

##### The Chartered Institute of

Purchasing and Supply

Graduate Diploma Programme

###### Student Handbook

2016 – 2017

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**1.0 General information**

**1.1 Provider**

Neil Fuller & Associates was established in 1999.

Neil Fuller Associates training centre is located at Burleydam House, Childer Thornton, South Wirral.CH66 1QW

The office address is:

Neil Fuller Associates Ltd

5 Woodslee Cottages

Spital Road

Bromborough

Wirral

CH62 2BJ

Tel: 0151 334 1366

Fax: 0870 0527721

Web: [www.neilfuller.com](file:///C%3A%5CUsers%5CMichael%5CAppData%5CLocal%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CCentre%20Visit%202014%5CStudent%20handbook%5Cwww.neilfuller.com)

CIPS Tutor: Neil Fuller

Tel: 0151 3341366

e-mail: neil@nfassociates.demon.co.uk

Administrator: Stephanie Fuller

Tel: 0151 334 1366

e-mail: steph@nfassociates.demon.co.uk

**1.2 Training Venues**

BurleydamPremier Inn

New Chester Road Moorfields

Childer Thornton Liverpool City Centre

South Wirral Vernon Street

CH66 1QW Liverpool

 L2 2AY

**This is where you will attend for your modules and all examinations.**

**1.3 Directions to Wirral venue**

**If you are travelling from Liverpool using the Kingsway (Wallasey) Tunnel** leave the M53 at junction 5, take the third exit off the roundabout signposted A41 Chester on your left.

 **If you are travelling from Liverpool using the Queensway (Birkenhead) Tunnel** follow the A41 towards Chester, after going through Eastham you will reach the roundabout signposted for the M53 junction. At the roundabout take the second exit - A41 Chester - continue straight on at the next set of traffic lights and after approximately half a mile you will see the signs for Burleydam Garden Centre/Premier Inn on your right.

**If you are travelling from Liverpool by train** take the Wirral Line and take the train for Ellesmere Port (**do not take the Chester train**). Leave the train at Little Sutton Station. Turn left out of the station then at the junction turn right onto New Chester Road (A41) and the entrance to Burleydam Garden Centre/Premier Inn is approximately half a mile on your left.

**If you are travelling from Warrington /Manchester on the M56 join the M53** leave M53 at junction 5 and take the first exit on the left signposted A41 Chester. The entrance to Burleydam Garden Centre/Premier Inn will be on your right. Turn off the A 41 and bear right into the car park and go in through the main entrance doors of Burleydam House.

**If you are travelling from Chester follow the A41 in the direction of Birkenhead**, after you have passed through Little Sutton it is approximately half a mile to the entrance of Burleydam Garden Centre/Premier Inn which will be on your left.

**If you are travelling from North Wales on the A550** take a right turn onto Ledsham Road B5463 follow this road until you reach the traffic lights at Little Sutton, turn left onto the A41 in the direction of Birkenhead and the entrance to Burleydam Garden Centre/Premier Inn is approximately half a mile on your left. Turn off the A 41 and bear right into the car park and go in through the main entrance doors of Burleydam House.

**If you are using SATNAV or google maps use post code CH66 1QW**

**Directions to Liverpool Venue**

**By car**

 If you drive into Liverpool there are plenty of car parks in the vicinity, however the closest

car park is the NCP Moorfields in Vernon Street which is right opposite the venue. Ask reception to validate your ticket for a discounted rate.

**By train**

At Liverpool Lime Street main line station, it is a relatively short walk to Vernon Street. If you do wish to continue by train; change to Merseyrail underground, get off at Liverpool Central (next stop) – change to the Northern Line and get off at the next stop, Moorfields.

If you are travelling on the Wirral Line, alight at Moorfields station.

From Moorfields underground station. Follow the exit signs to Moorfields, turn left when you leave the station and left again at the main road. Vernon Street is approximately 200 yards further down on your left and the Premier Inn is on your right.

**1.4 Learning resources**

The learning resources for this programme are located in the library next door to Syndicate room 2. Books can be freely borrowed but must be returned when requested by another student.

