

# Invoicing Policy

## 1 Purpose

This policy document outlines the procedures used for the invoicing and all provision accredited by City & Guilds of London Institute.

## 2 Financial Year

Our Financial year runs from September 1<sup>st</sup> to August 31<sup>st</sup>

## 3 Fees & Charges

City & Guilds fees and charges are on the City & Guilds website available to all registered centres via our Walled Garden. New centres will receive the following:

- Login & Password to our product catalogue and prices
- Advisory system visit where required

## 4 New Centre Approval Application Fee

**4.1 Charge for:** the recognition of a new centre who will receive:

- An approval visit by an appointed City & Guilds External Quality Assurer to ensure that all assessments are fair, valid, and consistent and meet the requirements of the qualification.
- City & Guilds centres receive full help, support and guidance from the very start, with a named contact at City & Guilds.

**4.2 Issue of Invoice:** The invoice(s) will be sent to the appointed individual or department identified by the centre on the centre application form.

**4.3 Payment Terms:** Must be paid in full prior to centre recognition status being confirmed in the event of a successful application and within 30 days of the date of the invoice. This fee is not refundable if Centre Recognition is not achieved.

**4.4 Information on the invoice and included with the invoice:**

- The name of the centre
- The name(s) of learners
- The number of learners registered
- The qualification registered
- The fee per learner
- ULN if provided by the centre
- Enrolment number
- The name of the site delivering the course {If notified}
- The course title, qualification number, and fee
- The Centres Purchase Order number if provided

## 5 Late Entry Fees

**5.1 Charge For:** There will be a late registration fee charged for registrations received after the deadlines give below.

### Registration Timelines

- **Electronic entries:** (Dated Examinations including Electronic S Form, Emailed EDI file and Walled Garden Shopping Basket )
- First day of the previous month of the exam to the seventh day: F.O.C
- 8th day of the previous month of the exam to 14 days before exam date: £45 per order plus £10 per Assessment entry.
- Entries will not be accepted within 14 days prior to the exam date.
- **Paper S Forms** (Dated Examinations): First day of the previous month of the exam to the seventh day e.g. from 30 April for the June series: £45 per order plus £10 per assessment.
- Entries will not be accepted within 14 days prior to the exam date.
- **On Demand Examinations:** (paper or electronic BB form, Emailed EDI File, Walled Garden EDI file upload and Walled garden Shopping Basket)
- The fee is £45 per order plus £20 per assessment entry.
- Entries will not be accepted within 14 days prior to the exam date.

### 5.2 Invoicing:

- Late entry fees will now appear on normal entry invoices. Please be aware that there is no longer an upper limit cap of £250 on late fees. Entries will not be accepted within 14 days prior to the exam date.
- The invoice(s) will be sent to the appointed individual or department identified by the centre on the centre application form.
- The invoice must be paid in full within 30 days of the invoice date.

**6 Replacement Certificate Fee:** There will be a fee to replacement a certificate where the original certificates have been lost for a period of six months or greater.

**6.1 Invoicing:** invoice(s) will be sent to the appointed individual or department identified by the centre on the centre application form. Invoices will be sent out upon receiving the centres purchase order. The customer has the choice to opt for the following

- We offer Daily Invoicing
- Weekly Invoicing
- Monthly Invoicing

**6.2 Payment terms:** The invoice must be paid in full within 30 days of the invoice date.

**6.3 Information on the invoice and included with the invoice:** The replacement fee and the name of the candidate it refers to.

## **7 Additional Quality Assurance Fee**

**7.1 Charge for:** where additional Quality Assurance measures are required to ensure centre compliance with terms & conditions. The decision to apply additional Quality Assurance measures will be made by the City & Guilds Quality Team Manager. The invoice will be issued within 10 working days of the notified visit.

## **8 Other Charges**

Other charges for services agreed with City & Guilds will be levied at the discretion of the City & Guilds Chief Executive Officer. These will be agreed in advance with the organisation and will be invoiced within 10 working days of this agreement or where otherwise agreed with the organisation and the invoice will be paid within 30 days of the date of the invoice.