

Exam Fees, Invoicing and Billing Policy

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Introduction

This Policy sets out CIOL Qualifications' (CIOLQs') processes in respect of its qualification fees (including all exam fees payable by candidates and fees payable by exam venues), invoicing and billing (including the issue, settlement and retention of any invoices). It also sets out what is required legally in respect of the content of invoices sent and received.

Scope

This policy is aimed at internal CIOLQ staff, suppliers, our candidates and exam venues.

Rationale for invoicing and billing

Pricing Policy

It is the policy of CIOLQ to publish and maintain a pricing structure that is:

- Regularly reviewed
- Clear, fair and transparent
- Value for money to users

How we issue invoices

CIOLQ issues invoices as required against requisitions raised. Invoices are normally issued for the full amount unless otherwise specified. Invoices are raised in response to registrations from exam venues and customers and all service requests.

Individual registrations require electronic payment which is logged and recorded by our accounts team on a weekly basis. Check points are flagged to ensure that invoices are raised for all chargeable work.

Understanding our invoices

Invoices are issued to the customer's point of contact as defined either on the invoice requisition or detailed in contractual documentation.

All invoices comply with the CIOLQ template and include:

- The organisation's details
- The name and address of the customer
- The date of issue
- The invoice total (with a breakdown where relevant)
- CIOLQ payment terms
- CIOLQ purchase order number (where required) or reference
- Detail(s) of the service(s) delivered

Fees and charges are set annually or agreed upon within the terms and conditions of contracted services.

Availability of fee information

All fee information must be easily accessible by any potential purchaser, without that person having to request it from the awarding organisation, and must also be focused on transparency, clarity and comparability of prices.

CIOLQ will ensure that the information which it publishes is:

- Kept up to date
- Clear to a potential purchaser, and
- Easily accessible

Publication of fees

In respect of each of our qualifications that we make available for purchase, the table at Appendix 1 details how we publish the following categories of information for potential purchasers.

Credit control

The Director of Finance is responsible for ensuring that invoices are raised promptly in respect of income due to the company. Our invoices follow HMRC requirements and include the following information:

- A unique identification number
- The company name, address and contact information
- The company name and address of the customer
- A clear description of what CIOLQ is being charged for
- The date the goods or service were provided (supply date)
- The date of the invoice
- The amount(s) being charged
- VAT amount if applicable
- The total amount due

Invoices are issued stating that our terms of business are 30 days from the date of the invoice.

Action is taken to collect overdue debts in accordance with the company's procedures for debt recovery. If payment has not been made after 30 days of the invoice date, contact is made by the Accounts Officer to the Customer's Finance Contact. If necessary, a copy invoice is issued and a follow-up telephone call is made to the customer in the coming weeks. If payment has not been made after 90 days, the Accounts Officer will make contact with the Head of the Organisation to seek an alternative point of contact for, and advice toward, securing the fulfilment of the outstanding debt.

Non-payment of invoices

If any amount remains unpaid after the payment date, sanctions may be applied.

These may include:

- Suspension of certification
- Refusal to register learners

- Refusal to provide any further services
- Other financial sanctions

Methods of Payment

- Via Worldpay Pay by Link
- Online by Credit/Debit card
- Online by PayPal
- Bank Transfer (BACS)

Refunds

Refund requests of the combined Standard Qualification Fee and Online Assessment Platform Fee will be considered during the following specified period only:

- From the Exam Entry Period Opening date to the Exam Entry Standard Deadline date.

Please refer to the Key Dates Document for the session for which you have registered, for the specific dates for each qualification.

Refunds **will not** be considered outside of the above specified period.

Fees for other services such as past papers, examiner reports and examiner comments are not refundable.

Credit notes

After the Exam Entry Standard Deadline and in extenuating circumstances only, we may offer a credit note.

Extenuating circumstances

If a candidate is unable to sit an exam due to personal ill health, they may apply to be considered for the issue of a credit note to the value of 50% of the combined Standard Qualification Fee and Online Assessment Platform Fee received.

The candidate's credit note is valid for the next available exam session only and has no alternative cash value.