**1.5 How to enrol**

Neil Fuller Associates offers flexible enrolment methods designed to minimise disruption to a daily working routine. The following methods are acceptable:

* **Postal.** Enclosed with the advance information provided is an enrolment form. Please complete the form and attach a purchase order from your employer and send both to Neil Fuller Associates at the business address.
* **E-mail**. Complete the enrolment form on the website [www.neilfuller.com](http://www.neilfuller.com) and return it electronically
* **Telephone.** Students can reserve a place on a course by telephoning Neil Fuller Associates however the enrolment form must still be completed and sent to Neil Fuller Associates who will then confirm your place on the course and on the modules you have requested. **Please see our terms and conditions regarding late cancellation fees.**
* **Self funding students** should contact Neil Fuller Associates if they want to make special payment arrangements or a payment plan.
* **Attendance.** You will be notified in the course brochure of attendance dates and times for your course.
* **Induction.** Students can still join a module on the first day of tuition if they wish and complete the enrolment forms on the first day of attendance if they have not had the opportunity to do so earlier or missed the open day. We would appreciate a telephone call beforehand to indicate your intention, to ensure that there are places still available and that we have the necessary resources to hand. You must bring all supporting documentation with you. This will be the exception rather than the rule.

**2.0 CIPS Courses**

2.1 Diploma in Procurement & Supply

**2.2 Overview**

The Diploma is delivered Saturday and Sunday 10.00 a.m. – 16.00 p.m. One subject is delivered each weekend session for five days followed by the examination enabling all five modules of the Diploma qualification to be taught in each academic year. The Diploma

modules are also offered on a weekday at the Wirral venue from 13.30 – 19.30 and at the Liverpool venue from 13.00 – 18.00 over four consecutive weeks

**2.3 Course entry requirements**

If you wish to start at the Diploma qualification, you should have at least two A-levels (or international equivalent) or a CIPS Advanced Certificate qualification or at least two years’ experience in a business environment which does not necessarily have to be in purchasing

**2.4 Exemption policy**

The Course Manager will provide details of the Institute's exemption policy. If you consider that you qualify for exemptions you should ensure you have the necessary documentary evidence to hand and contact CIPS (01780 756777) at the earliest opportunity. The process can take some time, depending on availability of your documentary evidence and pressure of work at CIPS. Original certificates will be required to support any exemption claim. Only CIPS as the awarding body can grant exemptions.

**2.5 Timetable 2016/2017**

Please refer to the enclosed brochure for dates, times and venues.

**2.6 Examination dates**

Examinations are held five times each year in November, January, March, May and July. Details of each examination series can be found by following the link below to the CIPS website.

<http://www.cips.org/studyandqualify/cipsexaminations/enrolmentguidelines/uktimetable/>

Candidates should note that it is their own responsibility to enter with CIPS for the national (public) examinations.

**2.7 Costs**

All students must be registered as a CIPS student member before being able to take any of the exams or assessments. Information regarding the cost of this can be found on on the CIPS website [www.cips.org](file:///C%3A%5CUsers%5CMichael%5CAppData%5CLocal%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CCentre%20Visit%202014%5CStudent%20handbook%5Cwww.cips.org)

There are five modules and five exam fees to complete each level. The cost of completing each level is currently:

Module fee: **£**450.00

Exam fees: £98.00

Study Resources: Supplied by N F Associates

**Total cost per level: £2740.00**

 **Please note prices are exclusive of VAT**

Advanced Diploma and Professional Diploma

**2.8 Overview**

The Advanced Diploma and Professional Diploma modules are delivered on a Saturday and Sunday from 10.00 – 16.00. Each module is delivered at weekends over five days – two full weekends and a Saturday or Sunday revision day shortly followed by the examination – the weekends do not run consecutively. Our programme is designed to allow students to complete all the required modules of the Advanced Diploma and Professional Diploma in approximately 18 months if they wish. The Advanced Diploma and Professional Diploma modules are also offered on a weekday from 13.30 – 19.30 (Wirral) or 13.00-18.00 (Liverpool) for four consecutive weeks

A four day seminar is held for the PD3 Case Study three weeks before the examination. All modules at each level are delivered on the assumption of 50 hours tuition per subject (including self-study) and lead to CIPS national examinations.

**2.9 Course entry requirements**

The CIPS ladder of qualifications provides progression from Certificate Level to Level 7in the UK and for international students also includes the International Certificate and International Advanced Certificate in Purchasing and Supply. There are no entry requirements for the qualifications at Level 2 and 3 or the International qualification. The completion of each stage allows progression to the next stage. Further detail of entry requirements can be found by following the link below.

<http://www.cips.org/studyandqualify/cipsqualifications/joiningtheprogramme/>

**2.10 Exemption policy**

There are no exemptions from Professional Diploma core subjects. Exemptions from elective subjects may be considered where applicants can demonstrate that their degrees or post-graduate qualification covered the same subject matter. In all cases, extensive evidence, such as diplomas and details of the syllabuses taken will be required to support the application. Only CIPS as the awarding body can grant exemptions.

