

## **ISP Fees, Invoicing and Cancellation Policy**

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## **1. Introduction and scope**

This policy sets out how the ISP awarding organisation publishes its fees, invoices Providers, and charges for End-point Assessment (EPA) components that are cancelled or not attended. It brings together the ISP's previously separate Fees, Invoicing and Cancellation policies.

Section 2 covers fees and packaging, Section 3 covers invoicing, Section 4 covers cancellation, late cancellation and non-attendance of EPA components, and Section 5 covers exceptional circumstances.

## **2. Fees and packaging**

### **2.1 Publication of fees**

The ISP produces an agreement containing fees for EPA/Qualifications and Provider recognition, which is placed on the ISP website.

The pricing structures are clear and informative to the reasonable purchaser. Pricing will be based on industry standard and comparable to other Awarding Organisation.

The fees for EPA/Qualifications and Provider recognition are clearly differentiated and published on the ISP website at: <https://www.the-isp.org/education/qualifications-and-apprenticeships-price-list>

Where VAT is chargeable, this is clear.

### **2.2 Notice of fee changes**

Fees are published sufficiently far in advance to allow centres to plan for delivery. New fees, where applicable, commence in January each calendar year. Where possible, the ISP intends to provide a minimum of 6 months' notice of any fee changes.

If, for centre planning purposes, the ISP is unable to publish fees to this timescale, it will provide centres with the information they require to give a reasonable indication of the likely fees, and will make clear that the likely fees are only an indication.

### **2.3 Packaging with other products and services**

Where the ISP offers a regulated qualification alongside additional products or services, such as corporate membership, centre recognition, centre endorsement or supporting materials, these additional products or services will be clearly identified, including whether any additional fee applies.

Where these additional products or services are optional, Providers will be informed before purchase that they may obtain the qualification without accepting the optional products or services. Any additional products or services provided free of charge will be clearly identified as such.

Where the ISP makes a qualification available only as part of a package with other products or services, the ISP will periodically seek feedback from purchasers on whether the package is appropriate and will document its reasonable conclusion on whether the arrangement should continue, in accordance with Condition F2.2 of Ofqual's General Conditions of Recognition (now set out in the Ofqual Handbook).

## **3. Invoicing**

### **3.1 Invoicing process**

The ISP awarding organisation invoicing process is as follows:

1. The ISP recognises a Provider or accepts learner registrations.
2. The ISP issues an appropriate invoice to the Provider.
3. The Provider pays by cheque, BACS or PDQ.
4. The ISP acknowledges receipt of payment.

### **3.2 Invoicing policy**

The ISP will issue an invoice within one month of recognising a Provider or accepting learner registrations. Multiple registrations may be invoiced on one invoice.

All invoices will contain the following information:

- Invoice number
- Date
- Full name and address of the ISP
- Details of the ISP bank account
- ISP VAT registration number
- Statement of required payment date (payment due within 30 calendar days of the invoice date, unless otherwise agreed in writing).
- Full name and address of the invoiced company

For learner registrations, the invoice will also include:

- Number of learner(s) registered
- Full title of qualification(s) registered for, including level(s)
- Price payable
- VAT payable (currently 0%)

For Provider recognition, the invoice will also include:

- Name of recognised Provider

- Details and date covered
- Price payable
- VAT payable (currently 20%)

### **3.3 Overdue invoices**

The ISP reserves the right to pursue payment of overdue invoices through appropriate contractual and debt-recovery processes.

The ISP also reserves the right to claim statutory late-payment interest, fixed compensation and any additional recoverable debt-recovery costs, where applicable, under the Late Payment of Commercial Debts (Interest) Act 1998.

Any outstanding payment will be managed separately from the ISP's regulatory obligations relating to the assessment, issue of results and certification of learners. The ISP will not withhold a learner's result or certificate solely because a Provider has an outstanding invoice.

Any delay in issuing a result or certificate must be based on a legitimate reason consistent with the applicable regulatory requirements and the ISP's policies and procedures.

## **4. End-point Assessment cancellation, late cancellation and non-attendance**

### **4.1 Introduction and objectives**

Where assessment components are cancelled or not attended, legitimate eligible costs will be incurred and will be payable to the party affected.

The ISP aims to provide a consistent approach for apprentices, employers and Providers when an End-point Assessment is cancelled or not attended.

### **4.2 Scope**

This section covers all booked End-point Assessment components for all standards delivered by the ISP, and the ISP's process and charges in relation to assessments being cancelled or abandoned. Specifically, it covers:

- Cancellations (notified)
- Late Cancellations (not notified)
- Non-Attendance

In accordance with the ESFA Rules, the ISP will charge the Provider eligible costs, legitimately incurred where, due to either unforeseen circumstances or a change of circumstance, the assessment does or cannot occur as planned within an agreed timeline.

Charges arising under this section will be invoiced in accordance with Section 3 (Invoicing).

### 4.3 Summary

| Situation                                                                                                                    | Charge                             | Outcome                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Notified cancellation: five working days' notice or longer                                                                   | No charge                          | Rescheduled without charge                                                                                                                |
| Late cancellation: less than five working days' notice, up to 5pm on the day before the assessment                           | 100% of the relevant component fee | Rescheduled; does not count as a failure for the apprentice                                                                               |
| Non-attendance: cancelled after 5pm on the day before the assessment, or a no-show by the Apprentice or Independent Assessor | 100% of the relevant component fee | Rescheduled as a priority; a failed assessment is recorded where the apprentice caused it and no exceptional circumstances were submitted |

### 4.4 Cancellation (notified)

Any cancellation provided with five working days' notice or longer will be considered a Notified Cancellation and will be rescheduled without charge.

### 4.5 Late cancellation (not notified)

This section applies where an apprentice or Independent Assessor cancels a scheduled End-point Assessment outside of the required notice period prescribed by the ISP, but before 5pm on the day prior to the assessment. It covers all booked End-point Assessment components.

For the purposes of this policy:

- Late Cancellation (not notified) relates only to where the Apprentice, Employer, Provider or Independent Assessor cancels an assessment, or a component of an assessment, with less than five working days' notice and up to 5pm on the day prior to the scheduled assessment.
- Late cancellation charges will be at 100% of the relevant component fee.
- A late cancellation will be rescheduled and will not count as a failure for the apprentice.

### 4.6 Non-attendance

This section applies when an Apprentice or Independent Assessor fails to attend a scheduled End-point Assessment, or the assessment is cancelled after 5pm on the day prior to the scheduled assessment.

For the purposes of this policy:

- This relates to situations where the Apprentice or Independent Assessor fails to attend the scheduled assessment, or where the assessment is cancelled after 5pm on the day prior to the scheduled assessment.
- Non-attendance charges will be at 100% of the relevant component fee.
- An abandoned assessment caused by the apprentice not attending, or cancelling after 5pm on the day prior to the assessment, without exceptional circumstances submitted will also result in a failed assessment being recorded.
- Should the abandoned assessment be caused by the ISP, an amount for the reasonable costs incurred by the employer in scheduling and making available the Apprentice will be refunded in full and the assessment rescheduled.
- The component will be rescheduled as a priority.

## **5. Exceptional circumstances**

Where exceptional circumstances exist for cancelled or abandoned assessments, the ISP will review these and, where agreed, plan for these circumstances. These will be reviewed on a case-by-case basis and agreed by the Quality Manager and Operations Manager. For cancellations or abandoned assessments to be considered as having exceptional circumstances, they must be submitted via a special considerations form.

## **6. Key contacts**

For further information on withdrawal processes, please contact [equa@the-isp.org](mailto:equa@the-isp.org)