



Fees & Pricing Policy

Version: POL010-V23-2

Department: Finance



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1. Introduction

Listed below are a list of all the fees in relation to the services currently offered by Future (Awards & Qualifications) Ltd (*referred to as FutureQuals*).

All fees listed are subject to VAT, charged at the current national rate.

Please refer to the Invoicing Policy for further information regarding invoicing, payment terms & conditions and the VAT status of centres and qualifications.

2. Links to other policies

This policy should be read in conjunction with the following policies and procedures:

- Invoicing Policy
- Approved Centre Guide

3. Links to Regulatory Criteria

Regulator	Regulatory rule or guidance document	Regulatory condition / principle
CCEA	General Conditions of Recognition	F1, F3,
Ofqual	General Conditions of Recognition	F1, F3,
Qualifications Wales	Standard Conditions of Recognition	F1, F3,
SQA Accreditation	Regulatory Principles (2021)	RP5

4. Policy

4.1 UK Qualification Fees

Fees for all qualifications, including assessment resit fees, can be found on our website: www.futurequals.com

4.2 Centre Fees

4.2.1 UK Centre Approval Fee (£750)

- This fee includes the cost of the centre's first EQA Activity. This fee is non-refundable.
- We are unable to check any approval documents until payment has been received.
- Centres will have six months from the date of payment to complete their application. If this deadline is not met, a further approval fee will be payable.

4.2.2 UK Minimum Annual Spend Threshold (£1,000)

- All UK centres will be subject to a minimum annual spend of £1,000, covering the period 1st January to 31st December.
- The initial annual minimum spend for new centres approved during the calendar year is calculated on a pro-rata basis.
- The minimum spend threshold solely includes registrations and therefore does not cover approval fees or quality assurance visits.
- Centres that do not meet the minimum threshold will be invoiced each January for the difference between their actual spend and the minimal spend

threshold.

- FutureQuals may also terminate a centre's approval, in line with Clause 16c of the Centre Contract, should the centre fail to reach the minimum spend threshold.

4.3 Quality Assurance Fees

4.3.1 External Quality Assurance Sampling (Scale of Fees)

- All centres will be subject to External Quality Assurance of qualifications. Under the FutureQuals CASS (Centre Assessment Standards Scrutiny) policy each certificate claim will be reviewed to assess whether further quality assurance activities are required.
- Where a centre requests an on-site EQA sampling visit, travel and any other applicable expenses will be charged in addition to the sampling fee.
- EQA sampling will be charged according to the size and complexity of the sample according to the following scale:
 - Mini - £37.50 (plus £25 for feedback meeting if requested)
 - Small - £75 (plus £25 for feedback meeting if requested)
 - Medium - £100 (plus £25 for feedback meeting if requested)
 - Large - £150 (including feedback meeting)
- Fees will be retained by FutureQuals if an EQA sample is cancelled by the centre with less than five working days' notice.

4.3.2 Additional UK External Quality Assurance Support Visits (£300)

- If a centre wishes to arrange a support visit, this may be requested via the Quality Assurance Team.
- Fees will be retained by FutureQuals if the visit is cancelled by the centre with less than five working days' notice.

4.3.3 Overseas Centre Approval and External Quality Assurance Fees (POA)

- Please email qualityassurance@futurequals.com for information on overseas fees and pricing.

4.3.4 Annual Governance Review (After 1st Year)

- All centres will be subject to an Annual Governance Review. This may be undertaken remotely or by a site visit.
- A fee of up to £150 will be retained by FutureQuals if an onsite visit is cancelled by the centre with less than five working days' notice.

4.3.5 Learner and Centre Appeals (£100 – Stage 1) (£200 – Stage 2)

- If an appeal is upheld, at either stage 1 or stage 2, the relevant fee(s) will be refunded.
- Learners should always follow their centre's appeals process, prior to contacting FutureQuals.

4.4 Replacement Certificate Fees

- Replacement Physical Certificates are charged at £25 per learner, per certificate.
- Replacement e-Certificates are charged at £5 per learner, per certificate. There is a cohort price of £25, up to a maximum of 10 learners.

4.5 Remote Invigilation Fees

- Centres must give at least 10 working days' notice to book a FutureQuals online invigilation, for assessments and exams taken via our online exams system XAMS.
- Bookings will be subject to availability of invigilators.
- If an invigilation is cancelled with less than 2 working days' notice, or the learner fails to attend, fees will be retained by FutureQuals.

4.6 Transfers and Withdrawals

4.6.1 Withdrawal of Learners and Extension Requests

- There are no administration charges associated with the withdrawal of learners & extension requests. The Learner Transfer and Withdrawal Form can be found on our website.
- Registration fees for withdrawn learners are non-refundable.

4.6.2 Learner Transfers (Scale of Fees)

- Charges can apply to centres that transfer learners from one qualification to another. These are invoiced based on the criteria below:
 - Learner transferring to a more expensive qualification (Centre charged for the difference between the price of the two qualifications)
 - Learner transferring to a less expensive qualification (No charge or refund due)

5. Monitoring and evaluation of the policy

The tools we use for implementing and monitoring policies, procedures and processes include regular meetings at operational and senior level. Each policy, procedure or process is assigned to a Head of Department who is responsible for its successful operation, addressing any issues arising from it and evaluating its effectiveness in meeting its purpose. This forms part of the controls that guide our business to ensure compliance with legislative and regulatory requirements.

Data required in support of a policy, procedure or process is held in line with the FutureQuals Data Protection Policy (Privacy Standard) based on GDPR best practice.

Policies are stored on Share Point. Additionally, in line with our Business Continuity Plan, a hard copy of every policy is held in the Executive Office, should IT systems fail. It is the responsibility of the Executive Office Manager to ensure that the latest version of a policy (or procedure/process) is available in hard copy.

6. Review

This policy shall be reviewed periodically by the Finance Director, or updated should there be any changes to legislation, regulation or custom and practice and presented to the Executive Team (or Governing Body) for approval.

7. Feedback and complaints

We welcome your feedback, which helps us to improve the products and services we provide. We know that sometimes things go wrong, but if they do, we want to try to stop them from happening again. If you'd like to give us your feedback or you're unhappy with the service, you can contact us on AO@FutureQuals.com



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