**Fees and Invoicing Policy**

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| **Policy** | Fees and Invoicing Policy |
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*N.B. Any reference in red italics refers to the General Conditions of Recognition (GCOR)*

| **Document Change Control** | | | | |
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| June 2026 | V:7 | Executive | Minor | Payment terms |

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## 1. 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 and provide value for money for centres *(F1.3)*
- are clear and transparent, with no hidden costs or details
- are reviewed annually in September with a general increase of not more than the national inflation rate (NEBDN reserves the right to change this where necessary) and made available to our Providers via TheHub published in October each year for implementation on the 1 March, when it will also be published on our website.

## 2. Scope

This policy applies to all our services and stakeholders including Providers, learners, 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

## 3. 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 Officer.

NEBDN's Chief Executive Officer is responsible for overall implementation of this policy. The Finance Manager is responsible for procedures to relating 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.

## 4. 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 centres at the earliest opportunity to help them with their planning arrangements. We will review this document and its associated procedures annually as part of our self-evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

We will keep the fees up to date and communicate any changes sufficiently in advance to Providers. *(F1.2 and F1.3)*. If for whatever reason we are unable to confirm a fee or change to a fee in a timely manner we will provide an information of the likely fee and clearly indicate the reasons why this is an indicative indication and when the fee(s) will be confirmed *(F1.4).*

## 5. Invoices on account *(F3)*

***~~Level 3 Diploma and Post Registration Qualifications~~***

Payment terms

Where customers hold an account, our general payment terms are 30 days from invoice date. On receipt of payment, we will update our records to show full payment has been received and ensure the invoice is appropriately filed.

NEBDN offer a Proforma account for new Providers for a minimum of 6 months from the registration of their first Learners and once they have consistently completed payments on receipt of the proforma invoices Providers will have the option to move to our general terms of 30-days from invoice date.

A customer Proforma account will be created for each newly accredited Provider. NEBDN will issue Proforma invoices within 48 hours of receiving Learner registration details from the Provider, except in cases where queries regarding the data require resolution.
To ensure efficient processing, each submission of Learner registration details must contain no more than 20 learners. Submissions will be processed individually, and confirmation of payment will be provided for each batch.

NEBDN will invoice within one week of confirming the order unless alternative arrangements have been agreed. The invoice will be sent to the Provider Accounts Department unless NEBDN is informed otherwise.

General fees and charges (E.g. learner registration and examination fees) are collected through our accredited Providers by invoicing on account or by proforma invoice.

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)
- Details of Registered Learners (or those to be registered in the case of proforma accounts)
- Description of charges (detail of Qualification and Exam date)
- Invoice amount
- Payment terms
- Bank details for payment
- NEBDN Company number
- Charity number

Queries relating to invoices should be raised within 48 hours of receipt of invoice by emailing accounts@nebdn.org.

Payments from customers without an account

Most fees and charges are collected through our accredited Providers but there are some goods and services for which we will accept payment direct from learners or other customers who do not hold an account with us (such as a learner's employer). For those without an account, full payment must be received and cleared prior to fulfilment of the order.

For example:

- purchase of goods such as a qualification badge, buckle or belting;
- purchase of a replacement qualification certificate or certified letter;
- 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.

**6. Qualification Fees *(F1.1)***

The fees associated with each Qualification are published in the schedule of fees and charges document on our website *(F1).*

Each Qualification will contain one or more of the following types of fees for UK Customers depending on the Qualification and its delivery arrangements and options (these are shown on the qualification Schedule of Fees on the website):

- Qualification Registration Fee
- Associated Learner Fees

Fees that are applied for non-qualification specific activities are correct at the date shown at the bottom of this policy. These include;

- Certificate replacement fees
- Badge fees

**7. Payment methods**

Acceptable payment methods

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

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 Provider's learners may be deferred to a later examination;
- A Provider's learners may be withdrawn from their examinations;
- The customer account may be put 'on stop' – no new learners would be accepted for registration, and we would not enter any resit learners;
- The customer account may be temporarily or permanently withdrawn and put on 'pro-forma invoicing'. The centre would need to pay the relevant fees prior to a new learner being

registered and/or prior to a resit learner being entered for the next examination. Any overdue bad debt would follow our process for recovery of longstanding debt.

- Withdrawal of accreditation.

If the 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.

### 8. Records *(F3)*

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

### 9. Reference Materials

Accredited Course Provider Handbook
Current Schedule of Fees and Charges
NEBDN Appeals policy
NEBDN Information Management policy
Ofqual General Conditions of Recognition (http://ofqual.gov.uk/)
CCEA conditions of recognition
Appendix 1 – National Diploma and Level 3 Diploma in Dental Nursing (RQF) Fee Schedule
Appendix 2 – Apprenticeship Fee Schedule
Appendix 3 – Post Reg Fee Schedule
Appendix 4 – Level 3 Diploma in Dental Nursing (RQF) (NI) Fee Schedule
Appendix 5 – Learner Fee Schedule

### 10. Questions *(F1.2)*

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