

Exam Fees, Invoicing and Billing Policy

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Introduction

This Policy sets out CIOL Qualifications' processes in respect of its fees, invoicing and billing including the issue, settlement and retention of invoices. It also sets out all exam fees payable by Candidates and fees payable by Centres and sets out what is required legally in respect of the content of invoices.

Scope

This policy is aimed at internal CIOLQ staff, suppliers and our members and candidates including any other parties involved in other aspects of CIOL Qualifications and/or endorsed learning provision.

Rationale for invoicing and billing

Pricing Policy

It is the policy of CIOL Qualifications to publish and maintain a pricing structure that is:

- annually updated
- clear, fair and transparent
- value for money to users.

How we issue invoices

CIOL Qualifications issues invoices as required against requisitions raised. Invoices are normally issued for the full amount unless otherwise specified. Invoices are raised in response to registrations from centres and customers and all service requests.

Individual registrations require electronic payment which is logged and recorded by our finance department on a weekly basis. Check points are flagged to ensure that invoices are raised for all chargeable work.

Understanding our invoices

Invoices are issued to the customer point of contact defined on the invoice requisition or detailed in contractual documentation. All invoices comply with the CIOL Qualifications template and include the organisation's details, the name and address of the customer, date of issue, the invoice total with breakdown where relevant and our payment terms, PO number (where required) or reference and detail of the service(s) delivered.

Fees and charges are set annually or agreed within the terms and conditions of contracted services.

Making fee information available

All fee information must be easily accessible by any potential purchaser without that person having to request it from the awarding organisation and is aimed at transparency, clarity and comparability of prices.

CIOL Qualifications will ensure that the information which it publishes is:

- kept up to date
- clear to a potential purchaser, and
- easily accessible to any potential purchaser without that person having to request it from, or provide any information to, the awarding organisation.

Publication of fees

In respect of each of our qualifications that we make available for purchase, the table at Appendix A details how we publish the following categories of information for potential purchasers.

Credit control

The Director of Finance is responsible for ensuring that invoices are raised promptly in respect of income due to the company. Our invoices follow HMRC requirements and include the following information:

- a unique identification number
- company name, address and contact information
- the company name and address of the customer
- a clear description of what is being charged for
- the date the goods or service were provided (supply date)
- the date of the invoice
- the amount(s) being charged
- VAT amount if applicable
- the total amount due.

Invoices are issued stating that our terms of business are 30 days from the date of the invoice.

Action is taken to collect overdue debts in accordance with the company's procedures for debt recovery. If payment has not been made after 30 days of the invoice date, contact is made by the Accounts Officer to the Customer's Finance Contact. If necessary, a copy invoice is issued and a follow up telephone call is made to the customer in the coming weeks. If payment has not been made after 90 days the Accounts Officer makes contact with the Head of the Organisation to seek an alternative point of contact or advice for further chasing.

Non-payment of invoices

If any amount remains unpaid after the payment date, CIOL may apply sanctions.

This may include:

- suspension of certification
- refusal to register learners
- refusal to provide any further services
- other financial sanctions.

Methods of Payment

- Via Worldpay Pay by Link
- Online shop by Credit/Debit card
- Bank Transfer

Credit notes

We do not offer refunds, however in certain circumstances we may offer a credit note in extenuating circumstances.

Extenuating circumstances

If a candidate is unable to sit an exam due to personal ill health, they may apply to be considered for the issue of a credit note to the value of 50% of the exam fee received.

This does not include the CIOLQ Virtual Centre fee.

The candidate's credit note is valid for the next available exam session only and has no alternative cash value.

Applying for a credit note

To apply for a credit note, submit a current medical certificate from your doctor to qualifications@ciol.org.uk, no later than two weeks after the exam date.

In the absence of any such proof, candidates are liable to forfeit the full exam fee paid.

Any difference arising due to increased fees at the next exam session is payable by the candidate.

Invoice retention

Our retention policy is based on legal requirement, currently to retain all invoices and other financial documentation for six full years plus the year in progress.

Policy updating and reviewing

All policies relating to CIOLQ will be updated on an 18-month cycle or sooner as required.

Policy version and owner

Policy review date	April 2023
Policy owner	Responsible Officer

Regulatory references

Ofqual General Conditions of Recognition
Condition F1: Information on fees and features of a qualification
Condition F2: Packaging qualifications with other products or services
Condition F3: Invoicing
Qualifications Wales
Condition F1: Information on fees and features of a qualification
Condition F2: Packaging qualifications with other products or services
Condition F3: Invoicing

Appendix 1 Types of fees

Fee type	Explanation
<p>a) Standard Qualification Fee</p>	<p>Mandator fees for a single learner, from registration to certification</p> <p>This does include:</p> <ul style="list-style-type: none"> • Learner registration • All examinations and marking • Issue of certificate <p>It does not include:</p> <ul style="list-style-type: none"> • Membership of a professional body • Prior learning fees • Retakes or re-marks • Exam Centre fees
<p>b) Package Fee</p>	<p>Fee for additional products and services that may be purchased with the qualification but not at the same time as the qualification.</p> <p>Example</p> <p>Standard Qualification Fee + Package (Membership) Fee</p>
<p>c) Associated Learner Fees</p>	<p>Optional fees directly related to delivery and award to individual learners</p>
<p>d) Mandatory Centre Fees</p>	<p>These are obligatory centre-level fees necessary for CIOLQ approved Centres to undertake delivery of our qualifications.</p> <p>It would include:</p> <ul style="list-style-type: none"> • Centre Registration • Annual Centre Fees • Fees for Quality Visits (e.g. Exam quality monitoring).

