



Fees and Invoicing Policy

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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).

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

All administration fees can be found below and further detail on the following pages.

Centre Administration Fees

Centre Application (UK)	£290
Universities, FE Colleges and Schools Application (UK)	£150
Replacement Certificates	£25 per replacement Plus postage where hardcopy replacements are processed
Registration Amendment Fee	£20 per amendment
Verification of Achievement letter	£25 per verification
Satellite Centres and Delivery Sites Approval	£145 per site
Cancellation of an EQA visit (7 days or less)	£250
Centre Logo on Certificates	£1000 per year via direct debit
Incorrect Claim	£60 per claim
Recognition Letters	£25 per letter
Additional Qualification Approval Fee	Free
Additional Qualification Resubmission Fee	£50
Additional Staff Member Approval Fee	Free
Additional Staff Member Resubmission Fee	£50
EQA Visits (Remote and Face to Face)	£150 for half a day (up to 4 hours)
<i>Centres who have signed up on a 12-month price plan receive 1-2 free EQA visits per year as part of their plan.</i>	£250 for a full day
FQP Registration and Certification Fee	£14
FQP Review and approval	£100 per qualification
Price plans	Starting at £595

Direct Debit Late Payment Fees	£10 per late payment
Hardcopy certificates (where requested within 7 working days)	From £2 per certificate, Plus postage
Investigation fees	Variable
Learner Withdrawals and Transfers	£10
Appeals	£200
Centre Renewal Fee (UK)	£290
Resources	Starting at £3.50
Postage and Packaging	Please see below
International Centre Application	£500
International Renewal	£500
International Visits	Starting at £300

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.

Centre application Fees

Prior to an application being reviewed a fee of £290 will be invoiced to the centre. Payment is required in advance of an application review. Centre applications do not guarantee centre approval and the application fee is non-refundable.

Universities, FE Colleges and Schools Application

Application fee for the above is at a reduced rate. Payment is required prior to an application being reviewed and does not guarantee approval.

Replacement Certificate

Replacement certificates are chargeable at £25 per copy, the replacement fee includes an E-Certificate, postage fees will apply for Hard Copy Replacement Certificates.

Registration amendments

Centres are responsible for ensuring the accuracy of registrations, any amendments are chargeable at £20 per amendment.

Verification of Achievement

Learners or centres which to receive a digital letter to verify achievement can request this by contacting info@focusawards.org.uk, in which a fee of £25 per verification is chargeable.

Satellite Centres and Delivery Sites Approval

First Satellite Centres and Delivery application review is free of charge. Further sites are chargeable at the standard rate of £145 per site. Centres failing to disclose alternative delivery sites and satellite centres will be subject to an additional charge of £350 per site if it is found to be delivering Focus Awards qualifications without prior approval.

Cancellation of an EQA visit (7 days or less)

Should an EQA visit be cancelled by the centre at short notice a fee of £250 be required. This fee will be charged in addition to a visit being cancelled by Focus Awards due to the non-return of required documentation.

Centre Logo 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 logos can be added to both hardcopy and digital certificates for a standard rate of £1000 per year. Payment will be taken annually by direct debit. To cancel the direct debit, 3-month notice should be provided to end the annual payment. Should the direct debit be cancelled at any point outside the notice period, services may be terminated.

Incorrect claims

In line with the incorrect claims policy, any certificate claim made incorrectly will incur a £60 administration fee.

Recognition letters

Centre recognition letters can be requested outside of the centre's initial approval. Both electronic letters and hardcopy letters are chargeable at the standard rate of £25.

Additional qualifications

The centres first additional qualification application is free of charge. Further additional qualification applications are subject to a fee of £50 per qualification however, should the application include all required documentation at the point of the application being submitted the fee will be waived.

EQA Visits (Remote and Face to Face)

Centres who have signed up on a 12-month price plan receive 1-2 free EQA visits per year as part of their plan. PAYG centres the standard rates apply £150 for half a day (up to 4 hours) and £250 for a full day. Payment is required no later than 7 working days prior to the EQA visit taking place, should payment not be received the EQA visit will be cancelled, and a suspension may be placed on the account until such time payment is received and a visit has taken place.

FQP Registration and Certification Fees

FQP registration and certification fees are charged at £14.00 regardless of the subject area or level.

FQP reviews and approvals are charged at £100 per qualification regardless of subject area or level.

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. Should the direct debit be cancelled before the end of any 12-month period and fees remain outstanding for the remaining payment plan period, the account will be immediately suspended until such time all outstanding fees and the remaining balance of the payment plan has been cleared.

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. Withdrawals of registrations during the plan allowance must be made no later than 3 months before the expiry date. If withdrawals are made within the 3 months of the plan expiry, this will be classed as allowance misuse and may affect your plan renewal.

Plans which include 'Free' resources are capped at the value equivalent of £300, further resources will be chargeable at the standard rate.

Please note that you will be invoiced for any fees incurred for failed direct debit and your account will be restricted. Focus Awards reserve the right to terminate the payment plan and place the centre on PAYG should direct debit payments fail for two consecutive months. The centre will remain liable for any charges including the remainder of the payment plan balance (up to the plans expiry date) during this period.

Certification

E-Certificates are available to all centres Free of charge.

Hard copy certification fees differ with the number of certificates that have been requested at that time and based on the centre agreement in place. There is a fee of £2 per certificate. This fee applies at the time of certification and is available for up to 7 working days following the release of an E-Certificate.

Hard copy certificates requested by a centre after 7 working days are chargeable at £25 per copy.

Certificates issued under Focus Awards' Abandoned Learner Policy are chargeable at £25 per copy.

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 in a timely manner and that all applicable registration fees are paid.

Where a learner has paid both course and registration fees in full and is subsequently withdrawn, no credit will be applied to the Centre's account. Credit will only be considered where the learner has not paid fees in full, and appropriate evidence of withdrawal and refund is provided. Any credit issued will be subject to a £10 + VAT withdrawal processing fee.

Withdrawals resulting from incorrect registrations are not eligible for credit.

Where a learner transfers to an alternative qualification within the same year, the original registration fee may be applied to the new qualification. Any difference in fees will either be credited to the Centre (where lower) or payable by the Centre (where higher).

Refunds are not available.

Appeals

An appellant requesting an appeal is required to pay a £200 fee before the request will be accepted. This fee is refundable if the appeal is upheld.

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 £290.

Where a centre has been inactive for 12 months, the approval will be archived, and renewal required for re-approval and to re-activate the centres account.

Should the centre be archived for the above or at the request, they will be required to complete and pay for renewal when re-activating the approval.

Resources

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

Resources, unless stipulated otherwise are hard copy. Fees include the price of postage to mainland UK. All international orders, will be subject to standard postage and packaging fees.

Postage and Packaging

There is no additional charge for the issue of certificates to a centre, 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, tracked and special delivery. The fees of such services are to be covered by the centre.

Standard postage fees will apply for the return of a learner(s) portfolio to the centre and/or directly to the learner's address, this fee will be required prior to the return.

International Centre Fees

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

Centre approval fee: £500 including 1-day EQA minus expenses

Centre Renewal fee: £500 with spends less than £1500.

EQA Visits: Starting at £300 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*

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.

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

Version History

The version history for this policy is maintained within the Focus Awards Policy Document Control List.