



INSTITUTE OF
BUSINESS
MANAGEMENT

**TERMS AND
CONDITIONS**
CODE OF ETHICS

Membership

You become a member of the Institute of Business Management once your registration has been finalised. As an esteemed member of the Institute of Business Management, the following will apply:

1. I understand that I become a member of the Institute in my personal capacity as membership of the Institute is only awarded to a person.
2. I understand that I have to be a student of the Institute and study Institute courses. I will duly respect the copyright of the course content on all study material that may include, but is not limited to, interactive multimedia presentations, video lectures, audio lectures and study guides. In particular, I undertake not to share my Institute lecture material or study guides with anybody.
3. I understand that the Institute may cancel my IBM studies in the event of misconduct - financially and otherwise - and for serious transgressions of the Institute Code of Ethics outlined in this document to which I subscribe.
4. By enrolling for a programme, I confirm that I have read and agreed to the terms and conditions of membership set out herein, as well as subscribing to the Institute Code of Ethics.

STUDIES

1. Employer Recognition

I am aware that it is my responsibility to determine in advance whether my employer will recognise or grant credit for my studies with the Institute, and whether the selected programme is suitable for my current work or career objectives.

2. Cancellation and Refund Policy

I understand that no refunds will be issued for cancellations once the course material has been delivered, whether by post, courier, electronic download, or online access.

3. Non-Refundable Initial Fee

I understand that first -or initial payments are non-refundable.

4. Purpose of IBM Programmes

I am aware that IBM programmes are designed as self-improvement courses to assist IBM members in enhancing their career opportunities and acquiring relevant knowledge and skills for business and workplace success.

5. ICB Payment per Subject Option

I understand that the ICB programmes offer an option to pay per subject. Each subject fee includes access to study support for a period of three (3) months.

6. International Deliveries

I am aware that all deliveries outside of South Africa—including textbooks and hard copy certificates—will incur additional shipping fees, for which I will be responsible. I also understand that IBM does not dispatch complimentary welcome packs beyond South African borders.

7. Technology Requirements for Distance Learning

I understand that access to a computer or laptop is essential for successful participation in a distance learning programme. I acknowledge that the use of a cell phone is not recommended, and if I choose to do so, IBM will not be held responsible for any issues related to accessing study materials, completing assignments, or any other technical difficulties encountered.

Certification

1. I am aware that my Certificate(s) will not be issued if my account is in arrears or my course fees are not paid in full.

1.2. I am aware that, if I committed to a monthly instalment option, all payments must be paid in full and up to date before the Certificate can be issued.

STUDY PROGRAMMES

1. All programmes are offered through distance education and online learning.

2. No printed material is provided. For programmes where prescribed textbooks are required, these will be provided.

3. The institute reserves the right to withhold further lectures, assessment results and the issuing of certificates should I fail to fulfil my financial obligations with the Institute.

4. I undertake that if any of my personal details as initially submitted on my course enrolment documentation change, including my email address, mobile phone number, banking details, contact details, postal address, name or surname, that I will notify the Institute of such changes without delay.

5. Access to study material and support is available for the period as indicated in the programme enrolled for. Should I exceed this time period and wish to continue, I am aware that this may incur fees.

ADMISSION

The Institute's Admissions office incorporates the Institute Student Entry and Admissions Policy which is concerned with age, prior and accredited learning and previous work experience. The admissions desk deals with quality management, student fees, student admissions criteria, assessment procedures, privacy, security and terms of use.

CODE OF ETHICS

1. To maintain the highest form of integrity, honesty, fairness and transparency in all dealings in a way that will enhance the reputation of the education and training industry.
2. To strive for excellence in our professions or trades by maintaining the highest degree of contracting, workmanship and service by continuously enhancing and developing skills and knowledge.
3. To encourage the skills development of all personnel, staff and co-workers through formal or informal learning.
4. To fight and not to engage in any form of corruption, be it with tender procedures, contracting or marketing.
5. To represent our members in writing, speech and action in the spirit of excellence which is the IBM philosophy that is expected of all members of the Institute.
6. To be objective and fair in the equal treatment of all IBM staff, students and members.
7. To be respectful and mindful of the dignity of every member of staff and to maintain fair and equitable treatment of all stakeholders and parties involved.

