



BWYQ Fees and Invoicing Policy

This policy sets out BWYQ's invoicing and payment arrangements and is aimed at all BWYQ recognised Centres. It covers registration payments and all invoices issued for services.

Details of current BWYQ fees can be found on [our website](#) (link active September 2024)

Review arrangements

BWYQ reviews this policy as part of the self-evaluation process and will revise it as necessary in response to stakeholder or regulatory feedback. If you would like to feedback any views, please contact us via the details below.

Payments for registrations

BWYQ Recognised Centres must notify BWYQ when a course is being planned for delivery that will lead to a BWYQ regulated qualification. The Centre must provide BWYQ with;

- the course number
- the start and end dates
- the names of all tutors, assessors and IQA

This information will be used to determine what fees are due and to assign learners to a registered course.

During enrolment, the BWYQ learner registration form (Form H12) **must be completed by each learner and sent to BWYQ**. The Centre must provide a final list of all learners registering on the course.

It is expected that the Centre will provide registration details for every course promptly so that fees can be reconciled in a timely manner. Each learner pays BWYQ registration fees to their Centre as part of the enrolment process.

It is the responsibility of the Centre to then forward the learner's BWYQ registration fee to BWYQ. Since this is an ongoing process it is expected that BWYQ will receive these fees on a monthly basis, within two weeks following the end of the month in which the payment was received by the Centre.

If a learner does not pay their registration fees upon registering, it is the responsibility of the Centre to collect these fees from the learner.

If there is an agreed payment plan for an individual learner, then payment of the BWYQ registration fee in instalments is acceptable. However, if this has not been agreed with us beforehand then payment of the registration fee in full will be expected.

Any learner for whom there is no record of the registration fee payment cannot access BWYQ's

consideration of reasonable adjustments, special considerations, remote assessment applications, EQA sampling or be issued with a certificate

Invoicing approach

For all products and services other than learner registration fees, we will invoice Centres within **30 days** of the agreed product or service being delivered and these will be sent to the Head of Centre unless informed otherwise. Examples of this would be an invoice for the issuing of a replacement certificate or for the annual fees charged to the Centre for the mandatory annual EQA visit and standardisation training.

Each invoice will contain details:

- Of the product/service being provided
- Agreed timescale for payment
- Our bank account details for BACS payments

Upon receipt of the invoice, payment should be received by us within **30 days** of the invoice date. If there are queries about any aspect of the invoice please contact the BWYQ Operations Coordinator via the details below. After the payment is received, BWYQ will update the records and issue a receipt.

Failure to pay invoices may result in services and/or products being phased out and/or withdrawn.

Refund policy

A learner who withdraws from a qualification within 14 days of paying their qualification registration fee will be entitled to a full refund. If a Learner withdraws after 14 days then their entitlement for a refund will be assessed on a case by case basis.

Records

In accordance with HMRC guidelines, the Companies Act (2006) and the Charities Act (2011) we will keep records of all invoices issued and received to create an auditable trail.

Contact us

If you have any queries about the contents of the policy, please contact the BWYQ Operations Coordinator: bwygcoordinator@gmail.com

Document History		
Date	Staff member	Action
<i>July 2015</i>	<i>BWYQ Operations Coordinator and Responsible Officer Amanda Buchanan</i>	<i>Reviewed and revised</i>
<i>July 2015</i>	<i>BWYQ Financial Controller Yvonne Joyce</i>	<i>Reviewed and Revised</i>
<i>July 2016</i>	<i>BWYQ Financial Controller Yvonne Joyce Safeguarding and Diversity Manager Rebecca Morris</i>	<i>Reviewed and Revised</i>
<i>July 2017</i>	<i>BWYQ Financial Controller Yvonne Joyce</i>	<i>Reviewed and Revised</i>
<i>November 2017</i>	<i>BWY Operations Manager Wendy Blackman</i>	<i>Approved</i>
<i>November 2019</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
<i>December 2020</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
<i>May 2021</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
<i>November 2021</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
<i>December 2021</i>	<i>BWYQ Trustee-Directors</i>	<i>approved</i>
<i>November 2022</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
<i>December 2022</i>	<i>BWYQ Trustee-Directors</i>	<i>approved</i>
<i>September 2024</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed</i>