



Invoicing Policy

| Document Specification: | | | |
|-------------------------|--|----------------------|---------------------------------|
| Purpose: | To set out the policy and procedure to be followed by NALP in relation to how centres and customers will be invoiced, including payment terms. | | |
| Accountability: | NALP Governing Board | Responsibility: | Chief Executive |
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1. Purpose and Scope of Policy

The National Association of Licensed Paralegals (NALP) is an awarding organisation recognised and regulated by Ofqual. The Ofqual General Conditions of Recognition state that Awarding Organisations must:

“establish, maintain, publish and comply with a written policy on invoicing.”

And that

“The policy must specify the processes to be followed by the awarding organisation in relation to the issue, payment and retention of invoices and the content of invoices.”

This policy document covers the charges and invoicing for all provision accredited by NALP as an awarding organisation recognised by Ofqual.

Our aim is to have a pricing structure and associated invoice arrangements that are:

- Fair and appropriate and provide value for money for centres
- Understandable and transparent, with no hidden costs or details This document will be reviewed annually when charges are set for the forthcoming year and whenever changes are made to associated procedures.

2. Operating year

The NALP operating year runs from 1st October to 30th September.

3. Charges to be Invoiced

As an Awarding Organisation, NALP have a number of services which will be invoiced, not limited to learner registration or certification. The following gives details of the main services to be covered by invoicing:

3.1 Recognition of Centres

This applies to the recognition of a new centre and to a centre whose recognition status has lapsed for one year or more. The New Centre Recognition fee includes the Annual Fee (see 3.2) for the current year. New UK centres will receive:

- All of the services covered by the Annual Centre Recognition fee
- An additional Quality Reviewer “health check” visit to provide full support and guidance
- Advice on Training and CPD opportunities
- One to one mentoring and support as required

New International Centres will be charged separately for the cost of a pre-approval visit to cover expenses such as flights, hotels and food for 1-2 NALP personnel. This is explained to them prior to issuing an International Application form, following an enquiry from such a potential Centre.

Invoices must be paid in full prior to Centre Recognition status being confirmed in the event of a successful application. Neither the Centre Recognition fee (whether UK or International), nor any associated expenses, are refundable if Centre Recognition status is not achieved.

3.2 Annual Charge for Continued Recognition

An annual fee to recognised centres based on the number of learner registrations during the preceding year. The number of learner registrations is counted by the number of times any learner is registered, if a learner is registered multiple times during the year then this will count as multiple registrations. The minimum annual fee will be invoiced even if no learners have been registered during the preceding year. If a Centre fails to pay the annual fee, their status as a recognised centre will be revoked and they will have to pay the New Centre Recognition Fee in order to continue to offer NALP qualifications. The annual fee covers the costs of:

- Support and advice from NALP staff on curriculum development and accreditation administration
Quality audit and centre risk assessment
- Up to two Quality Reviewer visits per year (UK Centres only)
- Access to units accredited by NALP,
- Administration and account management costs

International Centres will be charged separately for the travel and hotel expenses associated with any External Quality Assurance Visits which are not covered in the Annual Charge for Continued Recognition.

The invoice will be sent to the Finance contact identified by the centre on the Centre Recognition application or as amended by any subsequent Centre Amendment form received by NALP. The invoice will be sent out on the anniversary of the Centre Recognition being granted.

3.3 Learner Registration

The charge applied for the registration of learners includes the certification of successful learners. Registration charges are based on either the qualification charge, where learners are registered on a full qualification and this is indicated at registration, or by the Intended Credit Value (ICV) of the cohort being registered. If a centre requires that a PO must be included on all registrations then NALP will make this a mandatory requirement of learner registration.

The invoice will be sent to the Finance contact identified by the centre on the Centre Recognition application or as amended by any subsequent Centre Amendment form received by NALP. The invoice will be issued within 30 working days of the receipt of the correctly completed learner registrations or within 15 working days of the notification of the registration of the learners, whichever is soonest.

3.4 Late Registration Fees

There will be a per learner late registration fee for all registrations received after the deadlines given below:

- For courses of 15 weeks or less, the registration form must be received by NALP within **25 working days** of the start date of the course
- For courses of more than 15 weeks, the registration form must be received by NALP within **60 working days** of the start date of the course

Where registrations are received after the deadlines the registrations may be refused or a late fee will be charged.

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3.5 Replacement Certificates

Replacement certificates where the original certificates have been lost or damaged or if certificates have been incorrectly issued due to an error by the Centre. The centre is required to complete a Replacement Certificate Request – Centre form and return to NALP with the incorrectly issued certificates and a full explanation of the reason for the request.

3.6 Quality Assurance

Where additional Quality Assurance measures are required to ensure centre compliance with terms and conditions or where the verification of the award of credit makes it necessary, the centre may be invoiced at the current rate for additional Quality visits. The decision to apply additional Quality Assurance measures will be made by the NALP Responsible Officer/Compliance Manager and notified to the Centre by email to the named Centre Quality contact.

3.7 Miscellaneous Other Charges

Other charges for services agreed with NALP will be levied at the discretion of the NALP Chief Executive Officer. These will be agreed in advance with the organisation and will be invoiced within 15 working days of this agreement or where otherwise agreed with the organisation.

4. Payment Terms

In all cases, the invoice must be paid in full within 30 days of the date of the invoice.

It is the responsibility of the providing organisation to pay fees and charges within 30 days of the invoice date.

Late payment charges will be incurred beyond this period of 2% of the invoice value per month. Centres should note that enquiries relating to invoices should be made within 20 working days of the date of the invoice. No adjustments or credit notes will be produced after this deadline and the original invoice will be due for payment.

Should the invoice not be paid in full, NALP reserve the right to withhold certificates or other services until the outstanding amounts have been settled.

Continued failure to pay will be subject to recovery proceedings, including taking action via the courts or passing the debt to an outside debt collection agency.

5. Information Provided on/with the Invoice

All invoices will contain appropriate information to ensure that the services provided are clear and easy to understand. Additional information, such as the number and details of the learners registered, level and title of the qualification, etc., will also be included on a separate sheet, where appropriate.

6. Record Keeping

In accordance with HMRC guidelines we will keep records of all invoices issued and received so that your centre or other relevant parties (such as the regulators) can be provided with an auditable trail of transactions if required.