**2.11 Timetables 2016/2017**

Advanced Diploma and Professional Diploma in Procurement & Supply

 Please refer to the enclosed brochure for dates, times and venues.

Tuition is delivered on Saturday and Sunday 10.00 a.m. – 16.00 p.m. There is a morning break at around 11.10 and an afternoon break at around 14.40p.m. Lunch is 12.30 p.m.to 13.00 p.m.

Modules are also delivered on Wednesdays at the Wirral venue from 13.30 – 19.30 with a coffee on arrival and a break for tea 17.00 p.m. – 17.30 p.m. and on Thursdays at the Liverpool venue from 13.00 – 18.00 with sandwiches available on arrival.

**2.12 Examinations 2016/2017**

Students must make their own examination entry with CIPS and pay the exam fee directly to them. CIPS will not accept any entries after the closing date (see below)

**Morning examinations (a.m.): Exam series Entry closes**

 Start time 9.30 a.m. November 2016 23 September 2016

 Finish time 12.30 p.m. January 2017 9 December 2016

 **Afternoon examinations (p.m.):** March 2017 20 January 2017

Start time 14.00 p.m. May 2017 24 March 2017

Finish time 17.00 p.m. July2016 2 June 2017

Please see the enclosed brochure for exam dates and times for each module with the exception of the July examination series as they have not been issued to date by CIPS

**2.13 Costs**

Examination and assessment fees from November 2016 will be £98.00 per module at all levels.

\*In the event of a student failing an exam they can repeat the course free of charge at a later date. They are still responsible for entering for the exam and paying the exam fee directly to CIPS for the appropriate exam series.

*\*Please see under guidelines and our terms and conditions in the brochure or on our website for further information.*

3.0 CIPS information

**3.1 Benefits of CIPS membership**

1. Access to CIPS Bookshop for rapid mail-order service.
* Extensive catalogue.
* Guides, reports and learning materials.
* Model contract conditions.
* Business directories.
* Access by telephone, fax, e-mail and website.
1. Monthly free issue of the magazine *'Supply Management'*.
* Excellent student-orientated articles and case studies.
* Frequent relevant items from CIPS examiners.
* Jobs section
1. Access to member’s area of CIPS website.
* Discussion forums.
* Technical issues.
* Past copies of *'Supply Management'.*
* Past exam papers.
* Examination results.
1. Access to continuous professional development.
* Maintain and improve professional, technical and managerial skills.
* Participate in CIPS training courses contributing to the scheme.
* Guidance and advice from the CPD help-line at CIPS HQ.
1. Access to the Professional Practice Team.
* CIPS team offering practical advice and guidance.
* Access to a wealth of information.
1. Availability of a recruitment database.
* Matches member to vacancy job specifications.
1. Access to CIPS branches.
* Meetings with guest speakers.
* Meeting like-minded people.
* Networking opportunities.
1. Member Benefit Package
2. CIPS has teamed up with EBSCO to offer Business Source Corporate service free for all our members. Updated on a daily basis, this is a powerful reference system which will help all those engaged in purchasing and supply chain management.
* Business Source Corporate contains nearly 3,000 quality magazines and journals. Sources range from general business periodicals to sector specific trade publications
* Business Source Corporate also includes academic journals from universities around the world and top management journals
* Additional sources include more than 1,100 country economic reports, 10,000 substantial company profiles and SWOT analyses and more than 5,000 industry reports.

 **Plus GreenFILE**

* GreenFILE offers well-researched information covering all aspects of human impact to the environment. Its collection of academic, government and general-interest titles includes content on the environmental effects of individuals, corporations and local/national governments. Topics covered include global climate change, green building, pollution, sustainable agriculture, renewable energy, recycling, and more.

**3.2 Benefits of the Graduate Diploma**

* A sound understanding of those processes that affect the business environment.
* A holistic perception of the whole P&SCM process.
* Recognition of the importance of efficient management of the supply process.
* Improvement in strategic and tactical control.

**3.3 Progression available**

Achievement of the Professional Diploma gives full membership of the Institute (MCIPS) and opens the door to post-graduate opportunities such as MBA.

