

# Invoicing Policy

<b>Responsibility:</b>	Liz Scott-Walter, Responsible Officer	<b>Date doc. approved:</b>	V1.8 January 2026
<b>Finance Responsibility</b>	Iva Neil, Finance Director	<b>Date doc. approved:</b>	02.01.2026
<b>Print name sign off:</b>	Simon Little, Managing Director	<b>Last review date of doc:</b>	V1.8 January 2026
<b>Signature:</b>		<b>Next review date:</b>	01 January 2027

## Document Control

Version Number	Date	Changes
V1.9	02.02.2026	Terminology around apprenticeship reform

**Please Note:** This policy has been reviewed at a time when apprenticeship reform is in progress and organisations are transitioning from End-Point Assessment Organisations (EPAOs) to Assessment Organisations (AOs), and from end-point assessment to apprenticeship assessments. The terminology used within this policy is EPAO and End-Point Assessments (EPA), to be updated to AO etc. once that transition is complete.

## Section 1. Purpose

This policy sets out the processes that Best Practice Network will follow for the issue, payment, content, and retention of invoices, in accordance with Ofqual General Conditions of Recognition F3.2 and F3.3.

The policy ensures that invoicing is accurate, transparent, timely, and supports sound financial management.

## Section 2. Scope

This policy applies to all invoices issued by **Best Practice Network EpAO** to customers, including but not limited to:

- End-point assessment services
- Registration and certification fees
- Quality assurance or moderation activities
- Any other chargeable services provided by the organisation

It applies to all staff involved in finance, administration, and contract management.

## Section 3. Responsibilities

- **Responsible Officer / Finance Director:** Overall accountability for compliance with this policy.
- **Finance Team:** Issuing invoices, maintaining records, monitoring payments, and follow-up of overdue accounts.
- **Operational Staff:** Providing accurate information to enable correct invoicing.
- **Senior Management Team:** Reviewing compliance and approving any exceptions.

## Section 4. Principles

Invoices will be:

- Issued promptly and accurately
- Transparent and easy to understand
- Based on agreed fees and contracts
- Managed in a way that ensures financial sustainability and fairness
- Retained securely in line with legal and regulatory requirements

## Section 5. Issue of invoices

5.1 Invoices will be raised when:

- A service has been delivered or a milestone reached; or
- In accordance with contractual terms agreed with the customer.

5.2 Invoices will be issued within **30 days** of the chargeable event.

5.3 Invoices will normally be issued electronically (PDF) to the agreed billing contact, unless otherwise requested.

5.4 Each invoice will be assigned a unique reference number and recorded in the finance system.

## Section 6. Content of invoices

All invoices issued by **Best Practice Network** will include as a minimum:

- Organisation name, address, and contact details
- Company/charity registration number (where applicable)
- VAT registration number (if applicable)
- Unique invoice number
- Invoice date

- Customer name and address
- Description of services provided, including qualification/standard and learner numbers where relevant
- Date(s) of service or period covered
- Net amount, VAT (if applicable), and total amount payable
- Payment terms (e.g. 30 days from invoice date)
- Accepted payment methods and bank details
- Contact details for invoice queries

## Section 7. Payment of invoices

7.1 Payment terms will be **30 calendar days** from the invoice date unless otherwise contractually agreed.

7.2 Accepted payment methods include:

- Bank transfer
- Other methods as agreed (e.g. card, BACS).

7.3 Customers are required to quote the invoice number when making payment.

7.4 The Finance Team will record all payments promptly and reconcile them against issued invoices.

## Section 8. Monitoring and Overdue Payments

8.1 The Finance Team will review outstanding invoices at least **monthly**.

8.2 Reminder process:

- **Account Statements:** Issued monthly
- **First reminder:** issued after **7 days** overdue
- **Second reminder:** after **14 days** overdue
- **Final notice:** after **30 days** overdue

8.3 Where invoices remain unpaid, **Best Practice Network** may:

- Suspend services or certification;
- Escalate to senior management;
- Refer the debt for recovery in line with legal processes.

8.4 Any decision to suspend services will consider regulatory obligations and fairness to learners.

## Section 9. Queries and Disputes

- 9.1 Customers should raise invoice queries within **10 working days** of receipt.
- 9.2 The Finance Team will investigate and respond promptly.
- 9.3 Where an error is identified, a corrected invoice or credit note will be issued.
- 9.4 Disputed amounts will not be pursued until resolved, but undisputed amounts remain payable.

## Section 10. Credit Notes and Adjustments

- 10.1 Credit notes will be issued where:

- An overcharge has occurred;
- Services have been cancelled or amended;
- A billing error is identified.

- 10.2 All credit notes will reference the original invoice and be authorised by the Finance Manager or equivalent.

## Section 11. Retention of Invoices and Records

- 11.1 Copies of all invoices, credit notes, and related financial records will be retained securely for a minimum of **six years**, in line with statutory and regulatory requirements.

- 11.2 Records may be held electronically and will be:

- Accurate and complete;
- Protected from unauthorised access;
- Backed up in line with IT and data protection policies.

- 11.3 Records will be made available for audit, regulatory review, or inspection by Ofqual where required.

## Section 12. Data Protection and Confidentiality

All invoicing information will be handled in accordance with UK GDPR and Best Practice Network's Data Protection Policy. Access will be restricted to authorised staff only.

## Section 13. Compliance with Ofqual Conditions

**Best Practice Network EpAO** will comply with Ofqual General Conditions of Recognition, including:

- **F3.2** – Establishing, maintaining, publishing, and complying with this written invoicing policy.

- **F3.3** – Ensuring the policy specifies processes for issue, payment, retention, and invoice content.

This policy will be published on the organisation's website and made available to customers upon request.

## Section 14. Review of the Policy

This policy will be reviewed at least **annually**, or sooner if required due to:

- Changes in regulation;
- Changes in business practice;
- Findings from audits or reviews.

Any updates will be approved by senior management and communicated appropriately.

## Section 15. Exceptions

Any exception to this policy must be approved by the Responsible Officer and documented with a clear rationale.

## Section 16. Contact Information

If you have any queries relating to enquiries and appeals, please contact BPNs EpAO

Quality and Compliance team in writing:

By Email: [epa@bestpracticenet.co.uk](mailto:epa@bestpracticenet.co.uk)

By Post: Best Practice Network EPAO

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