

ITC First

**P17
Invoice Policy 2017 [1]**

January 2017

ITC First

Trading name for
ITC First Aid Ltd
Registered in England
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Ask for

ITC Awards Manager 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:

RITS	QR	SR	ITC Public	ITC Server
✓	✓	✓	✓	✓

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 candidate registration/pack purchase. Each qualification has an associated candidate registration/pack. The ITC WebOffice allows Centres to select the appropriate candidate registrations/packs for the qualifications it delivers.
- 1.3 The purchase price of any candidate registration/pack is clearly identified during the selection process.
- 1.4 Candidate registrations/packs may be pre-ordered in bulk, on a non-return basis, upon dispatch.
- 1.5 An invoice is produced by ITC when candidate details are entered on the ITC WebOffice, candidate 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 candidate 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 candidate 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- 1.11 Poor prompt payment history can result in Centre status being withdrawn or accreditation conditions imposed.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 candidate registrations/packs are monitored.
 - b) The correct candidates registrations/packs are ordered for each training course.
 - c) Stock balance on the WebOffice is confirmed as accurate upon despatch of candidate 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 candidate 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.

2. Procedure

2.1 Timeline of key events required by ITC Centre:

- a) Centre contacts ITC by completing and emailing a Candidate Pack Order Form for ITC to arrange candidate pack delivery. Type of candidate 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 candidate details, results and completes the course on the Candidate details added to course details on ITC WebOffice and the candidate evidence forwarded to ITC for awarding.
- e) The number of candidate enrolments registrations/packs is automatically deducted from Centre stock balance.
- f) An invoice is generated from the number of candidate enrolments per course for any non-prepaid candidate 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.