

Experience Assessment

Full terms and conditions

By going through Experience Assessment, you're confirming your acceptance of the following terms and conditions. These terms and conditions apply to all experience assessments for all grades of membership.

1. Payment terms

By agreeing to the terms and conditions on this EA registration form you confirm your acceptance of these payment terms and of the 'Experience Assessment full terms and conditions'.

The Experience Assessment fee includes:

- Access to an online assessment tool and support materials
- Professional Discussion (PD)
- Membership decision and developmental feedback report.

Payment must be received within thirty (30) days of invoice date or at least 21 days before PD, whichever comes first. International registrations will not be confirmed until payment has been received. We accept payment by direct credit (BACS), cheque or selected credit/debit cards.

If payment has not been received by CIPD within thirty (30) days of invoice date, your access to the online assessment tool will be suspended pending payment. You are advised to note the time-limits for completion of parts of the Experience Assessment process set out below and should be aware that any suspended access to the online assessment tool due to unpaid fees will not result in additional time being granted for the completion of Experience Assessment.

You must hold current CIPD membership to register for Experience Assessment and your membership must remain current throughout the Experience Assessment process. If your membership lapses your access to the online assessment tool will be suspended and you will no longer be able to access any data you have saved in the system.

The fee covers the cost of your application being assessed and is not refundable based on failure to achieve the membership grade you applied for.

2. Cancellations

Requests for cancellation must be made in writing by email to ea@cipd.co.uk and will be acknowledged in writing. If you wish to cancel, you will be subject to the following charges:

Cancellation requested:

- within seven (7) days of 'Registration Confirmation email' being sent to you by the CIPD, a refund of the fee will be made, subject to a £150 administration charge.
- after eight (8) days of 'Registration Confirmation email' being sent to you by the CIPD, 100 per cent of the fee will be payable.

You shall make all payments without withholding or deduction of, or in respect of, any tax unless required by law. If any such withholding or deduction is required, you shall, when making the payment to which the withholding or deduction relates, pay to us such additional amount as will ensure that we receive the same total amount that we would have received if no such withholding or deduction had been required.

3. Experience Assessment timescales

The Experience Assessment process involves completing and submitting the following elements via our online assessment tool: the Impact Report, Professional Development Report, and providing the details of an individual who can corroborate your work.

Once these elements are submitted, you will participate in a Professional Discussion (PD) with an assigned Assessor, conducted via Microsoft Teams video call. The following timescales apply to the completion of the Experience Assessment process

4. Online Assessment tool

Experience Assessment is hosted on the CIPD's Learning Hub, once registered you'll be enrolled on your assessment and provided with login details, either immediately, or on the date you choose and no more than three months after signing the registration form.

You'll have access to your assessment for four weeks from the date you've agreed to start your assessment, regardless of whether you've logged in to the online assessment tool.

The end date of your four-week online assessment period is your final submission date. You should note that you can't amend your submission once it's been submitted.

5. Professional Discussion (PD)

On registration for Experience Assessment, CIPD will allocate you an Assessor. You will be contacted within 10 working days to book your PD.

You should note that the date you book must be within three to five weeks of your Final Submission date.

There must be at least two weeks between your Final Submission Date and your PD taking place, to allow time for your assessor to review your submission. Your PD will be a video call hosted by Microsoft Teams with your assigned Assessor. If you need a reasonable adjustment, please make this request directly with us, as soon as possible. In some circumstances it may be possible to reschedule your PD; for details of rescheduling surcharges please see 'Experience Assessment full terms and conditions'.

Your Professional Discussion may be observed and/or recorded for quality assurance purposes. We'll send the overall result and feedback report to you within approximately four weeks of the PD taking place.

6. Stakeholder corroboration

As part of the Experience Assessment process, you are required to nominate an employer, line manager, stakeholder, or client who can corroborate the information provided in your submission. By agreeing to these Terms and Conditions, you grant CIPD permission to contact the individuals or organisations you have nominated for the purpose of verifying the details in your application.

7. Assessor allocation

The Professional Discussion (PD) is a key part of the Experience Assessment process. We'll send you a link to our PD booking tool shortly after you begin Experience Assessment so you can select a date for your PD to take place. We reserve the right to determine whether a change of assessor is appropriate, for example where there might be a conflict of interest.

8. Suitable alternative venues

You may specifically request a PD in person but you'll be responsible for any associated costs, including venue hire (if applicable) and the assessor's travel and expenses. Suitable venues include an alternative office space (including your own), hotel meeting facilities or other bookable meeting accommodation.

Venues not suitable include hotel bedrooms and the residences of either the assessor or the candidate.

