



# Invoicing and Billing Policy

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## Overview

This Policy sets out the processes for the issue, payment, and retention of invoices. It also states the legal requirements for the content of the invoices. The policy also describes Professional Assessment Ltd (PAL’s approach) to pricing and fee setting.

## Policy scope

This policy sets out our approach to invoicing and associated matters for all of PAL clients/purchasers. If you have any queries about the contents of the policy, or wish to give feedback, you can use our Freephone number 0800 160 1899, or email us via [invoices@professionalassessment.co.uk](mailto:invoices@professionalassessment.co.uk). The same contact details can be used to seek clarification regarding any invoices issued.

Our fees for EPA and Qualification activities are available on our website.

Information regarding audit and compliance consultancy work will be provided as part of any initial discussions with prospective clients and confirmed in the issued service level contract.

## Who is this policy for?

This policy is aimed at PAL personnel, accredited training providers, colleges, (Centres) and employers

## Purpose

This Policy sets out PAL processes in respect of its fees, invoicing and billing including the issue, settlement, and retention of invoices. It also sets out the eligible fees allowed for End-point assessment.

Further information, if required, can be obtained from PAL, using the free phone or email address provided in this policy.

Freephone number 0800 160 1899 or email us via [invoices@professionalassessment.co.uk](mailto:invoices@professionalassessment.co.uk).

Timely payment for services is an integral element of PAL's EPA service level contract and Centre agreements with our clients. If for any reason you need to discuss payment terms, please address this with PAL's Business Operations Director or a member of our support EPA and Qualifications Support services.

For invoicing for our audit and compliance work, in the first instance any invoicing enquiries should be directed to the Director of Audit and Compliance.

## Rationale for Invoicing and Billing

### Pricing Policy

It is the policy of PAL to publish and maintain a pricing structure that is:

- Annually reviewed and updated as required
- Clear, fair, and transparent
- Value for money to users.

### Making fee information available

All fee information will be easily accessible by any potential purchaser and is aimed at transparency, clarity and comparability of prices.

PAL will ensure that the information which we publish is:

- Kept up to date
- Clear to a potential purchaser, in terms of what activity, service or product the fee relates to
- Easily accessible to any potential purchaser by visiting our website or talking directly to a PAL EPA/Qualifications Team member

## Issuing of Invoices

Fees are agreed with the client and reflected in the **Centre Agreement and/or EPA Service Level Contract<sup>1</sup>**, whichever is relevant to the service purchase. These documents will include the invoicing arrangements for the services and our payment days which is 30 days.

On the second working day of each month, invoice amounts are processed and forwarded to the named person, responsible for processing invoices provided to PAL by the client; the client should also provide PAL with any purchase order requirements and notify PAL of any preferred supplier information needed to get onto their payment system. The information will stipulate a thirty-day payment term (unless an alternative payment term has specifically been agreed).

For audit consultancy work, the same timescales apply, and the invoice will be forwarded to the named contact in the service level contract.

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<sup>1</sup> PAL issues separate distinct contracts for different services

The invoices are always charged for the full amount, except where there is a written agreement with a customer confirming a specific arrangement in advance of invoicing. The invoicing is completed using reports from the database detailing the registrations, assessment bookings (where applicable) or awards for a customer and any additional credits or invoice triggering event, such as late EPA registrations, resits and retakes and cancellations.

Monthly checks will be done to confirm the completeness of the invoicing to ensure that no chargeable events have taken place for which no invoice has been issued.

Invoices are e-mailed and will be sent to a named person who will be identified and agreed during the contracting process. Please note we require the client to update us if any arrangements for processing invoices within their organisation change, so PAL can update our records accordingly.

