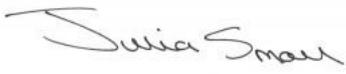


# Fees and Invoicing Policy

<b>Version</b>	9
<b>Date</b>	August 2023
<b>Reason for review</b>	Annual policy review
<b>Changes</b>	None
<b>Reviewed by</b>	M Lovell - Responsible Officer and D Clueit – External Verifier
<b>Ratified by</b>	
<b>Date of next review</b>	August 2024

## Introduction

This policy is intended for RoSPA Qualifications Centres and potential customers. It sets out the fees we will charge for our various qualifications and services, as well as our invoicing arrangements. This policy aligns with General Condition F1.

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

## Regulated qualification fees – UK

Our regulated qualifications fees will be published on our website and in our literature for potential purchasers, that clearly sets out:

- The standard qualification fee
- Where applicable, any package fee
- Associated Learner fees such as registration and certification fees
- Mandatory Centre fees
- Certificate fees (where applicable)

**N.B** Fees for potential purchasers outside the UK are available on request.

Following any annual review of all RoSPA Qualifications fees, as above, general increases will not exceed inflation (RoSPA Qualifications reserves the right to change this where necessary).

New fees will be published in February each year for implementation on April 1st.

Where such information cannot be published to this timescale, we will provide, to potential purchaser's information that is sufficient to give a reasonable indication of its likely fees, together with a clear statement to make potential purchasers aware that this information is only indicative.

For information on fees and to deliver our qualifications, inside or outside of the UK, please email us at [enquiries-rq@ROSPA.com](mailto:enquiries-rq@ROSPA.com) or telephone 0121 248 2115.

## Invoicing approach

RoSPA Qualifications will invoice your Centre within one month of order confirmation unless alternative arrangements have been agreed. The invoice will be sent to your initial Centre contact, unless you inform us otherwise. If you would like us to invoice a different contact, please let us know using the contact details below.

Each invoice will contain:

- Details of the product or 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

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 made, and ensure the invoice is appropriately filed.

Learner certificates will not be released until payment has been received.

## Late invoice payments

When payments are overdue (+30 days) invoices, the Centre will be contacted by email highlighting the oversight and requesting confirmation of a payment date. Should settlement of the overdue invoice(s) not be forthcoming, a further email will be sent stating a deadline for payment in full by the Centre.

Failure to meet the deadline will result in the Centre's activity being immediately suspended, preventing further registrations / certifications being made and where applicable assessments undertaken.

The Head of Centre and the finance department will be notified by email of the enforced suspension. If you have any queries about any aspect of an invoice, please contact us using the details below.

## Approach to refunds

RoSPA Qualifications do not offer refunds for registration fees if a learner withdraws from a course programme after they have been registered with RoSPA Qualifications or if a Centre registers a learner twice. If you are in this situation or unclear, then please do not hesitate to contact us.

## Invoice records

In accordance with HMRC guidelines UK laws and regulations, we keep electronic records of all invoices issued and received, should your Centre, or other relevant parties (such as the qualifications regulator), require an auditable trail of financial transactions.



## Fees and Invoicing Policy

### Review arrangements

We will review and update this policy annually and revise it on an ad hoc basis, in response to customer and learner feedback, observations from our monitoring data, changes in our practices, current best practice, guidance from the qualifications regulator or external agencies, or changes in relevant legislation.

If you would like to feed back any views or opinions or have a query about any aspect of this policy, please contact us using the details below.

### Contact us

Telephone RoSPA Qualifications on 0121 248 2115

Email us at [enquiries-rq@ROSPA.com](mailto:enquiries-rq@ROSPA.com)

Or write to us at:

RoSPA Qualifications  
RoSPA House  
28 Calthorpe Road  
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