



notebookassessmentservices

Notebook Assessment Services Ltd.

Fees and Invoicing Policy

Table of Contents

Purpose	3
Scope	3
End-point Assessment Fees	3
<i>Restrictions on Apprentice Fee</i>	3
Invoicing and Payment	4
Re-sits and Re-takes	4
<i>Registration and Gateway Fees</i>	4
<i>Cancellation Fees</i>	5
Changes to Fees	5
Complaints.....	5

Purpose

This policy is to ensure that staff, current customers and prospective customers are fully aware of the fees and invoicing approach of NAS for our End-Point Assessment (EPA) and associated services.

Scope

This policy covers the approach to fees for EPA services, payment terms and cancellations.

End-point Assessment Fees

The fee for each EPA and associated service is provided in the NAS EPA Fees document, available from the NAS website. EPA fees will be available for all regulated assessments and will not exceed 20% of the value of the apprenticeship funding band. Where EPAs are in development, NAS will publish an indicative price on the NAS EPA Fees document.

For EPA, NAS charge an Apprentice EPA fee in two parts. A 25% fee at registration and the remaining 75% at Gateway. Registration is defined as the point at which an apprentice is added to ACE 360. Gateway is defined as an apprentice being submitted for NAS review at the Gateway Approved stage.

Additional associated fees will only be applied where requested as an additional service from NAS.

The NAS Apprentice Fee should be considered the equivalent of a Standard Qualification Fee.

Restrictions on Apprentice Fee

There are requirements within apprenticeship standards that limit or contain the EPA period or set strict expectations that must be met. For example:

- A requirement for the EPA to be completed within a set period after Gateway confirmation (often 3 months).
- A limit to the overall EPA period (often 6 months) in which all assessments must be conducted.
- A requirement to undertake any re-sits or re-takes within the overall EPA period.

Where an apprenticeship standard has fixed periods or rules as described above, then the apprentice fee paid to NAS will cover only that period. Where apprentices do not complete their EPA within this period they will be required to go through Gateway for a second time and the apprentice gateway fee for that standard will be charged.

Invoicing and Payment

NAS' operates a standard 30-day payment term and typically invoices monthly for EPA services provided during that month. Where appropriate, these terms may be amended by the Head of NAS and confirmed in writing to the customer or follow terms outlined by the customer.

Invoices will contain, as a minimum:

- An Invoice Reference.
- NAS' full name, address and contact details.
- The customer's full name, address and contact details.
- The invoice date.
- A description of the service/s provided.
- The quantity of the service/s provided.
- The cost of the service/s provided.
- The total cost of the invoice.
- VAT, where relevant.
- Payment terms in days.
- NAS' bank details including sort code and account number.

Copies of invoices will be retained by NAS for a minimum of 7 years.

Re-sits and Re-takes

Fees for re-sits and re-takes are outlined in the NAS EPA Fees document and are specific to each assessment component, standard and delivery method.

Cancellations and Refunds

If an apprentice leaves programme, fails to complete EPA or an assessment component is cancelled by the Training Provider or Employer then NAS' cancellation and refund rates will apply.

Wherever possible, providers should ensure that apprentices and their employers are committed to EPA, particularly the arranging of assessments prior to making the booking. This will reduce the risk of cancellations or no-shows occurring.

Registration and Gateway Fees

Registration fees are non-refundable for apprentices that do not reach gateway, for example, if they choose not to complete their apprenticeship. Changes to apprentice details can be made at any point prior to Gateway. Apprentice registration fees will be refunded when the withdrawal is made to correct an error by the Training Provider.

Gateway fees are non-refundable.

Cancellation Fees

Cancellation fees are charged on an individual assessment basis as a proportion of the fee for that component. They apply where an assessment has been booked on ACE 360 and does not take place. Cancellation fees do not apply where NAS or the Independent End-Point Assessor (IEPA) are unable to conduct the assessment.

Cancellation fees are scaled using the below approach:

- Zero fee is charged if the cancellation is received 5 working days or more before the assessment.
- A 50% fee is charged if the cancellation is received 2 working days or more before the assessment.
- A 100% fee is charged if the cancellation is received less than 2 working days before the assessment.

Notifications received after the end of the NAS working day (4:30 pm) will be counted as having been received on the next working day.

A training provider or employer can notify NAS of the cancelling of an assessment component either by contacting the IEPA or the NAS team at admin@notebook-epa.co.uk.

Where no notification is received by NAS cancelling an assessment at any point before the assessment is due to start then that will be considered in the same way as a cancellation within 48 hours of the assessment date.

Challenging Cancellation Fees

If you believe there are exceptional circumstances leading to your cancellation you should contact NAS for advice. All refunds and waived fees are at the discretion of the NAS management team and will be decided on an individual basis.

Changes to Fees

NAS reserves the right to review and change fees for existing customers. NAS will provide at least 3 months' written notice of the intention to change fees.

Complaints

Where customers feel that NAS has not followed this policy, they can complain by following NAS' Complaints Policy. NAS' Complaints Policy is accessible via the NAS website and via ACE 360.

Policy version and owner

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Regulatory references

Ofqual General Conditions of Recognition
Condition F1: Information on fees