

Fees and Invoicing Policy for Approved Centres

Introduction

This document is intended for Crossfields Institute approved centres and sets out our indicative fees and invoicing arrangements for our qualifications¹.

Our aim is to have a pricing structure and associated invoice arrangements that are:

- Fair and appropriate and provide value for money
- Providing clear and transparent charges, with no hidden costs or details.
- The annual review of all Crossfields Institute fees, with a general increase of not more than inflation (Crossfields Institute reserves the right to change this where necessary) and the publishing of any increase in fees at least 3 months in advance of any increase being implemented.

Review arrangements

We will review this policy and its associated procedures annually as part of our self-evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

If you would like to feedback any views, or have a query in relation to any aspect of our fees or invoicing arrangements please contact us via the details provided at the end of this document.

Awarding Organisation Qualification Fees

For our standard awarding organisation indicative fees see the Awarding Organisation Fees List on the Resources section of the website (www.crossfieldsinstitute.com/resources).

Crossfields Institute is committed to ensuring the fee details are updated every time a new qualification is offered and/or if fees have altered and made available to our centres at the earliest opportunity to help them with their planning arrangements.

Development fees are usually payable for the development of a qualification, these are calculated on an individual basis depending on the project. Qualification development fees must be paid upfront and in the highly unlikely event that that qualification is not accepted by the regulator the Institute will refund 50% of the development fee.

Learner Registration Fees

Learner registration fees include 1 External Quality Assurance visit per qualification per year to a centre, provided at least 5 learners are registered per year. Any extra EQA visits will be charged separately.

Learner registration fees are not transferable, nor are they refundable if a learner fails to complete. Fees are also not refundable if a centre creates a duplicate registration.

¹ This policy does not apply to Crossfields International Higher Education fees. For our policy on student fees charged by Crossfields International, please see the *Crossfields International Student Fees Policy and Agreement*.

All replacement certificate fees are payable in advance.

Logos on Quality Mark certificates

An approved Centre logo on certificates (up to 2 logos per certificate), subject to the approval of Crossfields Institute, can be printed on a certificate for Quality Mark programmes. This service is free of charge, subject to a minimum number of candidate registrations. For further information please speak to the Responsible Officer (alison@crossfieldsinstitute.com).

Postage & Packaging

There is no additional charge for the issue of certificates in the UK. An additional charge will be required for postage outside the UK (at the standard packaging rates at the time of dispatch).

Postage and packaging costs for distributing other materials will be charged (at the standard packaging rates at the time of dispatch based on weight and quantity).

Other Fees

Additional fees including educational events, consultancy fees, programme development fees and conferences may be subject to specific terms and conditions.

Expenses

Extra expenses such as travel, accommodation or food incurred in providing activities such as External Quality Assurance, Centre Approval, implementation training and Quality Support Visits will be invoiced at cost price, petrol will be charged at 40p per mile.

Invoicing approach

Crossfields Institute will invoice your centre within one month of confirming your order unless alternative arrangements have been agreed. The invoice will be sent to your nominated contact unless you inform us otherwise (if you would like to change who we send the invoices to please contact us via the details provided at the end of this policy).

Each invoice will contain details:

- Of the product/service being provided
- The payment method and where required our bank account details
- Of the VAT amount where applicable.
- Of our payment terms

Upon invoice receipt, payment should be received by us by either 28 calendar days after invoice date or by such alternative "payment by" days as are stated on the invoice. On receipt of payment we will update our records to show full payment has been received and will ensure the invoice is appropriately filed.

Invoices will always be issued in £ Sterling (GBP) and must be paid in the same currency regardless of the location of the client or customer.

Late payment or failure to pay

If a centre is likely to be unable to pay an invoice by the due date they must contact the Responsible Officer, Alison Richards, before the due date. Crossfields Institute will consider setting up a payment plan if the circumstances warrant this.

If invoices are not paid and centres have not made contact with the Responsible Officer by the due date interest at 8% of the amount owed plus the Bank of England base rate will be charged, in line with UK government guidance². An example of this is given in the Appendix. In addition, a debt recovery fee will be charged to cover the costs of following up on overdue payments. The fee will be £40 for outstanding invoices up to £999.99, £70 for outstanding invoices for amounts between £1,000 - £9,999.99 and £100 for those above £10,000 in value. Registrations of learners to Crossfields Institute qualifications or programmes will not be confirmed until payment has been received for registration fees, and no services will be provided in relation to those learners. Failure to pay due invoices may result in services and/or products being phased out and/or withdrawn from your centres.

If you have any queries about any aspect of an invoice please contact us using the details below. Queries should be raised within 1 week of issue of invoice. No queries will be accepted after this time, with the exception of any re-billable expenses.

Records

In accordance with HMRC guidelines we will keep records of all invoices issued and received should your centre or other relevant parties (such as the regulators) require them. These can be provided with an auditable trail of transactions if necessary.

Contact Details

Alison Richards, Responsible Officer

If you have any queries about any aspect of our fees or invoice arrangements or the content of this policy, please contact the Finance Team on 01453 808 118 or email alison@crossfieldsinstitute.com

Last Review: September 2019

Next review: September 2020

Reviewed by: Responsible Officer, Alison Richards

² <https://www.gov.uk/late-commercial-payments-interest-debt-recovery>

Appendix – Example of interest and fees charged on an overdue invoice

If Crossfields Institute is owed £1,000 and the Bank of England base rate were 0.5%:

- the annual statutory interest on this would be £85 ($1,000 \times 0.085 = £85$)
- £85 would be divided by 365 to get the daily interest: 23p a day ($85 / 365 = 0.23$)
- after 50 days this would be £11.50 ($50 \times 0.23 = 11.50$)
- If we have had to contact the centre to follow up on overdue payment there would be a debt recovery fee of £40