

## FEES AND INVOICING POLICY

### Introduction

This document is intended for our Centres and sets out our invoicing arrangements.

A list of fees, detailing prices for our services and associated costs, will be issued to Centres on an annual basis and to potential customer upon request.

Our aim is to have a pricing structure and associated invoice arrangements that are:

- Fair and appropriate and provide value for money for Centres.
- Clear and transparent, with no hidden costs or details.
- Reasonably accessible (publication on the website or request via email)

*(Ofqual (2023) Handbook: General Conditions of Recognition. Condition F1 & J1.7)*

### Review arrangements

We'll review this document and its associated procedures annually as part of our self-evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

If you would like to feedback any views, or have a query in relation to any aspect of our fees or invoicing arrangements please contact us via the details provided at the end of this document.

### Invoicing approach

CQ will invoice your Centre within one week of confirming your order unless alternative arrangements have been agreed. The invoice will be sent to your Accounts Department unless you inform us otherwise (if you would like to change who we send the invoices to please contact us via the details provided at the end of this policy).

Each invoice will contain details:

- Of the product/service being provided
- The payment method and where required our bank account details
- Of the VAT amount (unless you have informed us that you are VAT exempt)
- Of our payment terms

Upon receipt of the invoice, payment should be received by us within 30 days of the invoice date. On receipt of payment we will update our records to show full payment has been received and ensure the invoice is appropriately filed.

Failure to pay due invoices may result in services and/or products being phased out and/or withdrawn from your Centres.

Naturally, if you have any queries about any aspect of an invoice please contact us on the details below.

### **Records**

In accordance with HMRC guidelines we will keep records of all invoices issued and received should your Centre or other relevant parties (such as the regulators) can be provided with an auditable trail of transactions if necessary.

### **Contact us**

If you have any queries about the contents of the policy, please contact our Admin and Support Team on 01359 245316 or email them at [enquiries@cqual.org](mailto:enquiries@cqual.org) or in writing to Central Qualifications, Elmtree Business Park, Elmswell, Bury St Edmunds, Suffolk, IP30 9HR