



Invoicing Policy

Introduction

This Qualsafe Awards (QA) policy includes information about invoicing for QA services and products.

Invoices must be paid within 30 days from the date of issue, unless otherwise stated.

Our preferred method of payment is by BACS. However, payment by cheque or debit/credit card is also acceptable. A 2% fee will be added for credit card payments.

Further information about invoicing is in our *Centre Handbook* available for download from our Customer Portal.

Our operating year runs from 1st April – 31st March.

Fees and charges

Our fees list is available for download on our website: www.qualsafeawards.org

Note: All fees and charges quoted in our *Fees and Charges* list are exclusive of VAT which will be applied at the appropriate rate at the time of invoicing, unless an exemption applies, see *VAT exemptions*.

Invoices

Invoices will show all chargeable transactions and services, e.g. the transaction reference to any specific assessment answer papers and any reprinted certificates. It will also show any charges for postage and packing plus VAT at the applicable rate.

The invoice will be sent to the Accounts contact identified by the Centre on the *Centre Approval Application Form*, the Responsible Person or the Centre Administrator if no separate Accounts contact was named.

Centre registration fees

Centres are required to submit payment with their application form to become a Qualsafe Awards Approved Centre. A 'paid' invoice will then be issued once the application and payment have been processed.

Allocation fees

Centres will automatically be issued with an invoice on request for qualification allocations, i.e. assessment papers, etc.

Other fees

Any other fees will be invoiced either at the time of the request for a service or product or as soon as possible after, but within 15 days of the request.

Retention of invoices

We retain our invoices for a period of seven years.

VAT exemptions

Any customer exempt from VAT (e.g. Registered Charities, non-UK customers, etc.) must inform us and provide documentary evidence (exemption certificate) prior to requesting any service or product.

Refunds

Refunds are provided entirely at the discretion of the QA Management. This does not affect a customer's statutory rights.

Note: Centre Approval fees are non-refundable once the application has been processed, regardless of whether the Centre is approved or not.

Refunds will be made to Centres by way of vouchers to be used against products or services. Vouchers are not transferable and may not be exchanged for cash.

Nonpayment

Without prejudice to any other rights or remedy a Centre may have if they fail to pay Qualsafe Awards on the due date, we may:

- Charge interest on any overdue amounts at the rate of 8% per annum above the base rate of the Bank of England as applying from time to time to run from the due date for payment until receipt by Qualsafe Awards of the full amount whether or not after judgment and without prejudice to any other right or remedy of Qualsafe Awards
- Suspend delivery of Centre Services and/or certificates, as applicable
- Revoke the Centre's Approved status, in whole or part, on a temporary or permanent basis

No payment will be deemed received until we have received it in cleared funds.

Suspended or cancelled Centres

If a Centre has their Approved status suspended or cancelled for malpractice or maladministration, or other noncompliance with the Centre *Terms and Conditions and Centre Agreement*, their account may be locked to prevent them requesting further goods or services. In this case, no refund will be provided for any unused vouchers.

Notes:

- Centres must retain copies of all documentation until the debt has been cleared.
- If a user experiences unforeseen financial difficulty, their case may be referred to the Chair of the Board of Directors for consideration of an exception schedule of payments.

Further information about malpractice and maladministration is in our *Malpractice and Maladministration Policy*.

Qualsafe Awards

Policy review arrangements

QA will review this policy on an ongoing basis as part of our continuous improvement activities and revise it as and when necessary.

In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with sanctions remain effective.

Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0845 644 3305

Email: info@qualsafeawards.org



Anita Goodfellow
Chief Executive
1 August 2017

Regulatory references: Ofqual General Conditions of Recognition: A8, B1, F3

QA documents referenced:

QA Centre Handbook

QA Fees and Charges

QA Terms and Conditions and Centre Agreement

QA Malpractice and Maladministration Policy