**4.0 Course delivery**

**4.1 CIPS Course Manager**

The CIPS Course Manager is responsible for managing all aspects of the provision and will coordinate any concerns or complaints raised by students. At Neil Fuller Associates the CIPS course manager is:

 Neil Fuller BSc. MSc. MCIPS

Tel: 0151 334 1366 Fax: 0870 0527e-mail: neil@nfassociates.demon.co.uk

### Diploma in procurement & Supply

### 4.2 Course team

|  |  |
| --- | --- |
| Neil Fuller BSc MSc MCIPS  | Neil has experience in several industries and has purchasing experience in commodities, food and engineering industries. He is the author of several books and is an experienced examiner in purchasing and related areas |
| Stephen Lovatt MSc MCIPS | Steve is an experienced procurement practitioner having worked in the aircraft industry as a supply chain manager as well as a trainer and consultant in procurement and supply chain management  |
| Mike Ludbrook MRes MCIPS CMI | Mike has many years of experience in procurement in both the public and private sectors and has undertaken consultancy work in both sectors. He is an experienced trainer in all aspects of procurement and supply chain management |
| Mike WhitmoreMA.BA. (Hons) CIOB. PGCE | Mike is an experienced lecturer in finance teaching on CIMA, AAT, CIOB and CIPS courses. He is a CIPS examiner and has many years of experience in the banking and financial sector. |
| Kim Laws BA (Hons) BSc MCIPS  | Kim has many years of experience in both the public and private sectors and has held procurement roles in engineering, the car industry and the Government Procurement Service. Kim is a specialist in Category Management |

|  |  |
| --- | --- |
| Colin Hanson-New BEng, MCIPS | Colin has a wealth of experience in purchasing and operations management. An experienced university lecturer, Colin also holds a post graduate diploma in management studies (logistics) |
| Cathryn MacKinlay BSc, MCIPS | Cathryn has over 14 years commercial experience gained in the water utility industry, encompassing a broad range of disciplines. As well as bringing commercial knowhow to the team, Cathy has knowledge and experience of working with Public Procurement EU Directives in a government agency. |

**4.3 Recommended reading**

The following texts and study guides are deemed essential reading. The NFA guides will be given out as part of the course material. Other books can be ordered from the CIPS Bookshop using the details in the Bookshop catalogue included in your study pack from CIPS.

|  |  |  |
| --- | --- | --- |
| **Subject** | **Text** | **Study Guide** |
| Negotiating & Contracting |  | NFA Study Guide |
| Managing Contracts& Relationships |  | NFA Study Guide |
| Business Needs |  | NFA Study Guide |
| Contexts of Procurement |  | NFA Study Guide |
| Sourcing in Procurement & Supply |  | NFA Study Guide |

**4.4 Schemes of work**

Each row in the following table indicates a keyword for the scheme of work for each week's tuition of each subject; full details will be provided by the subject tutor

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Negotiating and Contracting** | **Managing Contracts& Relationships** | **Business Needs** | **Contexts of Procurement** | **Sourcing** |
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**Advanced Diploma and Professional Diploma**

**4.5 Course team**

|  |  |
| --- | --- |
| Neil Fuller BSc. MSc. MCIPS  |  Neil has experience in several industries and has purchasing experience in commodities, food and engineering industries. He is the author of several books and is an experienced examiner in purchasing and related areas |
| Mike Ludbrook MRes MCIPS CMI | Mike has many years of experience in procurement in both the public and private sectors and has undertaken consultancy work in both sectors. He is an experienced trainer in all aspects of procurement and supply chain management |
| Ian Longdin LLB. MA.  | Ian has been a lecturer in law for many years and is now a consultant and trainer, and is also an experienced examiner.  |
| Steve Lovatt MSC MCIPS | Steve is an experienced procurement practitioner having worked in the aircraft industry as a supply chain manager as well as a trainer and consultant in procurement and supply chain management. |
| Kim Laws BA (Hons) BSc MCIPS | Kim has many years of experience in both the public and private sectors and has held procurement roles in engineering, the car industry and the Government Procurement Service. Kim is a specialist in Category Management |
| Sharon Matthews MBA, MCIPS | Sharon is a pragmatic, CIPS qualified procurement professional with experience in both the public and private sector. Sharon has extensive leadership and management experience gained leading both procurement teams and cross functional project groups.  |
| Colin Hanson-New BEng, MCIPS | Colin has a wealth of experience in purchasing and operations management. An experienced university lecturer, Colin also holds a post graduate diploma in management studies (logistics) |
| Cathryn MacKinlay BSc, MCIPS | Cathryn has over 14 years commercial experience gained in the water utility industry, encompassing a broad range of disciplines. As well as bringing commercial knowhow to the team, Cathy has knowledge and experience of working with Public Procurement EU Directives in a government agency. |

**4.6 Recommended reading**

The following texts and study guides are important reading; they can be ordered from the CIPS Bookshop using the details in the Bookshop catalogue included in your study pack from CIPS.

|  |  |  |
| --- | --- | --- |
| **Subject** | **Text** | **Study Guide** |
| Leadership | Mullin, J | Profex or NFA |
| Strategic Supply Chain Management | Johnson, Scholes | Profex or NFA |
| Legal Aspects | Longdin, I | Profex or NFA |

