



# Invoicing Policy

## **Qualsafe Awards**

City View  
3 Wapping Road  
Bradford BD3 0ED

Tel: 0845 644 3305





## 1. General Scope

This policy covers the invoicing of all provision accredited by Qualsafe Awards as a Regulated Awarding Organisation.

- Invoices will be raised as per section 4 of this document.
- Invoices must be paid within 30 days from the date of the invoice.
- Qualsafe Awards' preferred method of payment is by BACS. However, payments by cheque or debit/credit card will also be accepted. A 2% fee will be incurred for credit card payments.

## 2. Operating Year

Qualsafe Awards operating year runs from 1st April To 31st March.

## 3. Fees and Charges

Qualsafe Awards fees are published on the Qualsafe Awards website [www.qualsafeawards.org](http://www.qualsafeawards.org). In addition a printed copy of the fee list will be made available to new and existing Centres on request.

Please note that all fees and charges quoted in our fees list are exclusive of VAT which will be applied at the appropriate rate at the time of invoicing, unless an exemption applies (see section 5. below).

## 4. Issue of Invoice

The invoice will be sent to the Accounts Contact identified by the Centre on the *Centre Application Form*, or the Main Centre Contact if no separate accounts contact has been nominated.

- Centre Registration Fees

Centres are required to submit payment with their application form to become an Approved Centre of Qualsafe Awards. A 'paid' invoice will then be issued once the application and payment have been processed.

- Qualification Allocation Fees

Centres will automatically be issued with an invoice on request for qualification allocations (i.e. Assessment Papers, etc.).

- Other Fees

Any other fees will be invoiced either at the time of the request for a service or product or as soon as possible thereafter, but within 15 days of the request.

## 5. Content of Invoices

All invoices will show all of the transactions and services being charged for, including the transaction reference to any specific Answer Papers and certificates printed or reprinted. It will also separately show any charges for postage and packing plus VAT at the applicable rate.

## 6. VAT Exemptions

Any customer who is exempt from VAT (e.g. Registered Charities, non-UK customers, etc.) must inform us of this fact and provide documentary evidence supporting this prior to requesting any service or product.



## 7. Refunds

Refunds are provided entirely at the discretion of the Management of Qualsafe Awards. This does not affect a customer's statutory rights.

Please note that Centre Registration fees are non-refundable once the application has been processed, regardless of whether the Centre is approved or not.

Refunds will be made to Centres by way of vouchers to be used against future requests for allocations. Any vouchers which may be provided to customers for products or services are not transferable and may not be exchanged for cash.

## 8. Escalation process for nonpayment

Without prejudice to any other rights or remedy that it may have, if the Centre fails to pay Qualsafe Awards on the due date Qualsafe Awards may:

- (a) charge interest on any amounts overdue at the rate of 8% per annum above the base rate of the Bank of England as applying from time to time to run from the due date for payment until receipt by Qualsafe Awards of the full amount whether or not after judgment and without prejudice to any other right or remedy of Qualsafe Awards; and/or
- (b) suspend delivery of the Accreditation Services and/or Certificates, as applicable; and/or
- (c) revoke the Centre's Accredited status, in whole or in part, on either a temporary or permanent basis.

No payment shall be deemed to have been received until Qualsafe Awards has received the Fees in cleared funds.

## 9. Suspended or Cancelled Centres

If a Centre has their approved status suspended or cancelled for malpractice or maladministration, or other non-compliance with the terms and conditions of accreditation, their account may be locked to prevent them from requesting any further goods or services. In all such cases, no refund will be provided for any unused vouchers.

### Notes

- i) Copies of all documentation must be retained on file until the debt has been cleared.
- ii) If a user experiences unforeseen financial difficulty, their case may be referred to the Chair of the Board of Directors for consideration of an exception schedule of payments.

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