

Fees, Invoicing, Payment and Refunds Policy

1. Introduction

- 1.1 This is version 1.0 of the combined Fees, Invoicing, Payment and Refunds Policy and replaces all previous versions and separate policies covering fees, invoicing and refunds. 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.

2. Scope

- 2.1 This document is for customer and stakeholder information, and sets out Vet Skill Ltd approach to fees, invoicing, payment and refund arrangements for the function of Vet Skill Ltd as both an Awarding Organisation and End Point Assessment Organisation.

Vet Skill Ltd aims to have a pricing structure and associated invoice, payment, and refund arrangements that:

- Are fair and appropriate and provide value for money for customers.
- Provide a clear and transparent structure, with no hidden costs or details, that is clear to the reasonable purchaser and/or stakeholder
- Are accessible through the Vet Skill Ltd website to any potential purchaser without that person having to request it from, or provide any information to Vet Skill Ltd.

- 2.2 Vet Skill Ltd makes the fees list available to existing and potential customers and stakeholders through the website www.vetskill.com without restricted access, and reviews all fees annually.

Increases in fees will normally relate to the annual rate of inflation. Vet Skill Ltd will indicate the reasons for any increase in excess of the prevailing RPI. Fees will be published by 1st October each year for implementation on 1st January following.

For all qualifications offered by Vet Skill Ltd the Standard Qualification Fee is listed and includes: registration of the learner with Vet Skill Ltd for the qualification, one attempt at all assessments (both mandatory and optional) included within the qualification, notification of results and issuing of the original certificate to the learner. The component parts including registration and assessment fees are listed separately on the fees list for transparency.

Mandatory centre fees are clearly outlined on the Vet Skill Ltd *Centre Fee Structure*.

End-point assessment costs are clearly outlined on the Vet Skill Ltd *EPA Fee Structure* including the number of attempts at each element of the EPA which are included in the fee.

Associated learner fees including late assessment entry, enquiries and appeals and replacement certificates are clearly outlined on the Vet Skill Ltd *Centre Fee Structure* and *EPA Fee Structure*.

3. Regulated Qualification and End Point Assessment Fees

3.1 The fees listed within the *Centre Fee Structure* and *EPA Fee Structure* are correct at the date detailed at the bottom of the *Centre Fee Structure* and *EPA Fee Structure* documents and Vet Skill Ltd associated webpages. Vet Skill Ltd is committed to ensuring the fee details are updated every time a new qualification or end-point assessment is offered and/or if fees have altered. Vet Skill Ltd will make fees available to customers sufficiently far in advance of the time at which the qualifications to which that information relates will be made available to learners as to satisfy the reasonable planning requirements of potential purchasers.

Details of the qualifications and end-point assessments VetSkill offer to potential customers can be obtained via the VetSkill website and for existing centres via the VetSkill Hub (qualifications) and EPA Hub.

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

4.1 VAT is chargeable to clients who are not recognised exempt bodies. Exempt bodies should complete the VAT Exempt Body Certificate, available from <https://www.vetskill.com/downloads/Vet Skill Ltd> and return to info@vetskill.com

5. Invoicing and Payment Approach

5.1 Vet Skill Ltd will invoice within the timeframes set out below. The invoice will be addressed 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 Vet Skill Ltd within the timescales outlined below. On receipt of payment Vet Skill Ltd will update its records to show full payment has been received and ensure the invoice is appropriately filed.

5.2 Failure to make any payment to Vet Skill Ltd by the due date for payment may result in services and/or products being phased out and/or withdrawn from the centre, training provider or employer and/or legal action being taken against the organisation concerned.

VetSkill reserves the right to:

- Withhold results
- Suspend processing of registrations, results, appeals and certificates
- Serve notice of termination of the employer/provider. For the period from the notice to the date of termination, VetSkill shall suspend the rights to register new apprentices and shall charge at its standard rates for any services provided in relation to those apprentices registered with VetSkill as at the date of termination

5.3 All fees shall be payable in GBP to a UK bank account designated by Vet Skill Ltd.

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

Centre approval, centre renewal, learner registration and VetSkill qualification assessment entries

Vet Skill Ltd will invoice customers within one month of confirming receipt of the order or registrations unless alternative arrangements have been previously agreed.

Invoices must be paid by the customer to Vet Skill Ltd within thirty (30) days of the date of issue of the invoice.

Appeals

The fee must be paid when the appeal is submitted in accordance with the VetSkill Appeals Policy. Vet Skill Ltd will process payment and provide an invoice to the customer within five (5) working days.

VetSkill assessments sat as part of a recognition agreement with another Awarding Organisation and VetSkill End-Point Assessment

Vet Skill Ltd will invoice the centre or training provider within five (5) working days of receipt of the candidate registration and/or submission of Gateway declaration. All fees must be paid immediately on receipt of invoice and prior to the learner or apprentice undertaking any assessment.

Suitably Qualified Persons (SQP) Annual Renewal

Vet Skill Limited will invoice the SQP sixty (60) days prior to the annual renewal deadline of the 31st December. The SQP must pay the renewal fee by the 31st December to avoid removal from the SQP register.

6. Refunds

6.1 Centre approval and annual renewal fee(s)

Once payment has been processed, no refund will be applicable.

6.2 Suitably Qualified Persons (SQP) Annual Subscription

Vet Skill Limited will not refund any part of an annual 'Suitably Qualified Person' (SQP) subscription once paid by the SQP, unless the individual failed to meet the registration criteria. In which case a full refund will be provided.

6.3 Appeals

VetSkill Limited will only refund the sum paid by the candidate, centre, employer or training provider in the event of an appeal being successfully upheld. See the *VetSkill Appeals Policy* for further details.

6.4 EPA fees

Vet Skill Limited will not refund any part of an EPA fee where there is fewer than ten (10) working days' notice given prior to the start of the apprentice's EPA or element thereof. Please refer to the VetSkill EPA Manual for cancellation of bookings with more than 10 working days' notice.

6.5 Qualification Registrations

Vet Skill Ltd will provide a refund up to and including thirty (30) days from learner registration where a learner is withdrawn from the course, no assessment elements have

been attempted, and no cost for quality assurance has been incurred by Vet Skill Ltd for the learner.

6.6 Qualification Assessment fees

Vet Skill Limited will not refund any part of an assessment fee where there is fewer than ten (10) working days' notice given prior to the start of the learners' assessment window.

Extenuating circumstances will be considered on an individual basis and should be provided in writing to info@vetskill.com

7. Records

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

8. Other Relevant VetSkill Policies and Documents

VetSkill Appeals Policy.

VetSkill Centre Fee Structure.

EPA Fee Structure.

SQP Register Fees.

VetSkill EPA Manual.

Available at vetskill.com or info@vetskill.com.

Contact Us

Please contact us If you have any queries about any aspect of this policy or process:



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Review Arrangements and Version Control:

This version of the *VetSkill Fees, Invoicing, Payment and Refund Policy* 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. VetSkill will review this policy regularly as part of internal continuous improvement processes and will 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 situations.

Documented changes from previous version	
Section	Change
All	Fees and Invoicing Policy and Refund Policy combined
6	Clarity of refund policy
4	Clarification of action required if VAT exempt