

NATIONAL EXAMINING BOARD FOR DENTAL NURSES

Fees and Invoicing Policy

Purpose

This policy sets out the arrangements we have in place for fees and chargeable services offered by the National Examining Board for Dental Nurses (NEBDN). Our aim is to have a charging structure and associated accounting processes that:

- are fair and appropriate;
- are clear and transparent;
- provide value for money.

Scope

This policy applies to all our services and stakeholders including course providers, candidates, suppliers and all other third parties. For a full list of our fees and charges, please refer to the current Schedule of Fees and Charges available on our website at nebdn.org

Responsibilities

On behalf of the Board of Trustees, NEBDN's Finance and General Purposes Committee is responsible for reviewing and updating this policy based on guidance and information supplied by the Chief Executive.

NEBDN's Chief Executive is responsible for overall implementation of this policy. The Business Support Officer is responsible for the invoicing procedure, credit control and related accounting procedures at an operational level.

NEBDN staff members working in the Admissions & Customer Support Team and the Assessment & Awards Team are responsible for providing accurate and timely information from which the Business Support Officer can produce accurate invoices and receipts.

Customer account holders are responsible for ensuring that our payment terms are adhered to and that the details we hold on record for them are accurate. We should be informed of any changes in writing.

Customers who do not have an account with us are responsible for payment of goods and services in full prior to fulfilment of their order.

Definitions

'BACS'

An electronic system of making and collecting payments from one bank account to another.

Policy statement

As a charitable organisation we endeavour to set fees which are realistic enough to cover our costs but which are fair and appropriate and provide value for money. Our fees must generate sufficient income for us to meet our charitable objectives and to enable us to invest in development and continuous improvement.

Schedule of Fees and Charges

For transparency, a schedule of all our fees and charges is available on our website, along with this policy. We will formally review our fees and charges on an annual basis and we will issue a new schedule each year whether or not there have been any changes.

Invoices on account

We will create a customer account for every accredited course provider.

Most of our fees and charges (for example, candidate registration and examination fees) are collected through our accredited course providers by invoicing on account.

Invoices will contain the following information:

- NEBDN name and address
- Account holder name and address
- Invoice date
- Account number
- Invoice number
- Purchase order number (if provided)
- Description of charges
- Invoice amount
- Payment terms
- Bank details for payment
- NEBDN Company number
- Charity number

Queries relating to invoices should be raised within 14 days of receipt of invoice by emailing accounts@nebdn.org

Payments from customers without an account

Most of our fees and charges are collected through our accredited course providers but there are some goods and services for which we will accept payment direct from candidates or other customers who do not hold an account with us (such as a candidate's employer).

For example:

- purchase of goods such as a qualification badge, buckle or belting;
- purchase of a replacement qualification certificate or certified letter;
- request for a clerical check of examination result;
- request for a Candidate Performance Report;
- application for an Appeal of a result.

The current charges for these goods and services are listed in the Schedule of Fees and Charges available on our website.

Where a payment is accepted from a customer without an account, we will issue a receipt for that payment. It is important that we are able to identify any payments we receive so non-account holders are advised to contact us before making a payment online, for example.

A non-account holder may also be a course provider whose account has been put 'on stop' or 'on pro-forma'. Refer below to 'Late payments and sanctions' for further details.

Acceptable payment methods

We will accept most methods of payment including BACS and other online bank transfers, cheques, debit cards and credit cards.

Payment terms

Invoices on account: our payment terms are 30 days from invoice date.

For customers without an account, full payment must be received and cleared prior to fulfilment of the order.

Credit control

We will issue monthly statements to account customers and we will chase up any outstanding monies. The actions we will take to chase payments are:

1. Emailed reminder
2. Formal letter – 1
3. Formal letter – 2
4. Formal letter – final reminder

Copy invoices can be emailed upon request.

Late payments and sanctions

We reserve the right to put services on hold or take sanctions against an account customer who fails to meet our payment terms. Sanctions may include:

- A course provider's candidates may be deferred to a later examination;
- A course provider's candidates may be withdrawn from their examinations;
- The customer account may be put 'on stop' – effectively, we would not accept any new candidates for registration and we would not enter any resit candidates;
- The customer account may be temporarily or permanently withdrawn and put on 'pro-forma invoicing'. For example, the course provider would need to pay the relevant fees prior to a new candidate being registered and/or prior to a resit candidate being entered for the next examination.

References

Course Provider Guide to NEBDN Administration
Current Schedule of Fees and Charges

Questions

If you have any questions about this policy, please email NEBDN at info@nebdn.org and your enquiry will be directed to the appropriate member of staff or committee.