

## Invoicing Policy

### 1. Introduction

Gatehouse Awards Ltd ('GA') operates an Invoicing and Fees Policy to ensure transparent, consistent billing that protects both the business and its clients.

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

This policy is the responsibility of GA's Finance Manager in the first instance, and has been agreed by GA's Governance Committee.

### 2. Publication of Fees

GA 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](http://www.gatehouseawards.org) where applicable.

Price lists may not be exhaustive as it may not list non-standard fees. Fees for products and services provided to international customers may vary depending on the country in which the products and services are delivered.

### 3. Invoicing

Invoices for Centre Approval will be raised upon GA receiving an application for Centre Approval. Re-approval fees will be invoiced annually. Invoices for learner registrations and any other fees incurred will be raised within 3 working days of the registration(s) 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.

All invoices will indicate the fee being charged, the product or service the fee relates to, and any applicable taxes or charges which may apply. Where applicable, VAT will be charged at the prevailing rate and GA's VAT registration number will appear on all invoices.

Fees quoted in the GA Product Catalogue and Fees List are exclusive of VAT.

### 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
- Amendments to learner details
- 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
- Late registration fees
- Expedited or priority processing requests
- Bulk purchasing
- 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. Any currency conversion charges or bank transfer fees incurred are the responsibility of the Centre.

Note that GA does not accept debit or credit card payments.

## **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 learner registration system and services may be suspended. Consistent late payment or non-payment may be considered a type of maladministration or malpractice.

Where invoices remain unpaid following the application of late payment interest, GA reserves the right to pursue outstanding debt through a debt recovery agency or legal action. Any associated costs incurred in recovering the debt may be passed on to the Centre.

## **7. Bulk Purchases and Pre-Payments**

Bulk purchasing options are available for centres registering large numbers of learners. These are offered at a discounted rate, providing cost-effective solutions for larger-scale registrations.

Centres opting for bulk purchases must strictly adhere to GA's terms and conditions throughout the validity period. Centres must maintain full centre approval and qualification approval to deliver the qualification to learners.

Bulk purchases and pre-orders are valid for one year from the date of order, unless otherwise specified. If a centre loses its approval status or qualification approval during the period specified, the bulk payment is non-refundable.

## **8. Cancellations and Refunds**

GA operates the following cancellation, refund and transfer policy:

- Centre Approval fees, re-approval fees and any applicable qualification approval fees are non-refundable
- Learners may be withdrawn from registration at any time free of charge. Please note that the original registration fees are not refunded
- All GA learner 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 may be applied.
- Requests for cancellation of a scheduled visit (whether scheduled to be an in-person visit or remote visit, for example for EQA Reviews, Moderation/Verification or support visits) must be made at least 10 days prior to the scheduled visit date. Any requests for cancellation not submitted within the timescale will incur full cost.
- Appeals fees are refundable only in instances where the appeal is upheld.
- Any endorsed materials purchased through GA 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.

## **9. Design and Content of Invoices**

GA uses a standard template for invoices.

All invoices are raised by GA's Finance Manager and will clearly identify GA and the customer, describe the charges, state the invoice date and payment terms, and include VAT details where applicable.

Invoice records are retained in accordance with GA's data retention policy and applicable legal requirements.

## 10. Invoice Disputes

If a customer believes an invoice has been raised in error or wishes to query a charge, they should contact GA's Finance Manager in writing within 14 days of the invoice date, providing details of the dispute.

GA will acknowledge the query within 3 working days and aim to resolve it within 10 working days. Where a resolution cannot be reached within this timeframe, GA will provide an update and revised timescale.

Undisputed elements of an invoice remain payable within the standard payment terms.

## 11. Policy Review

All policies and procedures will be reviewed by GA 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 GA
- Changes within GA itself which may affect the information contained herein

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Other relevant documents:	GA Terms and Conditions of Business GA Product Catalogue and Fees List GA Centre Handbook GA Malpractice and Maladministration Policy GA Sanctions Policy