



# Invoicing Policy

## Introduction

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

Payment is due 30 days from the date of invoice, unless otherwise stated. Please note that these payment terms apply to all purchases regardless of the registration's status at the due date. A statement of your account will be sent twice per month via email.

Payment may be made by bank transfer. Please quote your Customer Code as the reference and send any remittance advice to [accounts@qualsafe.com](mailto:accounts@qualsafe.com).

Bank Name: Qualsafe Limited

Sort Code: 56-00-36

Account Number: 28538269

Payment may also be made by credit or debit card, either via your online account or by calling our Finance Team on 0330 660 0899, option 4.

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

## Fees and Charges

Our *Fees and Charges List* is available for download on our website: [www.qualsafeawards.org](http://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*. This invoice can also be sent to 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 products or services 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.

## Cancellations and Refunds

Requests to cancel learner registrations must be made within 6 months of the date of purchase. A credit note will be raised in respect of cancelled registrations to be used against other transactions on your account.

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 the outcome of the application process.

## 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:

- Contact the Centre by telephone, e-mail or post to discuss non-payment of invoices
- Place the Centre's account on hold to prevent further orders of goods and services being placed until payment is received
- 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 placed on hold to prevent them requesting further products 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 invoicing arrangements remain effective.

## Contact us

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

Tel: 0330 660 0899\* / 01274 381414

Calls may be recorded for training and quality purposes.

\*Costs to call this number will vary depending on your phone company's access charge.

Email: [info@qualsafeawards.org](mailto:info@qualsafeawards.org)



Anita Goodfellow  
**Chief Executive Officer**  
19 November 2021

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

*QA Fees and Charges*  
*QA Centre Terms and Conditions and Centre Agreement*  
*QA Malpractice and Maladministration Policy*