



How to Submit Student Membership Applications and Enter Students for ACP Examinations

Overseas Training & Examination Centres

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Dear Examinations Officer...

Please assist us in processing your membership applications, subscription renewals and examination entries by following the procedures below.

Registering new Student Members with ACP...

At the beginning of the Course or NO LATER THAN THREE MONTHS before the examination date, please ask each Student to complete an *Application for Membership* form. It is important that the Student undertakes this task as they should enter their name in exactly the form that they wish it to appear on their Certificate. The form should then be given back to you for submission to ACP. Under normal circumstances, we do not accept forms or fees direct from Students. Please note that, if submitted late, the date on which the membership is set to commence may be back-dated by a maximum of three months, depending on when the Student is due to sit examinations. Due dates are shown in your '*Centre Planner*'. Unless a special agreement exists with ACP (see below), you should submit a single cheque or £ Sterling bank draft for the FULL amount due. Unless fees are to be paid by a Sponsor, all forms and fees should come to us in one envelope.

Shortage of foreign exchange...

Where your country is experiencing a genuine lack of £Sterling, ACP may give its written permission for each Student to submit an individually obtained bank draft to cover his/her own membership and examination fees in one payment, rather than two separate payments only six weeks apart. Where such an agreement exists, however, there remains an obligation for the training Centre to gather completed membership forms from each prospective Candidate and complete the *Examination Entry Form* on behalf of all Candidates. Unless *Membership* and/or *Examination Fees* are to be paid by a Student's Sponsor, (see ACP's website for our *Sponsor Fee Payment Slip*) all forms and individual Student drafts must still be submitted in a single envelope.

A lack of foreign exchange does NOT entitle a Student to register for Membership and/or enter examinations for which he/she cannot provide fees.

From 1st March 2008, as shown in the '*Fees List*' published in August 2007, any application submitted on an individual basis (i.e. sent without those of all other Students) will be charged at a higher rate, whether by charging an increased *Registration Fee* (when paid by the Student through their training centre) or through the *Booking Fee* that is charged to a Sponsor. Please see the sample of the '*Sponsor Fee Payment Slip*' in this booklet.

ACP does NOT issue receipts to Sponsors...

Therefore, please advise them that, if they wish to ensure safe receipt by ACP, they should send their envelope by a method that requires a signature on delivery.

Membership must be fully paid up at the time of entry to examinations...

If a Candidate's membership expires during the examination week, we do not expect him/her to renew their membership to cover the 8-12 week period during which their results are being processed. The only exception to this will be if a Student intends to continue his/her studies beyond the examinations, in which case their membership should not be allowed to lapse and you should follow the procedure on page 2 to renew it for a further year.

ACP will respond to receipt of your *Student Membership Applications...*

by providing each Student with a *Letter of Acceptance* as well as a *Student Membership Card*. These are sent to you at the training centre for distribution to Students. The letter will show the Student's unique ACP Membership Number (sometimes referred to as a *Candidate Number*) and this should be quoted in all future communications with ACP relating to that particular Student. As a general rule, we also e-mail you a facsimile of the membership cards to give you advance notification of these details. The Student should check his/her name as it appears on the letter and you should advise ACP by e-mail or letter of any errors that have occurred though a Student's illegible handwriting on their application form.

Any request for a subsequent alternation to an award...

(i.e. *Certificate, Diploma or Advanced Diploma*) or results letter, after it has been printed will incur a charge. This is clearly stated in the letter accepting a Student for membership.

You should keep your own record...

of Students' names and their ACP membership numbers as you will need this information in order to complete ACP's '*Examination Entry Form*'. Under normal circumstances, ACP will not accept the form without this information. The only permitted exception is where foreign exchange problems require Students to be registered for membership and examination entries at the same time.

Renewing the expired membership of an existing Student Member...

A Student's membership automatically expires 12 months after they register.

No later than 1 week after the expiry of a Student's membership, you should complete a *Student Membership Renewal* form on behalf of each individual and collect their *Annual Subscription Fee* as shown in the current ACP Fees List. The *Registration Fee* is only paid when a new Student joins ACP or if they transfer to a different ACP training centre.