If you request an alternative venue, you'll pay your assessor's travel and expenses, provided the assessor has obtained your prior approval in writing and they only charge expenses which are in accordance with the Experience Assessment travel and expenses policy (available on request from the CIPD).

We will not be liable in any way for loss, damage or expense arising directly or indirectly from any failure or delay in performing any obligation under this agreement due to the occurrence of an event of force majeure.

9. Rescheduling of Professional Discussion (PD)

Once a PD appointment has been agreed with your assessor, this is a fixed agreement. A request for rescheduling must be in writing by email to ea@cipd.co.uk and will be acknowledged in writing. Candidates who wish to reschedule the PD may be subject to a rescheduling surcharge.

Rescheduling requested:

- more than 28 days before the scheduled PD - no charge
- between 28 and 15 days of the scheduled PD - £150
- within 14 days of the scheduled PD - £400.

All rescheduled PDs must take place within six weeks of the original PD date. Failure to undertake the PD within this timeframe, unless there are genuine extenuating circumstances, will result in you failing your Experience Assessment overall.

10. Deferments/extensions for genuine extenuating circumstances

The timeframes for the assessment process are fixed to ensure fairness and consistency. Where you can demonstrate genuine extenuating circumstances beyond your control, CIPD may reduce the rescheduling fee or grant an extension or deferral. Please refer to the Experience Assessment Extension, Deferral and Rescheduling Policy.

We reserve the sole discretion to determine whether you have genuine extenuating circumstances' and any decision taken shall be final.

11. Reasonable adjustments

At the point of registering on Experience Assessment, please inform us of any special requirements you have that may affect you undertaking Experience Assessment. We and our nominated assessors will endeavour to make all reasonable adjustments to accommodate any special requirements, particularly in relation to those covered by the Equality Act 2010 or similar statutory provision.

12. Data protection, materials, copyright and confidentiality

All information you submit is held securely and processed in accordance with the General Data Protection Regulation (GDPR) of 2018 and our [privacy policy](#).

We and our assessors will neither disclose, nor permit members of its staff to disclose, any confidential information you provide unless required to do so by law. All materials and documentation in any format created by us or our consultants as assessment or other aids and used in the provision of our services, shall remain our property and cannot be used without our prior written permission.

We retain ownership of all our intellectual property rights. This means all patents, inventions, trademarks, service marks, registered designs, design rights, topography rights, copyright, database rights, trade secrets and other confidential information, know-how, business or trade names, and all other intellectual property and neighbouring rights, whether registered or unregistered and whether or not capable of registration.

By registering for Experience Assessment you're confirming you agree to the use of your information in this way.

13. Literacy

You understand that the services we provide are in English and you have sufficient literacy skills to achieve CIPD accreditation. If English is not your first language, and you've already taken an International English Language Testing System (IELTS) test, you need a minimum IELTS score of 6.5 for all CIPD programmes. IELTS have over 900 test centres around the world.

You can book a test at http://www.ielts.org/test_takers_information.aspx

14. Application submission information

You confirm that you shall not submit any information to the CIPD:

- that you know to be fake, inaccurate or misleading;
- that infringes intellectual property, publicity or privacy rights;
- which violates any legislation or regulations;
- which may be considered defamatory, libellous, hateful, racist, religiously biased or offensive, unlawfully threatening, unlawfully harassing, or sexually suggestive;
- for which you've been compensated or granted any consideration or received any special benefit;
- that contains any computer virus, worms or other potentially damaging computer programs;and
- that isn't your own work, has been copied from material produced by others, from written sources, from the internet, generated by artificial intelligence (AI) or from any other source.

15. Assessment decision

We don't review your evidence before it's assessed by your designated assessor. Your assessments are based solely upon the evidence presented for assessment during the Experience Assessment process.

No further evidence may be submitted once the PD is concluded and you're therefore strongly advised to present any relevant evidence during the PD. Whilst the assessor will request certain evidence, it is your responsibility to present any evidence you consider relevant to your assessment.

You'll not be automatically entitled to another membership grade if you do not meet the criteria (for the grade) you've been assessed against.

16. Re-assessment

If you complete Experience Assessment and do not achieve the membership level you applied for, you are eligible for **one free re-assessment**. To qualify, your re-assessment professional discussion (PD) must be scheduled to take place within one year of your original PD date.

Candidates who cancel or reschedule a re-assessment PD will be subject to the rescheduling charges detailed in section 3.

17. Delivery of services

We don't allow members of its staff or assessors to accept any money or gifts from clients or potential clients.

18. Complaints/appeals against assessment decisions

We endeavour to ensure the Experience Assessment process is fair, transparent and open to scrutiny. Our assessment procedure is rigorous, and assessments are subject to standardisation as well as internal and external verification.

The Assessment complaints and appeals procedure is available on request by emailing ea@cipd.co.uk