you have partially accessed or viewed the Qualification and wish to cancel within the Cancellation Period, you will receive a refund equivalent to 50% of the price that you paid for that Qualification.

To cancel your Qualification booking, please contact the IPA by phone or email. Alternatively, you may write to us, including details of your order and your contact details. We will issue the relevant refund using the same method used for payment within 30 days of you telling us that you wish to cancel the booking.

If you made your booking through a Sales Rep, please contact them by phone or email to make your cancellation. They will issue the relevant refund as per your booking contract with them.

Refunds for cancellation other than as set out above will be dealt with on a case-by-case basis at the discretion of the IPA or Sales Rep and may be subject to an administrative fee.

To qualify for a cancellation free of charge on the grounds of extenuating circumstances, candidates must supply reasonable extenuating circumstances alongside proof/notice of absence from work, by email, to the IPA. This must be validated by the candidate's HR/manager by email. No calls will be accepted. Any requests made due to annual leave or work commitments known or not known at the point of booking will not be accepted as reasonable reason for cancellation at no charge under any circumstances.

3.7 Qualification Mailing List

The IPA releases all information regarding the online learning and exam via email. By making a booking for an IPA qualification, the candidate agrees to be added to the mailing list for communication regarding the qualification and exam and will not unsubscribe.

It is the candidate and their agency/company's responsibility to ensure that the candidate is aware they have been booked onto the qualification and that they receive updates from the IPA regarding their qualification and exam. The IPA accepts no responsibility should any communication regarding their qualification or exam end up in the candidate's spam/junk/clutter folders.

Should a candidate unsubscribe from our mailing list, they understand that they may miss communication regarding their exam date, time, location, final grade, digital certificate of completion and any invites to relevant industry events.