



Invoicing Policy

September 2017 | Version 3.0
Policy authorised by Responsible Officer

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1.0 Introduction

The OTHM Invoicing Policy aims to make clear to our delivery centres how invoices are issued, what invoices contain, the terms of payment and consequences of nonpayment.

2.0 Scope of policy

This policy is aimed at all OTHM stakeholders including learners, centres, and other parties involved in any aspect of OTHM qualification and endorsed learning provision.

3.0 Policy statement

OTHM will:

- Process all learner registration invoices and dispatch them to Centres within five working days or within seven working days for other services requested
- Deal with the Centre in accordance with the OTHM Customer Service Agreement
- All invoices will be due for payment immediately upon receipt.
- OTHM will not be able to provide any services without receiving payment

4.0 Procedure

Invoices raised will include the following information:

- Invoice Number
- Date of Invoice
- Centre Reference
- Due Date
- The qualification Code and description or a description of the service requested
- Quantity Ordered
- Unit and total Price per qualification or other product or service
- Total Invoice price
- Centre Unique identifier – Centre Number

Payment Terms:

- The Centre must pay all invoices immediately upon receipt

5.0 Nonpayment of invoices

If any amount remains unpaid after the payment date, OTHM may apply sanctions to the Centre. This may include:

- suspension of certification
- Refusal to register learners
- Refusal to provide any further services to the Centre until such amount is paid
- Further financial sanctions

The Centre shall be liable for the reasonable costs incurred by OTHM in seeking recovery of unpaid amounts.

Where a centre continually exceeds payment terms OTHM will issue the letter requesting payment and warning of impending financial sanctions at 31 days. If payment is not received within 10 days of the date of the letter, then financial sanctions will be imposed. Continued non-payment will invoke notice of intention to terminate the Centre Approval with reference to the relevant clauses in the Signed Centre Agreement. Termination of the Centre Agreement and withdrawal of Centre Approval will ensure three months after notice is given unless full payment of outstanding monies is made.

Preferred Methods of Payment

- Require immediate payment after receiving invoice
- All payments are payable by Bank/Wire/Online Transfer
- We do not accept cash, debit/credit card, cheque and banker's draft

If you have any queries on invoices and payments or any other financial matter; you can contact at: info@othm.org.uk

6.0 Refunds

Learner registrations

A full refund will be made if a centre contacts OTHM within 5 working days of confirmation of registration where the centre has:

- registered a learner in error
- registered a learner on an incorrect qualification
- duplicated a registration

Training days

Where a booking is cancelled, or transferred to a different training day the amount of the booking fee refunded is as follows:

- Cancellation or transfer over 30 days prior the event: 75% refunded
- Cancellation or transfer between 30 & 20 days prior the event: 50% refunded
- Cancellation or transfer between 20 & 10 days prior the event: 25% refunded
- Cancellation or transfer less than 10 days prior the event: no refund

Refunds will be made by the same method as used for payment.

7.0 Regulatory references

Ofqual requires all regulated Awarding Organizations to establish and maintain evidence of their compliance with the General Conditions of Recognition. As part of its ongoing process of compliance, OTHM policies and procedures will reflect the particular conditions and criteria they address.

This policy addresses the following Ofqual General Conditions of Recognition (GCR).

GCR Reference	GCR Section title
F3	Invoicing

8.0 Policy review date

September 2017

9.0 Useful contacts

For more information on OTHM qualifications and services please visit the website: www.othm.org.uk. Alternatively, call at: +44(0)20 7118 4243 or email at: info@othm.org.uk

End of policy