

Invoicing Policy

1 General

- 1.1 This policy specifies the processes to be followed in relation to the payment, retention and content of invoices issued by Skills and Education Group Awards¹.

2 Invoice Issue - Product Fees

- 2.1 Invoices for product fees are issued at the point of enrolment²/registration when centres³ submit a learner's intent to complete a qualification / programme through our online services (ORS).

2.1.1 Centres may have as many online (ORS) accounts as they wish but each account holder must be authorised by the person registered with us as the main Examinations / Administration Officer.

Permissions may be restricted to one or more of the following:

- Read Only Access;
- Submit Enrolments;
- Submit Registrations and Claims.

2.1.2 Centres are advised that staff:

- to whom submission rights are given for creating courses, adding learners to courses, requesting examinations and claiming awards, must have the authority to raise an invoice; and
- must keep their passwords confidential.

- 2.2 An email with a copy of the invoice content is generated and sent to both the member of centre staff who created the enrolments and to the centre's Finance Department to confirm an invoice has been raised.

¹ ABC Awards is a brand of Skills and Education Group Awards, a recognised awarding organisation and part of the Skills and Education Group. Any reference to ABC Awards, its registered address, company or charity number should be deemed to mean the Skills and Education Group Awards.

² Cf. Learner Enrolment Policy

³ A 'centre' in the context of this document applies to organisations, whether a training organisation, educational institution or employer that deliver ABC Awards qualifications and / or assessments to individuals and as such, has a duty of care, with respect to the individual as a learner.

- 2.3 ORS account holders must download the invoice generated, authorise it and send that authorisation immediately to their Finance Department to submit payment within the terms specified.

3 Invoice Issue - Other Fees

- 3.1 Other fees are usually invoiced at the point where services have been completed.

3.1.1 Other fees are published on the website and include but are not limited to those for centre recognition and qualification approvals, qualification advisory visits, additional moderation, additional certification, enquiries and appeals, gateway progression.

- 3.2 We reserve the right to charge other fees prior to the completion of services, including, but not limited to the following circumstances:

3.2.1 where a centre is a private or voluntary training organisation and the invoice relates to the first centre recognition and/or qualification approval visit.

3.2.2 where a centre has a history of bad debt.

4 Invoice Content

All invoices contain a summary of the services purchased.

- 4.1 Product Fees. The invoice contains:

- the centre's Purchase Order (PO) number **or** the name of the person who has requested the services if no PO number was submitted;
- approved centre address details;
- the product title;
- the number of learners enrolled and the total qualification fees;
- the total credit fees (where applicable) based on the choice of units;
- details of late enrolment / entry fees⁴ where applicable.

- 4.2 Other Fees. The invoice contains:

- approved centre address details;
- a summary of the service given.

⁴ Cf. Learner Enrolment Policy

5 Invoice Payment and Credit Control

- 5.1 Payment terms are the standard 30 days from the date of the invoice. All payments must be made against the respective invoice.
- 5.2 We will contact a centre's Finance Department if invoices have not been paid within the period stated above, requesting payment to be made immediately.
- 5.3 Centres with overdue balances will receive a statement at least monthly listing the outstanding invoices /credit notes.
- 5.4 Where no response or payment is received we reserve the right to invoke our credit control procedures which may include invoking an additional charge of 8% above the Bank of England base rate and which can result in the suspension of services until any debt is repaid.⁵
- 5.5 We will not be held responsible if a centre's authorised users do not comply with their own centre policies / processes for issuing PO numbers and will pursue any payments withheld in respect of this in line with our credit control and sanction procedures.

6 Credit Payments

- 6.1 Centres must offset credits owing against future invoices within 12 months of the date on the credit note, otherwise the credit note will expire. Outstanding credit notes will be listed on statements sent to centres.

7 Retention of Invoices

- 7.1 Copies of invoices relating to services to centres are stored electronically on secure business systems and are retained in line with current financial legislation.

8 Refunds

- 8.1 We do not refund fees unless exceptional circumstances can be demonstrated.

9 Quality Assurance

- 9.1 This policy and guidance is reviewed annually to ensure it continues to meet the needs of our Regulators⁶.

⁵ Cf. Sanctions Policy

⁶ Ofqual in England; Qualifications Wales; CCEA Regulation in NI