**4.7 Schemes of work**

Each row in the following table indicates a keyword for the scheme of work for each week's tuition of each subject. Strategic Supply Chain Management is a case study and open book exam details to be provided by the subject tutor. Only the six subjects taught in 2016/17 are included.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Corporate and Business Strategy** | **SSCM** **(Case Study)** | **Legal Aspects** | **Supply Chain Diligence** | **Leadership Procurement & Supply** | **Programme & Project****Management** |
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**5.0 Advice on studying and taking examinations**

**5.1 Studying**

The Graduate Diploma is a degree-level programme, the emphasis of which is upon learning rather than teaching. This places the onus on students to ensure that each topic covered in class is fully understood before progressing to the next topic, and this cannot be achieved without a fair amount of home study. The following points may be helpful to those who have not studied much before:

* Be organised and prepared.
* Manage your time. Set realistic timetables and ensure quiet locations for your work.
* Lay out notes clearly and carefully with a wide margin for refresher points.
* Cross-refer to copies of newspaper/magazine articles kept on file.
* Remember: the better the notes, the easier the revision.
* Above all, focus on key issues and, from these, draw down details.

**5.2 Revision**

If you do not understand the subject the night before the examination, it's too late. So plan a realistic timetable for revision well before the examination:

* Quickly scan through all notes on the subject and refresh where memory has dimmed.
* Then tackle past examination papers under pretend exam conditions.
* Use tutorial sessions to elicit answers where you have a problem.
* Be self-critical.
* Use refresher points for final recollections.
* Be positive.

**5.3 Examinations**

There is a distinct technique to tackling examinations and the following pointers may help:

* Be alert for changes in the general instructions – number of questions to be answered and those that are compulsory.
* Note that the Advance and Graduate examinations allocate 50% to Question 1, the Case Study element. Give it careful thought and planning.
* Read the whole paper to identify which questions to answer.
* Allocate timescales, bearing in mind the apportioning of marks.
* Structure your answer in brief note form before starting to write.
* **Do not write all you know** about the subject – only provide information specific to the question; exclude irrelevant information.
* Support statements with brief arguments, references to theory and/or actual experiences. Show your reasoning for a conclusion.
* Answers are required to be presented in a particular format. The ability to present them in that format is essential for high marks.
* Where calculations are required, you must show how you arrived at the answer; marks will depend on accuracy and layout.
* Essays should follow the format: introduction, discussion (4 or 5 paragraphs) and conclusion.
* If a short answer is asked for, write a brief explanation to show understanding.
* Likewise, if you make an assumption, show how you arrived at it.
* Convince the examiner you know your topic; he/she cannot read your mind, so do not assume they will know what you really meant.
* Keep the examiner interested.
* Number each answer clearly but do not write down the question; that wastes time.
* Use a good layout with clear writing, a good pen, paragraphs and margins.
* Make clear, large diagrams and charts, and support with narrative.
* Keep five minutes at the end to check and edit your work for spelling, grammar and punctuation.

**5.4 Nerves and mental blocks**

Mental blocks and nerves are often caused by cramming at the last minute, with late nights and too much coffee. However, if you have worked to a plan and are still overcome, the following pointers may help:

* For nerves, eat properly before the examination to keep blood sugar and energy levels up.
* Take a deep breath; hold it for a few seconds and exhale slowly.
* Tackle the fear of failure – think positively.
* Mental blocks are common; try the following:
* Leave space and move to the next planned question.
* Answer questions you are confident about first. This is all right so long as the answer number reflects the question number.
* Use a separate sheet of paper to jot down notes as you scan the paper initially. These will act as triggers later.
* Allow a set time for each question and stick to it.
	1. **Study Skills Days**

We hold two essay skills days each year. This is provided free to students who want to attend. It is a one day course covering all aspects of learning and studying including essay writing, how to manage your time, how to approach revision, and examination technique.

An essay skills day has been introduced to assist candidates in the improvement and development of their skills in writing essays under time constrained conditions. This will be held in October and January of each year and will be a free event.

* 1. **Learner Entitlement**
1. **Standard Learning Package**

 Work package includes:

* Four taught study sessions at the Burleydam or Liverpool midweek groups; or, five taught study sessions at the Burleydam weekend groups.
* Slide pack with presenter notes
* Neil Fuller Associates resource manual
* Copies of all exam papers, marking schemes, senior assessor reports and our exam question analysis
* A minimum of 5 set exam questions, marked with feedback
* Sit the exam at our centre (if NFA schedule followed)

We will also provide any additional support that we can to help you get through the exams. This includes phone calls with your dedicated tutor and email access to your tutor throughout the unit.

