



Fees and Invoicing

Version History

Version	Date	Author	Change Description
Original	July 2014	Quality Assurance	
2	June 2017	Quality Assurance	Review
3	February 2019	Quality Assurance	Review
4	May 2022	Sarah Edmundson	Formatted and design update
5	October 2022	Stephen Thompson	Review, proofreading, revision
6	June 2023	Leah Hughes	Fees update
7	November 2023	Heather Medcalf	Learner Withdrawals/Transfers update
8	December 2023	Melissa Pennington	Design Change
9	April 2024	Sarah Edmundson	Resource Fees & Postage and packaging
10	September 2024	Olivia Allott	Sampling fees

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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 associated invoice arrangements that are:

- Fair and appropriate and provide value for money for Centres.
- Clear and transparent, with no hidden costs or details.

Focus Awards will review these fees annually, with a general increase of not more than inflation (Focus Awards reserves the right to change this where necessary). Fees will be published in July each year for implementation on 1st September.

All prices outlined within this policy and our website exclude VAT.

Review Arrangement's

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

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.

Centre Administration Fees

Centre Application*	£260
Replacement Certificates	£25
EQA Visits**	£150 for half a day (up to 4 hours) £250 for a full day
Sampling Fees	£25 for 1-2 learners £50 for 3-4 learners £75 for 3-4 learners £100 for 7 - 8 learners £125 for 9 - 23 learners £250 for 24+ learners

** Centre application fee is non-refundable*

***Centres who have signed up on a 12-month price plan receive 1-2 free EQA visits per year as part of their plan. EQA visits are charged at the rates above (ex. VAT), plus expenses for travel. Remote visits are chargeable at the standard rate.*

Price Plans

Our Price Plans are subject to a 12-month rolling contract, payable by monthly direct debit. Your contract will automatically renew annually unless cancelled.*

To cancel your Price Plan at the end of the 12-month, notice must be given at month 9.

For more details of our Price Plans, including registration numbers and cost, please visit our website at: www.focusawards.org.uk/pricing/

The registration and certificate allowance within each plan is intended to be used equally each month over a 12-month period. If your Centre is likely to exceed the quota allocated to 1 month of your Price Plan by more than 10%, please speak to our Business Development Team to discuss your requirements.

Centres who exhaust their annual price plan allowance are required to pay the standard registration fees alongside their plan, until renewal.

Centres registering on the Focus Awards Level 5 Diploma in Aesthetic Practice, will have 7 registrations taken from their allowance per learner.

**Please note that you will be invoiced for any fees incurred for failed direct debits.*

FQP Registration and Certification Fees

FQP registration and certification fees are charged at £13.20 regardless of the subject area or level.

Certification

Our certification fees differ with the number of certificates that have been requested at that time. For example, for hardcopies between 1-9 certificates there is a fee of £1 per certificate and £0.70 for 10 or more. On the other hand, e-certificates are free of charge no matter how many are requested at one time.

Investigation Fees

In both suspected and proven cases of malpractice and/or maladministration by a Centre, Focus Awards reserves the right to charge the Centre for fees incurred during the investigation period.

The costs of reissuing of certificates and/or additional quality assurance activities/Centre monitoring visits will be the current Focus Awards prices for such activities at the time of the investigation.

Learner Withdrawals and Transfers

It is the Centre's responsibility to ensure that learners are registered on their qualifications with Focus Awards in a timely manner, and that the required registration fee is paid. Where

learners have paid both course and registration fees in full and then subsequently been withdrawn, Focus Awards will not credit the account of the centre. A credit note will only be issued to a centre's account if learners fail to pay fees in full. Similarly, if a learner transfers to a new qualification, the fee paid will be used towards the new qualification, with the Centre either being credited for the difference (if the registration fee is lower) or paying the difference between the two fees (if higher) – again, providing these occur within the same year. Refunds are not available.

Logos on Certificates

An Approved Centre's logo can be printed on a certificate, subject to the approval of Focus Awards. This service is reserved for centres who make payment through one of our monthly payment plans.

Centre renewal

Centre renewal is subject to your Centre's continued activity. There is a minimum spend of £1000 annually. Centres who do not meet the annual minimum spend will be required to pay a renewal fee of £260. Centres who are inactive for 12 months will automatically be archived and required to renew their approval.

Resources

The associated costs of resources are dependent on the type of resource ordered. Focus Awards do not charge for qualification logbooks

UK orders with a quantity of 6 or more printed resources and all international orders, will be subject to postage and packaging fees.

Postage and Packaging

There is no additional charge for the issue of certificates sent by second class post in the UK. An additional charge will be required for postage outside of the UK (at the standard packaging rates at the time of dispatch). At the request of a centre certificates can be dispatched using signed for and special delivery. The fees of such services are to be covered by the centre.

Postage and packaging costs for the distribution of resources (to both UK and non-UK addresses) will be charged at the standard packaging rates at the time of dispatch, based on weight and quantity.

Invoicing Approach

Focus Awards will automatically invoice your Centre within one hour of learner registrations, and within one week of confirming your order for all other resources unless alternative arrangements have been agreed. The invoice will be sent to the main email address we hold on file for your Centre 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 contain details:

- of the product / service being provided
- the payment method and where required our bank account details
- the VAT amount (unless you have informed us that you are VAT exempt)
- our payment terms

All invoice payments are due on receipt.

On receipt of payment, we will update our records to show payment has been received and ensure the invoice is appropriately filed.

Failure to pay due invoices may result in services and / or products being phased out and / or withdrawn from your Centre. A payment reminder will be sent to you after 3 days, and if the balance outstanding remains unpaid after 7 days, access to your account may be suspended. Non-compliance with our payment policy is highlighted to our EQAs as part of our Centre monitoring arrangements.

If you have any queries about any aspect of an invoice, please contact us.

Records

In accordance with HMRC guidelines, we keep records of all invoices issued and received. An auditable trail of transactions can be provided to your Centre or other relevant parties if necessary.

International Centre Fees

International centres are any centre which is based outside of England, Ireland, Northern Ireland, Scotland and Wales.

Centre approval fee: £1500 including 1-day EQA minus expenses

Centre Renewal fee: £750 with spends less than £1500.

EQA Visits: Starting at £260 per day to include travel time *

Postage cost will be passed to centre at cost price.

**International Centres are liable for all fees associated with EQA activity including travel expenses*

Contact us

If you have any queries about the contents of the policy, please contact our support team

E: info@focusawards.org.uk

T: +44(0)333 3447 388