

SFEDI®AWARDS

POLICIES AND PROCEDURES

Invoicing Policy

V2.0

Introduction

This is version two of the Invoicing Policy and replaces all previous versions. This document is subject to regular revision and maintained electronically by its owner. Electronic copies are version controlled. Printed copies are not subject to this control.

Date	Section	Change	Reviewed by
January 2023	All	Reviewed	R Lowbridge

Change history (V1.0)

Section	Change
All	Restructure under standard headings

Scope

This invoicing policy applies to SFEDI Awards approved centres and those organisations applying for centre approval with SFEDI Awards. The Policy sets out to inform our customers and potential customers how we will invoice for our products and services and how we expect those invoices to be settled.

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

- Are fair and appropriate and provide value for money
- Provide a clear and transparent structure, with no hidden costs or details

Definition

SFEDI Awards operates an invoicing policy for the payment of centre approval, centre annual fees, registration, and any miscellaneous fees such as centre support visits, appeals, replacement certificates etc.

All our fees and prices are documented in the SFEDI Awards Fees and Prices document on the SFEDI Awards website and upon request to our Customer Service Team. Fees relating to individual qualifications (such as registration fees) are also available by clicking on the overview of each qualification on the SFEDI Awards website.

All registration invoices are downloadable from the SFEDI Awards Registr8 system; hard copies of

invoices are available on request to finance@sfediawards.com.

Each invoice will contain details of:

- The product/service being provided
- The payment method and our bank account details
- The applicable VAT amount (unless you have informed us that you are VAT exempt)
- Our payment terms
- If you require an internal Purchase Order (PO) number, please ensure you have the necessary systems in place so as not to delay payment of outstanding invoices. Please enter the corresponding PO on the record of each learner registered to ensure it appears on the invoice.

Examples

On the approval of an organisation as a member of the SFEDI Awards centre network, payment must be received within 30 days. If payment has not been received, this may result in SFEDI Awards withdrawing approval and the organisation being required to re-apply to become a centre.

Please note that if your organisation takes the option to split the centre approval fees over a 3-year period then, regardless of either your decision or that of SFEDI Awards or any other party to terminate the approved status within this time frame, the balance will remain payable with immediate effect.

Registration fees are invoiced on an ongoing basis covering the activity completed since the previous invoice was issued and are non-refundable based on registrations received.

Other fees are invoiced prior to activity being completed and monies are to be paid before the activity commences.

Centre Responsibilities

The invoice(s) will be sent to the appointed individual or department identified by the centre during the centre application process. Centres are required to keep SFEDI Awards finance department updated with any change to these arrangements.

Any invoice must be paid in full within 30 days of the invoice date. Customers must consult with us where they feel they may not be able to make a payment.

Process

SFEDI Awards operates under 30 day payment terms. If payment is not received within the 30 day payment period, the following actions are taken:

Payment within 30 day period	No action taken
Payment not received within 30 day period	Reminder letter sent
Payment not received within 45 day period	Reminder letter sent and suspension of both ability to register learners and Direct Claims Status
Payment not received within 60 day period	Suspension of centre approval status. Any further activity will require the organisation to re-apply as a SFEDI Awards centre incurring centre approval costs

Please note that if payment has not been received within the 60 day period, SFEDI Awards reserves the right to take appropriate action to recover any amounts outstanding.

Regulation and Legislation

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

SFEDI Awards will take all reasonable steps to publish any changes to our fees sufficiently far in advance of the cost being applicable, to satisfy a purchaser's reasonable planning requirements.

Review Arrangements

We will review this policy as part of our annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous allegations.

In addition, this policy may be updated considering operational feedback to ensure our arrangements for dealing with Invoicing remain effective.

If you would like to feedback any views, please contact us via the details provided at the end of this policy

Other Related SFEDI Policies and Documents

- Qualification overview documents

Contact Us

If you have any queries about the content of this policy, please contact our customer service department.

SFEDI Awards, 19 Victoria Road, Darlington, County Durham DL1 5SF

customerservices@sfeediawards.com

0845 224 5928

@sfeediawards