

# Invoicing & Fees Policy

<b>Document Specification:</b>			
<b>Purpose:</b>	To set out the policy and procedure to be followed by NALP in relation to how centres and customers will be invoiced, including payment terms.		
<b>Accountability:</b>	NALP Governing Board	<b>Responsibility:</b>	Compliance Team
<b>Last Review date:</b>	December 2025	<b>Next Review due:</b>	December 2027
<b>Version:</b>	6.1	<b>Links to Ofqual GCR:</b>	F3 & F1

## National Association of Licensed Paralegals (NALP)

Tregarvon Studios  
Rhiwlas  
Ffair Rhos  
Ystrad Meurig  
Ceredigion  
Wales  
SY25 6BN

Tel: 020 7112 8034

[www.nationalparalegals.co.uk](http://www.nationalparalegals.co.uk)

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## 1. Purpose and scope of policy

The National Association of Licensed Paralegals (NALP) is an awarding organisation recognised and regulated by Ofqual. The Ofqual General Conditions of Recognition here onwards referred to as 'the Conditions', state that Awarding Organisations must:

*"establish, maintain, publish and comply with a written policy on invoicing."*

And that

*"The policy must specify the processes to be followed by the awarding organisation in relation to the issue, payment and retention of invoices and the content of invoices."*

This policy document covers the charges and invoicing for all provision accredited by NALP as an awarding organisation recognised by Ofqual.

Our aim is to have a pricing structure and associated invoice arrangements that are:

- Fair and appropriate and provide value for money for centres
- Understandable and transparent, with no hidden costs or details. This document will be reviewed annually when charges are set for the forthcoming year and whenever changes are made to associated procedures.

This policy also sets out how the fees charged by NALP to our Centres will be published, in line with Condition F1 of the Conditions.

## 2. Operating year

The NALP operating year runs from 1st October to 30<sup>th</sup> September.

## 3. Fees to be invoiced

As an Awarding Organisation, NALP have a number of services which will be invoiced, not limited to Learner registration or certification. Under Condition F1 of the Conditions, such fees fall under 4 main 'headings'. NALP's fees include the following:

Heading (as per Condition F3)	Included by NALP	Comments/clarification
<b>Mandatory Centre Fees</b>	Centre Application Fee	This includes undertaking a Desk-based review of a Centre's application to become an Approved

Heading (as per Condition F3)	Included by NALP	Comments/clarification
		Centre to deliver NALP qualifications, plus, for UK-based Centres, the pre-approval visit. International Centres must also pay travel, accommodation and subsistence costs for up to 2 members of NALP staff to undertake a pre-approval visit
	Annual Reapproval Fee	This fee is charged for a Centre to maintain their Approval with NALP to deliver our qualifications.
	Administration	This includes all emails, telephone calls, amendments to staff and Learner details, etc.
	External Quality Assurance (standard visits)	This includes the cost of an annual, or biennial visit to a UK-based Centre. International Centres will also incur expenses of travel, accommodation and subsistence for up to 2 NALP staff members to undertake such a visit. This is included in the Annual Reapproval Fee.
	External Quality Assurance (Investigation and Sanction)	If a Centre is under suspicion of malpractice or under a sanction due to malpractice or maladministration, resulting in a requirement for additional quality assurance visits, these will be chargeable to the Centre. The fee is chargeable per day and ALL Centres will also be liable for any additional travel, accommodation and subsistence

Heading (as per Condition F3)	Included by NALP	Comments/clarification
		expenses incurred for up to 2 NALP staff members.
<b>Standard Qualification Fee</b>	Learner Registration	This is the price for enrolling a Learner onto a NALP qualification to ensure that NALP is aware of their start date for the purposes of ensuring they complete their qualification within the time allowed in the Qualification Specification. Learners MUST be enrolled within 25 days of their starting their course of learning with a Centre.
	Provision of Assignments	NALP provides all assignments for completion by Learners as part of their assessments. Centres are not allowed to produce their own assignment questions
	Marking of Assignments	NALP externally marks all completed assignments
	1 x Re-sit or Referral	NALP allows every Learner to have a second attempt at an assignment, or part of an assignment (referral), without additional charge
	Results and Certificates	Includes the issuing of results after each assignment completed by a Learner has been marked, plus the issue of qualification and/or unit certificates after the full qualification has been completed.
<b>Associated Learner Fees</b>	NALP Membership	All Learners undertaking a NALP qualification must be a member of NALP at, as a minimum, an Affiliate

