



Fees and Invoicing Policy

Version	5
Date	August 2019
Reason for review	Annual policy review
Changes	Late Payments and refunds
Reviewed by	M Lovell - Responsible Officer
Ratified by	J Small – Head of Qualifications
Date of next review	August 2021

Introduction

This policy is intended for RoSPA Qualifications 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.
- Clear and transparent, with no hidden costs or details.

Following annual review of all RoSPA fees, general increases will not exceed inflation (RoSPA reserves the right to change this where necessary), and new fees will be published in February each year for implementation on April 1.

Regulated Qualification Fees - UK

For information on fees to deliver our qualifications, inside or outside of the UK, please email us at qualifications@rospa.com, or telephone 0121 248 2040.

Full details of the qualifications we offer can also be obtained via our website at <https://www.rospa.com/Qualifications/Courses.aspx>.

Logos on Qualification Certificates

The Approved Centre logo can be printed on a certificate (1 logo per certificate), dependent on the approval of RoSPA Qualifications. This service is free of charge, subject to a minimum number of learner registrations.

Postage & Packaging

All certificates we issue are now e-certificates as standard. These are available for centres to download in our online Qualifications Management System (QMS) at www.rosqualqms.com.

Hard copy certificates are available on request, but additional costs may apply. These will be posted to the centre, who will be responsible for delivering them securely to learners. There is no additional charge for the issue of certificates in the UK. However, an additional charge will be required for postage outside the UK, at standard postage and packing rates at the time of dispatch.

If a centre requires certificates to be despatched directly to learners, a prior agreement must be made with RoSPA Qualifications and additional charges will apply.

Invoicing Approach

RoSPA 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 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.

Records

In accordance with HMRC guidelines UK laws and regulations, we keep 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.



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@rospaqualifications.com

Or write to us at:

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