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Highfield
**Credit and
Invoicing Policy**

1. **Introduction**

- 1.1 This policy outlines the procedures to be adopted for refunding & crediting customers, the process for non-payment and the procedures to be adopted for invoicing customers of Highfield Awarding Body for Compliance Ltd T/A Highfield Qualifications ("Highfield").

2. **Application Fees**

- 2.1 All Centres and/or tutors wishing to apply to become approved with Highfield are charged a mandatory application fee that may change from time to time.
- 2.2 In the event that your application is unsuccessful, or you choose to withdraw your application Highfield will not issue a refund. Highfield conducts a number of quality assurance and background checks on all applications; these checks are reviewed continually to maintain the high-quality standards.
- 2.3 The application fee covers the administrative costs and processes behind all applications. By submitting an application form and accompanying fee, Centres and/or tutors are deemed to have accepted this condition. This is also highlighted during the approval process itself.

3. **Centre Visit Fees**

- 3.1 Highfield is dedicated to ensuring that the delivery and award of qualifications are transparent, accessible and delivered to a high standard of excellence to maintain the integrity of all qualifications. To ensure this, Highfield carries out announced/unannounced visits to all Highfield approved centres. This is a condition of Centre Approval status that all Centres must adhere to.
- 3.2 In the event that Highfield undertakes a visit to your Centre but is unable to carry out such visit (for example: due to the representative being refused access to the premises or nobody is present or available/willing to speak to our representative), Highfield reserves the right to charge an additional fee (ordinarily £350 plus VAT) Furthermore, in such circumstances, Highfield reserves the right to apply sanctions until this fee is paid.
- 3.3 From time to time it is necessary to undertake Centre visits as part of internal investigations into Quality Assurance practices and/or irregularities. Highfield reserves the right to charge a visit fee (ordinarily £350 plus VAT) Furthermore, in such circumstances, Highfield reserves the right to apply sanctions until this fee is paid.

- 3.4 In proven cases of malpractice and/or maladministration by a centre Highfield reserves the right to invoice the Centre/individual for any costs that Highfield incurs in relation to any allegation or proven incident that the Centre/individual has breached within this policy and/or agreement/contract. Such costs may include Highfield's costs of undertaking an investigation, internal management resource, meeting attendance and report provision

4. **Credits**

- 4.1 Highfield Customers can return examination papers and assessment materials and have their account credited for future orders with prior agreement from Highfield. **Cash refunds will not be given.**

- 4.1.1 All examination papers must be returned in sealed bags with a completed exam and assessment materials returns form;
- 4.1.2 All examination papers and assessment materials returned must be live versions;
- 4.1.3 Examination paperwork for single units can only be returned for credit if they have been paid for individually;
- 4.1.4 Highfield reserves the right not to issue credit if upon inspection the goods are found to have been used or are damaged in any way. This does not affect your statutory rights;
- 4.1.5 Highfield will take into consideration any price breaks that were applicable to the original order. Returned stock that takes the original order quantity below the price break parameters will have credit issued less the difference between the original cost of the order and the cost of order at full price;
- 4.1.6 Shipping costs will not be refunded;
- 4.1.7 Any goods and/or materials returned to Highfield without agreement or in a damaged condition will be returned to you at your cost; and
- 4.1.8 Credit notes can be used to purchase Highfield & Highfield International products.

5. **Invoices**

- 5.1 Invoices (see example at Appendix 1) will include a breakdown of fees to product level. They will be raised and sent out to customers by email or post within 3-5 days of the goods being despatched.

- 5.2 New and private customers must pay on order by credit Card, BACS or on receipt of Proforma invoice.
 - 5.3 Customers can apply to open a credit account by completing a credit application form after making 3 or more transactions within one year.
 - 5.4 General invoices will be for the full-term payable within 30 days unless otherwise agreed with the company.
 - 5.5 Full Statements are issued at the end of each calendar month.
 - 5.6 If payment has not been received within the agreed terms, an attempt will be made to contact the user by telephone advising that payment is overdue and asking if there are any reasons why payment has not been made. We will try to agree a date for payment to be made.
 - 5.7 If payment is still not received Letter 1 (see example at Appendix 2) will be sent together with a copy of the invoice.
 - 5.8 When the debt falls into the next payment term Letter 2 (see example at Appendix 3) will be sent asking for payment by return of post and outlining that the account may be passed into our solicitor's hands which will incur additional costs.
 - 5.9 At all times, Highfield reserves the right to apply sanctions to your Centre status if we feel reasonable steps are not being taken to settle outstanding debt owed to Highfield. This includes all sanctions outlined in the Highfield Sanctions Policy. In the event that your Centre status is terminated by Highfield, credit **may** be given for returned papers, to be determined at Highfield's entire discretion.
 - 5.10 The Final letter (see example at Appendix 4) will be sent when all other attempts to recover the debt have failed. The debtor will have seven days to pay the amount before the account is passed to the solicitor. Debt recovery will then commence.
 - 5.10.1 All appendices within this document are examples and may differ from those sent by Highfield.
 - 5.11 Copies of all documentation will be retained on file in perpetuity.
6. **Contact Details**
- 6.1 If you have any queries about the contents of the policy, please contact your Account Manager directly on 0845 226 0350 or email info@highfield.co.uk

