



Policy Document

Fees, invoicing and billing policy

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Introduction

This Policy sets out Aspire Qualifications (AQ) Ltd.'s processes in respect of its fees, invoicing and billing, including the issue, payment and retention of invoices.

Scope

This policy is aimed at internal AQ staff, suppliers, centres and learners including any other parties involved in other aspects of AQ assessment.

Pricing policy

AQ will publish and maintain a pricing structure that is:

- Maintained and updated in line with our policy review
- Clear, fair and transparent
- Value for money

Issuing of invoices

AQ issues invoices as required and these are normally issued electronically. Invoices are raised in response to various fees including registrations of learners from centres.

Understanding our invoices

Invoices are issued to the Approved Centre point of contact as defined by the Centre detailed in contractual documentation.

All invoices will include centre details, the name and address of the customer, date of issue, the invoice total with breakdown where relevant and detailing our payment terms, PO number (where required) or reference and detail of the service(s) delivered.

Publication of fees

We will take reasonable steps to publish clear, up-to-date, and easily accessible fees and pricing information for new and existing customers. Where we cannot publish a finalised fee because a request may be more bespoke, we will instead provide a reasonable indication of the likely fees and make it clear that the fee is indicative.

The table at Appendix A details the fees across specific categories of information for potential purchasers.

Credit control

The responsible member of staff will ensure that invoices are raised promptly in respect of income due to the company.

Our invoices follow HMRC requirements and include the following:

- A unique identification number
- Company name, address and contact information
- The company name and address of the customer
- A clear description of what is being charged for
- The date the goods or service were provided
- The date of the invoice
- VAT amount
- The total amount due

Terms and conditions for payment are 30 days from the date of the invoice issue.

Action will be taken to collect overdue debts in accordance with AQ procedures for debt recovery. If payment has not been made after 30 days of the invoice date, contact is made to the customer's finance contact. If necessary, a copy invoice is issued and a follow up telephone call will be made.

If payment has not been made after 90 days, we will seek an alternative point of contact or advice for further chasing.

Non-payment of invoices

If any amount remains unpaid after the payment date, AQ may apply sanctions.

This may include:

1. Suspension of certification
2. Refusal to register Learners
3. Refusal to provide any further services
4. Other financial sanctions

Refusal to register Learners or suspend certification is a very last resort and would only occur in instances of malpractice, as to do so risks the learners and every action we take is aimed at protecting their interests.



Methods of Payment

We accept the following forms of payment:

- Via Worldpay Pay by Link
- Online shop by Credit/Debit card
- Bank Transfer

Refunds

We do not offer refunds in the event that a centre withdraws a learner or cohort once they are registered onto our system.

Extenuating circumstances

If a learner is unable to undertake an assessment due to personal ill health, they may apply to defer the assessment submission.

No refunds of learner registration will be accepted.

Invoice retention

Our retention policy is based on legal expectations which is to retain all invoices for six years.

Policy updating and reviewing

We monitor our policies on an ongoing basis to ensure that they remain fit for purpose and responsive.

All policies relating to AQ will be updated on an 18-month cycle or sooner as required. Earlier policy updates will take place in response to any regulatory change, resulting legislation or feedback received, that dictates the need to conduct an earlier review.

Our policy review process also forms part of AQ's continuous improvement monitoring and self-assessment arrangements.



Policy version and owner

Policy version	October 2024
Policy review date	April 2026
Policy owner	Responsible Officer
Regulatory references	Condition F1: Information on fees and features of a qualification Condition F2: Packaging qualifications with other products or services Condition F3: Invoicing

Appendix 1 Types of fees

Fee type	Explanation
Standard Qualification Fee	Mandatory fees for a single learner, from registration to certification This does include: • Learner registration • All assessment, marking and quality assurance • Issue of certificate It does not include: • Membership of a professional body • Prior learning fees • Retakes or re-marks • Centre fees
Package Fee	Fee for additional products and services that may be purchased with the qualification Example Standard Qualification Fee + Package (Membership) Fee
Associated Learner Fees	Optional fees directly related to delivery and award to individual Learners
Mandatory Centre Fees	Obligatory centre-level fees necessary for AQ approved Centres to undertake delivery of our qualifications. It would include: • Centre registration • Annual centre fees • Fees for quality visits (e.g. Centre quality monitoring).

Appendix 2 – AQ fees tables

Standard Qualification Fees

Qualification learner registration	Aspire Qualifications Level 4 Diploma in Business Management
Per learner	£150

Qualification learner registration	Aspire Qualifications Level 5 Diploma in Business Management
Per learner	£175

Note: We do not operate module level fees. The full qualification fee amount is payable at registration and lasts for 3 years.

Associated Learner Fees

There is no charge for original eCertificates.

Service	Cost
Exceptional fees (e.g., late registration fee, qualification validation requests, duplicate notification requests)	£40
Certificate – paper (per each certificate)**	£40
Replacement certificate – electronic (per each certificate, if available)	£25
Verification of certificate (per each certificate)	£45
Transcript of results	£50
Confirmation third party letter	£50

Replacement certificate fee

The fee for a search of records and a replacement certificate is £25 per learner. Whether the search is successful or not, fees are not refundable. The fee includes a replacement certificate and/or amendment of the certificate requested and postage if appropriate and available.

For full details of our certificate fees please refer to our Certificate and Replacement Certificate Policy on our website.



Mandatory Centre Fees

Service	Cost
Centre registration and approval UK	£750
**Centre registration and approval (Overseas)	£1000
Qualification approval fee (per each additional qualification)	£150
Fee for additional quality monitoring full day (either as requested by a centre or required as part of centre risk management)	£500
Fee for additional quality monitoring half day (either as requested by a centre or required as part of centre risk management)	£275
Fee for additional quality monitoring (either as requested by a centre or required as part of centre risk management)	From £1000

****The application fee includes the cost of the initial approval visit and any associated travel costs in the UK but additional costs will be calculated for overseas approval visits to cover expenses.**

Annual centre renewal fee

Whilst there is no annual renewal fee, all centres are required to have an annual minimum spend of £750 UK or £1000 overseas. In the event that a centre does not fulfil this, AQ will invoice for the shortfall up to £750 or £1000.

Continued recognition activity

We don't charge for:

- Processing a Centre Recognition application – regardless of whether you decide to become a Centre
- General support and advice
- Access to our online registration and awarding system
- One annual monitoring activity from an EQA
- Withdrawing learners, however the original registration charge is non-refundable

Administration fees

We charge an administration fee of £25 per learner or £75 per cohort if we are required to undertake administrative work to correct errors made by centres when registering or administering their learners, such as registering incorrect names or removing essential information.