

PRICING & INVOICING POLICY

Pricing Policy

Certa is committed to maintaining a pricing structure that

- is clear and transparent, with no hidden extras
- offers value for money to centres and which recognises their need to be commercially competitive
- offers value for money for learners, providing an incentive to continued learning
- is fair and appropriate, having regard to qualification and assessment needs

A full list of our current fees and charges for services (including Access to HE accreditation) is available in our published 'Guide to Charging and Services'. This can be downloaded from our website or a copy can be sent to you on request.

Charges for all Certa Qualifications, including Awards, Certificates and Diplomas (but excluding Access to HE Diplomas) are based on the number of credits each registered learner is intended to achieve. For example, if a learner is intending to achieve a total of 12 credits, the charge will be £44.50.

The fee for each credit band is shown in our guide to charging and services. This charge will then be multiplied by the number of learners requiring registration. The pricing structure is as follows:

Intended Credit Value	Charge per learner
1-3	£17.50
4-6	£27.50
7-9	£33.00
10-12	£44.50
13-15	£55.00
16-18	£65.50
19-21	£76.00
22-24	£86.50
25-30	£97.00
31 plus	£107.50

The main features of Certa qualifications are detailed in individual qualification guides.

There are no other associated documents or services directly linked to specific Certa qualifications, i.e. there is no syllabus or associated workbooks. Benchmark assessments are included as part of the qualification guide (for which there is no extra cost).

Where a qualification has particular features that require a certain specific understanding this is covered by mandatory briefing events, which are free of charge.

We also offer a broad range of other accreditation services to support the needs of your centre. The fees for these services are also in shown in our 'Summary Guide to Charging and Services', and include the certification charge for learners registered under our accredited training programmes.

Invoicing Policy

Our fees and charges are reviewed annually and updated (if necessary) in April/May of each operating year. A copy of our most recent pricing guide, containing details of our current fees and charges, is always available from our website. Printed copies of the published pricing guide are also available on request.

We will always issue invoices for our products and services based on the most recent charging policy.

Learner registrations

- We will issue an invoice for all registrations within two weeks of processing your learner submissions.
- Our registration charges are charged in advance of learner attainment and are based on 'intended' credit value, rather than actual achievement.
- Each registration invoice you receive will be accompanied by a report that will enable you to reconcile the charges to your own data.
- Where registrations are submitted outside our processing deadlines any late fees incurred as a result will be *in addition* to the registration charge.

Centre Recognition fees.

All our approved centres are charged an annual Centre Recognition fee, which includes a number of free quality assurance visits during the year. This is usually issued at the start of the academic year in August.

The fee you are charged will be based on the number of learners we think you will register with us during the twelve months from August to July, split into different bands.

Band	No. of learners	Annual fee	Compliance monitoring visits	EV/DCS visits
A	Up to 49	£350	1	1
B	50 -99	£600	1	2
C	100 – 499	£1,000	1	3
D	500 plus	£2,000	1	5

If you don't register any learners with us during the year but do intend to use other Certa services, such as consultancy or the certification of learners, then you will only need to pay the lowest level fee. If you think that you might need to do this you need to let us know in advance, so that you can retain your approved centre status during the period of planned inactivity.

At the end of the year we do a review of how many learners your centre has registered and send you a 'catch up' invoice, if you have exceeded the amount of learners originally invoiced for.

Most other fees such as those for Continuing Professional Development training and our consultancy services are charged in advance, on receipt of your booking form.

Invoice queries

If you have a query with the charges we have invoiced you for please let us know as soon as possible, by contacting our Finance team (finance@certa.org.uk). We will review our records and, where it is our fault, issue you with a credit note or a refund to correct your records.

We will also extend our standard credit terms, which are payment within 30 days, until the query has been satisfactorily resolved. Any refunds or credit notes due will be issued promptly.

Duplicate invoices

We keep an electronic copy of all our invoices, so that they can be re-produced if you need a copy. We won't charge you if you need a duplicate copy.

Payment terms

All fees and charges for our services are exempt from VAT, so you just pay the price shown in our charging policy. Our payments terms are 30 days from the date of invoice. If you don't pay us within this time we will regard the payments as overdue and send you an email statement as a reminder. Please note that the statement lists only unpaid invoices, and does not include any credit notes that may have been issued.

You can send us payment either by cheque, made payable to:

'Certa' or 'Open College Network YHR'

or you can send the payment direct to our bank account:

Sort Code 20-48-42; Account Number: 40034142.

If you pay us directly please also send us a notice to confirm which invoices you are sending the payment for. Send your notices to remittances@certa.org.uk

In the event of invoices being overdue for more than sixty days without any contact from you we will consider taking legal action. In those circumstances we will also charge interest to balances that we consider as overdue.

Certa is entitled to change these General Terms and Conditions at any time; any such changes will be notified to all centres.