**Guided learning hours (GLH):**

CIPS recommend 50 hours of ‘guided learning hours’ (GLH) per unit. This is the amount of input time required to achieve the qualification, ie the supervised study that students carry out alongside NFA throughout the learning work package.

NFA expect that you will cover your studies over a six week period. In terms of GLH, students are therefore expected to spend around 8 hours per week attending classes, studying the NFA slide pack, reading the resource manual, completing the set exam questions and speaking to their tutor for feedback and coaching.

**B) Distance Learning**

Work package includes:

* Slide pack with presenter notes
* Neil Fuller Associates resource manual
* Copes of all exam papers, marking schemes, senior assessor reports and our exam question analysis
* A minimum of 5 set Exam questions, marked with feedback
* Option to join the revision session at the Burleydam or Liverpool (to join our regular class groups)
* Sit the exam at our centre (if NFA schedule followed)

We will also provide any additional support that we can to help you get through the exams. This includes phone calls with your dedicated tutor and email access to your tutor throughout the unit.

**Guided learning hours (GLH):**

CIPS recommend 50 hours of ‘guided learning hours’ (GLH) per unit. This is the amount of input time required to achieve the qualification, i.e. the supervised study that students carry out alongside NFA throughout the distance learning work package.

NFA expect that you will cover your studies over a six week period. In terms of GLH, students are therefore expected to spend around 8 hours per week studying the NFA slide pack, reading the resource manual, completing the set exam questions and speaking to their tutor for feedback and coaching.

1. **Policies and regulations**

**6.1 Complaints policy**

If you have any concerns about the tuition or the facilities, or any problems that may affect you’re studying, do not hesitate to bring them to the attention of your tutor in the first instance or to the course leader during tutorials. Speaking up at an early stage can often prevent major problems developing. If, having considered this process, you feel that you need to make a formal complaint then you should:

# Complaints against providers

1. If you have a complaint which concerns an issue within the control of a study centre, you should complain to that study centre in the first instance and copy any correspondence relating to the matter to CIPS Education Network Manager, at the registered office at Easton House, Easton on the Hill, Stamford, Lincolnshire, PE9 3NZ. E-mail enm@cips.org
2. If, having been through a study centre’s complaints or grievance procedure, the matter remains unresolved, we may consider, if it is appropriate, intervening on your behalf.
3. If you wish to raise a complaint relating to our work you should notify the CIPS Head of Awarding Body in writing within two weeks of the alleged incident.
4. You will be sent an acknowledgement letter within one week and we will investigate the complaint, and communicate its findings to you in writing.
5. Wherever possible, this will be completed within one month of the date the complaint was received.
6. If the matter is not resolved, we will undertake further investigations, including, where necessary arranging for an independent review of the case.

For further information follow the link below:

<http://www.cips.org/studyandqualify/cipsqualifications/policiesandprocedures/>

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# Complaints against CIPS

1. If a candidate wishes to raise a complaint relating to the work of CIPS they should notify the CIPS Education Services Manager within two weeks of the alleged incident.
2. The complainant will be sent an acknowledgement letter within one week.
3. CIPS will investigate the complaint and communicate its findings in writing to the complainant. Whenever possible, this will be completed within one month of the date the complaint was received.
4. If the matter is not resolved, CIPS will undertake further investigations including, where necessary arranging for an independent review of the case.

CIPS have an appeals policy which can be found by following the link below to the CIPS website.

<http://www.cips.org/studyandqualify/cipsqualifications/policiesandprocedures/>

**6.2 Malpractice Policy**

**Introduction**

* 1. For the purpose of this document ‘malpractice’ is defined as:

Any act, or failure to act, that threatens or compromises the integrity of the assessment process or the validity of CIPS qualifications and their certification. This includes: maladministration and the failure to maintain appropriate records or systems; the deliberate falsification of records or documents for any reason connected to the award of [CIPS] qualifications; acts of plagiarism or other academic misconduct; and/or actions that compromise the reputation or authority of Neil Fuller Associates, or of CIPS, its centres, officers and employees.

* 1. Neil Fuller Associates Ltd. will report all relevant cases of suspected malpractice to CIPS, accepting that in certain circumstances CIPS may take action of its own, including imposing sanctions.

<http://www.cips.org/studyandqualify/cipsqualifications/policiesandprocedures/>

**6.3 Equal opportunities policy**

Neil Fuller Associates fully supports the CIPS equal opportunities policy and is committed to the concept of equal opportunities for all people who want to develop their knowledge and competence in the purchasing profession and wish to become professionally qualified.

