



iCQ Invoicing Policy

Issue date: June 2023

Version 3

For internal and external use

Introduction

As an approved Awarding Organisation in England, Wales and Northern Ireland, a principal role of iCQ is to secure the standards for iCQ qualifications and end point assessment that are regulated. As part of our commitment to quality assuring standards and protecting learners and apprentices, iCQ provides guidance and support to help recognised centres, EPA providers, learners and apprentices achieve these standards. iCQ also ensures that any regulatory requirements that the regulator(s) issue are met, and that it supports centres, providers, and stakeholders to meet those requirements.

iCQ's regulatory policies are integral to our approach and articulate in a consistent way how we meet our regulatory requirements. They are reviewed regularly to ensure that they remain fit for purpose. These regulatory policies apply to iCQ where UK regulated qualifications and end point assessments are developed, implemented or delivered.

Regulatory references

The regulators require all awarding organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies that relate to iCQ's status as an awarding organisation will reference particular conditions and criteria that they address.

Conditions

- **Invoicing**

Review Date

June 2023

Reviewer:

iCQ Compliance Department

Policy statement

1. This policy supersedes any previous document and replaces the guidance given in previous published or existing iCQ policies, guidance and procedures. It is aimed at all iCQ customers, including iCQ Recognised Centres, those considering application to become a Recognised iCQ Centre, those using iCQ End Point Assessment Services and those using iLearner for the delivery of non-iCQ qualifications and ESFA Data returns.

Purpose of the policy

2. The purpose of this policy is to set out the process undertaken by iCQ when invoicing customers for fees. The policy also outlines iCQ's terms and conditions of business with all customers using some or all iCQ services.

General

3. iCQ fees are available to view on the iCQ website. Qualification Certification and End Point Assessment fees are listed for individual Qualification's and End Point Assessments can be found in the relevant menus on the iCQ website homepage. General and non-specific fees are also available on the iCQ homepage.
4. iCQ's published fees and prices exclude VAT. VAT will be applied to all fees unless full or partial exemption has been declared. (refer 5 below)
5. In certain circumstances learner Qualification Certificates and apprentice End Point Assessment fees may be eligible to be charged exempt from VAT. Where the customer believes that their learner or apprentice's circumstances meet the requirements for exemption as defined by HMRC, customers are required to utilise the self-declaration facility provided within iLearner at the point of requesting Qualification Certification or submitting an End Point Assessment request (at Gateway submission).

All customers are encouraged to seek professional advice regarding their VAT status regarding their activities. Should a centre believe that due to their confirmed VAT status that they are fully exempt from VAT for all iCQ fees they will be required to evidence their VAT exemption status when first engaging with iCQ. If a centre wishes to make such a declaration they should, in the first instance, contact iCQ at accounts@icanqualify.co.uk.

6. The iCQ invoices for services provided are automatically generated from the iLearner activity data at midnight on the last day of each calendar month. Invoices to customers are produced monthly in arrears, and are calculated on the following basis:
 - a. The number of learners added to iLearner between 00.00 on the first day of a calendar month and 11.59pm on the last day of a calendar month, who have not been archived. (eg any learner that is added and subsequently archived in the same calendar month is not chargeable)
 - b. The number of iCQ Qualification Certificates issued between 00.00 on the first day of a calendar month and 11.59pm on the last day of a calendar month
 - c. Any other fees (eg replacement certificates) incurred between 00.00 on the first day of a calendar month and 11.59pm on the last day of a calendar month.
 - d. The number of End Point Assessment which have been requested between 00.00 on the first day of a calendar month and 11.59pm on the last day of a calendar month for which the Planning Meeting has been scheduled.

7. iCQ invoices are delivered via email attachment to the named individual/individuals provided to iCQ by the customer upon account registration with iCQ within 3 working days from the end of the calendar month to which they relate. All invoices are also available to both view and download from within iLearner upon issue. (refer 11 below)
8. Each invoice issued by iCQ contains the following information:
 - Customer name and address
 - Invoice number
 - Invoice date
 - Net Invoice Value
 - VAT (where applicable)
 - VAT reclaimed/VAT not applied (where applicable)
 - Invoice total
 - Remittance Details
 - Current statement of account
 - Details of learners and apprentices added/registered (by username) and charged for during the calendar month, including details of date added and the associated fee
 - Details of Qualification Certificates claimed and issued during the calendar month, by learner, including date of issue, certificate number, Qualification Certificated, and any associated fee and VAT exempt certificates (where applicable)
 - Details of End Point Assessments requested, by apprentice, including date of request, End Point Assessment requested and any associated fee and VAT exempt assessments (where applicable)
9. Where required by customers, iCQ invoices can also contain customers purchase order numbers. Where a centre requires a purchase order number to be present, the customer should advise iCQ of the purchase order number prior to iCQ generating invoices at 11.59pm on the final day of a calendar month.
10. Where a customer does not supply a purchase order number to iCQ prior to 11:59pm on the final day of a calendar month and subsequently requests invoices to be re-issued, iCQ may at its discretion apply a fee of £20 per invoice by way of an administration fee.
11. iCQ maintains an online account for each customer, available to customers within the iLearner system. The online statement details all invoices issued together with the customers payment history.
12. All remittances made to iCQ are recorded in the iLearner system and are visible on the online account page within 3 working days of receipt by iCQ.
13. Should a customer have any queries relating to invoices issued by iCQ or their account in general, they should in the first instance contact iCQ accounts detailing the nature of the query by emailing accounts@icanqualify.co.uk.

Terms

14. iCQ's standard terms of payment are 30 days net. Any deviation from these terms must be agreed in writing with iCQ prior to the provision of services to customers.
15. iCQ may, at its discretion, apply a credit limit to customer accounts. Where charges are incurred which have not yet been invoiced reach the credit limit applied, iCQ will request an advance payment such that the customer remains within the credit limit.
16. iCQ may, at its discretion, either on a short term or permanent basis decline to provide credit facilities to customers and require customers to maintain a prepayment account with iCQ for services required to be provided by iCQ.
17. Where iCQ apply a credit limit or require prepayment for iCQ services, this will be communicated to customers by iCQ's account department.
18. Should a customer fail to meet iCQ's terms of business, iCQ retains the right, at its discretion, to restrict the customers access to iCQ services until outstanding fees are settled and apply compound interest to overdue balances at the rate of 10% above the Bank of England base lending rate.

iCQ useful contact details

Should you require further clarification regarding this document please contact:

Customer Accounts

Email: accounts@icanqualify.co.uk