



**Fees and Invoicing
Policy**

Version History

Original: July 2014

V2: December 2014

V3: September 2016

V4: June 2017

V5: October 2017

V6: December 2018

V7: February 2019

Current: August 2020

Introduction

This document is intended for our Centre 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.
- Clear and transparent, with no hidden costs or details.

Focus Awards will review these fees annually, with a general increase of not more than inflation (Focus Awards reserves the right to change this where necessary). Fees will be published in July each year for implementation on 1st September.

All prices outlined within this policy and our website exclude VAT.

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.

Centre Administration Fees

Centre Approval*	£250
Replacement and Duplicate Certificates (Full and Unit)	£25
EQA Visits** (Including Remote Sampling)	£250

* Centre application fee is non-refundable

**Centres who have signed up on a 12-month price plan receive 2 free EQA visits per year as part of their plan. Additional visits are charged at £250 (ex. VAT) each, plus expenses.

Cancellation of Visits

If for any reason, a Centre Approval or EQA visit cannot take place on the arranged day, you must notify Focus Awards no later than 3 working days prior to the visit. EQA or Centre Approval visits which are cancelled later than this will be charged at the full visit cost, plus any expenses incurred (e.g. travel arrangements).

Regulated Qualification Fees

The fees listed in this document 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 can be obtained when you become an approved centre. Ongoing requests for documentation can be obtained from your EQA, your designated member of the Centre Support Team, or downloaded from the Qualitas system.

Award Registration and Certification Fees		Certificate Registration and Certification Fees		Diploma Registration and Certification Fees	
Level 1 Award	£16	Level 1 Certificate	£21	Level 1 Diploma	£36
Level 2 Award	£26	Level 2 Certificate	£36	Level 2 Diploma	£41
Level 3 Award	£33	Level 3 Certificate	£41	Level 3 Diploma	£52
Level 4 Award	£36	Level 4 Certificate	£52	Level 4 Diploma	£61
Level 5 Award	£52	Level 5 Certificate	£62	Level 5 Diploma	£72

Price Plans

Our pricing plans are subject to a 12-month rolling contract, payable by monthly direct debit. Your contract will automatically renew annually unless cancelled.

To cancel your price plan, you must notify us by month 9 of your annual subscription.

For more details of our pricing plans, including registration numbers and cost, please visit our website at:

www.focusawards.org.uk/pricing/

The registration and certificate allowance within each plan is intended to be used equally each month over a 12-month period. If your centre is likely to exceed the quota allocated to 1 month of your pricing plan by more than 10%, please speak to our Business Development Team to discuss your requirements.

FQP Registration and Certification Fees

FQP registration and certification fees are charged at £11 regardless of the subject area or level.

Learner Withdrawals and Transfers

It is the responsibility of Centres to ensure that learners are registered on their qualifications with Focus Awards in a timely manner, and that the required registration fee is paid.

Where a learner withdraws from a qualification, a credit note will be issued to the centre for the fee paid so that this can be used against a new learner registration – providing the registration and withdrawal occur within the same year. Similarly, if a learner transfers to a new qualification, the fee paid will be used towards the new qualification, with the centre either being credited for the difference (if the registration fee is lower), or paying the difference between the two fees (if higher) – again, providing these occur within the same year. Refunds are not available.

Logos on Certificates

An Approved Centre's logo can be printed on a certificate, subject to the approval of Focus Awards. This service is free of charge, subject to a minimum number of learner registrations.

Centre Approval

Centre approval is subject to your centre's continued activity. If you do not register learners, or make a claim for certificates for 12 months, you will be required to pay a £250 fee to maintain your status as an active centre. Payment must be received within 14 days of your annual anniversary as a centre, or you will no longer be recognised as an active centre, and must no longer deliver or advertise Focus Awards qualifications.

Postage and Packaging

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

Postage and packaging costs for the distribution of **manuals** (to both UK and non-UK addresses) will be charged at the standard packaging rates at the time of dispatch, based on weight and quantity.

Invoicing Approach

Focus Awards will automatically invoice your Centre within one hour of learner registrations, and within one week of confirming your order for all other resources unless alternative arrangements have been agreed. The invoice will be sent to the main email address we hold on file for your centre 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
- the VAT amount (unless you have informed us that you are VAT exempt)
- our payment terms

All invoice payments are due on receipt.

On receipt of payment, we will update our records to show payment has been received and ensure 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 Centre. A payment reminder will be sent to you after 3 days, and if the balance outstanding remains unpaid after 7 days, access to your account may be suspended. Non-compliance with our payment policy is highlighted to our EQAs as part of our centre monitoring arrangements.

If you have any queries about any aspect of an invoice, please contact us.

Records

In accordance with HMRC guidelines, we will keep records of all invoices issued and received. An auditable trail of transactions can be provided to your Centre or other relevant parties if necessary.

Contact Us

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

E: info@focusawards.org.uk

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