

# Invoicing and Pricing Policy

## Version 2.0

## Introduction

The purpose of the SIAS Invoicing and Pricing Policy is to establish a standard for invoicing, for the provision of pricing information, and for account collections; and to ensure consistency in the way that changes to pricing are notified and how overdue invoices are managed.

## What's covered by this Policy

This policy is aimed at all SIAS stakeholders including training providers and other parties involved in any aspect of SIAS' service provision. The policy sets out the processes for the issue, payment and retention of invoices. It also states the legal requirements for the content of the invoices. In addition, it covers the methods by which pricing is made available and how changes to pricing are notified to potential purchasers. SIAS aims to have a pricing structure and associated invoicing arrangements that are:

- Fair and appropriate, providing value for money
- Understandable and transparent, with no hidden costs or details

This document will be reviewed annually when charges are set for the forthcoming year and whenever changes are made to associated processes.

## Invoicing and Pricing

### 1.1.1 Invoicing

#### Overview

This policy confirms SIAS' intention to maintain, publish and comply with a written policy on invoicing. Customers will be invoiced in response to an apprentice being registered on EPA Pro and thereafter in line with the SIAS cost schedule. Customers are responsible for paying the full amount specified on the invoice. Failure to receive an invoice does not release a customer from their responsibility to pay. SIAS' records of the date of mailing an invoice shall be conclusive evidence of the date of rendering.

SIAS will process and dispatch apprentice registration invoices weekly for all apprentices registered on the previous day, this is typically within five working days. Invoices will be due for payment in line with SIAS' payment terms.

#### Invoicing Procedure

The invoice will be issued to the finance contact or to finance department of the customer, on SIAS' invoice template which will contain the following information:

- SIAS company name, address and contact details
- The name and address of the customer for which the invoice is being raised
- Unique invoice number
- Date of invoice
- Purchase Order number (if required)
- Customer account number
- Invoice value total in GBP, with a breakdown of the charges, where applicable

- Payment terms and due date
- Bank details for payment
- SIAS' Company Registration number
- Website address for pricing information

Upon receipt of the invoice, payment should be received by us within 30 days of the invoice date. On receipt of payment, we will update our records to show that payment has been received and ensure that the invoice is appropriately filed. Failure to pay due invoices may result in a hold being put on further services until the non-payment has been resolved. In serious cases of non-payment services may be completely withdrawn.

### **Methods of Payment**

SIAS require payment in accordance with our terms after our client has received the invoice.

- All payments are payable by Online / Bank Transfer - if paying from the UK.
- All payments are payable by Bank / Wire Transfer - if paying from overseas.
- SIAS does not accept cash, cheque, postal order or banker's draft.

### **Late Payments**

It is both SIAS' and the training providers responsibility to safeguard the interests of the apprentice, as such SIAS reserves the right to put services on hold or ultimately cease working with any party which fails to meet the payment terms, or that is deemed a risk to the business.

### **Credit Control**

SIAS will issue monthly statements and follow additional procedures to chase any outstanding monies.

### **Copy invoices can be emailed on request.**

#### **Retention of Invoices and Data Protection**

SIAS will retain invoices and supporting documentation in accordance with legal requirements for the previous six complete financial years plus the current financial year.

SIAS will comply with the requirements of Data Protection legislation in relation to all personal or sensitive customer data. For more details please refer to the SIAS Data Protection Policy (10004). The data collected from customers will only be used for the purpose for which it has been collected and will not be disclosed to any unauthorised person or body. SIAS will not disclose information if to do so would breach a duty of confidentiality or any other legal duty.

## **1.1.2 Pricing**

### **Pricing Information**

SIAS produces a list of standard fees for services and ensures that this list is accessible online via the SIAS website [www.siasuk.com](http://www.siasuk.com), and via a hard copy available on request from SIAS at [info@siasuk.com](mailto:info@siasuk.com).

### **Pricing Changes**

SIAS will take all reasonable steps to inform customers of increases in fees or charges within a sufficiently realistic timescale to satisfy organisational planning requirements.

SIAS will aim to communicate any pricing changes to potential purchasers at least 3 months prior to any change being made. SIAS charges are reviewed and published annually.

Agreed EPA fees will not be amended at any point for apprentices that are already registered on program, and changes to fees will only come into effect for new starts.

### **Increase in Prices**

In the event that SIAS (for reasons inside or outside of its control) incurs an increase in costs which subsequently results in an increase in its EPA fees, of significantly more than the rate of inflation, then SIAS will notify Ofqual of this price increase in line with the Notification to Ofqual Policy.

#### **1.1.3 Disputes**

If you wish to discuss any aspect of this policy and/or have a query relating to SIAS' fees or invoicing arrangements, please contact [info@siasuk.com](mailto:info@siasuk.com)

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