

Invoicing

Policy and procedures

Contents

Invoicing policy

Effective from:	September 2023
For the attention of:	Heads of Centre / ASDAN QA

Policy owner	Policy approver
Centre Support Manager	Finance Manager

Review history		
Date	Version	Reviewed by
July 2018	Version 1	Compliance Manager
July 2022	Version 2	Finance Manager
September 2023	Version 3 – 4.3 invoices will be issued when the moderation has been confirmed, 4.5 invoices will be issued within ten working days of the appeal confirmation	Finance Manager
Next review: August 2025	To be reviewed by Centre Support Manager and approved by Finance Manager.	

Contents

1	Introduction	4
2	Fees and pricing	4
3	Administration fees	5
3.1	Membership fee	5
3.2	Training fees	5
3.3	Publications fees	5
3.4	Certification fees	5
4	Qualification fees	6
4.1	Candidate registration	6
4.2	Candidate registration for previously submitted candidates	6
4.3	Late candidate registration, entry/withdrawal or cancellation	6
4.4	Additional postal moderations	6
4.5	Appeals and enquiries about results	6
5	Payment terms	7
6	Information included on the invoice	7
7	Copy invoice availability	7
8	Payment of invoices	7
9	Credit control	8
9.1	Customer notifications	8
9.2	Members dashboard restrictions	8
10	Retention of invoices	9
11	Contact details	9
12	Associated policies and procedures	10

1 Introduction

This policy sets out ASDAN's approach to invoicing and associated matters for all customers of ASDAN.

2 Fees and pricing

ASDAN Fees and Pricing are published annually in September and are available on the ASDAN website: asdan.org.uk/policies-regulations-and-centre-guidance

Customers will be notified at least 30 days before this date if there are to be any increases to current prices.

If a publications order is made or candidate registration submitted before a price increase, these will be invoiced at the pre-increase price, even if they are processed after the price increase. INSET and training workshops will be invoiced at the price as of the date of the event, unless the INSET was confirmed in writing prior to increased prices being published.

3 Administration fees

3.1 Membership fee

Memberships will run annually from the date of registration. Renewals will be charged automatically on that anniversary

3.2 Training fees

3.2.1 Webinars and workshops

Invoices will be raised at the time of webinar/workshop booking.

Payment of the invoice is due within 30 days or at least 10 days prior to attendance at the webinar/workshop, whichever is the sooner, except in exceptional circumstances, and with the prior agreement of the finance department.

3.2.2 INSET

The INSET invoice will be raised within 60 days of the INSET taking place.

INSET invoices will detail the price of the INSET plus the price of any additional fees such as expenses and training packs.

3.3 Publications fees

Invoices for goods will be sent within three days of the goods being despatched.

3.4 Certification fees

Fees relating to certificate charges (including issue of replacement certificates) are issued at the time of certificate production.

For ASDAN Short Courses, a certificate charge equivalent to the cost of the student book will be invoiced at the time of certification where insufficient books have been purchased.

4 Qualification fees

ASDAN charges a combined registration and certification fee for qualifications. The fee is generated at the point of candidate registration purchase.

4.1 Candidate registration

Invoices will be issued within 10 days of the candidate registration being purchased.

4.2 Candidate registration for previously submitted candidates

Where an existing candidate is awarded after being submitted for further units of a qualification at the same level, then an additional submission fee will apply.

Invoices will be issued at the time of certification, or up to 60 days following.

4.3 Late candidate registration, entry/withdrawal or cancellation

Invoices will be issued when the moderation has been confirmed.

4.4 Additional postal moderations

Charges for any additional postal moderations beyond the initial two included as part of the centre registration fee will be invoiced after certification of the candidates.

4.5 Appeals and enquiries about results

Where a charge is applicable the invoice will be issued within ten working days of the final decision being reached and confirmed regarding the appeal.

5 Payment terms

All invoices must be paid in full within 30 days of the date of the invoice unless specified otherwise.

6 Information included on the invoice

Invoices show invoice date, centre name, address and account number; description, price, quantity and VAT code of each item purchased and payment details.

Invoices comply with latest HMRC statutory notices of compliance.

7 Copy invoice availability

Copies of outstanding and historical invoices are available for centres to download from the ASDAN members dashboard: asdan.org.uk/member/order-history

Invoices can also be requested by email: finance@asdan.org.uk

8 Payment of invoices

Invoices are raised in sterling, for settlement in sterling, except where agreed otherwise.

Invoices show the details of how they should be paid, including the numbers and the bank account details into which they should be paid.

In the event of a customer requiring a further breakdown of their invoice, ASDAN will provide further details where possible.

Invoices show the contact details for any queries relating to the invoice.

9 Credit control

9.1 Customer notifications

Customers who do not pay within the 30 days specified on the invoice receive the following notifications:

- Reminder email 7 days before the invoice is due
- Reminder email 1 day overdue
- Reminder email 14 days overdue
- Reminder email 30 days overdue
- Final reminder email 40 days overdue

9.2 Members dashboard restrictions

When a customer has an invoice outstanding that is over 45 days old, the account is restricted. A warning message is displayed on the ASDAN website on signing in and the member is redirected to the order history page to make payment.

When a customer has an invoice outstanding that is at least 90 days old, they are subject to late fees starting at £40.00 per invoice, plus daily interest at the statutory rate. They will also receive telephone calls on a monthly basis until payment is received and, where all other methods have failed, they will be subject to legal action. In these circumstances a court fee and any interest accrued will be added to the debt.

10 Retention of invoices

Invoices and credits are retained by ASDAN for up to six years in line with VAT regulations, after which time they are shredded.

11 Contact details

If you have any queries about the contents of this policy, please contact the ASDAN finance team:

ASDAN Finance Department, Wainbrook House, Hudds Vale Road, St George, Bristol, BS5 7HY

Email: finance@asdan.org.uk

Phone: 0117 941 1266

12 Associated policies and procedures

Document name	Responsible person
Centre Approval Policy	Qualification Manager
Sanctions Policy	Qualification Manager



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