



RoSPA Fees and Invoicing Policy 2025

Policy Owner	RoSPA
Policy Lead	Head of Qualifications
Audience	OFQUAL, Centres, Customers
Legislation and Regulation	OFQUAL Conditions of Recognition (GCoR) F1
Formally endorsed by	Chief Financial Officer
Version	11
Last Update	August 2025
Next Review	August 2026
Date effective from	1 October, 2025

1. Guidance

This policy should be read and implemented by RoSPA Centres involved in the delivery of our qualifications.

2. Introduction

Purpose of this policy is to set out the fees we will charge for our various qualifications and services, as well as our invoicing arrangements.

3. Definitions

- Ofqual General Conditions of Recognition – GCoR

4. Policy statement

This policy is intended for RoSPA Centres and potential customers. 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

Policy

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)

NB: Fees for potential purchasers outside the UK are available on request.

Following any annual review of all RoSPA Qualification 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 1.

Where such information cannot be published to this timescale, we will provide, to potential purchasers, 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 qualifications@ROSPA.com or telephone 0121 248 2115.

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 are overdue (+30 days), 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 do not offer refunds for registration fees if a Learner withdraws from a course programme after they have been registered with RoSPA 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.

5. Responsibility and review

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 on: 0121 248 2115

Email us at: qualifications@rospa.com

Or write to us at:

RoSPA
RoSPA House
28 Calthorpe Road
Birmingham
B15 1RP

6. Evidence

Effectiveness of this policy will be measured against customer and Learner feedback, from our monitoring data.

Approved By: 
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Name: Monique Klein **Date:** 2/3/2026

Appendix 1: Related Documents

Document Title	Relationship to this policy
Ofqual GCoR F1	Rules about providing information on qualification fees and invoicing. Ofqual Handbook: General Conditions of Recognition - Section D - General requirements for regulated qualifications - Guidance - GOV.UK (www.gov.uk)

Appendix II: Document Provenance

Date endorsed	Category	Summarise changes made	Reason for change	Consulted	Changes endorsed by
August 2025	Policy Review	Enquiry email	New email address	---	---