

Invoicing Policy

Purpose

This document sets out our policy for invoicing for all accreditation and associated services offered by Open Awards as an Awarding Organisation licensed by Ofqual and as an Access Validating Agency licensed by QAA.

Pricing Information

Charges are published annually for the operating year 1st August to 31st July. Our pricing information is available on our website www.openawards.org.uk. A copy is also sent to all recognised centres annually, or available on request from Open Awards.

Open Awards aims to give sufficient notice of changes to fees by publishing them by 1st May each year.

Invoices

Open Awards will create a customer account for every recognised centre. All invoices will be emailed to the email address specified on the Centre Recognition Application Form, or an alternative which has been confirmed in writing. All invoices will contain the following information:

- Open Awards company name and address
- Customer name and address
- Contact details
- Invoice date
- Invoice number
- Purchase Order number (if provided)
- Customer account number
- Description of charges - with a more detailed report attached where necessary
- Invoice amount
- Payment terms
- Bank details for payment
- Company number
- Charity number
- Website address for pricing information

The provision of our services is vat exempt.

Issue of Invoices

Open Awards will invoice promptly for all services, as set out below. Please refer to our current pricing information for full details of charges.

New Centre Recognition

New centres will be invoiced a centre recognition fee, following a meeting with their Business Development Consultant, within one week of submission of their completed application form.

Annual Fee

Recognised centres will be invoiced in August for the period 1st August to 31st July, in line with published charges. New centres will be invoiced a pro-rata fee in the first year, from the date of recognition to 31st July.

Development and Quality Assurance Charges

Where additional development or quality support activities occur to those covered by the annual fee they will be charged within one month of the activity occurring.

Qualification Development & Consultancy

Prices for developing a qualification or other consultancy requirements are published in our pricing document but will be agreed in writing (email) prior to invoicing.

Unit Development and Review

An invoice will be issued within one month of receipt of the completed unit approval form or following an amendment to a unit. A full review of units is undertaken 5 years from approval of the unit when centres will be notified and asked to confirm prior to invoicing.

Learner Registration Fees – Qualifications & Quality Endorsed Courses

Learner registration fees will be invoiced monthly based on learners entered on our database during the calendar month. Open Awards will issue the invoice the month following registration.

A summary report will be attached to the invoice providing detail of each course or qualification, number of learners registered, cost per learner, and overall charge.

The learner registration fee incorporates the cost of certification. No additional charges for a course will apply unless timescales for registering or awarding are not adhered to, or amendments are required. Registrations are chargeable once uploaded by the centre to the secure portal. It is therefore important to ensure all information is accurate as amendments or removal of duplicates will incur an administration charge. Refunds are not given for withdrawn learners i.e. learners not completing the course.

Learner Registration Fees - Access to Higher Education

Learners must be registered on Access to HE Diplomas within twelve weeks of the start date of the course or before a formal UCAS application is made. An invoice will be issued after six weeks from the start date of the course to allow for the six week withdrawal period.

Late Registration Fees and Late or Non-return of RAC

Late charges are in force to encourage prompt and timely registration and certification in order to safeguard the interest of the learner.

A late registration fee will be issued at the same time as the learner registration fee, if registered outside of timescales. A summary report will be attached to the invoice with the appropriate course details and breakdown of charges incurred.

A separate invoice will be raised for Late or Non-return of the Recommendation for Award of Credit (RAC) following the end of the three month return period.

Replacement Certificate Fee

Replacement certificates are issued on a valid request from the centre by completing the appropriate form, available from the website. An invoice will be issued within one month of the replacement certificate/s being issued. The invoice will list the learner name and the name of the person requesting the re-issue.

Learners requesting certificates directly will be asked for payment in advance of issuing the replacement.

Administration Charge

Changes to course runs or award of credit after submission may incur an administration fee. These will be invoiced following the amendment or added to the appropriate registration invoice.

Training & Standardisation Events

Recognised centres are entitled to free training places each year as part of their annual fee. Additional places, late cancellations and non-attendance are chargeable and will be invoiced after the event.

Purchase Orders

Purchase order numbers will be quoted on invoices where provided. If a centre requires a purchase order number to be quoted on the invoice it should be entered on the learner registration form so that it will generate automatically within the summary report. Purchase orders for services other than learner registrations can be emailed to finance@openawards.org.uk

Payment Terms

All invoices are payable within 30 days of the invoice date. All payments will be allocated promptly to the centres account and before statements are issued.

Payment details

Payment can be made by:

Bacs or online bank transfer: Sort Code 01-01-97 Account No. 21078025

Cheque payable to: 'Open Awards'

Credit or debit card

Disputes

Queries relating to invoices should be raised with Open Awards Finance Department within 20 working days of receipt of invoice.

Email: finance@openawards.org.uk

Credit Control

Open Awards will issue monthly statements to centres and follow additional procedures to chase up any outstanding monies. Copy invoices can be emailed on request.

Late Payments

It is both Open Awards and the centre's responsibility to safeguard the interests of their learners, as laid out in the terms and conditions of the Centre Agreement document.

Open Awards reserve the right to put services on hold or ultimately cease working with any centre which fails to meet the payment terms, or is deemed a risk to the business, in accordance with our Sanctions Policy.

Retention of Invoices and Data Protection

Open Awards will retain invoices and supporting documentation for six years from the end of the financial period. Open Awards will comply with requirements of Data Protection legislation in relation to all personal or sensitive data supplied by you. The data collected from customers will only be used for the purpose for which it has been collected and will not be disclosed to any unauthorised person or body. Personal data will be processed in accordance with the Open Awards registration under the Data Protection Act. Open Awards will not disclose information if to do so would breach a duty of confidentiality or any other legal duty.

Regulatory Requirements

The Invoicing Policy is designed to fulfil the requirements of our regulators. In particular:

Ofqual General Conditions of Recognition:

- F1 Information on fees and features of a qualification
- F3 Invoicing