It is the responsibility of the ACP Examinations Officer...

- to supervise the completion of forms and gather them together
- to collect fees from individual Students
- to ensure that forms and full payment in the agreed form are received by published deadlines.

Whilst no financial penalty will be applied to late membership registration, the 6-week examination entry deadline must be strictly adhered to. *Late Entry Fees* will automatically be applied to the account of any Student whose examination entry fees (or combined membership and examination fees) are received by ACP after the deadline shown on ACP's *Examinations Calendar*.

If you are aware that a Student's fees are to be paid by a Sponsor (i.e. in the UK or elsewhere outside the Student's country of residence) you should still include the Student on the *Examination Entry Form* as examination question papers are prepared according to this form.

Entering Student Members for an ACP Examination...

At least SIX WEEKS before the examination date, please make sure that you have completed and sent us the *ACP Examination Entry Form*, accompanied by *Examination Fees* as listed in the current ACP Fees List.

Once the preceding examination session has closed, you will find the new *Examination Entry Forms* on our website. The form shows the fees due for each subject and you may NOT tick () a box to enter a Student for a subject unless the Student or their Sponsor can pay before the examination – including late fees where applicable.

Any Student permitted to enter the examination hall without payment of examination fees before/on that day, will be treated as an *Unauthorised Entrant* and an additional penalty fee (known as an *Unauthorised Entry Fee*) will be added to the *Late Entry Fee*.

It is important that the *Examination Entry Form* is properly filled in so please do contact our Examinations Office, by e-mail, if you need any assistance with its completion.

Once booked, the Examination Fee cannot be transferred or refunded...

To assist centres in ensuring that they only book the subjects that the Student intends to sit and pay for, ACP will, on request, provide a *Student Examination Booking Form*, customised with the training centre's own details. Please e-mail us with your request. Alternatively, the form may be downloaded from our website for you to customise yourself.

These forms are provided solely for the Centre's own internal use. They are NOT intended to replace the *Examination Entry Form* onto which all information gathered from individual Students must be transferred as a single stand-alone document.

Completion of the 'Examination Entry Form'...

The '*Examination Entry Form*' must show the following information:

- The name of your training centre and your *ACP Centre Number*
- The full, physical address where papers should be delivered by courier if necessary as they will not accept a PO Box number.
- ACP Membership/Candidate Number for each of the Students intending to sit the examination (or write 'NEW' in this box if not yet registered with ACP)
- Each Candidate's name and the examination subject(s) that each Candidate wishes to enter (shown by in the relevant box(es) on the form)
- The fee(s) due in respect of each Candidate including *Late Entry Fees* (if applicable – see below).

Deadline for Examination Entry...

ACP requires a minimum of 6 weeks' notice of a centre's intention to enter Candidates for examination. Notice is deemed to have been given to ACP only through our receipt of an *Examination Entry Form*, accompanied by full *Examination Fees* due from the Candidates listed on the form.

We do not accept examination entry forms by fax, e-mail or any means that does not include payment of examination fees. ACP's *Examinations Calendar* indicates the date by which ACP must have **received** the entry, regardless of when it was posted. Any form and/or fee received after this 6 week deadline is classified as a '*Late Entry*'.

A Late Entry Fee...

The additional administrative costs involved in separately printing and despatching question papers, exclusively to a single centre, are covered by applying a surcharge. This is called a *Late Entry Fee* and it is applied to each and every question paper supplied outside the standard timeframe (*i.e.* paid in addition to the *Examination Entry Fee* for EACH subject entered, for EACH Candidate). Where possible, ACP will make every effort to despatch examination question papers to a centre submitting *Late Entries* and including *Late Entry Fees* with their entry form.

Payment of *Late Entry Fees* is non-negotiable...

Please do not embarrass ACP staff by requesting the waiving of *Late Entry Fees*. It is a training centre's responsibility to meet the deadline and when aware of limited time, centres should utilise the services of a courier rather than allow the deadline to expire.

