

- Leadership
- Skills
- Foundation

Invoice and Refund Policy



Invoice and Refund Policy for Centres

The scope of this policy

This policy applies to all Leadership Skills Foundation programmes (i.e. qualifications and awards) and replaces any previous versions. The information in this document takes precedence over other documents where reference to invoicing and refunds, apart from when they are made in a standalone contract for the provision of services with a partner organisation.

Awards, qualifications and other services

1 Invoicing and terms

- 1.1 The Leadership Skills Foundation will invoice a centre for programme and programmes ordered, in accordance with HMRC invoicing guidance.
- 1.2 At the point of applying for a course, centres must supply either the number of learner/delegate registration places required **or** the name of each learner/delegate to be registered within 20 working days of the course start date. The Leadership Skills Foundation will invoice at this point the appropriate fee per learner/delegate registration place. Each invoice will display the ordered places, products and/or services and invoice value.
- 1.3 Payment terms are 30 days from the invoice date. Failure to make a payment within this timescale may result in the withdrawal of credit facility and in the suspension or withdrawal of programmes and/or services ordered.
- 1.4 Continued failure to make payment may result in:
 - 1.4.1 interest being charged and/or late payment fees on outstanding debts where permitted by current regulations.
 - 1.4.2 legal action to recover monies and where the charge is in respect of qualifications may also result in a regulatory non-compliance investigation.
- 1.5 The Leadership Skills Foundation reserves the right to vary payment terms at their discretion. This will be confirmed by the Leadership Skills Foundation as required.

2 Payment of fees

- 2.1 The preferred method for receipt of monies is BACS.
- 2.2 Debit/credit card payment can be made available as an alternative for values up to £500.
- 2.3 The Leadership Skills Foundation require the centre/customer to confirm payment with remittance advice to payments@leadershipskillsfoundation.org.

3 Credits and refunds

- 3.1 Centres purchasing individual awards or qualifications have up to 20 working days from the initial registered course start date to notify the Leadership Skills

Foundation of the withdrawal of registration places to claim a credit note on their account. Contact payments@leadershipskillsfoundation.org for more details.

- 3.2 Registration places can be withdrawn by using the LEAP electronic system, the Centre Hub or by notifying the Leadership Skills Foundation in writing via email to contact@leadershipskillsfoundation.org. It is strongly recommended that you keep a copy of your request for future reference.
- 3.3 Purchasers of packages (e.g. Primary Leaders licence, FE packages) have up to 20 working days from the invoice date to claim a credit note on their account.
- 3.4 Withdrawals made 21 working days or more after the course start date (for packages after the invoice date) will not be credited and centres will be liable for the full cost.
- 3.5 Purchasers of resources have up to 20 working days from the invoice date to return the resources to the Leadership Skills Foundation in the condition that they were sent them before a credit note is given on their account.

Policy review arrangements

The Leadership Skills Foundation will review the policy as part of our self-evaluation arrangements and revise it as and when necessary in response to centre, learner/delegate and third party feedback or requests from, or good practice guidance issued by, the regulatory authorities

Contact us

If you would like to feedback any views, please contact the Leadership Skills Foundation via policies@leadershipskillsfoundation.org or in writing to the Leadership Skills Foundation, Loughton Lodge, Bradwell Road, Milton Keynes, MK8 9LA.



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