



**ABMA EDUCATION
FEES AND
INVOICING POLICY
FAI/POL/010**



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ABMA Education Fees and Invoicing Policy

Introduction

This sets out ABMA Education's (hereafter 'ABMA') Fees and Invoicing Policy and is aimed at our customers, including learners, who:

- intend to deliver/enrol onto, or
- are currently delivering/enrolled onto, or
- have taken

an ABMA approved qualification or unit.

Fees

We will provide potential purchasers/centres with a copy of our fees list which details the standard fees for the qualifications that we make available as well as any associated products and services.

Our fees list has in place pricing structures that are clear to the reasonable purchaser which, if not already clear from the context, detail the main features of the qualification and associated services to which the fees relate.

Accompanying the qualification fee are also details of other associated fees (if applicable), for example, exemption fees.

Our fees will also state whether they are a standalone qualification fee and/or a 'packaged' fee. Qualifications offered in a 'package' will also be available to purchase on their own, except where:

- our purchasers indicate that packaging a qualification is more appropriate, and/or
- we reasonably conclude that continuing to make a package available is appropriate.

Our fees list is published before the qualification/service is made available to centres to help inform their planning arrangements.

If it is unlikely that fees will be published in time to assist centres – which would be an unlikely event – then indicative fee details will be produced and made available to centres.

Invoicing

We will not issue invoices to centres. Invoices will only be issued in exceptional circumstances or can be sent to centres upon request. Invoices that are issued will provide a

breakdown of the fees and will be sent within a timely manner. Invoices will not be issued directly to learners.

Invoices that are issued will be in pounds sterling and will display:

- the invoice issue date,
- the title of the qualification, product or service being invoiced,
- the amount due,
- the VAT amount (if applicable) and our VAT registration number,
- the payment due date and any payment terms applicable, and
- the IBAN/SWIFT code.

We will retain copies of invoices that we generate and issue for the minimum statutory period as stipulated by HMRC accounting policy.

Fee Deadlines

We will issue centres with fee deadlines.

Fee deadlines are published a minimum of one academic cycle as appropriate to the qualification and will be issued to centres to help inform their planning arrangements.

Payment

Payment of fees is made via banker's draft or bank transfer (BACS) and should be either on or before the fee deadline.

Bank Charges

Some banks may charge centres a fee to process payments. Centres are responsible for payment of these fees.

Receipts

Confirmation of fees received is sent to the centre once the fee has been processed.

Refunds and Credits

Centres can apply to cancel purchases up to 6 weeks before the assessment date of the qualification or the commencement of any product.

We will not issue refunds to centres except in the most mitigating of circumstances, such as the centre is unable to continue offering our qualifications due to an external factor.

Any unused/unallocated fees will appear against the centre's account as a credit at the end of each quarter. Credits can then be transferred/set against future payments.

Refunds of unused/unallocated fees will only be considered in exceptional circumstances.

We will require supporting medical or other documentation to process cancellation and refund requests.

Contact Us

If you have any queries about the contents of the policy, please contact us at:

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