

ASDAN Invoicing Policy and Procedure

Policy Owner – Director of Infrastructure and Finance

Review History	
V1	July 2018
V2	July 2022
V3	September 2023
V4	August 2025
Next Review	August 2027

1 Purpose

1.1 ASDAN qualifications are regulated by Ofqual (England and international), CCEA (Northern Ireland) and Qualifications Wales (Wales).

1.2 This policy and procedure responds to conditions F1 and F3 of the General Conditions of Recognition, (Ofqual and CCEA, 2025) and Standard Conditions of Recognition (Wales, 2024) and Equality Act (2010).

1.3 This document is for the attention of:

- ASDAN trustees, staff and associate staff
- ASDAN centres
- Learners and their parents/carers (where appropriate)
- ASDAN's regulators: Ofqual, CCEA, Qualifications Wales
- Other stakeholders

1.4 This policy sets out the ASDAN approach to invoicing, payment collection, and associated matters for all customers. It ensures clarity, fairness, and consistency in how ASDAN manages financial transactions and maintains compliance with statutory and contractual obligations. This policy is applicable across all ASDAN qualifications, programmes, products and services.

2 Policy

2.1 ASDAN publish a Fees and Pricing Document annually, with effect from the 1st of September, made available on the ASDAN website. Customers will receive at least 30 days' notice of any changes to pricing and any orders submitted prior to a price change will be honoured at the previous rate. Invoices are typically raised within 10 working days of an order, registration, certification request or when training is booked.

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2.2 ASDAN's responsibilities with regards to invoicing include:

- Transparent pricing and communication of fees
- Timely and accurate invoicing
- Fair payment terms and reasonable opportunities for customers to query invoices
- Effective credit control and legal compliance in debt recovery
- Retention of invoices and credit notes for six years in line with VAT regulations

2.3 Centre/Customer responsibilities with regards to sanctions include:

- Reading and acting upon all ASDAN policies and guidance, to ensure robust processes for payment
- Settling invoices within the stated terms
- Communicating proactively with ASDAN where issues arise in respect of payments

3 Procedure

3.1 The ASDAN procedure relating to invoicing outlined below is not exhaustive but covers the key points that involve ASDAN and Centres/Customers, along with the communication involved in issuing invoices, receiving payment and chasing overdue payment. It also outlines any potential consequences of late or non-payment.

3.2 ASDAN invoices are:

- Typically issued up to 10 working days after joining, booking training, registering or certificating learners or making any other purchase of ASDAN goods or services
- Sent via email to the listed finance contact on the ASDAN website
- Issued and payable in pounds sterling, in full, within 30 days of the invoice date or no later than ten days before a booked event, whichever is earlier
- Available to view on the ASDAN member dashboard of the ASDAN website but can also be requested by email: finance@asdan.org.uk

3.3 ASDAN Invoices contain:

- Invoice date and reference
- Centre/Customer name, address and account number
- Description, quantity, price, VAT code
- Payment instructions
- Contact details for queries

3.4 Credit control and debt management processes are in place to ensure timely payment of invoices and provide clarity around the potential consequences of non-payment. This can include placing restrictions on access to the ASDAN website preventing registration, certification or the purchase of goods and services. Restrictions mentioned here relate to financial matters only. Other restrictions or sanctions that may be applied to accounts for quality assurance reasons are outlined separately within ASDAN Sanctions Policy.

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3.5 Reminders are sent in the following order:

- Seven days before due date
- One day overdue
- 14 days overdue (then fortnightly until 90 days overdue)
- 40 days overdue (including a notice that restrictions have been applied)
- 90 days overdue (including a late fee notice of £40 per invoice + statutory interest)

3.6 Persistent non-payment beyond 90 days could result in permanent withdrawal from ASDAN membership as well as potential legal action.

3.7 ASDAN will endeavour to maintain communication with and support customers/centres to settle outstanding invoices, in order to prevent adverse effects to learners and to maintain their ASDAN membership wherever possible.

4 Associated Documentation

- ASDAN Pricing and Fees Document
- Registration and Certification Policy
- Quality Assurance Policy
- Appeals Policy and Procedure
- Sanctions Policy