Applying for a credit note

To apply for a credit note, submit a current medical certificate from your doctor no later than two weeks after the exam date to qualifications@ciol.org.uk.

In the absence of any such proof, candidates are liable to forfeit the full fee paid.

Any difference arising due to increased fees at the next exam session is payable by the candidate.

Invoice retention

Our retention policy is based on legal requirement, currently to retain all invoices and other financial documentation for six full years plus the year in progress.

Policy updating and reviewing

All policies relating to CIOLQ will be updated on an 18-month cycle or sooner as required.

Policy version and owner

Policy review date	July 2026
Policy owner	Responsible Officer

Regulatory references

Ofqual General Conditions of Recognition
Condition F1: Information on fees and features of a qualification
Condition F2: Packaging qualifications with other products or services
Condition F3: Invoicing
Qualifications Wales
Condition F1: Information on fees and features of a qualification
Condition F2: Packaging qualifications with other products or services
Condition F3: Invoicing

Appendix 1 - Types of fees

These are explanations of the types of fee categories that may typically be charged by an awarding organisation. These are not necessarily all of the fees that CIOLQ charges.

Appendix 2 details CIOLQ's charges.

Fee type	Explanation
a) Standard Qualification Fee	<p>Mandatory fees for a single learner, from registration to certification.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Learner registration • All exams and marking • Issue of an electronic certificate <p>It does not include:</p> <ul style="list-style-type: none"> • Membership of a professional body • Prior learning fees • Retakes • Exam Venue fee • Online Assessment Platform fee
b) Package Fee	<p>Fee for additional products and services that may be purchased with the qualification but not at the same time as the qualification.</p> <p>Example - Standard Qualification Fee + Package (Membership) Fee</p>
c) Associated Learner Fees	<p>Optional fees directly related to delivery and award to individual learners</p>
d) Mandatory exam venue Fees	<p>CIOLQ does not charge centre-level fees for approved exam venues to undertake delivery of our qualifications.</p>

Appendix 2 - CIOLQ fees tables

Standard Qualification Fees

There is no longer a requirement for candidates to register to be an IoLET Affiliate to take our exams. However, we do encourage candidates to join CIOL to be able to take advantage of the membership benefits on offer as a Study Affiliate.

For information on this grade of membership and how to join, please refer to our website here: <https://www.ciol.org.uk/study-affiliate>

Qualification	CIOL Qualifications Level 7 Diploma in Translation
Unit 01	£440
Unit 02	£325
Unit 03	£325

Qualification	CIOL Qualifications Level 6 Certificate in Translation
Unit 01	£240
Unit 02 or Unit 03	£210

Qualification	CIOL Qualifications Level 6 Diploma in Public Service Interpreting
Unit 01	£240
Unit 02	£190
Unit 03	£190
Unit 04	£190
Unit 05	£190

Qualification	CIOL Qualifications Level 3 Certificate in Bilingual Skills – Police
Unit 01	£160
Unit 02	£105
Unit 03	£105

Associated Learner Fees (as relevant)

Service	Cost
Exceptional fees (e.g., qualification validation requests, duplicate notification requests)	£40
Late charge request	£70
Certificate – paper (per each certificate)*	£50
Certificate - amendment	£50
Replacement certificate – electronic (per each certificate, if available)	£30
Verification of certificate (per each certificate, if available)	£50
Transcript of results - electronic	£50
Letter of confirmation to third party - electronic	£50

For all costs related to the *Review of Marking and Independent Review Appeals policy* or *Examiner Comments policy*, please refer to the application forms on our website.

Exam Venue and Online Assessment Platform Fee

Service	Cost
Exam Venue Fee (per unit)**	£60
Online Assessment Platform Fee (per unit)**	£60

Notes:

*From June 2021, CIOL Qualifications transitioned to digital certificates for all qualifications. Hard copy certificates will still be available to purchase for those candidates requiring these.

**For candidates undertaking exams at an approved exam venue or via the online assessment platform, a venue or platform fee will apply. This is now combined with the Standard Qualification Fee on both the specific qualification page on the website and alongside the relevant online registration form, for transaction simplification at the point of purchase.