Appendix 2 – CIOLQ fees tables

Standard Qualification Fees

Candidates entering for Level 6 and 7 exams are required to register for CIOL membership at the grade of IoLET Affiliate – full details of this grade of membership and how to join are [here](#).

The standard qualification fees as detailed below are for those candidates who are already CIOL members and have paid the IoLET Affiliate fee, or higher grade of membership.

Qualification	CIOL Qualifications Level 7 Diploma in Translation
Unit 01	£415
Unit 02	£308
Unit 03	£308
All 3 units	£616*

Qualification	CIOL Qualifications Level 6 Diploma in Public Service Interpreting
Unit 01	£227
Unit 02	£186
Unit 03	£186
Unit 04	£186
Unit 05	£186
All 5 units	£680*

Qualification	CIOL Qualifications Level 6 Diploma in Police Interpreting
Unit 01	£227
Unit 02	£186
Unit 03	£186
Unit 04	£247
Unit 05	£186
All 5 units	£635*

The standard qualification fees as detailed below are for those candidates who are not required to become IoLET Affiliate members.

Qualification	CIOL Qualifications Level 3 Certificate in Bilingual Skills – Police
Unit 01	£157
Unit 02	£100
Unit 03	£100
All 3 units	£355*

Qualification	CIOL Qualifications Level 2 Certificate in Languages for Business
Exam fee	£94

Package Fees (Standard Qualification Fees plus IoLET Affiliate Fee)

The packaged qualification fees as detailed below include a CIOL membership fee of £25 for the IoLET Affiliate grade required to take the Level 6 and 7 qualifications. Please note the £25 fee is an annual charge and allows candidates to sit one or more units within the year of membership.

Qualification	CIOL Qualifications Level 7 Diploma in Translation
Unit 01	£415 + £26 (IoLET Affiliate fee)
Unit 02	£308 + £26 (IoLET Affiliate fee)
Unit 03	£308 + £26 (IoLET Affiliate fee)
All 3 units	£616 + £26 (IoLET Affiliate fee)*

Qualification	CIOL Qualifications Level 6 Diploma in Public Service Interpreting
Unit 01	£227 + £26 (IoLET Affiliate fee)
Unit 02	£186 + £26 (IoLET Affiliate fee)
Unit 03	£186 + £26 (IoLET Affiliate fee)
Unit 04	£186 + £26 (IoLET Affiliate fee)
Unit 05	£186 + £26 (IoLET Affiliate fee)
All 5 units	£680 + £26 (IoLET Affiliate fee)

Qualification	CIOL Qualifications Level 6 Diploma in Police Interpreting
Unit 01	£227 + £26 (IoLET Affiliate fee)
Unit 02	£186 + £26 (IoLET Affiliate fee)
Unit 03	£186 + £26 (IoLET Affiliate fee)
Unit 04	£247 + £26 (IoLET Affiliate fee)
Unit 05	£186 + £26 (IoLET Affiliate fee)
All 5 units	£635 + £26 (IoLET Affiliate fee)

Associated Learner Fees (as relevant)

Service	Cost
Exceptional fees (for example: late registration fee, qualification validation requests, duplicate notification requests)	£40
Certificate – paper (per each certificate)**	£47
Replacement certificate – electronic (per each certificate, if available)	£27
Verification of certificate (per each certificate)	£45
Transcript of results	£50
Confirmation letter to third party	£50

For all costs related to Results Enquiries and Appeals, please refer to the Enquiries about Results and Appeals Policy on our website.

Mandatory Centre Fees

Service	Cost
CIOLQ Open Centre (per a unit)***	£55
Virtual Centre Fee (per a unit)***	£55
Centre Registration and Approval (UK)	£350
Centre Registration and Approval (Overseas)	£400
Annual Centre Renewal Fee (UK and Overseas)	£150
Qualification Approval Fee (per each additional qualification)	£150
Fee for additional Quality Visits (e.g. assessment quality monitoring)	£150

Notes:

*Fees are capped. If the total cost of units you are registering for exceeds this amount, this amount is the maximum you will be asked to pay direct to CIOLQ for your units.

**From January 2021 CIOL Qualifications are transitioning to digital certificates for all qualifications. Hard copy certificates will still be available to purchase for those candidates requiring these.

***For those independent candidates registered with the CIOLQ Open Centre or Virtual Centre, Mandatory Centre Fees will apply.