



PART OF **nocn** GROUP



# **NOCN Invoicing Policy**

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## 1. Scope

1.01 This policy sets out NOCN's approach to invoicing and associated matters for all customers of NOCN, either in respect of Awarding Body services or in relation to End Point Assessment services.

1.02 The intended audience for this document is:

- a) NOCN Directors and Board of Trustees.
- b) NOCN core, sub-contracted and associate staff.
- c) All staff in NOCN approved/partner centres and training providers.
- d) All individuals receiving products or services from NOCN.
- e) Qualification and assessment Regulators.

## 2. Purpose

2.01 The purpose of this document is to:

- a) Provide NOCN's policy on the issuing of invoices.
- b) Outline the different fee types customers may receive from NOCN.
- c) Provide NOCN's policy regarding payment terms and credit control.

## 3. Fees and Prices

3.01 NOCN's fees and pricing are published annually for the academic year. The fees and pricing are issued before the beginning of the new academic year and are available on the NOCN website. Individual qualification prices are available upon request and can also be accessed through the qualification specifications on the NOCN website. Where new products or services are introduced, the relevant fees and charges will be published as part of the launch.

3.02 NOCN has several categories of fees which are outlined in the rest of this section.

### I. Qualification, Unit, Intended Credit Value and External Assessment Resit Fees

3.03 NOCN charge a combined registration and certification fee. The fee is charged at the point of registration. For all new registrations, an order confirmation is generated on the NOCN registration and award system at the point that the candidate registration is made. During the registration process, the Centre must enter a purchase order number which will appear on the invoice.

3.04 Fees associated with external assessment resits will be issued in line with the standard invoicing procedure.

3.05 A consolidated invoice will normally be issued electronically to the Centre either biweekly or monthly. This will contain a breakdown of all transactions raised in the week/s, including the registration date, the product and its fee, the quoted purchase order number (if given) and the number of registrations.

3.06 If learners achieve over the registered level of credit or qualification, an invoice will be raised on achievement to reflect the additional fee in line with the ICV matrix.

## **II. Replacement Certificate Fees**

3.07 Fees relating to replacement of certificates are invoiced monthly for centres or at the time of certificate production for learner requests. Alternatively, they are charged for at the time of ordering a replacement certificate on the NOCN Hub.

## **III. Centre Approval Fees**

3.08 A prospective Centre wanting to apply to be an NOCN Centre is required to pay a £300 application fee. This is non-refundable and is charged at the commencement of the centre recognition process.

3.09 Once approved as an NOCN Centre, a one-off centre set up fee of £350 is charged to cover the initial Quality Assurance visit and the Centre set up administration costs.

## **IV. Annual Centre Fees**

3.10 Annual Centre fees will be issued to applicable centres at the start of the academic year. New centres in the year will be charged an annual fee at the point of approval and on the anniversary thereafter.

3.11 Annual Centre fees are charged based on the number of individual records the Centre has on NOCN's registration and award system. For example, if a Centre has more than one Centre/account ID, they will be charged the annual fee for each ID.

## **V. Additional External Quality Assurance Monitoring Fees**

3.12 Additional external quality assurance monitoring fees will be issued at the end of each week following notification of the monitoring completion by the NOCN Assessment and Quality Assurance Team.

## **VI. End Point Assessment Fees**

3.13 End Point Assessment Fees will be issued to each Centre when a commercial agreement has been signed between NOCN and the Centre. Following signing this agreement and receipt of a valid PO number, an initial invoice is normally issued based on a % of the total fee for the indicated volumes within the commercial agreement, with the final invoice issued once the assessment bookings are scheduled.

## **VII. vLearn Fees**

3.14 A learner fee is charged on a monthly basis in arrears, based on the number of learners the Centre has registered on vLearn in that month.

## **VIII. Other Services (including remote invigilation fees)**

3.15 Other services will be invoiced either bi-weekly or monthly, in line with the standard invoicing procedure.

## 4. Payment Terms

- 4.01 All invoices must be paid in full within 30 calendar days of the date of the invoice, unless specified otherwise.
- 4.02 Any payments outstanding for 60 calendar days or more may result in the Centre being placed on stop for both registrations and certifications, legal action being taken, additional charges being invoiced and/or Interest being charged. It may also result in the withdrawal of Centre approval.
- 4.03 Invoices relating to End Point Assessment must be paid before the assessment takes place.

## 5. Information Included on the Invoice

- 5.01 As a minimum, all invoices show the invoice date, NOCN Centre number, cohort number where applicable, the transactions making up the invoice and the total amount being invoiced. Invoices comply with VAT regulations and show the NOCN VAT number.
- 5.02 All invoices show the contact details for any queries relating to the invoice.

## 6. Issuing of Invoices

- 6.01 Invoices will either be issued biweekly or monthly dependent on the type of invoice raised. The invoice will be issued to the finance contact as notified by the Centre. It is the Centre's responsibility to ensure that their contact details are kept up to date.
- 6.02 NOCN will not be held responsible if a Centre's users do not comply with their own Centre policies/processes for issuing PO numbers and will pursue any payments withheld in respect of this in line with our credit control procedures.

## 7. Payment of Invoices

- 7.01 Invoices are raised in sterling for settlement in sterling except where agreed otherwise. Invoices show the details of how to pay, including the bank account details into which the invoices should be paid. Each payment should include the Centre's NOCN ID as a reference and should always be supported by a remittance, which must be emailed to [accounts@nocn.org.uk](mailto:accounts@nocn.org.uk). If a remittance is not received, NOCN reserves the right to allocate payments to the oldest invoices outstanding.

## 8. Credit Control

- 8.01 Centres receive monthly statements detailing outstanding invoices, current ageing and total outstanding. These are issued at the end of each month.
- 8.02 NOCN reserves the right to:
  - a) Determine a credit limit for a Centre as considered appropriate by NOCN or its constituent parts.
  - b) Review credit limits for centres when deemed necessary.
  - c) Credit check the centres financial stability with a credit reference agency, if required.

- d) Put a Centre on stop, which includes both registration and certification, or ceasing trading with a Centre in the event that the Centre is deemed a financial risk to the business or does not pay its invoices in the expected timescale.

## **9. Retention of Invoices**

9.01 Electronic copies of invoices will be retained for at least 6 years from their date of issue.

## **10. Refunds**

10.01 Refunds will not be issued unless exceptional circumstances can be demonstrated, or it has been agreed by a Director or Head of Department within NOCN.

## **11. Document Control**

11.01 This policy will be reviewed and updated where necessary to reflect updated legislation, customer feedback, improvements of operation and changes to the regulatory environment. If you have any queries regarding the contents or the use of this policy, please contact NOCN via email at [groupcompliance@nocn.org.uk](mailto:groupcompliance@nocn.org.uk).

11.02 All NOCN policies and procedures are signed off by the NOCN Responsible Officer. The latest versions of which can be found on our website here: <https://www.nocn.org.uk/support/nocn-group-policies/>.