If you do not wish to incur *Late Entry Fees* for your Students, please DO NOT enter them for examination until the subsequent session approximately 17 weeks later.

What to do if a Student is ill on the day of the examination...

If a Candidate is unable to attend an examination through illness/childbirth, a Doctor's letter should be provided, stating that he/she was medically unfit to sit the paper.

On receipt of such evidence, the Association will transfer the Student to the NEXT examination session, approximately 17 weeks after the session originally booked.

The Student will not be required to pay the examination fee again although a *Medical Transfer Fee* will be payable (see current *Fees List*).

The Student must take the exam on the next available date as fees may not be transferred beyond. If the Student is unable to sit on the next date, the fee will be lost.

If the Student omits to provide either the Doctor's letter or the *Medical Transfer Fee*, ACP is under no obligation to transfer the Student.

You are not allowed under any circumstances to alter the date on which your Students sit an examination.

How to submit individual Student bank drafts to ACP...

Students should be advised to download a copy of ACP's '*Fees List*' from our website (or a copy provided by the Centre). Errors in the amount of fees paid are costly to both ACP and the Student and can lead to *Late Entry Fees* being charged and a Student's examination results being withheld.

Bank drafts should be made payable to '*The Association of Computer Professionals*' for the full amount due. We do not offer credit facilities and late payment penalties will be applied to any shortfall in fees still owing by the 6-week pre-examination deadline.

A *Summary of Membership/Examination Fees Due/Paid* will be e-mailed each time receipt of a new payment requires amendment to a Centre's forthcoming examination entries.

On the reverse of the bank draft, the following information should be written:

- The ACP Centre Number or Centre Name
- The name of the Student
- A brief but clear description of what the cheque covers e.g. *Membership Registration and Subscription and Certificate Examination Fees*, preferably listing the subject names unless sitting all subjects at that level. Students may use the abbreviated subject titles as shown on our 'Examination Entry Form' e.g. ITF = *Information Technology Fundamentals*.
- The examination date (where appropriate) e.g. 'May 2008'.

The overseas training Centre must then complete the 'Examination Entry Form' showing all Candidates entered at that level, indicating the amount of the bank draft(s) included and/or any outstanding fee payments that will be made separately by a Sponsor.

Where bank drafts include new Student 'Registration & Membership Fees' (as is often the case when new Students are entering Certificate examinations for the first time) each Student's bank draft should be attached to the front of their 'Application for Membership Form'. Alongside their name on the 'Examination Entry Form', where the ACP membership number would normally be written, the Centre should write NEW.

Without exception, all other existing Student Members should have their ACP 'Student Membership Number' shown on the form. Incomplete forms will be returned to the Centre without processing.

UK Sponsors of Overseas Students – How to submit Sponsor payments...

A copy of the 'Fees List' should be provided to each Student together with a copy of ACP's 'Sponsor Fee Payment Slip' which may be downloaded from ACP's website by the Centre, Student or Sponsor.

Please do NOT ask Sponsors to telephone ACP for details of how to pay fees. All necessary information is contained in the form and it is the responsibility of the training Centre to make this available to the Sponsor.

Sponsors may make payment ONLY in the form of a UK Postal Order which may be obtained in the UK at any post office counter. Postal orders should be made payable to 'The Association of Computer Professionals' for the full amount due. We do not offer credit facilities and late payment penalties will be applied to any shortfall in fees still owing by the 6-week pre-examination deadline. Nothing should be written on the back of the postal order.

We do not accept any electronic method of payment such as credit cards or automatic bank transfer.

On receipt of the 'Sponsor Fee Payment Slip' and postal order, ACP will automatically provide the training Centre with an e-mail acknowledgement of payment.

The form outlines the membership and examination fees for each subject as well as the 'Sponsor Booking Fee' that applies. Please ensure that Students and Sponsors are aware that the 6-week payment deadline must be rigidly adhered to and that any payment received after the published date in our 'Examinations Calendar' will have a 'Late Entry Fee' added.