



The Chartered
Institute of Logistics
and Transport

CILT(UK)

Awarding Organisation:

Invoicing policy

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1. Introduction

This policy applies where CILT(UK) Awarding Organisation (AO) issues invoices to organisations e.g. Learning Partners, in relation to CILT(UK) regulated qualifications.

2. Scope

This policy applies to:

- All invoices issued by CILT(UK) AO for regulated qualification-related products or services.

3. Regulatory Authorities' criteria

CILT(UK) is an awarding organisation regulated by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualification Wales and the Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland.

In addition to statutory duties, this policy is intended to meet relevant regulatory requirements as set out by Ofqual/ QW/ CCEA and has been compiled with reference to current regulatory guidance and best practice.

4. Definitions

Awarding Organisation

An organisation or consortium that awards qualifications. To be eligible to award regulated qualifications, awarding organisations must meet the requirements of the regulatory authorities.

Learner

A person who is registered to take a qualification and to be assessed as part of that qualification.

Learning Partner (Centre)

An organisation undertaking the delivery of an assessment (and potentially other activities) to Learners on behalf of an awarding organisation. Centres are typically educational institutions, training providers, or employers.

Qualification

An award made by an awarding body for demonstration of achievement or competence. To be eligible to award regulated qualifications, awarding organisations must meet the requirements of the regulatory authorities.

Regulatory authorities

Government-designated statutory organisations required to establish national standards for qualifications and secure consistent compliance with them.

5. CILT(UK) AO Invoicing policy

Fees and charges

The CILT(UK) AO Standard Fees List is available on the CILT(UK) AO web pages (see 'Awarding Organisation Policies and Procedures'): <https://ciltuk.org.uk/Qualifications>

All fees and charges quoted in our Fees list are exclusive of VAT, which shall, where applicable, be paid by the Learning Partner at the prevailing rate on the due date for payment.

Invoicing process

Where invoices are raised against a company account, CILT(UK) AO requires the organisation representative to supply the correct billing address, contact email address and phone number to CILT(UK).

Companies operating a purchase order system will need to raise a PO number and this should be communicated to CILT(UK) AO.

CILT(UK) reserves the right to refuse instructions to invoice a company.

Payment terms

Invoices must be paid **within 30 days from the date of issue**, unless otherwise stated.

In regard to Learning Partners, as stated in the CILT(UK) AO Learning Partner Agreement, Learning Partners are required to make prompt payment for invoices received in accordance with CILT(UK) AO's payment terms. The CILT(UK) AO sanctions policy will be followed in the event of non-payment or consistent payment issues.

Payment methods

All payments must be made in Pounds Sterling.

CILT(UK) AO's preferred method of payment is by BACS. However, payment by cheque or debit/credit card is also acceptable.

CILT(UK) AO's operating year runs from 1 October – 30 September.

Invoices

Invoices will show all chargeable transactions and services. It will also show any charges for postage and packing plus VAT at the applicable rate.

Retention of invoices

CILT will keep invoice records for a minimum of 6 years plus the current year from the end of the last company financial year they relate to.

VAT exemptions

Any customer exempt from VAT (e.g. Registered Charities, non-UK customers, etc.) must inform CILT(UK) AO and provide documentary evidence (exemption certificate) prior to requesting any service or product.

Refunds

Refunds are provided entirely at the discretion of the CILT(UK) AO Management. This does not affect a customer's statutory rights.

NB: Learning Partner Approval fees are non-refundable once the application has been processed, regardless of whether the Learning Partner is approved or not.

Refunds will be made via the method of payment received for the relevant invoice.

Non-payment

Without prejudice to any other rights or remedy where payment is not received by the due date, CILT(UK) AO may:

- Suspend acceptance of further enrolments and/or registrations from the Learning Partner or suspend issuing Learner certificates to Learning Partners.
- Suspend or remove the Learning Partner's Accredited status, for one, multiple, or all qualifications on a temporary or permanent basis

For further information, see the CILT (UK) AO "*Learning Partner Sanctions policy*".

No payment will be deemed received by CILT(UK) AO until it has been received in cleared funds.

6. References

CCEA Regulation, 2021 "*General Conditions of Recognition (January 2021)*"

Office of Qualifications and Examinations Regulation, 2022 "*Ofqual Handbook: General Conditions of Recognition (May 2022)*"

Qualifications and Curriculum Authority, 2006 "*NVQ Code of Practice - Revised*"

Qualification Wales, 2021 "*Standard Conditions of Recognition (January 2021)*"

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