

Invoice policy

Table of Contents

1.0	Introduction	3
2.0	Scope of policy.....	3
3.0	Policy Statement	3
4.0	Invoice details	3
5.0	Payment Terms.....	3
6.0	Preferred Methods of Payment.....	3
7.0	Non-payment of invoices	4
8.0	Refunds.....	4
9.0	Regulatory references	4
10.0	Useful contacts	5
	Version History.....	5

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 the consequences of non-payment.

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 qualifications 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).
- Services are normally only be provided once payment has been received by OTHM

4.0 Invoice details

Invoices raised will include the following information:

- Invoice Number
- Date of Invoice
- Centres Unique identifier – Centre Number.
- 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

5.0 Payment Terms

- The Centre must pay all invoices immediately upon receipt
- OTHM must receive exactly the amount specified
 - Any international banking charges on the payee's side must be added and are the responsibility of the payee
- All payments are in UK Pounds Sterling (GBP)

6.0 Preferred Methods of Payment

All payments are payable by Bank/Wire/Online Transfer

We do not accept cash, debit/credit card, cheque and banker's draft

7.0 Non-payment of invoices

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

- Services invoiced for will be delayed or not be provided
- Suspension of certification
- Refusal to provide any further services to the Centre until such amount is paid
- Further financial penalties

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

Continued non-payment may 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 ensue three months after notice is given unless full payment of outstanding monies is made.

8.0 Refunds

8.1 Learner registrations

A credit note 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

All other fees legitimately paid to OTHM are non-refundable in line with the Centre Agreement.

9.0 Regulatory references

Ofqual requires all regulated Awarding Organisations 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 (GCoR).

GCR Reference	GCR Section title
F3	Invoicing

10.0 Useful contacts

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

Version History

Version Number	Date	Comments
5.0	July 2019	—
6.0	July 2020	Review
7.0	March 2025	Review