

FDQ Invoicing policy

Introduction

1. FDQ is committed to ensuring that it provides a clear and transparent system of fees and invoicing which is responsive to purchasers, offers value for money, and supports the planning requirements of centres and other users of FDQ regulated qualifications.
2. Fees and invoicing in this context may relate to centre approval, qualification approval, learner registration, end-point assessment or examination entries, certification and any other chargeable services that relate to the development, delivery and award of FDQ products.

Fees

3. FDQ publishes fees relating to centre approval, learner registration, end point assessment and examination entries, certification and related services or products. FDQ ensures that the details within the fee schedule are clear and transparent to purchasers and offers an accurate description of the main features of the product or service in question.
4. FDQ aims to support the planning and implementation of FDQ products by ensuring that information on fees is made available to purchasers as far in advance as possible. Where this is not feasible, FDQ will endeavour to provide sufficient information that will give a reasonable indication of the fees applicable to the product in order that potential purchasers can make informed decisions and plan accordingly.
5. Where FDQ offers a product which is also available as part of a package or grouping of units and/or qualifications FDQ will make clear in advance the scope of the fees attached to the constituent parts of any package.

Invoicing

6. In regard to invoicing, FDQ will ensure that:
 - a) all invoices for FDQ products and services are issued in a timely manner and that they provide a breakdown of fees to a reasonable level of detail, as requested by a user or purchaser, and in such a way that the detail may be confirmed easily by the purchaser
 - b) all invoices include as a minimum, the following information
 - i. centre name
 - ii. centre address
 - iii. centre number

- iv. invoice number
 - v. date of issue
 - vi. summary of products or services
 - vii. amount due
 - viii. bank details for electronic transfer of funds
 - ix. breakdown of learner details (learner number, first name and surname) where applicable
- c) invoice and payment enquiries are responded to in a timely manner and in line with FDQ's customer service standards
 - d) the terms of business that apply to the payment of invoices is clearly set out, including the action to be taken in the event of non-payment
 - e) copies of all invoices and receipts are retained for a period of at least 7 years
 - f) aggregated data is made available to the FDQ Governance Committee to enable them to ensure procedures are operating effectively and allow for analysis and review of such data.

Monitoring arrangements for fees and invoicing

7. FDQ will ensure that:

- a) fees and fee structures are reviewed periodically in relation to market drivers and feedback from users and purchasers of FDQ qualifications
- b) statistical information on invoicing and payments received are monitored by FDQ management team
- c) regular reports are made to the FDQ Governance Committee as part of the self-evaluation procedure, to enable the identification of any issues and trends and agree appropriate action where required
- d) guidance from the regulators is reviewed and the policy is updated when appropriate to comply with best practice
- e) information from monitoring activities will be made available to Regulators as part of the awarding organisation's self-evaluation procedure and on request.