

Institute of Banking Studies IBS Activities Pricing Policy

INTRODUCTION:

Institute of Banking Studies (IBS) delivers training and development activities to all employers/nominating institutions and individuals, IBS cares to keep the attendees and other beneficiaries from IBS activities aware about the pricing and fees structure before registering in any of IBS training activities or training halls rental fees.

GENERAL RULES:

- Trainees at IBS's training activities are mainly nominated by institutions that contributes in covering IBS expenses (e.g. Central Bank of Jordan, working traditional and Islamic banks, and specialized financial institutions set by IBS Board of Directors (BOD)), local financial institutions, and other local institutions. The rest of participants are nominated by institutions from outside Jordan or private self-funded individuals.
- The pricing process of any of IBS activities is determined upon the following:
 - The nature of the training activity as each kind of activity has particular procedures and determinants.
 - The nominating source (institution or individual, local or outside Jordan).
- The pricing process for the training halls and facilities rental is determined upon the following:
 - The nature of the rental requesting institutions.
 - The timing of the event and duration.
 - The capacity of the requested training hall.
- Payments for any of IBS activities should be made either in cash, wire transfer or through applicable electronic payments systems approved by IBS.
- Participation fees payment timing must be made depending on the type of the nominating institution as follows:
 - a. For local institutions: within a month to pay the invoices they received.
 - b. For private self-funded individuals: the payment must be processed before the commencement of the training course/program according to registration deadline stated in the circulation letter.

- c. For institutions outside Jordan: the payment must be processed before the first commencement day of the training course/program or according to the mutual agreement between the two parties.
- In case of a training activity's nominee/trainee cancellation, withdrawal, termination; a Cancellation & Refund Policies clauses will be applied (refer to IBS Cancellation & Refund Policies).
 - IBS training halls and facilities rental fees payment timing must be made after the end of the rental period if it did not exceeds 10 days, otherwise, IBS can ask for 50% down payment.

First: Short Training Courses and Professional Diplomas Pricing:

1. Each training course/program participation fee is calculated referring to the Board of Directors resolution, which states that each training hour fee is 8 JOD per local participant. Group discounts are available based on the number of trainees in pre-scheduled training activities :

No. of Trainees	Training Hour Fee (JOD)
3-5	7.5
6-9	7
10-15	6.5
More than 15	6

2. For the trainees from outside Jordan each training hour fee is 15 USD. Group discounts are available based on the number of trainees in pre-scheduled training activities :

No. of Trainees	Training Hour Fee (JOD)
2-5	14
6-10	13
More than 10	11

3. In case IBS held customized training activity for specific local sector / institution, training hour fee will be determined according to mutual agreement with related party and will range between (5-8) JOD per training hour per trainee according to the Board of Directors resolutions.
4. In case IBS held customized training activity for specific institution from outside Jordan, pricing will be determined according to mutual agreement with related party.

5. In addition to the training course/program participation fees mentioned in clause (1) and clause (2) above, some training courses/ programs may require extra non-refundable fees/costs (e.g. books, courier, registration/application fees, exam fees, travel fees, supplies, equipments). Such extra fees/costs will be clearly stated in the circulation letter.

Second: Foreign Seminars and Workshops in cooperation with Regional and International Institutions Pricing:

1. Each foreign seminar/workshop participation fee is calculated depending on mutual consent with each regional and international partner, and/or according to each party's responsibilities.
2. Special discount may apply per participant depending on mutual consent with the regional or international partner and/or the breakeven point for each seminar/workshop.
3. In addition to the seminar/workshop participation fee mentioned herein clause (1) above, some seminars/workshops may require extra non-refundable fees/costs (e.g. books, courier, registration/application fees, exam fees, travel fees, supplies, equipment, IBS partner's share from certification programs/examinations including any taxes or charges been paid). Such extra fees/costs will be clearly stated in the circulation letter.

Third: International Certification Programs/Examinations Pricing:

1. Each foreign international certification programs/examination participation fee is calculated as follows:
 - a. If the program/exam held in cooperation with a local, regional or international certification granting institution, the program pricing and fees are determined upon the certification granting institution sole discretion or mutual consent depending on each party responsibilities determined in the cooperation agreement. If IBS have the responsibility to determine prices this can be upon the costs beard which includes the institution share from the program/exam fees predetermined in the cooperation agreement in addition to many other costs according to the agreement. Accordingly, discounts may apply upon mutual consent.
 - b. If the certification program offered by the Institute without any joint cooperation with other entity, pricing will depend on the total costs beard by the Institute (e.g. trainers fees, stationary, materials, shipping, customs and taxes) in addition to a particular margin approved by the Director upon programs specific budgets

2. Special discount may apply per participant depending on mutual consent with the regional or international designation issuing/authorized body and/or the breakeven point for each certification program.
3. In addition to the certification program participation fees mentioned herein clause (1) above, some certification programs may require extra non-refundable fees/costs (e.g. books, courier, registration/application fees, exam fees, travel fees, supplies, equipment, IBS partner's share from certification programs/examinations including any taxes or charges been paid). Such extra fees/costs will be clearly stated in the circulation letter.

