



<b>Policy</b>	Fees and Invoicing policy
<b>Effective Date</b>	February 2021
<b>Date Last Reviewed</b>	January 2021
<b>Scheduled Review Date</b>	January 2023
<b>Supersedes</b>	<i>n/a</i>
<b>Owned by</b>	Finance and Business Effectiveness Committee
<b>Monitored by</b>	Governance Committee
<b>Approved by</b>	FBEC Committee on 2 <sup>nd</sup> February 21 and Board of Trustees on 19 <sup>th</sup> February 2021

### **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.
- are reviewed annually and made available to our course providers via our website

### **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](http://nebdn.org)

### **Responsibilities**

On behalf of the Board of Trustees, NEBDN's Finance and Business Effectiveness 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 Finance Manager is responsible for procedures relating to customer invoicing, credit control and the recovery of overdue balances at an operational level.

NEBDN staff members working in the Operations Team are responsible for providing accurate and timely information from which the Finance Manager can produce accurate invoices and receipts.



Customer account holders are responsible for ensuring payment terms are adhered to and that customer records are accurate. NEBDN should be informed in writing of any changes in customer details.

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

### **Policy statement**

As a charitable organisation, NEBDN sets fees at a realistic level to cover operating costs, but which are fair and appropriate and provide value for money. Fees must generate sufficient income for NEBDN to meet its charitable objectives and to invest in development and continuous improvement.

For transparency, a schedule of all our fees and charges is available on our website, along with this policy. Fees and charges will be reviewed on an annual basis.

NEBDN is committed to ensuring the fee details are updated every time a new qualification is offered and/or if fees have altered and made available to our course providers at the earliest opportunity to help them with their planning arrangements.

### Invoices on account

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

In general fees and charges (E.g. 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](mailto:accounts@nebdn.org).



### Payments from customers without an account

Most 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 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 can 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 'Overdue payments and sanctions' for further details.

### Acceptable payment methods

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

### Payment terms

Where customers hold an account, our payment terms are 30 days from invoice date.

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

### Overdue 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' – no new candidates would be accepted 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'. 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.
- Withdrawal of accreditation



If the course provider fails to pay the charges on the due date, NEBDN may charge interest on the amount of any such late payment at the rate of 4% per annum above the Bank of England base rate.

### **Records**

In accordance with HMRC guidelines we will keep records of all invoices issued and received so your centre or other relevant parties (such as the regulators) can be provided with an auditable trail of transaction if necessary. Any candidate data in line with appeals, will be held in line with GDPR guidance.

### **References**

Accredited Course Provider Handbook  
Current Schedule of Fees and Charges  
Appeals policy  
Information Management policy.

### **Contact us**

If you have any queries about any aspect of our fees or invoice arrangements or the content of this policy, please contact us at [accounts@nebdn.org](mailto:accounts@nebdn.org)