



End Point Assessment Invoicing Policy

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1. Introduction

1.1. Purpose of the policy

This policy sets out the processes followed by VTCT in relation to the issue, payment and retention of invoices for its End Point Assessment (EPA) products and services which it provides as an approved Apprentice Assessment Organisation (AAO).

1.2. Scope of the policy

This policy is provided for all VTCT approved Apprenticeship Training Providers providing Apprenticeships requiring an EPA in England only.

1.3. Regulatory authorities

This policy is written in conjunction with the Conditions for Organisations on the register of end-point assessment organisations.

1.4. Review arrangements

This policy is reviewed annually as part of VTCT's self-evaluation activity, which includes consideration of customer and regulatory feedback and good practice guidance. A policy review may also be triggered as an action resulting from the outcome of the investigation of a complaint.

2. Fees

VTCT's service fees are:

- published annually;
- available on the website for England based customers;
- distributed following updates;
- shared with potential new Training Providers during the approval process;
- reviewed annually;
- normally not increased above the rate of inflation.

The effective fee periods are:

- VTCT - 1 August to 31st July.

3. Issuing of invoices

At the point of scheduling an EPA, no invoice will be raised by VTCT. Invoices will be raised once the EPA has taken place, the value driven by the number of learners attending the EPA per the published fee scales. Invoices will be subject to standard 30-day payment terms.



- The VTCT Finance Department issues invoices within 14 days of provision of the related service.
- Statements for any balances outstanding are produced monthly.
- Duplicate invoices or statements are provided on request.
- All invoices are sent to the Training Providers accounts department unless an alternative arrangement has been made.

4. Content of invoices

Each invoice contains the following information:

- Training Provider name and address;
- account number;
- invoice number and date;
- purchase order reference (if required by the Training Provider);
- item lines for the product/service provided;
- item charges, the total charge and VAT amount where applicable;
- payment methods and bank account details;
- payment terms.

Each statement contains the following information:

- breakdown of invoices, credit notes or payments that have not yet been paid or allocated;
- related invoice date, number and amount;
- the Training Providers credit limit;
- a reminder of payment terms.

5. Cancellation

Cancellation of a scheduled EPA with greater than 10 working days' notice will not be subject to a fee. Scheduled EPAs cancelled with 10 working days or less notice will be invoiced at the base cost rate per the published fee scales.

6. Rescheduling

Rescheduling of a scheduled EPA will be allowable with greater than 10 working days' notice. Rescheduling of a scheduled EPA with 10 working days or less notice will be subject to the cancellation policy above and will require re-booking per the original EPA booking process.



7. Payment terms

All invoices are due for payment 30 days from the invoice date unless the invoice states otherwise.

8. Payment of invoices

- Training Providers are required to pay for invoices in full within the stated payment terms.
- Invoices can be paid by BACS, credit card or cheque.
- Details of how to make a payment are included on all invoices and statements.
- Any bank charges incurred are the responsibility of the Training Provider, including any charges for non-cleared cheques, conversion charges and any remittance charges for international monetary transfers.

9. Credit control

- Training Providers receive statements detailing any outstanding balances and any amounts overdue;
- Failure to pay invoices within payment terms may result in the application of sanctions in accordance with the applicable VTCT policy.
- Sanctions, which may include suspension of further EPA scheduling, will remain in place until the amount has been settled or a payment plan has been put in place.
- VTCT, at its discretion, may apply late payment interest and charges to overdue invoices.
- A Training Provider which is experiencing temporary difficulties in meeting the payment terms, should disclose this to VTCT's finance/accounts department as soon as this becomes apparent.
- VTCT reserves the right to
 - determine and apply a credit limit for a Training Provider as considered appropriate and will review and revise a credit limit for a Training Provider when deemed necessary;
 - cease trading with a Training Provider if the Training Provider is deemed a risk to the business;
 - cancel a EPA which is related to a non-payment of an invoice.
- Where necessary, outstanding balances will be pursued to a legal conclusion and any fees incurred will be passed on to the Training Provider. Overdue balances may be referred to a collection agency.

10. Retention of Invoices

All invoices and credit notes are held for six years from the invoice date.

11. Further information

If you have any queries about invoices or the contents of this policy, please contact VTCT's Finance Department, accounts@vtct.org.uk, tel +44 (0) 23 8068 4500 (Customer Support).



Document amendment history page

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1	CFO	Feb 2018	New policy	CFO
2	CFO	19/03/2019	Updated formatting	Compliance Manager

Document Review

Role	Review Status
CFO	Reviewed

Document Owner

Document Owner	Document shared with
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Document Sign-off

Role	Sign-off Date
CFO	Feb 2018