

NCTJ Pricing, fees and invoicing policy

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1. Purpose

This policy ensures clear and fair pricing, invoicing, and cancellation processes for NCTJ qualifications, training, and assessments.

2. Scope

Applies to learners, centres, training providers, employers, and suppliers involved in:

- NCTJ qualifications and training
- Apprenticeship assessments
- Invoicing and payments
- Cancellations and refunds

3. Definitions

- **Learners:** Encompasses students, apprentices, or distance learners, at any stage of their journalism training.
- **Centres:** Encompasses training providers, HEIs, FE colleges and commercial centres.

4. Policy statements

4.1 Principles

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.

Invoices must be paid within 30 days, unless otherwise agreed.

Refunds and deferrals are only considered in exceptional circumstances.

Late payments may incur interest and recovery costs.

Personal data will be handled according to Data Protection laws.

4.2 Roles and responsibilities

- Learners and centres: Responsible for booking and paying for assessments.
- Employers: Must cover costs for apprentice re-sits/re-takes.
- NCTJ Finance Team: Issues invoices, collects payments, and handles disputes.
- Suppliers: Must provide purchase order numbers if required by their organisation.

5. Procedures

5.1 Pricing and fees

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, assessments, and services are published on the NCTJ website. Any mid-year pricing changes will be communicated in advance.

5.2 Invoicing and payments

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.

Payment of invoices can be made by BACs. 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. Cash payments are not accepted.

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.

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.

5.3 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.

5.4 Cancellations and refunds

National exam cancellation or non-attendance: Fees are non-refundable. Deferrals will only be considered in exceptional circumstances, in line with the NCTJ reasonable adjustments and special considerations policy.

Apprenticeship assessments: Cancellations with less than 10 days' notice will incur a fee.

Exceptional Circumstances: If an exam or EPA is missed 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.

Re-sit and re-take fees: Resit/retake fees for Apprenticeship assessments will be invoiced upon booking, once it is agreed by the training provider, employer and apprentice.

Resit/Retake fees are also non-refundable. A full list of re-sit/re-take fees is available on the NCTJ website.

6. Review arrangements

The NCTJ will review this policy annually as part of the NCTJ's annual self-evaluation arrangements and revise it as and when necessary, in response to customer, learner or regulatory feedback.

If you would like to feedback any views, please contact us via the details provided at the end of this policy.

This policy will be reviewed in September 2027.

7. Contact us

Any queries in relation to the contents of this policy, please contact our head of awarding.

Telephone: 01799 544014

Email: info@nctj.com