

End-Point Assessment (EPA) Fee and Invoicing Policy

The Institution of Engineering and Technology
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1. Why we have this policy

This policy sets the IET's approach to pricing for end-point assessment (EPA) services.

2. Who this policy applies to

This policy is aimed at EPA customers in particular employer and training providers but may also be relevant to IET staff, external quality assurance providers and regulators.

It is the responsibility of the EPA Assessment Process Manager to ensure this policy is reviewed annually and updated, when necessary, in line with feedback or regulatory requirements.

The Quality Assurance Manager will also monitor the adherence and compliance of this policy on a regular basis through internal quality assurance checks.

3. Overview of this policy

This policy describes how the IET will issue, process payment, and retain invoices in accordance with regulatory requirements. It also details the legal requirements for the content of the invoices.

All new providers are required to complete a New Customer Form so the IET's Finance department can check credit scoring, set them up as customers on the IET Finance system (ACS) and add the required credit.

4. Fees

All fees are set out in our contract, including end point assessment fees, registration fees, cancellation fees and fees for resits and re-takes. Fees for each standard are also published on our website on the relevant page for each standard. All Fees are reviewed annually, and the training provider will be given prior and reasonable notification of any changes to fees.

5. Payment Terms

All invoices are due for payment 30 days from the invoice date unless the invoice states otherwise.

6. Frequency of Invoicing

Usually, invoices are processed in the middle and end of month for EPA apprentices who have completed their end point assessment.

7. Payment of Invoices

Training Providers are required to pay for invoices in full within the stated payment terms.

Training Providers receive statements detailing any outstanding balances and any amounts overdue.

Failure to pay invoices within payment terms may result in the suspension of further EPA scheduling, and the suspension will remain in place until the amount has been settled or a payment plan has been put in place.

8. Additional Payments

Resit / Retake and missed assessment charges or late cancellations will be listed on the invoices sent out. As these charges are different for each Standard they are detailed in the IET contract for EPA.

9. Retention of Invoices

All invoice data held for 6 years and will comply with the 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 has been collected and will not be disclosed to any unauthorised person or body.

The IET will not disclose information if to do so would breach a duty of confidentiality or any other legal duty.

10. Contact details

If you wish to discuss any aspect of this policy and / or have a query relating to our fees or invoicing arrangements, please contact epa@theiet.org

11. Supporting Documentation

This policy should be used in conjunction with the following supporting documentation:

Reference	Name of Document
POL-APP-0003	Appeals Policy
PRO-APP-0003	Appeal Process
POL-COM-0004	Complaints Policy
PRO-COM-0004	Complaints Process

12. Regulatory Requirements

Under the regulatory requirement of Ofqual we are required to establish and comply with the conditions and criteria as set out in the Ofqual General Conditions of Recognition. This policy specifically applies to Condition F1 Information on Fees and Condition F3 Invoicing.

13. Related Legislation

General Data Protection Regulation (GDPR)

Control Sheet

Sponsor: Head of Awards and Accreditation
Document reviewer: EPA Assessment Process Manager
Document adopted on: 11 June 2024
Next review date: 11 June 2025

Review/change history

Date of Review/Change	Summary of changes	Version no.
April 2024	New policy to cover requirements under Ofqual General condition of recognition. F3 Invoicing	1.0