

Pricing, fees and invoicing policy

Introduction

The NCTJ is a regulated awarding organisation recognised by Ofqual, CCEA and Qualifications Wales. The NCTJ are also an end point assessment organisation approved to deliver end point assessments in England.

The NCTJ has clear and transparent pricing structures. All fees for existing products and services are fixed fees for the year. The price of any new products and/or services developed during the financial year will be agreed at the appropriate time and published accordingly.

Pricing and fee setting

NCTJ Training Limited is a wholly owned subsidiary of the National Council for the Training of Journalists and has covenanted any profit the company makes to the charity on an annual basis. On a consolidated basis the charity seeks to cover its costs and any surplus accrued annually added to its general reserves to sustain a level in line with its reserves policy.

Prices and charges are reviewed annually by the board of directors in line with its annual budget review. The financial year runs from 1 July to 30 June, although price increases are normally implemented from the 1st September in line with the start of the academic calendar. Consideration to any increase is made in the light of inflation and changes in the cost of delivering NCTJ qualifications, with review through our finance department and recommendation by the chief executive.

Our fees cover a wide range of products and services and pricing for these are available in printed form upon request (see separate fees list) and will be clearly published. Information relating to refunds is explained in our terms and conditions of sale, published on our website.

Prices for qualifications, end point assessment and all other associated costs are published on the NCTJ website and updated annually. Any changes will be communicated to providers in advance should there be a change.

Invoicing

This policy forms part of our financial procedures and invoices will be issued for all of our fee income unless otherwise agreed by the head of finance.

Suppliers that operate a purchase order system must provide a purchase order number at the point of sale or when submitting an application form; it is the responsibility of the person making the purchase or application to comply with their business's financial regulations.

Invoices should be paid in full in line with any agreed payment terms. Our standard payment terms are 30 days from the date of the invoice and are applicable to all suppliers unless alternative payment terms have been agreed with the head of finance. Alternative payment terms will only be agreed in exceptional circumstances.

In the event of a dispute over an invoice the supplier must contact the person or department that has issued the invoice within 20 days of the date of the invoice, if a refund is due then a credit note must be issued.

Payment of invoices can be made by BACs or cheque. Payments by BACs, is the company's preferred method and should be made with the issue of a remittance advice sent by post or by email to accounts@nctj.com. Payments by personal customers may be made online with the agreement of the head of finance. Payments should not be made in cash; the NCTJ will not take any responsibility if payments made in cash are not received.

If invoices are not paid within the agreed terms then NCTJ Training Ltd reserves the right to add interest and any subsequent debt recovery costs onto late payments as set out under the Late Payment of Commercial Debts (Interest) Act 1998.

Retention of invoices and data protection

We will retain invoices and supporting documentation for six years from the end of the financial period. We will comply with requirements of Data Protection legislation in relation to all personal or sensitive data. The data collected from customers will only be used for the purpose for which it was collected will not disclose information if to do so would breach a duty of confidentiality or any other legal duty.

Cancellation

National exam cancellation

In the event of a cancellation or non-attendance, exams are non-refundable. Deferrals will only be considered in exceptional circumstances, in line with the NCTJ reasonable adjustments and special considerations policy.

End Point Assessment cancellation

Cancellations for each assessment type will be handled separately depending upon the requirements for the individual End Point Assessment (EPA) and as stated within the assessment plan e.g. face to face observation, remote assessment and type of assessment method.

Cancellation fees will be applied where an assessment type has been organised and is then cancelled with less than 10 days' notice.

Exceptional circumstances

In the case that a national exam or End Point Assessment is cancelled due to exceptional circumstances such as, sudden illness that requires urgent medical attention or the death of a close family member the NCTJ will, where possible reschedule without loss of funds.

Resit/retake Fees

Resit/retake fees for EPA's will be invoiced upon booking, once it is agreed by the training provider, employer and apprentice. Resit/Retake fees are also non-refundable.

In the event that a resit/retake is cancelled due to exceptional circumstances such as, sudden illness that requires urgent medical attention or the death of a close family member the NCTJ will, where possible reschedule without loss of funds.

A full list of the NCTJ end point assessment resit costs can be found on our Fees list on the NCTJ website.