



Invoicing Policy

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1. Purpose

This document sets out our policy for invoicing for services offered by Open Awards as an Awarding Organisation including those regulated by Ofqual, Qualification Wales, as an Access Validating Agency licensed by QAA and for End-point assessment (EPA). Please also refer to our EPA Pricing Policy for additional information relating to apprenticeship End-point assessments.

2. Pricing Information

Charges are published annually for the operating year 1st August to 31st July. Pricing information is available on our website www.openawards.org.uk as noted on our invoice templates. Open Awards aims to give sufficient notice of changes to fees by publishing them by 1st May each year, or as soon thereafter as possible.

3. Invoices

Open Awards will create a customer account for every approved provider. All invoices will be emailed to the finance contact email address specified on the Provider Approval 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

4. Issue of Invoices

Open Awards will invoice promptly for all services, as set out below.

4.1 New Provider Approval

New providers will be invoiced a provider approval fee, following a meeting/remote consultation with their Business Development Manager, normally within one week of submission of their completed application form.

4.2 Annual Approval Fee

Approved providers will be invoiced in August for the period 1st August to 31st July, in line with published charges. New providers will be invoiced a pro-rata fee in the first year, from the date of recognition to 31st July. The number of learner registrations in the previous academic year determines the annual fee band. An annual fee is not chargeable to providers approved for Badge of Excellence or EPA only.

4.3 Quality Assurance Charges

Where additional chargeable quality support activities are required the quality assurance contact at the provider will be notified of the charge and the provider invoiced within one month of the activity occurring. Please refer to the Pricing Information leaflet for the associated charge.

4.4 Qualification Development & Consultancy

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

4.5 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 takes place five years from initial approval. Centres will be informed and asked to confirm prior to invoicing. If an early review is requested within the five year window, this will be chargeable on application.

4.6 Learner Registration Fees – Qualifications & Quality Endorsed Courses

Learner registration fees will be invoiced monthly based on learners submitted through the Open Awards secure portal onto our database during the calendar month. Open Awards will issue the invoice the month following registration.

A summary report will be attached with 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 published timescales for registering or awarding are not adhered to, amendments are required, or additional credits are achieved. Registrations are chargeable once uploaded by the provider 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.

4.7 Remote Invigilation

Where Open Awards is requested to carry out remote invigilation of Functional Skills online assessments an invoice will be raised the month following the scheduled assessment date.

4.8 Functional Skills Re-sits and Paper-based Supplement

Learners scheduled in the Xams assessment platform for a re-sit or a paper-based assessment will be invoiced the month following the assessment date.

4.9 Excess Credits Awarded

Additional credits awarded above the qualification credit value or the intended credit value of the course will be charged the month following awards entered on Open Awards database.

4.10 Learner Registration Fees - Access to Higher Education

Learners must be registered on Access to HE Diplomas within six weeks of their start date on the course or before a formal UCAS application is made.

4.11 Late Registration Fees

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 published timescales. A summary report will be attached to the invoice with the appropriate course details and breakdown of charges incurred.

4.12 Late Submission of Results

Learners will automatically be marked withdrawn and the course run closed if results have not been submitted within three months of the course end date. Learners may be re-instated following quality assurance approval, upon which a £25 administration charge per learner will apply.

4.13 Badge of Excellence Provision

New providers approved to offer Badge of Excellence only provision will be invoiced for recognition following a meeting/remote consultation with their Business Development Manager, normally within one week of submission of their completed application form. The two-year programme approval fee is chargeable on initial application and every two years on review. A certification fee is chargeable the month following registration of learners to the programme.

4.14 Replacement Certificate Fee

Replacement certificates are issued on a valid request from the provider by completing the appropriate form, available from Open Awards secure portal. 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.

4.15 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.

4.16 Enquiries and Appeals

Please refer to the appropriate policy for full details of the process. Charges for enquiries and appeals are outlined in our pricing document. An invoice will be raised on submission and review of the initial application. If the enquiry or appeal is upheld the provider will be issued a credit note or refunded.

5. Training & Standardisation Events

Recognised providers are entitled to unlimited attendance at online quality and compliance training activities as part of their annual fee. Bespoke training can be arranged with a provider and priced on request. Various online courses and associated prices are available directly through our website.

6. Apprenticeship End-point Assessment (EPA)

5% of the total EPA fee is charged when an apprentice is registered, with the further 95% charged at Gateway. Please refer to the EPA Pricing Policy for further information. Prices for each apprenticeship standard are included in the Pricing Information leaflet and on the website.

7. Purchase Orders

Purchase order numbers will be quoted on invoices where provided. If a provider requires an order number to be quoted on their invoice it should be entered when registering learners in the appropriate field so that it will generate automatically within the invoice summary report. Purchase orders for services other than learner registrations must be emailed to finance@openawards.org.uk

8. 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.

9. Payment details

All payment details are contained within the invoice template. Open Awards preferred payment method is Bacs or online bank transfer. Payment by debit/credit card and cheque are also accepted.

10. 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

11. Credit Control and Late Payments

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

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It is both Open Awards and the provider's responsibility to safeguard the interests of their learners, as laid out in the terms and conditions of the Provider Agreement document. Open Awards reserve the right to put services on hold, such as preventing further registrations or ultimately cease working with any provider who fails to meet the payment terms, or is deemed a risk to the business, in accordance with our Sanctions Policy.

12. 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. 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 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.

13. Regulatory Requirements

This 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

Version	Date	Change(s) made	Section(s)	Publication source(s)
V1.8	June 2023	New Centre Recognition amended to New Provider Approval EPA included	4.1 4.2	Website, Portal.
V1.7	May 2022	Annual review – Qualification Wales referenced. Centre agreement changed to Provider Agreement.	All 1	Website, Portal.
V1.6	April 2021	Reference to centres changed to providers. Reference to separate EPA Pricing Policy Additional Development charges removed and Quality Assurance Support amended. Late or non-return of RAC removed and replaced with Late Submission of Results. Remote Invigilation added. Functional Skills Re-sits and Paper-based Supplement added.	11 6 4.3 4.12 4.7 4.8	

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