



CPCAB INVOICING POLICY

1. INTRODUCTION

CPCAB is regulated by Ofqual, Qualifications Wales and CCEA Regulation. Their General Conditions of Recognition set out clear requirements for invoicing in section F3 (see *Ofqual's General Conditions of Recognition, updated June 2016*).

This policy is published on CPCAB's website together with a comprehensive breakdown of our fees and our candidate registration procedures, which are sent out to centres as part of the centre approval process.

The following processes must be followed at all times.

2. ISSUING INVOICES

The CPCAB online Portal automatically raises invoices for group registrations, late registration fees, re-sits and replacement certificates. These are emailed automatically to centres.

All other invoices are raised manually and sent out on the same day. These include:

- qualification approvals;
- external verification or centre support visits;
- administrative fees for Subject Access Requests under data protection legislation;
- CPD workshops;
- Sales of DVDs or other teaching resources.

Some purchasers specify that purchase orders and purchase order numbers are detailed on invoices. In these cases the Portal generates the invoice with the purchase order number printed on it. Manual invoices are issued with the purchase order attached.

3. PAYMENT OF INVOICES

Payment terms are specified clearly on invoices. Without exception these are to be within 30 calendar days from the date of issue. If centres do not pay within 60 calendar days a reminder letter is posted, and a further letter is posted after 90 calendar days.

Credit notes are issued in a timely manner (see also page 2, Refunds).

4. RETENTION OF INVOICES

Invoices generated by the Portal are stored electronically and, together with all other invoices, are also stored in a manual filing system. Hard copy invoices and credit notes are stored securely for a minimum of seven years from first issue.

5. CONTENT OF INVOICES

All invoices contain the following information:

- CPCAB company number and registered office details.
- CPCAB finance department address and contact details.

- CPCAB bank account number, bank sort code and name of bank.
- Date on which invoice was issued.
- Name of purchaser.
- Where appropriate, centre registration code.
- Where required, purchase order number.
- Invoice number.
- Item(s) and/or service(s) to be purchased.
- Amount in £s sterling and total due.
- Payment terms.

5. MANAGEMENT OF INVOICING

All invoices are raised automatically by the Portal or manually by the EA Service Manager. The invoicing process is managed and monitored by the EA Service Manager, Finance Director and the Head of Business and Development.

6. CREDIT NOTES

Training centres are entitled to receive a credit note, minus an administration charge of £15 per candidate, if a candidate leaves the course within six weeks of the course's start date. After this time, only candidates who have withdrawn on medical grounds and have submitted a medical certificate will qualify for a credit note, which will represent 50% of the fee minus an administration charge of £15.

This policy will be reviewed annually, as part of CPCAB's documentation update.