

# Invoicing Policy

## Policy

### Policy Statement

This Invoicing Policy sets out the processes for the issue, payment and retention of invoices. It also states the legal requirements for the content of the invoices.

This invoicing policy relates to the requirements of the Ofqual General Conditions of Recognition, conditions F3.2 and F3.3.<sup>1</sup> The invoicing policy is referenced in the Gateway Qualifications' Financial Rules and Regulations and Gateway Qualifications' Centre Agreement Terms and Conditions.

### Issuing of Invoices

Gateway Qualifications will issue invoices on a regular basis, normally weekly, with additional elements being charged on a monthly basis. Invoices with charges relating to one or more of the following:

#### Centre Recognition

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A fee charged upon initial centre approval, an annual fee for each future year of recognition from the 1<sup>st</sup> of August.

#### Qualifications

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Registration, assessment booking (where applicable), additional credits or an invoice triggering event, such as late registrations, booking attendance on a training event, appeals charge.

#### End-Point Assessment

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End-Point Assessment (EPA) fee, EPA resit fee, cancellation fee, appeals charge

#### Other

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External Quality Assurance or Moderator visits, qualification development charges, fees associated with sanctions.

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F3.2 An awarding organisation must establish, maintain, publish and comply with a written policy on invoicing.

F3.3 The policy must specify the processes to be followed by the awarding organisation in relation to the issues, payment and retention of invoices and the content of invoices.

Monthly checks will be done to confirm the completeness of the invoicing to ensure that no chargeable events have taken place for which no invoice has been issued.

## Invoice Content

The invoice will be issued to the finance contact or finance department of the customer on Gateway Qualifications' invoice template which will comply with HMRC requirements and contain the following information:

- A unique invoice number.
- Gateway Qualifications' name, address and contact details.
- The name and address of the customer for which the invoice is being raised.
- The customer's purchase order number if applicable
- The date of the invoice.
- Details of the items/services being charged for
- Invoice value total in GBP, with a breakdown of the charges, where applicable.
- Payment terms.
- Gateway Qualifications' bank details where remittance should be made
- Gateway Qualifications' Company Registration number and Charity Registration number.

All charges are applied in accordance with those approved by Gateway Qualifications' Finance and General Purposes Committee and Board of Trustees, and are published on the Gateway Qualifications' website in a manner that is timely, clear to purchasers and easily accessible.

## Payment terms, Credit Control and the Collection of Debts

The Director of Finance is responsible for ensuring that:

- Invoices are issued stating that our terms of business are strictly 30 days from the date of the invoice.
- Invoices are raised for the whole sum due.
- Invoices are raised promptly in respect of income due to the company.
- Invoices are raised in the legal format and supporting information is retained.
- Action is taken to collect overdue debts in accordance with the company's procedures for debt recovery.
- A customer statement is issued by the Finance Team to the Customer's Finance Contact following the completion of each month's invoicing. The statement details the age of the outstanding debts.
- If payment has not been made after 60 days the Director of Finance authorises a second statement or reminder letter to be sent to the Finance Contact by the Finance Officer detailing the outstanding debt and consequences of not remitting payment by return, with a follow up telephone call to those customers with a poor payment history.

- If payment has not been made after 90 days the Director of Finance authorises a third copy statement or second reminder letter to be sent to the Finance Contact, copied to the Head of the Organisation, and chased by telephone. A sanction is applied to the organisation with regard to any further learner registrations unless the centre is in discussions on its plans to make payment or an agreement for receiving payment has been reached.
- If any amount remains unpaid after the Payment Due Date Gateway Qualifications reserves the right to charge interest on any outstanding fees on a daily basis at the Bank of England Base Rate plus 4%.
- If payment has not been made after 120 days, the Director of Finance can pass to the Centre Compliance Team to start a centre withdrawal process. Additionally the Director of Finance can authorise a solicitor to act.

Aged debtors and accounts on stop are routinely reported to the Finance and General Purposes Committee on a monthly basis.

## Retention of Invoices

Electronic copies of all sales and purchase Invoices are retained in accordance with the legal requirements to retain records for the previous complete six financial years plus the current financial year.

## Contact details

If you wish to discuss any aspect of this policy and/or have a query relating to our fees or invoicing arrangements query, please contact:

Telephone: 01206 911211  
 Email: [enquiries@gatewayqualifications.org.uk](mailto:enquiries@gatewayqualifications.org.uk)  
 Post: Gateway Qualifications, Gateway House, 6 Tollgate Business Park, Colchester, Essex, CO3 8AB.

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 Review Date: September 2026

<b>Ofqual General Conditions of Recognition</b>
<b>Condition F3: Invoicing</b>
<b>Qualifications Wales Standard Conditions of Recognition</b>
<b>Condition F3: Invoicing</b>

**QAA licensing criteria**

**Not applicable**