

# CTQ

## Fees and Invoicing Policy



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## VERSION CONTROL

Version number	Summary of change	Date changed
V1	Policy creation.	January 2025
V2	Updated policy template and definitions for learner registrations.	March 2025
V3	Re-titled to Fees and Invoicing Policy and enhanced detail on invoicing, fee calculation, refunds, record retention and monitoring to strengthen transparency and align with Ofqual conditions.	December 2025

## INTRODUCTION

This policy sets out the fees and charges applicable to CTQ qualifications, centre services and associated activities, as well as the approach to invoicing, debt management and financial record retention.

This policy supports our compliance and ensures transparency in how fees are established, invoiced and monitored.

Our qualification registration fees include certification and quality assurance. Other benefits include:

- Free online MCQ exams (if the qualification contains them)
- Free qualification application
- Free trainer registration
- Free assessment materials

The purpose of this policy is to:

- Confirm the fees and charges applied by CTQ to centres and learners.
- Explain how fees are set, reviewed and communicated.
- Provide a clear and consistent framework for invoicing and payment processes.
- Outline procedures for debt collection, refunds and financial record retention.
- Support CTQ's commitment to proportional, reasonable and transparent fees that do not create unnecessary barriers to access.

## SCOPE

This policy applies to all potential and approved CTQ centres and their associated staff responsible for the registration of learners, payment of fees, and adherence to CTQ's financial processes. It covers all qualifications offered by CTQ, centre application fees, and other associated charges.

The scope extends to:

1. **Centres seeking approval** – Any organisation applying for CTQ centre approval must adhere to the financial requirements outlined in this policy, including the payment of application fees and EQA observation fees where applicable.
2. **Existing CTQ-approved centres** – Centres must comply with the minimum spend/annual fee requirement, registration fees for learners, and any additional charges specified in this policy. Failure to comply may result in a centre sanction or withdrawal of approval status.

3. **Learner registration** – All learners registered for a CTQ qualification are subject to the outlined registration fees. These fees are applicable regardless of the learner's course duration or completion status.
4. **Disputes and Escalations** – The process for handling disputes over fees and payments is also governed by this policy to ensure transparency and consistency.

This policy applies to all CTQ qualifications listed in the 'Qualification Learner Registration Fees' section and any future products that CTQ may introduce.

## ACTIVITY

### FEES AND CHARGES

#### Centre Approval

	Fee
Centre application fee	£350
External Quality Assurance (EQA) observation of practical assessment(s)	£200

The centre application fee includes the review of the centre application and the approval call/visit. The EQA observation fee is charged to centres applying to offer qualifications with a practical assessment, such as first aid.

The centre application fee and EQA observation fee (if applicable) are payable on application. These payments are non-refundable.

#### Minimum Spend / Annual fees

	Fee
Minimum spend / annual fee	£500

The annual centre fee covers on-going quality assurance, administration and other centre support. This fee is waived for centres that spend **over £500 per year on registrations**.

#### Endorsed Course

	Fee
Initial application fee	£300
Course fee (per course)	£50
Annual fee	£300

The application fee covers the full review of your submission, including all course documentation and supporting materials.

The **annual renewal fee** covers ongoing support and continued use of the CTQ Endorsed Course status. This fee is payable each year to maintain approval and must be paid in order to continue delivering endorsed courses.

If you are already an approved CTQ centre, the initial centre application fee does not apply.

### Additional Fees

	Fee
Minimum spend / annual fee	£500
EQA observation	£200
EQA centre visit (eg in the case of an investigation)	£300
Appeal against a decision (refunded if appeal upheld)	£150
Appeal panel review (refunded if appeal is upheld)	£250
Paper certificates, per learner (posted to centre)	£1.50
Replacement paper certificates	£10
International postage of certificates	POA

In line with CTQ's risk-based quality assurance approach, the frequency of EQA observations may increase based on the centre's risk profile and/or learner numbers. Where additional EQA observations are required beyond the baseline annual activity, the additional EQA observation fee will apply.

## QUALIFICATION LEARNER REGISTRATION FEES

We charge a registration fee for each learner enrolled on a course. A registration is defined as a learner who has attended a course leading to a CTQ qualification, regardless of the duration of their participation or the outcome. Fees are **non-refundable after the course start date**.

By confirming a learner's attendance, the centre acknowledges responsibility for ensuring the registration fee is paid in accordance with our terms and conditions.

Suite	Qualification	Registration fee including online exam
First Aid suite	CTQ Level 3 Award in Emergency First Aid at Work	£5
First Aid suite	CTQ Level 3 Award in First Aid at Work	£9
First Aid suite	CTQ Level 3 Award in Forestry First Aid +F	£5
First Aid suite	CTQ Level 3 Award in Forest School First Aid for Early Years	£9
First Aid suite	CTQ Level 3 Award in Emergency Paediatric First Aid	£5
First Aid suite	CTQ Level 3 Award in Paediatric First Aid	£7
First Aid suite	CTQ Level 3 Award in First Aid for Schools	£7
First Aid suite	CTQ Level 3 Award in Forest School First Aid	£9
First Aid suite	CTQ Level 3 Award in Teaching and Assessing First Aid Qualifications	TBC
Safeguarding suite	CTQ Level 2 Award in Safeguarding Infants and Children (Early Years)	£6
Mental Health suite	CTQ Level 3 Award in Teaching and Assessing Mental Health Qualifications	£52

All prices shown are VAT exclusive and a standard rate of 20% must be applied, unless the Centre is VAT exempt.

