

## Invoicing Policy

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## Introduction

LanguageCert is an Awarding Organisation responsible for developing International ESOL qualifications and monitoring their quality, approving and quality assuring Centres that deliver its examinations, performing assessments and issuing results and certificates to successful candidates.

LanguageCert sells examinations and other services (e.g. approval) to Centres directly and also relies exclusively on its sales & marketing partners, namely PeopleCert UK Ltd., PeopleCert International S.A. and PeopleCert Hellas S.A., each of which buys from LanguageCert and sells to approved Centres in its designated territories, with the relationship between LanguageCert and each partner company being underpinned by specific Service Level Agreements. Each LanguageCert sales and marketing partner must adhere to the fees set out in the LanguageCert price list when selling to approved Centres. Fees to Centres will be reviewed annually by LanguageCert, with a general increase not exceeding inflation. Official Price Lists will be made available in October each year, for implementation on 1st January of the following year.

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

- Fair and appropriate and provide value for money for Centres;
- Clear and transparent, with no hidden costs or details

## Review arrangements

We will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise them when necessary in response to customer or regulatory feedback. If you would like to feed back any views, please contact us via the details provided in LanguageCert's "Contact Us Guide".

## Our Approach for Centres Invoiced by LanguageCert

LanguageCert will invoice Centres for exams and services provided, adhering to the fees set out in the LanguageCert Price List which is made available to all potential purchasers. Centres will be invoiced by LanguageCert after an exam has been conducted, unless alternative arrangements have been agreed. The invoice will be sent to the Centre's Accounting Department, unless the Centre informs otherwise [a Centre can change who the invoices must be sent to by contacting their Business Development Associate (BDA).]

Each invoice will contain details of:

- The product/service being provided
- The payment method and bank account details as required

- The VAT amount (unless the Centre has advised that it is VAT-exempt and has provided appropriate proof of exemption)
- Payment terms

Upon receipt of the invoice, payment should be received by the beneficiary within 30 calendar days of the invoice issue date. On receipt of payment, the beneficiary will update its records to show that 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 Centres.

LanguageCert understands and will exercise its right to claim interest and compensation for debt recovery costs under the late payment legislation if they are not paid according to the agreed terms. Records of all invoices issued and received will be kept for a period of ten years.

## **Our Approach for Centres Invoiced by LanguageCert's Sales & Marketing Partners**

Each of LanguageCert's sales & marketing partners will invoice Centres for exams and services provided, adhering to the fees set out in the LanguageCert Price List which is made available to all potential purchasers.

Centres will be invoiced by the sales and marketing partner after an exam has been conducted, unless alternative arrangements have been agreed. The invoice will be sent to the Centre's Accounting Department, unless the Centre informs otherwise [a Centre can change who the invoices must be sent to by contacting their Business Development Associate (BDA).]

Each invoice will contain details of:

- The product/service being provided
- The payment method and bank account details as required
- The VAT amount (unless the Centre has advised that it is VAT-exempt and has provided appropriate proof of exemption)
- Payment terms

Upon receipt of the invoice, payment should be received by the beneficiary within 30 calendar days of the invoice issue date. On receipt of payment, the beneficiary will update its records to show that 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 Centres.

Each sales & marketing partner understands and will exercise its right to claim interest and compensation for debt recovery costs under the late payment legislation if they are not paid according to the agreed terms. Records of all invoices issued and received will be kept for a period of ten years.

## **Our Approach for Invoicing Sales & Marketing Partners**

LanguageCert will invoice its sales & marketing partners monthly for any amounts due. Sales & marketing partners are responsible for ensuring timely payment of invoices issued by LanguageCert within 30 days of the invoice issue date, in accordance with their respective Service Level Agreement.

Each invoice to LanguageCert's sales and marketing partners will contain details of:

- The product/service being provided
- The payment method and bank account details as required
- The VAT amount (unless the product and/or service is VAT exempt)
- LanguageCert's payment terms

LanguageCert understands and will exercise its right to claim interest and compensation for debt recovery costs under the late payment legislation if it is not paid according to the agreed terms.

## **Records**

We will keep records of all invoices issued and received for a period ten years, should a Centre or other relevant parties (such as the regulators) wish to be provided with an auditable trail of transactions.

## **Contact us**

For any queries about the contents of the policy, please contact us by using the channels described in the "Contact Us Guide".

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