



# Fees and Invoicing Policy

# Fees and Invoicing Policy



## Introduction

This document is intended for our Centres and sets out the fees we will charge for our various qualifications and services as well as our invoicing arrangements.

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

- fair and appropriate and provide value for money for Centres.
- providing clear and transparent, with no hidden costs or details.
- the annual review of all Focus Awards fees, with a general increase of not more than inflation (Focus Awards reserves the right to change this where necessary) and the publishing of fees in July each year for implementation on 1st September.

## Review arrangements

We will review this document 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.

## Regulated Qualification Fees

The fees listed below are correct at the date shown at the bottom of this statement and Focus Awards 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.

Details of the qualifications we offer (e.g. their specifications) along with Centre guidance materials that outline some of the processes below (e.g. Centre recognition and external quality assurance visits) can be obtained when you become an approved Centre. Ongoing requests for documentation can be obtained from your EQA, your designated member of the customer support team or be downloaded from the Qualitas system.

Centre Administration Fees	Cost
Centre recognition for new centre	£400
Replacement and duplicate certificates (full and unit)	£25

Registration and Certification Fees	Cost
Level 1 Award	£15
Level 2 Award	£25
Level 3 Award	£30
Level 4 Award	£35

Registration and Certification Fees	Cost
Level 1 Certificate	£20
Level 2 Certificate	£35
Level 3 Certificate	£40
Level 4 Certificate	£50

Registration and Certification Fees	Cost
Level 2 Diploma	£40
Level 3 Diploma	£50
Level 4 Diploma	£60

## Logos on qualification certificates

Approved Centre logo on certificates (up to 2 logos per certificate), subject to the approval of Focus Awards, can be printed on a certificate. This service is free of charge, subject to a minimum number of learner registrations.

## 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 manuals will be charged (at the standard packaging rates at the time of dispatch based on weight and quantity).

## Invoicing approach

Focus Awards will invoice your Centre within one week of confirming your order unless alternative arrangements have been agreed. The invoice will be sent to your accounts department 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 (unless you have informed us that you are VAT exempt)
- of our payment terms

Upon receipt of the invoice, payment should be received by us within 30 days of the invoice date. On receipt of payment we will update our records to show full payment has been received and ensures the invoice is appropriately filed.

Failure to pay due invoices may result in services and/or products being phased out and/or withdrawn from your Centres.

Naturally, if you have any queries about any aspect of an invoice, please contact us on the details below.

## 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) can be provided with an auditable trail of transactions if necessary.

## Contact us

If you've any queries about the contents of the policy, please contact our support team on:

**E:** [info@focusawards.org.uk](mailto:info@focusawards.org.uk)

**T:** +44(0)845 8620068