

ITEC Fees and Invoicing Policy



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FEES AND INVOICING POLICY

INTRODUCTION

This document is intended for our 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 an associated invoice arrangement that provide value for money that is achieved through:

- Providing clear and transparent fees, with no hidden costs.
- The annual review of all ITEC fees, with a general increase of not more than inflation (ITEC reserves the right to change this where necessary)
- The publishing of fees, each year, 3 months in advance of the effective period i.e., 1st September in the UK and on 1st January for overseas (see ITEC Schedule of Fees for further information)
- One, life-long Centre registration fee is charged unless the College/Centre ceases to conduct ITEC examinations for more than 12 months. In such circumstances the College/Centre would be required to pay a re-inspection fee if they subsequently request re-registration.
- One certification fee is charged.
- All travel and accommodation costs for the ITEC Examiners are covered by ITEC
- Theory paper resit fees are charged on a sliding scale according to the number of units being retaken
- Where a Candidate has been unable to attend an examination and appropriate supporting documents have been submitted to ITEC, including cases that require special consideration, a fee will be credited on the Learner record to enable the Learner to take the exam at a later date without additional cost

REVIEW ARRANGEMENTS

We will review this document and its associated procedures annually as part of our self-assessment arrangements and/or in response to customer, or Regulatory feedback and any trends that may emerge in the types of queries we may have received.

If you would like to feedback any views, or have a query in relation to any aspect of our fees or invoicing arrangements please contact us via the details provided at the end of this document.

QUALIFICATION FEES

ITEC is committed to supporting each training College/Centre in the provision of high quality effective learning. To achieve this, ITEC will:

- Supply the College/Centre with a complete syllabus containing details of all learning outcomes to be achieved within the training programme



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- Supply the following free of charge: (where relevant)
- Assignment guidance and assessment forms
- Guidance notes for Candidates
- Guidance notes for Tutors
- Mapping to UK National Occupational Standards where relevant
- Case study mark sheets
- Practical pre-assessment forms
- Practical assessment marking criteria
- Test specifications for theory papers
- Sample oral questions
- Rationale and syllabus documents

ITEC circulates its fees schedule to all Centres every year, 3 months in advance of the effective period. We also provide an updated fees list to each Centre every time it's updated to include a new qualification and/or if fees have altered to help our Centres with their planning arrangements.

All potential new Centres receive a copy of our latest fees schedule during their recognition process to help them make informed decisions.

Details of the qualifications we offer (e.g., their specifications) can be obtained on our website www.itecworld.co.uk along with Centre guidance materials that outline some of the processes below (e.g., Centre recognition and external verification visits.)

POSTAGE & PACKAGING

There is no additional charge for the postage and packaging of certificates as this is included in the qualification price.

An additional postage and packaging charge may be required for late examination requests (at the standard packaging rates at the time of dispatch.)

INVOICING APPROACH

ITEC will invoice Centres:

- Within 8 weeks of the first examination date for all qualifications except NVQs
- Upon processing the details of registered Learners for NVQs

The invoice will be sent to your Accounts Department unless you inform us otherwise (if you would like to change who we send the invoices to please contact us via the details provided at the end of this policy.)

Each invoice will include the following details:

- The product/service being provided



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- The payment method and where required our bank account details
- The VAT amount (unless you have informed us that you are an eligible body as defined by HMRC)
- Our payment terms

Upon receipt of the invoice, payment should be received by us by the invoice due date. On receipt of payment we will update our records to show payment has been received.

Failure to pay due invoices will result in services and/or products being restricted and/or withdrawn from your Centres. Centre recognition may also be withdrawn.

Naturally, if you have any queries about any aspect of an invoice, please contact us on the details below.

RECORDS

In accordance with HMRC guidelines we will keep records of all invoices issued and received, in order that your Centre or other relevant parties (such as the Regulators) can be provided with an auditable trail of transactions if necessary.

CONTACT US

If you have any queries about any aspect of our fees or invoice arrangements or the content of this policy, please contact our Accounts Department on +44(0)208 994 4141 or email accounts@itecworld.co.uk

