

# Invoicing Policy

## 1. Scope

1.01 This policy sets out University Of Applied Research & Development's approach to invoicing and associated matters for all customers of University Of Applied Research & Development, either in respect of action on behalf of Awarding Body services or in relation to End Point Assessment services.

1.02 The intended audience for this document is:

- a) University Of Applied Research & Development Directors and Board of Trustees.
- b) University Of Applied Research & Development core, sub-contracted and associate staff, including EQAs.
- c) All staff in University Of Applied Research & Development recognised and partner Sites.
- d) All individuals receiving products or services from University Of Applied Research & Development.
- e) Qualification Regulators.

## 2. Purpose

2.01 The purpose of this document is to:

- a) Provide University Of Applied Research & Development's policy on the issuing of invoices.
- b) Outline the different fee types customers may receive from University Of Applied Research & Development.
- c) Provide University Of Applied Research & Development's policy regarding payment terms and credit control.

## 3. Fees and Pricing

3.01 University Of Applied Research & Development's fees and pricing are published annually for the academic year. The fees and pricing are issued before the beginning of the new academic year and are available on the University Of Applied Research & Development website. Individual qualification prices are available upon request.

3.02 University Of Applied Research & Development has the following categories of fees are paid prior to enrolment

### **Qualification, Unit, Intended Credit Value and External Assessment Resit Fees**

3.03 University Of Applied Research & Development charge a combined registration and certification fee. The fee is charged at the point of registration.

3.04 For all new registrations, an order confirmation is generated on the University Of Applied Research & Development registration and award system at the point that the candidate registration is made. During the registration process, the Site can enter a purchase order number which will appear on the invoice.

3.05 Fees associated with external assessment resits will be issued in line with the standard invoicing procedure.

3.06 A consolidated invoice will normally be issued electronically to the Site weekly. This will contain a breakdown of all transactions raised in the week, including the registration date, the product and its cost, the quoted purchase order number and the number of registrations.

### **Replacement Certificate Fees**

3.07 Fees relating to replacement of certificates are invoiced at the time of certificate production.

### **Annual Site Fees**

3.08 Annual Site fees will be issued to applicable Sites at the start of the academic year.

### **Site Approval Fees**

3.09 Site Approval fees will be issued to applicable Sites once the application for approval has been completed, validation checks on the application have been performed by the University Of Applied Research & Development Quality Assurance Team, an external quality assurance visit has been arranged and the Site has agreed to the applicable charges for approval.

### **Additional External Quality Assurance Monitoring Fees**

3.10 Additional external quality assurance monitoring fees will be issued at the beginning of each month following notification of the monitoring completion by the University Of Applied Research & Development Quality Assurance Team.

### **End Point Assessment Fees**

3.11 End Point Assessment Fees will be issued to each Site when a commercial agreement has been signed between University Of Applied Research & Development and the Site. Following signing this agreement and receipt of a valid PO number, an initial invoice is normally issued based on a % of the total fee for the indicated volumes within the commercial agreement, with the final invoice issued once the assessment bookings are scheduled.

### **Other Services (including e-portfolio services)**

3.12 Other services will be invoiced weekly, in line with the standard invoicing procedure.

## **4. Payment Terms**

4.01 All invoices must be paid in full within 30 calendar days of the date of the invoice, unless specified otherwise.

4.02 Any payments outstanding for 60 calendar days or more may result in the Site being placed on stop, legal action taken, and/or additional charges being invoiced.

4.03 Invoices relating to End Point Assessment must be paid before the assessment takes place.

## 5. Information Included on the Invoice

5.01 As a minimum, all invoices show the invoice date, University Of Applied Research & Development Site number, the transactions making up the invoice and the total amount being invoiced. Invoices comply with VAT regulations and show University Of Applied Research & Development Ltd.'s VAT number.

5.02 All invoices show the contact details for any queries relating to the invoice.

## 6. Payment of Invoices

6.01 Invoices are raised in sterling for settlement in sterling except where agreed otherwise. Invoices show the details of how to pay them, including the numbers and the bank account details into which they should be paid.

## 7. Credit Control

7.01 Sites receive monthly statements detailing outstanding invoices, current ageing and total outstanding. These are issued at the end of each month.

7.02 University Of Applied Research & Development reserves the right to:

- a) Determine a credit limit for a Site as considered appropriate by University Of Applied Research & Development or its constituent parts.
- b) Review credit limits for Sites when deemed necessary.
- c) Credit check the Sites financial stability with a credit reference agency.
- d) Cease trading with a Site in the event that the Site is deemed a financial risk to the business or does not pay its invoices in the expected timescale.

## 8. Retention of Invoices

8.01 Electronic copies of invoices will be retained for at least 6 years from their date of issue.

## 9. Policy Queries

9.01 Queries regarding the contents of this policy should be raised with the University Of Applied Research & Development Finance Team, available on:

**Email:** [accounts@nocn.org.uk](mailto:accounts@nocn.org.uk)

**Telephone:** 0300 999 1177

## 10. Document Revision

10.01 Changes to specific sections of this document from the previous version are listed below:

Section	Details of Change
3.01	Publication of fees updated and clarified.
3.09	Information regarding invoicing of Site Approval fees updated.