Heading (as per Condition F3)	Included by NALP	Comments/clarification
		<p>Member level. The first year’s membership fee is included with the initial enrolment fee, however, where a qualification takes longer than 12 months to achieve, the Learner will need to renew their membership with NALP to be able to continue. Please note that on application the Learner will have the option to tick the automatic subscription box to enable us to then take the following years fee.</p>
	<p>Re-sit (3<sup>rd</sup> attempt)</p>	<p>Where a Learner has had two attempts at an assignment, they are permitted a third and final attempt, however, a small fee is chargeable for this.</p>
	<p>Appeals and Informal reviews</p>	<p>Where a Learner disagrees with the outcome of their assignment marking or grading, they can appeal under the NALP Appeals Policy, however, should they wish for their Appeal to be escalated, it will be subject to a fee which is refundable should the appeal be upheld.</p>
<p><b>Package Fees</b></p>	<p>Workbooks</p>	<p>NALP provides full workbooks for each of the units of each of the qualifications they offer, covering all of the learning outcomes and assessment criteria that will be covered in the assignments for those units. The cost of these is included in the initial fee paid by a Centre for each Learner they enrol. Workbooks</p>

Heading (as per Condition F3)	Included by NALP	Comments/clarification
		are not for sale separately but are only provided with the enrolment of a Learner onto a NALP qualification.

#### 4. Payment terms (UK Centres)

All invoices must be paid in full within 14 days of the date of the invoice.

It is the responsibility of the providing organisation to pay fees and charges within 14 days of the invoice date.

Late payment charges will be incurred beyond this period of 2% of the invoice value per month. Centres should note that enquiries relating to invoices should be made within 10 days of the date of the invoice. No adjustments or credit notes will be produced after this deadline, and the original invoice will be due for payment.

Should an outstanding invoice be more than 30 days in arrears, or not paid in full, NALP reserves the right to suspend services including blocking all access to the Centre Portal which would prevent the Centre from requesting assessments for Learners until the outstanding amounts have been settled.

Continued failure to pay will be subject to recovery proceedings, including taking action via the courts or passing the debt to an outside debt collection agency.

Failure to pay invoices is a breach of the Centre Agreement that all Centres must sign as part of their application and, as such, they will have their Approval as a NALP Centre revoked. Any Learners enrolled under that Centre at the point of revocation of their approval will be supported through their qualification by NALP to ensure that they are not disadvantaged by the actions of the Centre.

#### 5. Payment terms (International Centres)

All invoices must be paid in full within 7 days of the date of the invoice.

It is the responsibility of the providing organisation to pay fees and charges within 7 days of the invoice date.

Late payment charges will be incurred beyond this period of 2% of the invoice value per month.

## Invoicing & Fees Policy

Centres should note that enquiries relating to invoices should be made within 5 days of the date of the invoice. No adjustments or credit notes will be produced after this deadline, and the original invoice will be due for payment.

Should an outstanding invoice not be paid in full within 7 days of receipt, NALP reserves the right to suspend services including blocking all access to the Centre Portal which would prevent the Centre from requesting assessments for Learners until the outstanding amounts have been settled.

Continued failure to pay will be subject to recovery proceedings, including taking action via the courts or passing the debt to an outside debt collection agency.

Failure to pay invoices is a breach of the Centre Agreement that all Centres must sign as part of their application and, as such, they will have their Approval as a NALP Centre revoked. Any Learners enrolled under that Centre at the point of revocation of their approval will be supported through their qualification by NALP to ensure that they are not disadvantaged by the actions of the Centre.

### **6. Information provided on/with the invoice**

All invoices will contain appropriate information to ensure that the services provided are clear and easy to understand. Additional information, such as the number and details of the Learners registered, level and title of the qualification, etc., will also be included on a separate sheet, where appropriate.

### **7. Record keeping**

In accordance with HMRC guidelines we will keep records of all invoices issued and received so that your centre or other relevant parties (such as the regulators) can be provided with an auditable trail of transactions if required.

### **8. Policy review and publication**

This policy will be subject to regular review at least biennially, or due to a change in legislation, regulation or internal processes that might affect the content of this policy.

A copy of this policy will be available publicly on the NALP website at all times.