#### **What our invoice contains:**

- Date invoices raised
- Unique invoice number
- Name of contact authorised to process and approve payments
- Address provided by client for accounts payable and invoices
- Employer site name (not address)
- Learner (apprentice) name or name of PAL consultant who undertook the assignment (EPA)
- Name of standard apprentice assessed against (for EPA invoices)
- EPA activity (referral/planning/ assessment or component completion/ cancellation/reassessment (EPA)
- Centre approval/Registration/Certification fees specific qualifications/EQA activities/ additional qualification fees/bespoke qualification development work
- Compliance activity (mock audit etc.)
- Net amount; VAT %; VAT amount; Gross
- Total amount payable
- Payment terms (thirty days)
- Payment details
- Payment instructions and reference information (invoice number payment reference)
- Purchase order number or client reference
- Invoice queries (free phone number and [invoices@professionalassessment.co.uk](mailto:invoices@professionalassessment.co.uk))
- VAT registration number
- Registered office address
- Registered company number
- Credit notes will contain similar information

#### **VAT -EPA invoicing**

VAT treatment for PAL's fees will be informed by the source of the funding for the service:

- Levy-funded - Supply of vocational training funded by the Education & Skills Funding Agency is exempt from VAT under VAT Notice 701/30 (confirmed within the ESFA funding rules), so PAL will not charge VAT where levy funds are the source of funding (based on information supplied by the lead training provider)
- Co-Investment – employer contributions towards apprenticeship training (minimum of 5%) is subject to VAT, but the government contribution is not, so PAL will charge VAT on the employer contribution of the EPA fee. Lead providers need to make clear, via the epaPRO registration process, the levy status of the Employer and the % of employer contribution
- Additional EPA costs – other agreed fees such as reassessment and cancellation fees or agreed EPA fees over and above 20% of the funding band maximum for the standard, are a commercial arrangement with the client. The whole amount of these fees will be subject to VAT

For organisations that are not subject to VAT, PAL's Business Operations Director will confirm appropriate payment arrangements.

Audit and Compliance and non-EPA services – any amounts invoiced for compliance consultancy or non-EPA work carried out will be subject to VAT

**For the sake of clarification, PAL does not provide VAT advice and all parties should check their VAT position and liabilities.**

### EPA based costs

The cost of each End-point assessment is proportionate to the overall training cost of the apprenticeship. The overall cost has been negotiated by the employer and training provider, and the EPA should not be more than 20% of this agreed price. All PAL’s EPA fees are below 20% and typically range between 10-14% of the funding band allocation.

The table below details what is included in PAL’s EPA fee and where an additional charge can be made. As a note PAL covers all invigilation costs but we do charge for resits and retakes.

Type	Included in EPA Fee	Not included in EPA Fee
Associated with the administration, registration and examination of EPA as set out in the standard(s), and their assessment plan(s), you are registered to assess against	<ul style="list-style-type: none"> <li>➤ External setting and marking of tests</li> <li>➤ Registration and delivery</li> <li>➤ Feedback, grading, and submission for certification</li> </ul>	<ul style="list-style-type: none"> <li>➤ Travel expenses for apprentices</li> <li>➤ Any mandated qualifications specified by the Assessment Plan</li> </ul>
Associated with providing guidance and support and the materials (non-capital items) used in the delivery of EPA (equipment or supplies necessary to enable the assessment to take place)	<ul style="list-style-type: none"> <li>➤ Support materials and guidance provided to the employer or provider for End-point assessment preparation during on-programme learning, including, but not limited to:                             <ul style="list-style-type: none"> <li>➤ Assessment specifications</li> <li>➤ Assessment logbooks</li> <li>➤ Checklists</li> <li>➤ Exemplars</li> </ul> </li> </ul>	
Associated with ensuring trained staff and appropriate premises are available to deliver EPA	<ul style="list-style-type: none"> <li>➤ Assessor fees</li> <li>➤ Appropriate premises for assessment activity where required if not available in the apprentice’s workplace</li> <li>➤ Invigilation by PAL personnel</li> </ul>	<ul style="list-style-type: none"> <li>➤ Venues for on-screen tests and other assessment activity</li> </ul>
Associated with the development and maintenance of assessment instruments and tools	<ul style="list-style-type: none"> <li>➤ All assessment materials, tools, and instruments</li> </ul>	
To support any special arrangements, you may need to put in place to ensure any apprentices with special educational needs, disabilities or with another temporary or permanent debilitating condition can fairly access EPA	<ul style="list-style-type: none"> <li>➤ All reasonable adjustments requested</li> <li>➤ All special considerations applied</li> </ul>	<ul style="list-style-type: none"> <li>➤ On-programme amanuensis support</li> </ul>
Associated with any further assessment required by the apprentice to achieve EPA (for instance retakes or resits)	<ul style="list-style-type: none"> <li>➤ Feedback available to providers to support preparation for resits or retakes</li> </ul>	<ul style="list-style-type: none"> <li>➤ MCQs- typically first resit for free and then £150</li> <li>➤ All other assessments (resits and retakes) £150 per assessment component</li> </ul>

