

ITC First

**P17
Invoice Policy [1.3]**

December 2022

ITC First

Trading name for
ITC First Aid Ltd
Registered in England
Company Number 5750596
VAT 928 7798 51

Postal Address

ITC First
Tranquility House
Harbour Walk
Hartlepool
TS24 0UX

Telephone 0345 370 7610 (local rate from anywhere in UK)

Ask for

ITC Chief Executive Officer for all queries regarding ITC operations.

E-mail mail@itcfirst.org.uk

Website www.itcfirst.org.uk

Website Access

For all policy statements and downloadable documents

Upload to:

Ofqual Portal	SQA Accreditation Share Point	ITC WebOffice Support Resources	ITC Public Website	ITC Google Drive
x	√	√	√	√

Invoice Procedures Policy

1. Overview

- 1.1 ITC is committed to providing an open and accountable quality invoicing service for all.
- 1.2 ITC provides an Awarding Organisation/Body service and invoices for that service at the point of learner registration/pack purchase. Each qualification has an associated learner registration/pack. The ITC WebOffice allows Centres to select the appropriate learner registrations/packs for the qualifications it delivers.
- 1.3 The purchase price of any learner registration/pack is clearly identified during the selection process.
- 1.4 Learner registrations/packs may be pre-ordered in bulk, on a non-return basis, upon dispatch.
- 1.5 An invoice is produced by ITC when learner details are entered on the ITC WebOffice, learner evidence verified and any certificates have been awarded. A pdf copy of each invoice is emailed to Centres upon the certificates being despatched. A copy is also kept on the ITC finance package.
- 1.6 ITC requires invoices to be paid within 30 days of being raised.
- 1.7 When learner registration/pack fees are to be amended, ITC will provide 6 months warning of an increase in charges. Purchases as from the change over date will be invoiced for at the new rate.
- 1.8 Invoices for any non-prepaid learner registrations/packs are raised when certificates are awarded and despatched to Centres.
- 1.9 All other invoices for specialist and bespoke services will be invoiced as and when.
- 1.10 If there is to be delay in the payment of invoices the Centre is required to contact ITC with an explanation and payment plan.
- 1.11 Poor prompt payment history can result in Centre status being withdrawn or accreditation conditions imposed.
- 1.12 It is the Centre responsibility to ensure that:
 - a) The number of bulk ordered learner registrations/packs are monitored.
 - b) The correct learner registrations/packs are ordered for each training course.
 - c) Stock balance on the WebOffice is confirmed as accurate upon despatch of learner registrations/packs.

- d) Discrepancies on the stock balance page of the WebOffice are reported immediately, as this balance will form the basis for any invoices generated by ITC to clear the outstanding stock balance.
- 1.13 Poor stock control in the WebOffice will result in the facility to pre-order and bulk purchase being withdrawn and learner registrations/packs being forwarded upon a course-by-course basis.
- 1.14 All Centres will agree to maintain an invoice payment policy or procedure that is compliant with this document.
- 1.15 Ofqual condition F2, requires that an Awarding Organisation must consider from time to time whether or not it is appropriate to introduce or continue to make available a qualification in a package together with other products or services. ITC does not offer packages and has no plans to introduce packages in the foreseeable future unless the qualifications arena substantially changes. ITC will review its position on a regular basis as required.

2. Procedure

2.1 Timeline of key events required by ITC Centre:

- a) Centre contacts ITC by completing and emailing a Learner Pack Order Form for ITC to arrange learner pack delivery. Type of learner registrations/packs and delivery address is required.
- b) ITC will raise an invoice at the time of despatch and will record quantities on WebOffice stock balance.
- c) ITC will forward via commercial delivery firm.
- d) Centre adds the learner details, results and completes the course on the Learner details added to course details on ITC WebOffice and the learner evidence forwarded to ITC for awarding.
- e) The number of learner enrolments registrations/packs is automatically deducted from Centre stock balance.
- f) An invoice is generated from the number of learner enrolments per course for any non-prepaid learner registrations/packs.
- g) Invoice is forwarded to the Centre to be paid within 30 days.
- h) If all administration is compliant and with a track record of invoices paid within 30 days, then no additional charge is incurred.