



Payment and Invoicing Policy

At iPET Network, we believe in fair, transparent pricing and therefore our policy is to be open and inclusive with our Training Providers regarding the fees for delivering our range of qualifications.

Purpose

This policy sets out guidelines and procedures for payments and invoicing for customers of iPET Network.

iPET Network will:

- ensure that invoices in relation to the provision of qualifications/assessments are issued in a timely manner
- provide a breakdown of fees to a reasonable level of detail.

Scope

This policy applies to individual Candidates accessing iPET Network qualifications and Training Providers recognised by iPET Network to deliver programmes and assessments to their Candidates. Payment and invoicing arrangements for individual Candidates and Training Providers can vary and are outlined below.

Payment and Invoicing Arrangements

Recognised Training Providers

iPET Network Training Providers will be responsible for the collection of registration and certification fees directly from the Candidate.

iPET Network will not accept direct payment of registration fees from Candidates or from Training Provider Branches. Only the approved Training Providers will be invoiced for Candidate registration fees or any other fees detailed on the Training Provider Fees document:

- All invoices will be addressed to the Training Provider's named Contact or the designated person
- When a service has been requested e.g., Candidate registration or assessment fees, an invoice relating to the Candidate registration/assessment fees will be issued. A list containing the name(s) and of the Candidate(s) will be included.
- Invoices will be raised within 10 working days of receipt of the service requested.
- Payment is due on or before the due date stated on the invoice (timeframes for due dates are detailed in the Training Provider Agreement with Terms and Conditions). Failure to settle the invoice may result in the Training Provider's permissions to register any further Candidates being removed until the outstanding invoice(s) have been cleared
- iPET Network charge Training Providers a set Joining Fee and a bi-annual Membership Fee

Any other invoices relating to services provided by iPET Network, such as those pertaining to Quality Assurance, will be issued and subject to the payment terms outlined in this document.

Issuing of Invoices

iPET Network will acknowledge receipt of a Candidate's registration/registration of Candidates from Training Provider. For Training Providers, the invoice, with an attached list of the Candidate's details, will be sent to the Training Provider within 10 working days of processing of the registration.

Payment

Payment is due on or before the due date instructed on the invoice (timeframes for due dates are detailed in the Training Provider Agreement with Terms and Conditions). BACS Transfer is available to Training Providers as well as a secure Direct Debit scheme.



Retention of invoices

iPET Network will retain all invoices for a period of six years which satisfies statutory requirements.

Content of invoices

iPET Network invoices will contain the following information:

- Training Provider name
- Training Provider address
- Invoice number
- The date the invoice was raised
- Description/Summary of qualifications/unit entries/registrations
- A sub total
- VAT (where applicable)
- Amount due

Document Control

Document Name: Payment and Invoicing Policy

Document Number: P14

Date of Correction	Version Number	Correction Reason
23/12/2021	2	Inclusion of Direct Debit payment method
13/01/2022	3	Annual policy review