

Fees And Invoicing Policy

Abstract

This policy aims to maintain clear financial communication and minimise any billing disputes and ensure timely payments for services rendered

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Contents

1. Introduction	3
2. Review arrangements	3
3. Pricing policy.....	3
4. Fees.....	3
4.1. Other fees applicable may include the following:.....	4
5. Resource orders.....	5
6. Bespoke qualification and product development	5
7. Our invoicing approach	5
8. Associated documents	6
9. Implementation and dissemination.....	6
10. Monitoring arrangements	6
11. Data retention	7
12. Contact us	7

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1. Introduction

This document sets out our fees, pricing and invoicing arrangements for Active IQ centres and other parties that may from time-to-time purchase resources or services from us (for example, professional recognition). It covers all fees charged by Active IQ, and invoices that are issued by our Finance department for our suite of regulated qualifications and/or those additional products, packages or services we provide.

2. Review arrangements

We will review this policy and its associated procedures annually as part of our self-evaluation arrangements, revising it when necessary, in response to customer or regulatory feedback and any trends that may emerge in the types of queries we may have received.

If the fees described within this policy are changed in any way as part of this review, we will seek to ensure that any changes in approach will be presented to our customers at least three months in advance of that change, and that any new fees associated with those changes taking effect will be made visible within the Active IQ prospectus and website in order to satisfy purchasers' planning requirements by providing a sufficient lead-in time.

Where such information cannot be provided or made available within this timescale, Active IQ will instead provide potential purchasers with – or make available to them – 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.

If you would like to feed back any views, please contact us via the details provided at the end of this policy.

3. Pricing policy

It is the policy of Active IQ to maintain a pricing structure that:

- is fair and appropriate
- is clear and transparent with no hidden extras
- provides value for money to customers

4. Fees

In most cases, an annual centre recognition fee will apply* enabling full centre approval. The fee applicable will be at the discretion of Active IQ, and will fall into one of the following categories:

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- post-16 colleges: FE, HE and sixth form colleges, private training providers, work-based and employer-based providers, international centres**
- schools (standard secondary KS4 and KS5 provision including academies and UTCs)
- prisons (HMPs and YOIs)
- apprenticeship training providers also offering qualifications through Active IQ

(Please see the fees list for current annual centre recognition fee and approval fees.)*

*(** International centres are also liable for reimbursement of agreed travel, accommodation and expenses incurred during an overseas external verification visit outside the United Kingdom.)*

4.1. Other fees applicable may include the following:

- application to offer additional qualifications: £50 (excluding VAT) per qualification (except where the annual centre recognition fee is payable, and additional approval fees are included)
- additional external verification visit (if required or requested): £250 excluding VAT
- replacement certificates (full and unit): £15 (excluding VAT) for electronic version (eCertificate)
- bespoke training day: price on application (excluding VAT)
- functional skills qualifications, including resits, hand-marking, change requests and reprints: please refer to current prospectus
- registration, certification, manuals, eLearning and marketing materials: prices vary per qualification/resource: for details, view our prospectus at www.activeiq.co.uk
- postage and packing fees: prices are based on our fixed postage and packing bands: for details, view our prospectus at www.activeiq.co.uk. Postage costs to European and international destinations will be quoted on a case-by-case basis

Please note (and refer to clause 21.6 of Active IQ's approved centre agreement):

- learner registration fees are non-refundable
- manual, eLearning and marketing material fees are non-refundable
- centre approval and annual centre recognition fees are non-refundable
- new centres will be required to make payment in full prior to receiving goods (unless otherwise agreed in advance by Active IQ)
- centres may apply for credit terms. Active IQ reserves the right to set, increase, decrease or remove credit limits. Credit ratings of customers will be monitored on a regular basis, and centres will be notified in writing of any such change

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- if no credit terms are set, immediate payment is due upon receipt of invoice
- Active IQ reserves the right to off-set sums due to any centre against sums due to Active IQ, as per the centre agreement
- invoices raised against centres in receipt of public (ESFA) funding will remain payable in accordance with the terms set out in this policy and Active IQ's current approved centre agreement regardless of whether funds become unavailable or are withdrawn for any reason by the ESFA to that contractor

5. Resource orders

When signing for Active IQ hard copy resources that have been ordered, it is the responsibility of each centre to check that their order requirements have been completely and correctly fulfilled. Active IQ strives to ensure that orders are accurately fulfilled; however, should any discrepancies be found, the centre must notify us within five working days of signing for the delivery. Active IQ will not be liable for any discrepancies beyond the five working day timeframe.

6. Bespoke qualification and product development

Active IQ supports the development of bespoke courses, by centres or organisations, for which regulated qualifications are not available or appropriate. Fees for the design, development, accreditation and registration of such products will be determined on successful application, supported by a robust business case and proven market need.

7. Our invoicing approach

Active IQ will invoice the customer at the end of the month for transactions*, unless alternative arrangements have been agreed.

NB Active IQ qualification fees refer to the registration fee for each learner (including certification upon successful claim), and all registrations must be received promptly after enrolment at the centre (please refer to the centre agreement).

(The annual centre recognition fee will be invoiced annually during September.)*

All invoices will be sent to your accounts department unless you inform us otherwise. If you would like to change to whom we email invoices, please contact us via the details provided at the end of this policy.

Each invoice will contain details of:

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- the product/service provided
- the VAT amount, if VAT is chargeable. If you have informed us that you are VAT exempt, you must provide proof of your exemption
- our payment terms

Upon receipt of the invoice, payment should be received by us within 30 days* of the invoice date, or such other date as may be agreed by Active IQ in writing. On receipt of payment, we will update our records to indicate full payment has been received.

Failure to satisfy invoices due for payment may result in a sanction being applied in accordance with Active IQ's sanctions policy, which could ultimately result in removal of centre approval.

We will exercise our right to claim interest and compensation for debt recovery costs in accordance with clause 21 of the approved centre agreement or otherwise in accordance with the law of England and Wales if we are not paid according to our terms.

*(*Centres may be required to make payment in full prior to receiving goods or services in some instances.)*

If there are queries about any aspect of an Active IQ invoice, please contact us via the details below. Invoices will remain payable notwithstanding any query or complaint in the absence of express agreement to the contrary.

8. Associated documents

- Active IQ's Fees List
- Active IQ's approved centre agreement
- Active IQ's Privacy Policy
- HMRC Guidelines

9. Implementation and dissemination

This policy will be implemented immediately upon approval and available on Active IQ website.

10. Monitoring arrangements

This policy will be reviewed in six months by relevant Active IQ and NCFE colleagues to ensure document is aligned and fit for purpose following full integration of Active IQ.

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11. Data retention

In accordance with HMRC guidelines and aligned to GDPR guidance, Active IQ will keep records of all invoices issued and received so that all customers or other relevant parties (such as the regulators) may be provided with an auditable trail of transactions if necessary. Invoice records will be kept for a period of six years.

12. Contact us

If you have any queries about any aspect of an invoice or the contents of this policy, please contact the Active IQ Finance department using the following details:

E: accountspayable@activeiq.co.uk

T: +44(0)1480 467950

T: +44(0) 845 688 1278