

VetSkill Policy and Guidance on Fees and Invoicing

Introduction

This is version 2.1 of the Fees and Invoicing Policy and replaces all previous versions. This document is subject to regular revision and maintained electronically by its owner. Electronic copies are version controlled. Printed copies are not subject to this control.

Change history (previous version 1.4)

Section	Change
Centre Fee Structure	Removed to separate document
Review Arrangements	Additional clarification added
Refunds	Section added

Scope

This document is for customer information in addition to VetSkill approved 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 1st April following.

Review Arrangements

VetSkill will review this document as part of our annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous allegations.

In addition, this policy may be updated in light of operational feedback to ensure our arrangements for dealing with Fees and Invoicing remain effective.

If you would like to feedback any views, 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 within the *Centre Fee Structure* are correct at the date detailed at the bottom of the *Centre Fee Structure* document. VetSkill is committed to ensuring the fee details are updated every time a new qualification is offered and/or if fees have altered. We will make fees available to our customers and centres at the earliest opportunity to help them with their planning arrangements.

Details of the qualifications we offer to potential customers can be obtained via the VetSkill website and for existing centres via the VetSkill Web Portal.

Value Added Tax (VAT) – VAT Registration No. 357095868

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

Postage and 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 a centre within one month of confirming an order unless alternative arrangements have been previously agreed. The invoice will be sent to the Accounts Department unless we are informed 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 centre 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.



Refunds

For further information regarding refunds please refer to the *VetSkill Refund Policy* which can be found on our website, www.vetskill.com

Records

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

Other Relevant VetSkill Policies and Documents

VetSkill Refund Policy
VetSkill Enquiries and Appeals Policy
VetSkill Centre Fee Structure
EPA Fee Structure
SQP Fee Structure

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