Neil Fuller Associates is committed to policies based on the principles of equal opportunities. This commitment underpins and impacts upon every area of activity. No student will receive less favourable treatment on the grounds of gender, colour, ethnic or national origin, socio economic background, disability, religious or political beliefs, family circumstances, sexual orientation or any other irrelevant distinction.

**6.4 Disability statement**

Neil Fuller Associates is committed to improving opportunities for our students. This statement is to enable you to make informed choices about your next steps. We shall seek to respond appropriately to your needs and will work towards providing an inclusive learning environment with a programme that meets the learning needs of all students.

If you consider that you suffer from any disability or lack of basic skill that may affect your ability to study for your chosen course, you can speak in confidence to the course leader or student support staff. Neil Fuller Associates will make whatever arrangements are necessary to assist you and ensure that you can take part fully in the course and examination

**6.5 Special Needs**

If you have any special requirements of a physical, dietary or any other barrier, which may cause you any difficulty in either accessing or pursuing a course, then please inform us and we will make every effort to meet your needs and support your learning.

**6.6 Performance reports**

1. Sometimes students would like to have more information on how they performed in an examination, or they consider that a mistake has been made in their marking.
2. In either case CIPS will provide a performance report for a fee. The candidate should write to CIPS **within two weeks** of results being received with payment by cheque or with credit card details (including expiry date).
3. A second examiner will scrutinise the answer script to check both the fairness and accuracy of the marking and provide a detailed feedback on each question, highlighting the areas of strength and weakness. He/she will also indicate what else a candidate could do or should have included to improve on a particular answer.
4. If the second examiner disagrees with the original examiner's mark and this results in a change of grade band, or if an error of marking is found which results in a change of grade band the student will receive a full refund of the fee.
5. If the candidate still feels that the issue has not been dealt with correctly, CIPS will arrange for an independent review of the case.

Please note that this facility will be withdrawn by CIPS in November 2009 and will be replaced by an appeals process where students can choose from two stages how they would like CIPS to proceed with their appeal

**6.7 Health and safety procedures**

In the event of an evacuation from the building, you must proceed by the nearest exit to the Main Car Park where you will be assembled and names checked again. It is your duty to ensure that you fully understand escape procedures and assembly stations. An evacuation will be necessary in the following circumstances:

* An intermittent high-pitched bell for more than 90 seconds
* A continuous bell

If you spot a fire, activate one of the fire alarms, leave the building, and call for help.

Neil Fuller Associates cannot be held responsible for injury through acts of negligence by students or for loss or damage to any property of the student.

**6.8 Data Protection Policy**

The purpose of this policy document is to communicate the approach and policies that NFA adopts while processing data to ensure it complies with the requirements of the Data Protection Act 1998 (DPA) to users of NFA systems and our customers; The DPA is law, and not an optional set of guidelines – we are all responsible in our actions for ensuring that NFA remains within the boundaries of the DPA.

It is important to consider and fully understand the 8 principles (detailed within section 2 of this document) whenever we process data, as well as any additional specific client requested controls that may have been agreed within contractual terms.

Everyone should be cognisant of the data they handle and process, from the point of consideration and awareness of the following:

 where does the data come from

 why do we need it

 how do we process it

 how do we store it

 how do we secure it

 who has access to it

 how long do we retain it

 how do we dispose of it

This policy document applies to all users, which include employees of NFA, associates, apprentices, temporary staff, volunteers and employees of any partner organisations that are undertaking tasks on NFA’s behalf.

The full policy can be found at [www.neilfuller.com/downloads/data-protection-policy.docx](http://www.neilfuller.com/downloads/data-protection-policy.docx)

7.0 Booklist

The following reading list contains the main course texts for each subject. You are advised to obtain the course text from the CIPS bookshop. This should be used in conjunction with your course manual and the CIPS/Profex Study Guide that is also available from the CIPS bookshop. Most of the titles are also available on loan, but you are advised to obtain your own copies if possible.

