

Fees and invoicing policy

Introduction

This document is intended for our centres and sets out the fees we will charge for our various qualifications and services as well as our invoicing arrangements.

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

- Are fair and appropriate and provide value for money for centres.
- Provide a clear and transparent structure, with no hidden costs or details.

We will review all fees annually. Increases in fees will normally relate to the annual rate of inflation. We will indicate the reasons for any increase in excess of the prevailing RPI. Fees will be published in December each year for implementation on 1 April following.

Review arrangements

We'll review this document and its associated procedures annually as part of our self-evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

If you would like to provide feedback, or have a query in relation to any aspect of our fees or invoicing arrangements please contact us via the details provided at the end of this document.

Regulated Qualification Fees

The fees listed below are correct at the date shown at the bottom of this statement and VetSkill is committed to ensuring the fee details are updated every time a new qualification is offered and/or if fees have altered and made available to our centres at the earliest opportunity to help them with their planning arrangements.

Details of the qualifications we offer (e.g. their specifications) can be obtained via QLMS system along with centre guidance materials that outline some of the processes below (e.g. centre recognition and external verification visits).

Centre Administration Fees	Cost
Centre recognition for new centres (including 1 qualification approval)	£2,500
Centre satellite recognition & approval	£600
Annual centre fee	£600
Satellite annual fee	£600
New qualification approval	£750
Additional visit (half day)	£400

Registration Fees		
Award	Certificate	Diploma
£40	£100	£200

Certification Fees	Cost
Replacement and duplicate certificates (full and unit)	£35

Examinations	Cost (per attempt)
External practical examinations	£220
Online examinations (per test)	£29
Late entry (additional fee)	£45

Appeals	Cost
Assessment enquiry and/or appeal*	£25
Independent (external) review	£450
*One fee only payable where enquiry leads to subsequent appeal. Appeal and review fees refundable where an appeal/review is successful.	

Customised and Partnership qualifications
For information on partnership & customised qualification development please contact us.

VAT is chargeable to clients who are not recognised exempt bodies.

Postage & Packaging

There is no additional charge for the issue of certificates in the UK. An additional charge will be required for postage outside the UK (at the standard packaging rates at the time of dispatch).

Postage and packaging costs for distributing manuals will be charged (at the standard packaging rates at the time of dispatch based on weight and quantity).

Invoicing approach

VetSkill will invoice your centre within one month of confirming your order unless alternative arrangements have been agreed. The invoice will be sent to your Accounts Department unless you inform us otherwise (if you would like to change who we send the invoices to please contact us via the details provided at the end of this policy).

Each invoice will contain details of:

- The product/service being provided
- Payment method(s) and our bank account BACS details
- VAT amount (unless you have informed us that you are VAT exempt)
- Our payment terms

Upon receipt of the invoice, payment should be received by us within 30 days of the invoice date. On receipt of payment we will update our records to show full payment has been received and ensure the invoice is appropriately filed.

Failure to pay due invoices may result in services and/or products being phased out and/or withdrawn from your centres and/or legal action being taken against your organisation.

Should you have any queries about any aspect of an invoice please contact us on the details below.

Records

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 necessary.

Contact us

If you have any queries about any aspect of our fees or invoice arrangements or the content of this policy, please contact our administration department.

Tel: 01480 278 580

Fax: 01480 278 581

E-mail: info@vetskill.com