

Invoicing Policy

Introduction

This policy sets out our invoicing arrangements and is aimed at the partners we work with, Training and Employer providers. It covers all invoices that would be issued by ICME to our partners for the End-point assessment service we provide. The issuing and processing of invoices is the responsibility of the EPA Quality Manager.

Review arrangements

At ICME we shall review the policy annually as part of our self-evaluation arrangements to ensure that it is fit for purpose and that it continues to reflect the requirements of End Point Assessment.

However, a review will be commissioned earlier should any issues arise in relation to any findings through review processes or changes to legislation.

Any review of policies are signed off by Finance and General Purposes committee (F&GP) before being issued.

Document Version History

Issue Date	Author	Summary of Changes	Date of next Review
10/05/20	J Cartwright	Creation of Policy	May 2021
13/11/20	A Worrallo	Update Policy	November 2021

Invoicing approach

ICME will normally invoice the partner within seven working days of the agreed EPA being booked, Invoices will be sent to your EPA lead or EPA contact, unless you inform us otherwise. Should you wish to change the contact for which the invoices are sent to then please contact the EPA Quality Manager.

Each invoice will contain the following details:

- The EPA service being provided
- Partner reference
- Payment method
- The VAT amount (unless we have been informed that you are VAT exempt and provide the evidence to support this i.e. Levy Payment)
- Our payment details
- ICME payment terms

Upon receipt of the invoice, payment should be received within 30 days of the invoice date Failure to pay due invoices may result in ICME services being suspended until payment is received.

Late invoice payments

Invoices that are 30+ days overdue will be dealt with by the Accounts Administrator. The partner will be contacted by email highlighting the oversight and requesting confirmation of a payment date. Should reconciliation of the overdue invoice(s) not be forthcoming, a further email will be sent stating a deadline for payment in full.

Failure to meet the deadline will result in the EPA provision and services being immediately being suspended, preventing further bookings being made and where applicable knowledge tests will be suspended. The named contact including finance department will be notified by email of the enforced suspension.

If a partner is suspended and payment is not forthcoming, ICME reserves the right to start debt collection proceedings using our legal advisors. This could result in county court civil proceedings.

Approach to refunds

ICME do not offer refunds if a learner withdraws from their EPA after the assessment has been booked.

GDPR

We may need to access confidential information, ICME will ensure that such information is kept secure and only used for the purposes identified in line with relevant GDPR legislation. ICME will not normally disclose the information to third parties unless required to do so in instances such as with regulators/awarding bodies or law enforcement. For more information, please access our Privacy Statement at our website or view our Privacy Policy.

Contact us and guidance

If you have any queries about the contents of this policy or wish to gain further guidance or give feedback please contact 0121 7521810 or email epainfo@icme.org.uk