

Invoicing

Policy Statement

The purpose of this policy is to:

- specify how and when we will issue invoices for our services
- explain the content of our invoices

At the end of each section are references to the documents you will need, the documents we will use and Ofqual's General Conditions of Recognition that apply. All related documents are available on our website.

Policy Detail

We are committed to clear pricing principles and to adhering to our service standards and the timescales set out in our documentation. In order to facilitate this we require that all invoices are paid promptly and will put in place sanctions if our deadlines are not adhered to.

The costs of our services are described in our **Fees and Charges** document which is available on our website and circulated annually to centres. Our charges are reviewed and updated annually for publication before each academic year. Our qualification prices are listed against each qualification on our website.

Ofqual General Conditions of Recognition (GCRs):	Condition F3 Invoicing
Responsible staff:	Specific GCRs referenced:
Finance	F3.1, F3.2, F3.3

How to implement the policy

Issuing of invoices

Invoices for the registration of learners onto qualifications/units are raised a month in arrears.

Invoices for centre recognition and other services, for example replacement certificates and additional External Verification visits are issued on receipt of request.

Payment

Payment terms are strictly 30 days, the following credit control procedure stated in the flowchart is followed if payment is not within these terms. Sanctions may be put in place for non-payment as per the details described in our **Sanctions** policy.

Retention of invoices

Copy invoices and their corresponding report with a breakdown of charges are kept electronically for six years.

Content of invoices

The following information is recorded on invoices:

- Invoice number and date
- Customer account number
- Quantity, detail, unit price and total amount payable for registrations/awards
- Methods of payment and bank details
- AIM Awards address, telephone number, email address, company and charity number

A report is attached to the invoice which lists the registration details of the learners and where applicable the number of credits or qualifications they have been awarded.



Documents you will need:	Sanctions Being an AIM Awards Centre
Related Ofqual General Conditions of Recognition:	F3.1, F3.2, F3.3

Appendix 1 (letters)

Letter 1

“Please be aware failure to pay may incur additional charges and/or may lead to the withdrawal of accreditation services”.

Letter 2

“We would appreciate your payment in full for the outstanding amount by (14 days of date of letter). If we do not receive payment or contact we must reluctantly suspend all accreditation services, this will mean you will no longer be able to register learners or receive curriculum advice until the matter is resolved”.

Letter 3

“Despite previous applications for the immediate settlement of your overdue account the debt remains unpaid and all accreditation services have been suspended. Non-payment of accounts breaches the terms and conditions of the Centre Recognition agreement. If you do not contact us by (14 days of date of letter) regarding this matter we have no option but to withdraw Centre Recognition”.