

## Invoicing policy

This policy sets out Innovate Awarding's approach to invoicing for our centres, suppliers and contractors.

Innovate Awarding publishes a breakdown of fees for its qualifications, together with any other chargeable service, relating to its awarding activities in a way that is in sufficient detail to show transparency and allows the purchaser of qualifications to understand the costs incurred in a timely manner – downloadable from our website, [www.innovateawarding.org](http://www.innovateawarding.org)

### We commit to the following:

- invoices are issued in a timely manner
- invoices have sufficient clarity to enable centres to identify any costs invoiced
- the requirements of the policy is effectively communicated to managers and other appropriate individuals
- the policy is monitored and evaluated as part of the Innovate Awarding annual quality review, and
- information is provided to purchasers of qualifications, or other awarding services, with information in sufficient detail regarding Innovate Awarding's fee structure – which is available on our website, [www.innovateawarding.org](http://www.innovateawarding.org)

## Procedure

Invoices are generated monthly and comply with UK HM Revenue and Customs (HMRC) guidance. All invoices clearly state that this is what they are with the word 'invoice'.

### All invoices are consolidated into one and include the following:

- a unique identification number (which may or may not be the ULN)
- Innovate Awarding name, address and contact information and company registration number
- the name and address of the customer being invoiced
- a clear description of what is being charged – e.g., full qualification name and number
- the date of the Learner registration(s) or the date at which the goods/services were provided
- batch or cohort number/description – if provided to us at the point of registration
- the date of the invoice (tax point date)
- the amount(s) being charged, including the total charge
- VAT amount if applicable
- the bank details of where the remittance is to be made
- purchase order number (if required by the customer)
- payment terms.

## **Payment terms**

All invoices are due for payment within 30 days, please note the following:

- all outstanding fees will be pursued to the legal conclusion and any fees incurred will be passed on to the customer, and
- if the non-payment of the invoice relate to registration on a qualification we reserve the right to not process this registration.

Statements will be produced on a monthly basis for any balances outstanding. Duplicate invoices or statements will be provided on request, free of charge.