



IFE Awarding Organisation Invoicing Policy

Introduction

This policy applies where the IFE issues invoices to organisations that purchase qualification-related products or services from the IFE.

In most instances, qualification-related fees are paid at the point of product/service purchase by individual candidates. However, where organisations (such as Fire and Rescue Services) make purchases on behalf of groups of candidates via an ordering arrangement, the IFE will invoice the organisation.

Fees

Full details of the IFE's qualification-related fees can be found on the IFE website, www.ife.org.uk or are available on request from the awarding organisation team.

The awarding organisation has set fees and can invoice for:

- Registration/Entry per examination
- Late entry fees
- Administration fees incurred in relation to deferral of entries
- Result enquiries
- Appeals (eg results, malpractice)
- Replacement certificates
- Fees incurred in relation to examination venue costs

Information regarding fees and associated deadlines for receipt of fees is available on the IFE's website.

Invoices

Organisations making multiple examination entries are required to provide a purchase order number and will be invoiced after they have submitted the summary of candidate entries; a further invoice may follow where late entries are made. The invoices will be sent from the IFE's finance team and will go to a named contact in the organisation being invoiced.

All invoices will contain a description of the products/services purchased.

Invoices raised by the IFE will contain the following information as appropriate:

- The organisation's purchase order (PO) number or the name of the person who has requested the services if a PO number has not been submitted
- Organisation/Individual address details
- The qualification title
- An itemised summary of the services/charges (eg the number of learners enrolled and the total examination fees)

Invoice Payment

The IFE requires payments to be made upon presentation of the invoice. Invoices can be paid by BACS, credit card or cheque in Pounds Sterling. Details of how to make payments are included on all invoices and statements. Any bank charges incurred are the responsibility of the customer including any charges for non-cleared cheques, conversion charges and any remitting charges for international monetary transfers.

The IFE will contact the customer if invoices have not been paid within the period stated above, requesting payment to be made immediately. Where no response or payment is received, the IFE reserves the right to invoke credit control procedures which may include suspension of certification until any debt is paid.

Queries and Contact Information

We aim to resolve any queries in a timely and efficient manner as per our Customer Service Policy. Our contact details can be found below:

Education Team
Institution of Fire Engineers
IFE House
64-66 Cygnet Court
Timothy's Bridge Road
Stratford upon Avon
CV37 9NW

Tel: 01789 261463
Email: exams@ife.org.uk
Website: www.ife.org.uk/qualifications

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