Fourth: IBS training halls and facilities rental Pricing:

- 1- IBS is allowed according to the Board of Directors to rent its training halls and training facilities to the public with predilection to the institutions that take share in covering IBS expenses (e.g. Central Bank of Jordan, local traditional and Islamic banks, and specialized credit institutions). No certificates will be issued by IBS in rental cases for the trainees .
- 2- According to the Board of Directors resolution, prices for renting a training hall differs according to the type of the institution, occupancy timing, hall size as following:
 - a. for the institutions that take share in covering IBS expenses For the official working days as follows:
 - **If Timing is during morning session (8:00 until 15:00):** JOD 50 per day for the ordinary training hall/lab, AND/OR JOD 250 for the Auditorium.
 - **If Timing is during evening session (15:30 until 20:00):** JOD 75 per day for the ordinary training hall/lab, AND/OR JOD 300 for the Auditorium.
 - b. If the institution was not one of the institutions that take share in covering IBS expenses, the above mentioned prices in clause (2.a.) will increase by 50% added on the total amount.
 - c. The above mentioned prices in clauses (2.a.) and (2.b.) will increase by 50% if the occupancy was on an IBS official holiday or weekends.
 - d. The above mentioned prices in clauses (2.a.) will increase by JOD 15 per extra hour for the morning session after 15:00.
- 3- The mentioned price in clause (2) above covers only rental fees of the facility and equipment without any extra services (e.g. specialized equipment's, catering services, meals, courier, transportation reservation etc.).
- 4- In case the extra services mentioned in clause (3) above were demanded and confirmed; extra additional non-refundable fees other than what mentioned in clauses (2) above may occur.

- 5- In case after a rental approval letter was received, an institution cancels the training hall rental intention, no charges will apply except what mentioned in clause 4 above according to the nature of the extra service(s).

GENERAL TERMS AND CONDITIONS FOR ONLINE PAYMENT:

- IBS accept payments online using Visa and MasterCard credit/debit card in Jordanian Dinar (JOD), US Dollar (USD).
- The trainee will receive the payment receipt confirmation by email once he/she has made the payment.
- All credit/debit cards' details and personally identifiable information will NOT be stored, sold, shared, rented or leased by IBS to any third parties.
- If a trainee make a payment for our training services on our digital platform (Learnerslead.ibs.edu.jo), the details you are asked to submit will be provided directly to our payment provider via a secured connection.
- IBS takes appropriate steps to ensure data privacy and security including through various hardware and software methodologies. However, IBS's platform (learnerslead.ibs.edu.jo) cannot guarantee the security of any information that is disclosed online.
- IBS is not responsible for the privacy policies of websites to which it links. If you provide any information to such third parties, different rules regarding the collection and use of your personal information may apply. Trainee should contact these entities directly if he/she has any questions about their use of the information that they collect.
- Some of the advertisements user/trainee sees on IBS digital platform are selected and delivered by third parties, such as ad networks, advertising agencies, advertisers, and audience segment providers. These third parties may collect information about you and your online activities, either on IBS digital platform or on other websites, through cookies, web beacons, and other technologies in an effort to understand your interests and deliver to you advertisements that are tailored to your interests. Please remember that we do not have access to, or control over, the information these third parties may collect. The information practices of these third parties are not covered by this privacy policy.
- IBS platform (Learnerslead.ibs.edu.jo) will NOT accept any payment for services to any restricted countries by OFAC (Office of Foreign Assets Control) in accordance with the law of Hashemite Kingdom of Jordan.
- Customer using the IBS platform who are Minor/under the age of 18 shall not register as a User of the digital platform and shall not transact on or use the digital platform.

- The cardholder must retain a copy of transaction records and IBS policies.
- User/trainee is responsible for maintaining the confidentiality of his account.
- IBS platform Policies and Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, the beneficiaries are encouraged to frequently visit these sections in order to be updated about the changes on the platform. Modifications will be effective on the day they are posted.

GOVERNING LAW:

- Any dispute or claim arising out of or in connection with IBS's platform shall be governed and construed in accordance with the laws of Hashemite Kingdom of Jordan.

MONITORING:

- It is the responsibility of the Financial Affairs Division Head in coordination with Quality Assurance Officer, related Division Heads, and IBS Director to ensure that all aspects of this policy are applied throughout IBS activities and kept under revision.

GRIEVANCES:

- Any complaints regarding the implementation of this policy will be pursued through the official channels with related Division Head and the Quality Assurance Officer under supervision of the Director of IBS.