Fees, Pricing and Invoicing Policy

Who is this policy for

This policy applies to:

- FutureQuals Approved Centres
- FutureQuals registered Learners

Version	POL207-V26-1

Version	Date	Description
POL207-V26-1	January 2026	Merged Fees & Pricing and Invoicing Policies Previous Policy references - POL010-V24-1 and POL014-V23-2

Please note: This version replaces all previous versions.

Policy

This policy outlines the fees associated with FutureQuals services and the invoicing and payment terms applicable to Approved Centres and other stakeholders.

Qualification and Centre Fees

- UK Qualification Fees: Published on www.futurequals.com
- Centre Approval Fee: £750 (includes first EQA activity; non-refundable)
- Minimum Annual Spend: £1,000 (UK centres only; pro-rata for new centres)

Quality Assurance Fees

- EQA Sampling:
    - Mini: £37.50 (+£25 feedback if requested)
    - Small: £75 (+£25 feedback if requested)
    - Medium: £100 (+£25 feedback if requested)
    - Large: £150 (includes feedback)
- Support Visits: £300 (UK centres)
- Overseas QA Fees: Price on application

Other Fees

- Appeals: £100 (Stage 1), £200 (Stage 2), £200 (Stage 3); refunded if upheld
- Replacement Certificates:
    - Physical: £45
    - E-certificates: £35 (if centre unable to assist)
- Remote Invigilation: £25 per learner per exam
- Transfers & Withdrawals:
    - No admin fee for withdrawals/extensions
    - Transfers to more expensive qualifications: charged for difference
- Change of Centre Control: £100

Invoicing and Payment Terms

- Invoice Generation: Issued on transaction date (e.g. registration, QA visit, Apprentice Assessment)
- Credit Accounts: Only available to Approved Centres; others pay via pro-forma
- VAT Exemption: Centres must provide valid exemption certificate; not backdated
- Payment Terms: 30 days from invoice date
- Disputes: Must be raised within 21 days of invoice receipt
- Late Payment: Interest charged at 8% + base rate (Late Payment of Commercial Debts Act 1998)
- Payment Methods:
    - BACS
    - Remittances: finance@futurequals.com

Links to other policies

This policy should be read in conjunction with the following policies and procedures:
- Sanctions Policy
- Malpractice and Maladministration Policy

Links to regulatory criteria

Regulator	Regulatory rule or guidance document	Regulatory condition / principle
CCEA/ Ofqual/ QW	Standard / General Conditions of Recognition	F1, F3
Ofqual	EPA Qualification Level Conditions and Requirements	
SQA Accreditation	Regulatory Principles (2021)	RP5

Definitions

Credit Account	An account allowing centres to pay post-service, subject to approval
VAT Exemption	A status allowing exemption from VAT, requiring valid certification
Proforma Invoice	Invoice requiring payment before service is delivered

Process

1. Centre or learner initiates transaction (e.g. registration, QA visit, Apprentice Assessment)
2. Invoice generated (or proforma if no credit account)
3. Payment due within 30 days
4. Disputes raised within 21 days
5. Late payments incur interest
6. Services withheld if account is overdue

Review Date

This policy shall be reviewed periodically or updated should there be any changes to legislation, regulation or custom and practice.