

FDQ - Fees and Invoicing Policy

Introduction

1. FDQ is committed to ensuring that it provides a clear and transparent system of fees and invoicing which is responsive to purchasers, offers value for money, and supports the planning requirements of centres and other users of FDQ regulated qualifications and end-point assessment products and services.
2. Fees and invoicing in this context may relate to centre approval, qualification approval, learner/apprentice registration, examination entries, certification and any other chargeable services that relate to the development, delivery and award of FDQ products.

Fees

3. FDQ publishes a schedule of fees relating to centre approval, learner/apprentice registration, examination entries, certification and related services or products. FDQ ensures that the details within the fee schedule are clear, transparent and offer an accurate description of the main features of the product or service in question. The fees are available to centres, potential purchasers, and other interested parties, via FDQ's website or on request from FDQ.

FDQ publishes a Minimum Spend Threshold Policy Statement for each financial year which is available from the policies section of our website.

The minimum spend threshold has been introduced reluctantly to ensure FDQ can continue to provide dedicated quality assurance services to all our centres. We are of course aware that our smaller centres are more likely to be in scope for the charges next year and we wanted to ensure early notification was provided so viability decisions can be considered for the longer term.

FDQ will issue a quarterly statement of account to centres who may be in the minimum threshold zone through the year. Centres under the threshold will be subject to the charge and an invoice for the difference will be raised with a 30 day expectation of payment.

4. FDQ aims to support the planning and implementation of FDQ qualifications and end-point assessments by ensuring that information on fees is made available to purchasers as far in advance as possible. Where this is not feasible, FDQ will endeavour to provide sufficient information that will give a reasonable indication of the fees applicable to the products in order that potential purchasers can make informed decisions and plan accordingly.
5. Where FDQ offers a qualification, which is also available as part of a package or grouping of units and/or qualifications FDQ will make clear in advance the scope of the fees attached to the constituent parts of any package.

Invoicing

6. In regard to invoicing, FDQ will ensure that:
 - a) All invoices for FDQ products and services are issued in a timely manner and that they provide a breakdown of fees to a reasonable level of detail, as requested by a user or purchaser, and in such a way that the detail may be confirmed easily by the purchaser
 - b) all invoices include as a minimum, the following information
 - i. Centre name
 - ii. Centre address
 - iii. Centre number
 - iv. Invoice number
 - v. Date of issue
 - vi. Summary of products or services
 - vii. Amount due
 - viii. Bank details for electronic transfer of funds
 - ix. Breakdown of learner/apprentices details (learner/apprentice number, first name and surname) where applicable

- c) Invoice and payment enquiries are responded to in a timely manner and in line with FDQ's customer service standards
- d) The terms of business that apply to the payment of invoices is clearly set out, including the action to be taken in the event of non-payment
- e) Copies of all invoices and receipts are retained for a period of at least 7 years
- f) Aggregated data is made available to the FDQ Governance Committee to enable them to ensure procedures are operating effectively and allow for analysis and review of such data.