

Invoicing, Fees and Billing Policy

Table of Contents

Introduction	3
Scope	3
Rationale for invoicing and billing	3
Pricing Policy	3
How we issue invoices	3
Understanding our invoices	3
Making fee information available	3
Credit control	4
Non-payment of invoices	5
Methods of Payment	5
Refunds	5
Learner Registrations	5
Invoice retention	6
Policy version and owner	6
Regulatory references	6
Appendix 1 – Fees tables	6
Standard Qualification Fees	6
Package Fees (Standard Qualification Fees plus IoLET Affiliate Fee)	7
Associated Learner Fees (as relevant)	8
Mandatory Centre Fees	8

Introduction

This Policy sets out CIOL Qualifications' processes in respect of its invoicing and billing including the issue, settlement and retention of invoices.

It also 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 as required 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.

In respect of each of our qualifications that we make available for purchase, we publish the following information for potential purchasers. Please see Appendix 1 for full list of fees.

Fee type	Explanation
a) Standard Qualification Fee	<p>This is all mandatory fees for a single learner, from registration to certification, if they pass.</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
b) Package Fee	<p>Fee for additional products and services that must be purchased with the qualification.</p> <p>So it would be:</p> <ul style="list-style-type: none"> • Standard Qualification Fee + Package (Membership) Fee
c) Associated Learner Fees	Optional fees directly related to delivery and award to individual learners
d) Mandatory Centre Fees	<p>These are obligatory centre-level fees necessary 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).

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 phone: Credit or Debit card (except American Express)
- Bank Transfer

Refunds

Learner Registrations

A full refund will be made if a Centre contacts CIOL Qualifications within 5 working days of confirmation of registration where the Centre has:

- registered a learner in error
- registered a learner on an incorrect qualification
- duplicated a registration.

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 version and owner

Policy review date	June 2021
Policy owner	Finance Director and Responsible Officer

Regulatory references

Ofqual General Conditions of Recognition
Condition F3: Invoicing
Qualifications Wales
Condition F3: Invoicing

Appendix 1 – Fees tables

Standard Qualification Fees

The standard qualification fees as detailed below are for those candidates entering for exams who are already members and therefore do not have to pay the additional IoLET Affiliate fees.

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 affiliate members of IoLET.

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)

Qualification	CIOL Qualifications Level 7 Diploma in Translation
Unit 01	£415 + £25 (IoLET Affiliate fee)
Unit 02	£308 + £25 (IoLET Affiliate fee)
Unit 03	£308 + £25 (IoLET Affiliate fee)
All 3 units	£616 + £25 (IoLET Affiliate fee)*

Qualification	CIOL Qualifications Level 6 Diploma in Public Service Interpreting
Unit 01	£227 + £25 (IoLET Affiliate fee)
Unit 02	£186 + £25 (IoLET Affiliate fee)
Unit 03	£186 + £25 (IoLET Affiliate fee)
Unit 04	£186 + £25 (IoLET Affiliate fee)
Unit 05	£186 + £25 (IoLET Affiliate fee)
All 5 units	£680 + £25 (IoLET Affiliate fee)

Qualification	CIOL Qualifications Level 6 Diploma in Police Interpreting
Unit 01	£227 + £25 (IoLET Affiliate fee)
Unit 02	£186 + £25 (IoLET Affiliate fee)
Unit 03	£186 + £25 (IoLET Affiliate fee)
Unit 04	£247 + £25 (IoLET Affiliate fee)
Unit 05	£186 + £25 (IoLET Affiliate fee)
All 5 units	£635 + £25 (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 Results Enquiries and Appeals Policy.

Mandatory Centre Fees

Service	Cost
CIOLQ Open Centre (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.

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