

Invoicing Policy and Procedure

OCTOBER 2023

Introduction

Qualifi aims to be transparent in our fees and charges so that our customers are clear about what they are paying for. This document explains more about the way we issue invoices to customers to help promote transparency and fairness.

Audience

The audience for this document is:

- Users of our qualifications and units,
- Qualifi governing body,
- Qualifi appointed officers,
- Consultants working on behalf of Qualifi,
- Qualifications Regulators.

Scope

This document applies to all services offered by us as an awarding organisation unless specifically confirmed in writing with a customer.

Content of Invoices

Qualifi invoices will contain the following details as a minimum:

- Qualifi name, address and registration number,
- VAT number,
- invoice date,
- invoice number,
- itemised breakdown,
- payment terms, usually 14 days from date of invoice unless stated otherwise,
- method of payment,
- name and contact for queries on invoices.

When we invoice overseas businesses/Centres we will comply with the HMRC requirements for the relevant country.

All fees payable will be in GB Pounds (GBP) and will be paid by BACS into the Qualifi account. Details are shown on the Qualifi invoice. There can be no deviation from this process until by prior authorisation, in writing, by Qualifi.

The customer is liable for any bank charges incurred when transferring monies to Qualifi. The payment of all invoices made must be in full. Qualifi will raise a further invoice to the customer for any bank charges that have been deducted at source, during the transfer process. Qualifi require the payer to settle all bank charges imposed by international transfers.

For registration fees, we will include the number of Learners and chargeable period on invoices but will not include the names of registered Learners. The names of Learners will be provided on request to Centres if required to clarify the fees.

Issue of Invoices

For centres, invoices will be issued to the head of the organisation named on the centre approval application unless agreed otherwise with the Centre and Qualifi.

Invoices will be issued within 30 days of the provision of Services by Qualifi.

Exemption from VAT

Value Added Tax (VAT) at the current rate set by HMRC, will be added to all invoices. No centre will be exempt from paying VAT unless they can provide documentary proof that they are an eligible body as follows:

- School; university; sixth form college, tertiary college or further education college or other centrally funded higher or further education institution (defined as such under the Education Acts); or
- The governing body of one of these institutions:
 - Local authority;
 - Government department or executive agency;
 - Non-profit making body that carries out duties of an essentially public nature similar to those carried out by a local authority or government department;
 - Health authority;
 - Non-profit making organisation that meets certain conditions; or
 - Commercial provider of tuition in English as a foreign language (EFL) – in which case special rules will apply.

Late Payment Terms

We reserve the right to levy late payment charges as notified to customers. Enquiries relating to invoices should be made within 20 days of the date of the invoice to help prevent late payment charges.

If payments are not made on time as outlined on the invoice, Qualifi will implement the Sanctions Policy and this may result in the suspension of centre approval status whilst investigations relating to financial viability take place. In some cases, centre approval may be withdrawn as a result of these investigations.

Retention of Invoices

We will retain copies of invoices for six years from the date of issue or otherwise in line with HMRC

requirements <http://www.hmrc.gov.uk/vat/managing/returns-accounts/accounts.htm#4> .

Review

We will review this policy and procedure every three years or more frequently if required, for example in response to User feedback, changes in practice, requirements of the UK Qualifications Regulators (Ofqual) <http://ofqual.gov.uk/how-we-regulate/> or other external agencies or changes in legislation.