# 7.1 CIPS Professional Diploma Main Course Texts

1. **Main Course Texts**

Purchasing Principles and Management: Baily, Farmer, Jessop and Jones: 10th edition 2008

1. **Strategic Supply Chain Management**

Exploring Corporate Strategy – Text and Cases: Johnson, Scholes and Whittington 9th edition 2010

1. **Legal Aspects**

Legal Aspects of Purchasing and Supply Chain Management I Longdin LAP 3rd edition 2009 ISBN 9781903499511

1. **Management for Leadership and Strategic Supply Chain Management**

 Management and Organisational Behaviour 9th edition 2011

 Laurie Mullins ISBN 09780273372

1. **Project and Contract Management**

Enterprise Programme Management David Williams and Tim Parr 2nd edition 2006 **ISBN:** 97802300023

 **5. Excellence in Global Supply Chain Management**

 Stuart Emmett and Barry Crocker 1st edition 2011 **ISBN:** 9781903499559

1. **Marketing**

Principles and Practice of Marketing

David Jobber 6th edition 2009**ISBN:** 9780077123307

**7. Stores Management and Inventory Control**

Storage and Supply of Materials: Jessop and Morrison and Crocker 9th edition 2010

**Supplementary: Logistics: an integrated approach**

Quayle and Jones 3rd edition 1999

1. **Risk Management in Supply Chains Procurement Risk**: **a short guide**

 Richard Russil 1st edition **ISBN:** 9780566092183

1. **Operations Management**

Slack, Chambers and Johnston 6th edition 2009 ISBN 0273731602

**7.2 Wider reading**

The following titles are more general but contain much of what is relevant to the advanced and Graduate Diploma level and you may care to obtain them for wider reading.

1. **Commercial Relationships**

Mark Moore 2nd edition.

1. **The Official Dictionary of Purchasing and Supply 3rd edition 2001**
2. **Selected Readings in Supply Chain Management**

Jessop and Hines – a valuable and interesting collection of articles from Supply Management

1. **The Machine that Changed the World**

Womack, Roos and Jones



# Learning Agreement

## Provider: Neil Fuller & Associates:

### Learner (Student) name:

This learning agreement states the responsibilities, obligations and roles of the course provider (Neil Fuller & Associates), the awarding body (CIPS) and the learner (student).

# The Provider

1. The course provider (Neil Fuller Associates Ltd.) undertakes to provide tuition and support for Levels 4(D), 5(AD) and 6(PD) of the CIPS Graduate Diploma Course. The course is assessed at under graduate and graduate level equivalents.
2. Each module will be delivered over 5 days with full tutor support over each of the five days. In addition tutors will be available for additional support by telephone or email whenever convenient for the parties at times to be arranged between the parties.
3. The course provider will supply all course learning materials for each module upon commencement of the module and additional books and resources are available on free loan from the provider’s library.
4. Additional notes will be made available by tutors as required.
5. Whenever a learner misses part of a course the tutor will ensure that any learning materials missed by a learner will be made available when requested by the learner or at the first available opportunity.
6. Each module will cover the learning outcomes as stated in the syllabuses of the awarding body and will include practice in answering examination questions with feedback from tutors as to performance, and criteria for improved performance.
7. The tutor will set at least three pieces of written work for assessment per module and the tutor will provide feedback on their performance at the next session of the module or earlier if requested by the learner. The work will be assessed to the standard of the module level for which the work has been set (i.e. Level 4(D), 5(AD), or 6(PD)
8. If the learner has complied with the Terms and Conditions as stated in the contract with the provider and has fulfilled the terms of this learning agreement then in the case of examination failure the course can be taken again free of charge (other than the examination fee charged by the awarding body).
9. NFA will ensure that in the unlikely event that if a class ceases to be viable we will arrange completion of your course through you joining another group either at the weekend or mid week or at our other centre. Alternatively through open or distance/blended learning.

The Learner

## Learner name:

## Address:

## Employer:

The learner undertakes in this contract to fulfil the responsibilities and obligations identified below.

1. To attend each of the 5 days in each module unless extreme circumstances such as sickness etc. prevent it. Whenever attendance is not possible the learner will contact the provider to inform the provider as to the absence and If possible the reason. Non attendance is recorded in the attendance record maintained by the provider.
2. That attendance will be punctual as far as is possible.
3. The awarding body recommends that each module requires 50 hours of study and 30 hours of tuition is provided for each module. Learners therefore undertake to study an additional 20 hours guided learning hours (GLH) per module. This is an essential element of the course and part of this agreement.
4. At least three pieces of formal written work are required for each module. These pieces of work may be set during delivery of the module or for completion as part of the self study component. These pieces of work are essential for the assessment of your progress and form part of the improvement process.
5. In addition the course will include activities and practice questions where feedback will be given, during the session if possible. These activities also contribute to the 20 GLH
6. Where further reading is required the candidate will undertake such reading and can also be expected to undertake reasonable research to do so.
7. An essential element of a professional course is experiences gained from mixing with other learners from different backgrounds and sharing experience in discussion groups or during group tasks. It is expected therefore that learners take part in such group exercise and make the maximum contribution within their capabilities.

I fully understand and accept my obligations within this contract:

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Learner

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Provider