

# CTQ Fees and Charges 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

## INTRODUCTION

CTQ's policy is to establish a pricing framework that is inclusive, transparent, and offers value for money to centres. Any extra charges are listed in this document.

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

## 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 more than £500 per year on qualification 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 of practical assessment (if additional visits are required)	£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

## 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. This fee is applicable once the learner has started the course and is non-refundable.

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	TBC

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

## 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

## ESCALATION AND REPORTING

All centres are required to pay fees in accordance with CTQ's terms and conditions as outlined in the Centre Agreement.

In cases of non-payment:

- An initial reminder will be issued outlining the overdue amount and payment deadline.
- If the payment is not received within the specified timeframe, a second reminder will be sent, and CTQ reserves the right to suspend services, including learner registrations until the balance is cleared.
- Continued non-payment may result in sanction and potentially withdrawal of centre approval.

Any concerns regarding fees or payment disputes will be escalated to the Head of Quality & Operations and recorded as part of CTQ's internal reporting process.

## 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.

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

Condition reference					
A5	C2	F1	F3		