

# Invoicing & Fees Policy

Document Specification:			
<b>Purpose:</b>	To set out the policy and procedure to be followed by NPC in relation to how centres and customers will be invoiced, including payment terms.		
<b>Accountability:</b>	Director	<b>Responsibility:</b>	Compliance Manager
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### 1. Purpose and Scope of Policy

The National Paralegal College (NPC) is a trading name of NALP Training Company Limited. It offers both internally developed and certificated courses and fully regulated qualifications, accredited by a Recognised Awarding Organisation to its Learners, all of which are delivered on a distance learning basis. All of its courses and qualifications are aimed at the Paralegal sector.

This policy sets out how NPC will deal with any appeals against the decisions it makes in respect of the courses and qualifications it offers, whether these are awarded by a recognised Awarding Organisation or are self-certificated by NPC.

### 2. Operating year

NPC's operating year runs from 1st October to 30<sup>th</sup> September.

### 3. Payment Terms

In all cases, the invoice must be paid in full within 14 days of the date of the invoice.

It is the responsibility of the providing organisation to pay fees and charges within 14 days of the invoice date.

Late payment charges will be incurred beyond this period of 2% of the invoice value per month. Please note that enquiries relating to invoices should be made within 10 days of the date of the invoice. No adjustments or credit notes will be produced after this deadline and the original invoice will be due for payment.

Should the invoice not be paid in full, NPC reserve the right to withhold certificates or other services until the outstanding amounts have been settled.

Continued failure to pay will be subject to recovery proceedings, including taking action via the courts or passing the debt to an outside debt collection agency.

For direct learner instalments please see our Terms and Conditions under the Delivery Policy section. Breach of these Terms and Conditions may result in our withholding our services.

### 4. Information Provided on/with the Invoice

All invoices will contain appropriate information to ensure that the services provided are clear and easy to understand. Additional information, such as the number and details of the learners registered, level and title of the qualification, etc., will also be included on a separate sheet, where appropriate.

### 5. Record Keeping

In accordance with HMRC guidelines we will keep records of all invoices issued and received so that your

centre or other relevant parties (such as the regulators) can be provided with an auditable trail of transactions if required.