Type	Included in EPA Fee	Not included in EPA Fee
Associated with ensuring consistent and robust internal quality assurance (for instance moderation and standardisation of assessment instruments and tools, assessors, and assessment decisions)	➤ Internal quality assurance provided by the EPAO (moderation and standardisation)	
EQA/Certification admin charges	➤ All costs associated with EQA activities and regulation incurred	

### Fee types – Regulated qualifications

Fee type	Explanation
<b>a) Standard Qualification Fee</b>	Mandatory fees for a single learner, from registration to certification  This includes: <ul style="list-style-type: none"> <li>• Learner registration</li> <li>• Learner Certification</li> <li>• Qualification specification and assessment materials</li> </ul>
<b>b) Centre Fees</b>	These are obligatory centre-level fees necessary for PAL approved Centres to undertake delivery of our qualifications. It would include: <ul style="list-style-type: none"> <li>• Centre Registration</li> <li>• Annual Centre Fees</li> <li>• Fees for External Quality Assurance Monitoring and Approval Fees</li> <li>• Includes support materials</li> </ul>

### Payment

PAL requires payment via Bank Transfer.

### Payment Timeframe

All invoices must be paid within 30 days unless alternative terms have been explicitly agreed between PAL and the client.

### Credit Control and the Collection of Debts

PAL's Financial Controller is responsible for ensuring that:

- Invoices are issued stating that our terms of business are strictly 30 days from the date of the invoice
- Invoices are raised for the whole sum due
- Invoices are raised promptly in respect of income due to the company.
- Invoices are raised in the legal format and supporting information is retained.
- Action is taken to collect overdue debts in accordance with the company's procedures for debt recovery.
- If payment has not been made after 30 days of invoice a statement is sent out by the Finance Officer to the Customer's Finance Contact.

- If payment has not been made after 60 days the Financial Controller authorises a second statement to be sent to the Finance Contact by the Finance Officer, with a follow up telephone call to those customers with a poor payment history
- If payment has not been made after 90 days the Financial Controller authorises a third copy statement to be sent to the Finance Contact, copied to the Head of the Organisation, and chased by telephone. A block is put on the organisation with regard to any further learner registrations for qualifications or EPA referrals unless the centre is in discussions on its plans to make payment or an agreement for receiving payment has been reached.
- If payment has not been made after 120 days, the Director of Finance can authorise a solicitor to act and if that does not result in payment PAL will issue a CCJ and involve a reliable commercial debt collection agency.

### **Client Statements of Account**

PAL invoices on a monthly basis. Statements of account can be distributed on an ad hoc basis and as and when requested.

### **Retention of Invoice and payment records**

In accordance with the conditions for end-point assessment organisations we will retain copies of the invoices and a record of the payment for six years after the activity took place. This is for audit purposes.

### **Review**

This policy is reviewed as a minimum on a yearly basis

### **Regulatory references**

**PAL is required to establish and maintain compliance with regulatory conditions and criteria. This policy relates to OFQUAL General Conditions of Recognition** Ofqual regulation in relation to Section F - Providing qualifications to purchasers <https://www.gov.uk/guidance/ofqual-handbook/section-f-providing-qualifications-to-purchasers>

Sub-conditions:

- Condition F1 - Information on fees (version in force on and after 18 January 2021)
- Condition F2 - Packaging qualifications with other products or services
- Condition F3 – Invoicing

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Last Review: 10/09/2024

Next Review: 10/09/2025

Person Responsible for review: Business Operations Director

This Policy has been agreed by Linda Martin, Managing Director