

Invoicing and Fees Policy

1. Introduction

This Policy covers Gatehouse Awards' approach to the application of fees, invoicing and payment terms for Centres, Agents, Representatives and any other customers in respect of the accreditation service it offers. This includes all approval fees, qualification development fees, candidate registration fees and all related administration fees and charges applied as appropriate, including replacement certificate issues, additional visits, supply of endorsed resources and any fees incurred during investigations into potential or actual malpractice/maladministration.

This Policy is the responsibility of the Finance Manager of Gatehouse Awards in the first instance, and has been agreed by the Governing Body of Gatehouse Awards.

2. Publication of Fees

Gatehouse Awards will ensure that details of its standard fees are made available upon request and fees may be published on its website at www.gatehouseawards.org where applicable. Price lists may not be exhaustive as it may not list non-standard fees.

3. Invoicing

Invoices for Centre Approval will be raised upon GA receiving a request for Centre Approval. Re-approval fees will be invoiced annually. Invoices for Candidate registrations and any other fees incurred will be raised within 3 working days of the batch of registrations being made.

For International Centres, Representatives and Agents invoicing arrangements may differ according to the Territory the international customer operates in. These arrangements may be made on a case by case basis.

Invoices for Candidate registrations will be issued to Centres along with documentation which will detail what is being charged. This information will usually consist of:

- Candidate Name(s)
- Batch Number(s)
- Registration Date(s)
- Qualification Title(s)
- Price per item

4. Other Fees

There are instances where separate invoices will be raised for Centres including, but not limited to:

- Qualification Approval
- External Quality Assurance visits

- Replacement Certificates
- Support visits requested by Centres
- Purchasing of endorsed materials
- Malpractice and/or maladministration investigation charges
- Observations/visits required as a result of a sanction
- Appeals fees
- General administration fees

5. Payment Terms

Payment terms are within 7 days from date of invoice – unless otherwise stated on the invoice.

Payment should be made by bank transfer and in GBP, unless otherwise stated on the invoice.

6. Penalties for Non-Payment

Once an invoice becomes outstanding unless good and sufficient reason is given for non-payment of invoices by the due date, late payment interest at the rate of 8% plus current bank rate, as per the Late Payment of Commercial Debts (Interest) Act 1998, will be charged.

Centres may have restricted access to the Candidate registration system and services may be suspended.

7. Cancellations and Refunds

Gatehouse Awards operates the following cancellation, refund and transfer policy:

- Centre Approval fees, re-approval fees and any applicable qualification approval fees are non-refundable
- Candidates may be withdrawn from registration at any time free of charge. Please note that the original registration fees are not refunded
- All Gatehouse Awards Candidate registrations are non-transferable
- Requests for refunds or cancellations where registrations or bookings have been made in error, where the error is on the part of the Centre, will be considered by the Finance Manager on a case by case basis. An administration fee of £20 may be applied
- Requests for cancellation of a support visit must be made at least 10 days prior to the scheduled visit date. Any requests for cancellation of support visits not submitted within the timescale will incur full cost.
- Requests for cancellation of an External Quality Assurance visit must be made at least 10 days prior to the scheduled visit date. Cancellation of EQA visits not notified within the timescale may be subject to full or partial charge, at the Finance Manager's discretion.

- Appeals fees are refundable only in instances where the appeal is upheld.
- Any endorsed materials purchased through Gatehouse Awards are not refundable except where the materials are proven to be faulty or damaged.
- Malpractice and/or maladministration investigation charges, including charges relating to observations/visits required as a result of a sanction are non-refundable.
- Any other refunds, cancellations or transfers will be made at the discretion of the Finance Manager.

8. Design and Content of Invoices

All invoices clearly state the nature of the document with the title 'Invoice'. They also include the following information:

- A unique identification number
- Name, address and contact information of Gatehouse Awards
- The full company name of Gatehouse Awards as it appears on the certificate of incorporation
- The company name and address of the Centre (or customer) being invoiced
- A clear description of what is being charged for
- The date of the invoice
- The amount(s) being charged
- VAT amount (if applicable) and the VAT number
- The total amount owed
- Details of how to pay (bank account details/cheque to be made out to)
- Terms – when payment is due

All Invoices are raised by Gatehouse Awards' Finance Manager and records are maintained centrally using the Ark and Sage accounting system.

9. Policy Review

All policies and procedures will be reviewed by Gatehouse Awards at least annually. They will also be reviewed and amended as and when required to take account of:

- Amendments or additions to regulations, or the interpretation of regulations, being released by a relevant Regulator or Government body
- New legislation or directives being brought in by a local, national or international Government body
- The publication of adverse effects affecting another Awarding Organisation which, when reviewed, are found to have a possible effect on Gatehouse Awards
- Changes within Gatehouse Awards itself which may affect the information contained herein