



Marshall Assessment Invoicing and Payment Policy

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Reviewed by:	S Jukes
Agreed by:	RPG
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Invoicing and Payment Policy for Marshall Assessment Ltd

1. Purpose

This policy outlines the terms and procedures related to invoicing and payments for services provided by Marshall Assessment Ltd (MA), an End Point Assessment Organisation on the apprenticeship provider and assessment register (APAR) based in England. This ensures clarity, fairness, and timely payments for all stakeholders.

2. Scope

This policy applies to all customers, including educational institutions, employers, and any other entity seeking the services of MA.

3. Invoicing Procedures

3.1 Issuance: Invoices will be issued upon completion of the first part of the End-Point Assessment, issued electronically via email to the customers preferred contact email address usually in finance.

3.2 Details: Each invoice will clearly outline the specific end-point assessment service provided, the associated costs, the total amount due, payment due date, and the Standard and candidate this relates to.

3.3 Custom Charges: Any additional services or custom requirements will be invoiced separately, unless otherwise agreed in writing.

4. Payment Terms

4.1 Standard Payment Term: Payment is due within 30 days of the invoice date unless otherwise agreed upon in writing.

4.2 Late Payments: Any invoice not paid by the due date may be subject to a late fee of 2% of the total unpaid amount, compounded monthly. If fees are outstanding for more than 60 days MA will discuss with the employer and put a stop on the training provider until payments have been made. If this persists beyond these measures we reserve the right to contact the ESFA/DfE regarding withholding payments by the training provider to the EPAO.

4.3 Methods of Payment: Payments can be made via bank transfer only. Details for payment methods will be provided on the invoice.

5. Cancellation and Refunds

5.1 Cancellation by Client: Cancellations made by the client less than 14 days before the scheduled assessment date may be subject to a cancellation fee as specified in the terms and conditions and Marshall Assessment's resit – retake and cancellation policy.

5.2 Cancellation by MA: If MA has to cancel a scheduled assessment for any unforeseen reason, customers will be given the option to reschedule at the earliest opportunity for both parties in order to ensure the apprentice is not adversely affected.

6. Queries and Disputes

6.1 Invoice Queries: Any queries related to an invoice must be raised within 10 days of the invoice date. After this period, the invoice will be deemed accurate and acceptable by the customer.

6.2 Disputes: In the event of a dispute, clients are requested to notify MA in writing. Both parties will aim to resolve the issue amicably within 30 days. If a resolution cannot be achieved, the matter may be escalated as per the terms in the contract.

7. Confidentiality

All financial transactions and associated details will be treated as confidential and will not be disclosed to third parties unless required by law.

8. Amendments

This policy may be updated periodically to reflect changes in regulatory requirements, industry practices, or the services offered by MA. Clients will be notified of significant changes.

9. Contact Information

For any queries, disputes, or clarifications related to this policy, clients can contact:

helpdesk@marshall-assessment.com