

Highfield

Credit and Invoicing Policy



1. Introduction

- 1.1 This policy outlines the procedures to be adopted for refunding and crediting customers, the process for non-payment and the procedures to be adopted for invoicing customers of Highfield Awarding Body for Compliance Ltd T/A Highfield Qualifications ("Highfield").

2. Application fees

- 2.1 All centres and/or tutors wishing to apply to become approved with Highfield are charged a mandatory application fee that may change from time to time.
- 2.2 In the event that your application is unsuccessful or you choose to withdraw your application, Highfield will not issue a refund. Highfield conduct a number of quality assurance and background checks on all applications; these checks are reviewed continually to maintain the high-quality standards.
- 2.3 The application fee covers the administrative costs and processes behind all applications. By submitting an application form and accompanying fee, centres and/or tutors are deemed to have accepted this condition. This is also highlighted during the approval process itself.

3. Centre visit fees

- 3.1 Highfield are dedicated to ensuring that the delivery and award of qualifications are transparent, accessible and delivered to a high standard of excellence to maintain the integrity of all qualifications. To ensure this, Highfield carry out announced/unannounced visits to all Highfield approved centres. This is a condition of centre approval status that all centres must adhere to.
- 3.2 In the event that Highfield undertake a visit to your centre but are unable to carry out said visit (for example, due to the representative being refused access to the premises or nobody being present or available/willing to speak to our representative), Highfield reserve the right to charge an additional fee. Furthermore, in such circumstances, Highfield reserve the right to apply sanctions until this fee is paid.
- 3.3 From time to time, it is necessary to undertake centre visits as part of internal investigations into quality assurance practices and/or irregularities. Highfield reserve the right to charge a visit fee. Furthermore, in such circumstances, Highfield reserve the right to apply sanctions until this fee is paid.

- 3.4 In proven cases of malpractice and/or maladministration by a centre, Highfield reserve the right to invoice the centre/individual for any costs incurred by Highfield in relation to any allegation or proven incident that the centre/individual has breached within this policy and/or agreement/contract. Such costs may include Highfield's costs of undertaking an investigation, internal management resource, meeting attendance and report provision.

4. Credits

- 4.1 Highfield customers can return examination papers and assessment materials and have their account credited for future orders with prior agreement from Highfield. Cash refunds will not be given.
- 4.1.1 All examination papers must be returned in sealed bags with a completed exam and assessment materials returns form.
 - 4.1.2 All examination papers and assessment materials returned must be live versions.
 - 4.1.3 Examination paperwork for single units can only be returned for credit if they have been paid for individually.
 - 4.1.4 Highfield reserve the right not to issue credit if, upon inspection, the goods are found to have been used or are damaged in any way. This does not affect your statutory rights.
 - 4.1.5 Highfield will take into consideration any price breaks that were applicable to the original order. Returned stock that takes the original order quantity below the price break parameters will have credit issued (minus the difference between the original cost of the order and the cost of order at full price).
 - 4.1.6 Shipping costs will not be refunded.
 - 4.1.7 Any goods and/or materials returned to Highfield without agreement or in a damaged condition will be returned to you at your cost.
 - 4.1.8 Credit notes can be used to purchase any Highfield products. Credit notes will be valid for a period of 24 months from date of issue and then will lapse, along with any right you may have had to the sums to which they relate.

5. Invoices

- 5.1 Invoices will include a breakdown of fees to product level. They will be raised and sent out to customers by email or post within 3-5 days of the goods being despatched.
- 5.2 New and private customers must pay on order by credit card, BACS or on receipt of a proforma invoice.
- 5.3 Customers can apply to open an invoicing/credit account after making 3 or more paid transactions with a total value of £1000 or over within 1 rolling year. All customers will have to complete a credit application form before being considered for an invoicing account. Credit account approval is given at Highfield's entire discretion.
- 5.4 There may be a need for the customer to reapply for a credit account following a failure to meet the payment terms on the account or where the account has been inactive for 24 months or more. Customers will need to make 3 further paid orders within 1 rolling year and complete a new credit application and submit this for processing.
- 5.5 General invoices will be for the full term, payable within 30 days from date of invoice, unless otherwise agreed with the company.
- 5.6 Statements of outstanding accounts are issued after the end of each calendar month.
- 5.7 If payments are not received within the agreed terms, an attempt will be made to contact the customer by telephone/email to advise that the payment is overdue. We will try to agree a date for payment to be made at this point.
- 5.8 If the account remains unpaid after the agreed payment date passes, the account will be placed on hold, and the customer will be notified in due course. Only when payment has been received for the outstanding balance will any sanctions on the account be lifted. Customers may be required to reapply for a credit account in line with point 5.4.
- 5.9 Should payment still not be received following on from the above notice, steps will be taken to suspend your centre status/prevent the booking of further assessments. At this time, the customer will be notified that persistent failure to make payment could result in the balance being passed into Highfield's solicitor's hands.
- 5.10 After all deadlines have passed and payment has still not been received, where relevant, steps will be taken to permanently withdraw the centre's approved

status and actions taken to inform the relevant regulatory bodies involved. The debtor will have 7 days to pay the amount before the account is passed to the solicitor for debt recovery to commence.

5.11 Copies of all documentation will be retained on file for a period of 6 years.

6. Contact details

6.1 If you have any queries about the contents of this policy, please contact your Customer Support Officer directly on 01302 363277 or email info@highfield.co.uk.

Document control

Version	Date	Author	Notes
V1	April 2022	Terry Bloor	
V2	October 2023	Terry Bloor	Latest review
V3	January 2024	Terry Bloor	Branding update
V3.1	August 2025	Grace Stansfield	Latest review