## FEE-SETTING APPROACH

CTQ ensures that all fees are:

- Transparent, with full visibility of costs and charges.
- Reasonable and proportionate, ensuring affordability while maintaining quality.
- Non-discriminatory, ensuring equal access for all approved centres.

Fees are determined based on genuine costs incurred by CTQ, including:

### 1. Qualification-related costs

- Use and maintenance of technology platforms (registration, assessment and certification systems)
- Qualification and assessment development, moderation and quality assurance
- Production and distribution of certificates
- Ongoing review of qualifications and regulatory compliance

### 2. Centre-specific costs

- Centre application and approval processes
- External quality assurance staffing, training and standardisation
- Development of centre guidance and resources
- Support and correspondence with centres
- Maintenance of centre data and records

### 3. Operational costs

- Administrative support
- Governance and regulatory oversight
- Risk management activities
- Infrastructure and system development

### Review of Fees

- Fees are reviewed **annually** by CTQ's senior leadership and approved by the Governing Board.
- Any changes are published in advance and communicated to centres with clear implementation dates.
- General fee increases will not exceed inflation unless justified by significant changes in operational costs.

## INVOICING APPROACH

CTQ will issue invoices in line with the following requirements:

### Issuing of Invoices

- Invoices are issued on a monthly basis following the relevant activity (e.g. learner registration, centre application).
- For centres using purchase orders, a valid PO must be provided before the invoice is raised.
- Invoices will only be issued for the full amount unless otherwise agreed in writing by a senior authorised representative of both parties.

Invoices may be sent to:

- The centre
- A nominated contact
- A finance department

as agreed during approval.

### Invoice Content

All invoices issued by CTQ will include:

- Unique invoice number
- Centre name and address
- CTQ name, address and company registration details
- Date of invoice
- Itemised breakdown of fees and services
- Total amount due in GBP
- Payment terms
- Purchase order number (where applicable)

### Accuracy Checks

- CTQ performs regular accuracy checks before issuing invoices.
- If an error is identified, a corrected invoice will be issued.

### Payment Terms

Standard payment terms are **30 days** from the date of invoice unless agreed otherwise.



## CREDIT CONTROL AND DEBT MANAGEMENT

Centres are required to pay all fees in accordance with their CTQ Centre Agreement and the terms specified on invoices.

### **Non-payment process**

1. Initial reminder issued after the payment deadline.
2. Second reminder issued if payment remains outstanding; CTQ may suspend services including learner registrations and certification.
3. Further non-payment may lead to:
  - Centre sanctions
  - Withdrawal of approval

### **Governance & Reporting**

- Significant or persistent debts will be reported to CTQ's Responsible Officer.
- Aged debtors will be monitored regularly by CTQ senior management as part of financial risk management.

## RETENTION OF RECORDS

CTQ will retain purchase orders, invoices, and related financial documentation for six complete financial years plus the current year, in line with legal and regulatory requirements.

## REFUNDS

CTQ does not ordinarily offer refunds for its products and services.

A refund may be issued only in specific circumstances, such as:

- An appeal or review that is upheld.
- A duplicate payment made in error.
- A material error in CTQ's invoicing process.

Refunds will not be provided for:

- Learners who withdraw after course commencement
- Centre application fees
- EQA fees
- Endorsed course fees

CTQ will process eligible refunds within 30 days of confirmation.

## ROLES AND RESPONSIBILITIES

The following RACI matrix outlines the roles and responsibilities for key activities within this policy, ensuring clarity on who is Responsible, Accountable, Consulted, and Informed

Activity	Responsible	Accountable	Consulted	Informed
Develop and review policy	CTQ – Responsible Officer	CTQ	Board of trustees	Centres
Approve changes to fees or charges	CTQ – Head of Quality and Operations	CTQ – Responsible Officer	Centre	Centre
Communicate fee structure	Centre staff	Head of centre	Centre	Centre staff
Agree VAT exemption	Head of Centre	Head of Centre	CTQ – Head of Quality and Operations	Finance team
Monitor minimum spend/annual fee	CTQ – Head of Quality and Operations	Head of Centre	Centre	Finance team

## POLICY REVIEW

This policy is subject to a three-year review cycle, or earlier if feedback or concerns are raised with CTQ, to ensure it remains fit for purpose and its processes and outcomes are deliverable.

It will also be reviewed as part of CTQ's continuous improvement monitoring through its annual self-assessment arrangements.

## REGULATORY CONDITIONS AND REQUIREMENTS

CTQ is committed to meeting the requirements set out by Ofqual's General Conditions of Recognition.

CTQ will ensure:

- Policies and procedures align with regulatory conditions.
- All staff understand their obligations in relation to compliance.
- A robust system is in place to identify, manage, and mitigate risks to regulatory compliance.
- Fees and financial controls support regulatory compliance

- Risks relating to financial stability are identified and mitigated

The table below lists the conditions to which this policy applies.

Condition reference					
A5.4	C2.2	F1.1	F1.2	F1.3	F1.4
F1.5	F3.1	F3.2	F3.3		