

EA Fee policy 2014/5

1. Policy Objectives

- 1.1. The purpose of this policy is to provide a framework within which EA's fee setting and fee refund processes will be detailed and operated. The policy also sets a framework for ensuring that comprehensive guidance

2. Approval of Fees Policy

- 2.1. The Fees Policy and any subsequent amendments to this policy will require the approval of the Board.
- 2.2. The Policy will be reviewed annually and any changes recommended will be referred for approval to the Executive Team and the Board

3. Policy Statement

- 3.1. EA reserves the right to cancel any course or change its charging policy where its costs may result in financial loss; cancel any course where there is lack of appropriate resources; and/or refuse entry to a course on any non discriminatory grounds.

4. Commercial courses

- 4.1. Fees for commercial courses or cost recovery will be priced at a level to reflect the full price to EA, with cognisance of the market.
- 4.2. Fees are based on the recovery of full costs including overheads and therefore will differ between courses. All commercial courses need to achieve the target financial contribution unless otherwise agreed by EA
- 4.3. There is a standard costing pro forma and standard terms and conditions (both of which are available from the EA administration which are to be used for all commercial courses. There is no fee remission or concessionary fee for commercial courses.
- 4.4. Learners who, through their own volition, have failed to complete their learning programme, within the agreed contract period will be required to pay any additional costs associated with this extension. Charges will be made to cover any resource, materials or travel costs; tuition will be charged £65 per contact hour.

5. Fee structure

- 5.1. Where the fee charged by EA is considered not to be competitive with other providers and a reduction in the fee is considered necessary agreement should be sought from the Board

6. Payment of Fees

- 6.1. All fees become due in full at enrolment,
- 6.2. Learners whose employers have agreed to pay their fees will be required to produce a letter/purchase order from their employer at the time of enrolment confirming that they will cover the full cost of the course. All payments must have cleared and reside in the EA bank account before attendance.
- 6.3. All debts will be referred to the debt collection agency for recovery.

7. Examination Fees

- 7.1. Please refer to CIPS website

8. External Candidate – Definition

- 8.1. A learner is classed as an external candidate if they are not enrolled with EA on the course for which they wish to sit an exam.

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8.2. The external candidate fee is £43 + VAT and is applicable only for special circumstances for which EA requires CIPS approval. Applications must be made in advance of exam booking and be approved by EA. In these circumstances fees MUST be paid and cleared in advance of the exam booking with CIPS. EA reserves the right to refuse an exam booking which has not been paid for

9. Refunds

9.1. Refunds of fees may only be approved in the cases where a learner can demonstrate that their application to withdraw has resulted from the failure of EA to deliver what could have been reasonably expected, then a refund or credit may be granted by the EA Board

9.2. In cases where withdrawal is as a result of exceptional personal circumstances, an application for a refund or credit must be made in writing to the Board . Each case will be judged on its own merit and In such circumstances that a refund is authorized then EA reserves the right to deduct costs incurred re admin and tuition received

9.3. If a course is cancelled by EA refunds will be offered.

CIPS Fee policy extracts:

Introduction

Chartered Institute of Purchasing & Supply (CIPS) is an Awarding Body regulated by Ofqual, the qualification regulator for England and Northern Ireland. The Awarding Body is committed to high levels of quality assurance and policies that are open, transparent and free from bias.

Overview

Every effort is made to ensure that customers have access to clear information about fees and payments, and are offered a variety of payment methods.

Examination Fees CIPS publishes information about:

- examination entry fees
- exemption fees

each year on the CIPS website (www.cips.org) and on examination enrolment forms.

Information is published sufficiently far in advance of the time at which the qualifications will be made available to learners as to satisfy the reasonable planning requirements of customers and other potential purchasers.

Calculation of Examination fees

With the exception of the Level 2 online examination fees, at the present time, the fee for each unit is the same, regardless of assessment type or level. Should circumstances dictate a change in this approach, customers will be informed of the rationale for any such change. Assessment fees are determined on the basis of:

Actual costs of administering the assessment, including the costs incurred in

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- compiling, quality - assuring, printing and distributing question papers
- collecting, re - distributing papers to markers
- payments to markers, moderators etc
- processing marks and arriving at results
- issuing results
- dealing with reviews and appeals
- producing and issuing certificates

The Awarding Body makes every effort to ensure fees are reasonable and proportionate and that they do not put unnecessary barriers in the way of learners.

Calculation of study centre fees Study centre fees are determined on the basis of:

Administration of the application process and approval visits , including the following costs

- payments to the study centre auditors
- dealing with reviews and appeals
- producing and issuing of certificates

The Awarding Body makes every effort to ensure fees are reasonable and proportionate and that they do not put unnecessary barriers in the way of study centres .

Invoicing

Invoices are not issued for qualification fees unless the circumstances are exceptional. When approved, invoices are issued promptly and with a reasonable breakdown of the total amount of the invoice. Where invoices are issued in relation to the provision of qualifications they are:

- issued within one month of the assessment date to which the invoice refers
- invoices contain sufficient detail of the goods or services provided to enable the recipient to understand clearly what is being charged for
- payment is expected within one month of the date of the invoice
- defaults are always followed up and where possible agreement reached over the payment of outstanding monies to CIPS
- invoices are retained by CIPS for 7 years.

Receipts Website Payment Receipts are issued automatically when payments are made via the CIPS website; this acknowledges payment but will not detail the purchase. If a more detailed receipt is required, this must be requested within 14 days of payment.

BACS, Cash or Cheque Candidates will automatically be issued with a receipt where the remitted payment is made by BACS, cash or cheque. This will acknowledge payment but will not detail the purchase. If a more detailed receipt is required, all requests must be made within 14 days of payment. If specifically requested, and regardless of payment method, CIPS will raise and issue an official sales invoice which will include exact details of the service purchased and clearly marked as paid, within 14 days of the request being received. If,

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exceptionally, credit is granted, the invoice will clearly state the payment terms and due date in addition to all other details.

A receipt will be sent to the learner or to the contracted organisation. A copy of all receipts or invoices, whether paper or electronic, will be retained for 7 years from creation, and will be available for viewing and/or reproduction during this time. Cancellations and refunds CIPS accept s and process applications for cancellation and refunds up to 7 days after the exam entry closure date. After this date no applications for cancellation or refunds will be accepted. If the cancellation is due to medical reasons no fee will be applied, however a valid signed medical note must be received within 14 days of the exam to support the application. Any agreed cancellation will result in the fee being refunded to the customers CIPS account for future use and is not refunded directly. In all instances there is a 7 working day “cooling period” where cancellation can be made. This cooling period begins on the day after the day in which the contact (entry and payment) is concluded as notified by email or postal confirmation from CIPS in accordance with these terms. In this case a full refund of the price paid for the assessment via the original payment will be made. All requests for a cancellation and refund of an assessment should include supporting medical or other documentation where appropriate.

This should be directed to CIPS Customer Service, Assessment Team by email to assessment.team@cips.org or post to: CIPS, Easton House, Easton on the Hill, Stamford, Lincolnshire PE9 3NZ. Any request will be responded to within three working days.

Kate Bell Head of Awarding Body

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