APPENDIX 1 – Example Invoice**Highfield Awarding Body for Compliance Limited**

Unit 15, Highfield Place, Shaw Wood Business Park.,
Shaw Wood Way
Wheatley Hills, Doncaster, South Yorkshire, DN2 5TB
VAT Reg No. GB 928524309



Tel: 0845 2260350
Fax: 0845 2260360

accounts@highfield.co.uk
www.highfieldabc.com

Invoice

Invoice Number	0005902186
Invoice Date	04/07/2015
Customer Ref	ABC TEST
Account Ref	TEST
HABC MEA Ref.	
Order Number	0006002599

Test Invoice
Access Check
AD3 E55

Details	Quantity	Net Amount £	VAT £
Paediatric First Aid Handbook	1.00	5.00	0.00

Credit terms strictly 30 days.

Goods remain the property of Highfield Awarding Body for Compliance Limited until payment is received in full.

Please make all payments payable to Highfield Awarding Body for Compliance Limited

Code	Name	Net	VAT		
0 0.00	Zero Rated	5.00	0.00	Total Net Amount £	5.00
				Total VAT Amount £	0.00
				Invoice Total £	5.00

Access Check
Delivery Address:
AD3 E55
Great Britain

Bank Details: RBS Account No: 10404492 Sort Code: 16-18-30
IBAN: GB49 RBOS 1618 3010 4044 92 Company Registration 06478925

APPENDIX 2 – Letter 1

Highfield Awarding Body for Compliance Limited
Unit 15, Highfield Place, Shaw Wood Business Park., Shaw Wood
Way
Wheatley Hills, Doncaster, South Yorkshire, DN2 5TB
VAT Reg No. GB 928524309



Tel: 0845 2260350
Fax: 0845 2260360

accounts@highfield.co.uk
www.highfieldabc.com

03/05/2017

Test Invoice
Access Check
AD3 E55
Great Britain

Dear Sir/Madam

OVERDUE ACCOUNT

The above account is now due for payment (copy(s) enclosed).

We would be grateful if you could forward your remittance to the Accounts Department at:

Highfield Awarding Body for Compliance Limited, Unit 15, Highfield Place, Shaw Wood Business Park., Shaw Wood Way, Wheatley Hills, Doncaster, South Yorkshire, DN2 5TB.

If you have any queries or should require any further information, please do not hesitate to contact our Accounts Team on: 0845 2260350

Yours Faithfully

Lynne Job
Accounts Dept

Appendix 3 – Letter 2

Highfield Awarding Body for Compliance

Unit 15, Highfield Place, Shaw Wood Business Park.,
Shaw Wood Way
Wheatley Hills, Doncaster, South Yorkshire, DN2 5TB
VAT Reg No. GB 928524309

Tel: 0845 2260350
Fax: 0845 2260360

accounts@highfield.co.uk
www.highfieldabc.com

03/05/2017



Test Invoice
Access Check
AD3 E55
Great Britain

Dear Sir/Madam

REQUEST FOR PAYMENT

Despite our previous correspondence your account still remains unpaid and is now seriously overdue; please find copy invoice(s) attached.

If there are any unresolved problems with the outstanding invoice(s) on your account please contact the Accounts Department without delay on: **0845 226 0350**, otherwise we look forward to receiving your payment by return post.

Please be advised that failure to respond to this request for payment may result in your account being passed to our solicitor, which will incur additional costs to yourself. This could also affect your Approved Centre Status, in that none payment will lead to your Centre status being suspended.

Yours Faithfully

Lynne Job
Accounts Dept

Appendix 4 – Final Letter

Highfield Awarding Body for Compliance
Unit 15, Highfield Place, Shaw Wood Business Park,, Shaw
Wood Way
Wheatley Hills, Doncaster, South Yorkshire, DN2 5TB
VAT Reg No. GB 928524309



Tel: 0845 2260350
Fax: 0845 2260360

accounts@highfield.co.uk
www.highfieldabc.com

11/12/2018

Test Invoice
Access Check
AD3 E55
Great Britain

Dear Sir/Madam

NOTICE BEFORE SOLICITORS PROCEEDINGS

There is currently a balance of £ outstanding on our account with Highfield Awarding Body for Compliance Limited despite previous correspondence having been sent to you.

Regretfully, I must now inform you that unless this amount is paid in full within the next seven days, I will have no alternative but to put the matter in the hands of our Solicitors. This will increased the debt owed.

If payment is not made within 7 working days your Centre's approved status will be suspended with immediate effect and the matter put in the hands of our external solicitors to seek recovery of the total debt without further notice

If you have already paid this account or have any queries please contact our Accounts Department on: 0845 2260350 immediately.

No further notice will be given.

Yours Faithfully

Credit Controller
Accounts Dept