

# Invoice and refund policy for Tutor Training

## 1. General

This policy applies to all SLQ qualifications, awards and services and replaces any previous versions. Where reference is made to invoicing or refund policy for Tutor Training in any other document produced by SLQ, and where any inconsistencies may occur, the information in this document takes precedence.

## 2. Review arrangements

We will review the policy as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities

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

## 2 Tutor training invoicing and payments

### 2.1 Invoicing and Terms

- 2.1.1 SLQ will invoice your centre for products and/or services ordered or contracted to, in accordance with HMRC invoicing guidance.
- 2.1.2 At the point of applying for Tutor Training, centres must supply the booked delegate's contact details. SLQ will invoice at this point the appropriate fee. Each invoice will display the ordered places, products and/or services and invoice value
- 2.1.3 Invoice terms are 30 days, however if the training event falls within this 30 day period, payment must be made a minimum of 48 hours prior to the event. Failure to make a payment within this timescale may result in the cancellation of your booking, withdrawal of credit facility and in the suspension or withdrawal of products.
- 2.1.4 SLQ reserves the right to vary payment terms at their discretion. This will be confirmed by SLQ as required.

### 2.2 Payment for Services

- 2.2.1 The preferred method for receipt of monies is Bacs.
- 2.2.2 The following payment alternatives can be made available:  
Cheque made payable to 'SLQ'
- 2.2.3 Debit/credit card (any transactions over £500 will incur a 3% surcharge)
- 2.2.4 SLQ require the customer to confirm payment with remittance advice to [payments@sportsleaders.org](mailto:payments@sportsleaders.org)

### **2.3 Credits and Refunds for face to face training**

- 2.3.1 For cancellations, the following terms will apply:
- 2.3.2 10 working days or more prior to the Tutor Training day – £25 admin fee will be charged.
- 2.3.3 9 working days or less prior to the Tutor Training day – £50 admin fee will be charged.
- 2.3.4 Cancellations must be sent in writing to SLQ, via email to [ttcancellations@sportsleaders.org](mailto:ttcancellations@sportsleaders.org). A confirmation email will be sent within two working days. If you do not receive a cancellation confirmation within this timescale, you must contact us on 01908 689180 and go through to the Customer Services Team (Dial 1). Failure to do this will result in your cancellation not being processed.
- 2.3.5 Where a credit is agreed, a credit note will be raised on your account for use against future courses, training or services. Refunds must be requested by email to [payments@sportsleaders.org](mailto:payments@sportsleaders.org).

### **2.4 Transfers and changes for face to face training**

- 2.4.1 If the original Tutor Training day becomes inconvenient to attend, it is possible to rebook onto an alternative Tutor Training day, subject to the following conditions:
- 2.4.2 Request must be emailed to [contact@sportsleaders.org](mailto:contact@sportsleaders.org).
- 2.4.3 For rebooking at least 10 working days' notice in advance of the booked on Tutor Training course is required, a £25 transfer fee will apply.
- 2.4.4 A rearranged Tutor Training course needs to take place within 6 months of the original Tutor Training day.
- 2.4.5 Rebooking within 9 working days prior to the Tutor Training day will incur a £50 transfer fee.
- 2.4.6 Change of delegate's name is free of charge.

### **2.5 Online webinar training bookings**

- 2.5.1 If the original Refresher Webinar becomes inconvenient to attend, it is possible to rebook onto an alternative Webinar, subject to the following conditions (including availability):
  - Request must be emailed to [contact@sportsleaders.org](mailto:contact@sportsleaders.org).
  - For rebooking or cancellation, a £25 administration fee will apply.
  - A rearranged Webinar must take place within 6 months of the original booking.
  - A Change of delegate's name is free of charge.

## **2.6 Bespoke Tutor Training Courses**

- 2.6.1 Bespoke Tutor Training days will be invoiced in full at the time of booking. Agreed credit terms will apply.
- 2.6.2 Should a Bespoke Tutor Training day be cancelled, a credit note will be raised for the original amount, less £500 to cover costs.
- 2.6.3 Bespoke Tutor Training day cancelled within 9 working days of the Training day will not be eligible for a refund.

## **2.7 Tutor Training as part of an offer or package**

- 2.7.1 When a Tutor Training place is offered as part of a package e.g. introductory package the training place will be available to book in line with the package terms and conditions of use. For example, if the package purchased is for use in the academic year 18/19 the Tutor Training must be attended between the 1st August 2018 and July 31<sup>st</sup> 2019.

### **Contact us**

If you've any queries about the contents of the policy, please contact SLQ , Telephone: 01908 689180 or via email: [policies@slqskills.org](mailto:policies@slqskills.org) or via post to: 24 Linford Forum, Rockingham Drive, Linford Wood, Milton Keynes, MK14 6LY.