Skills and Education Group

Invoicing Policy

Effective Date: 1st September 2025

Applies To: All departments and staff involved in the issuing, processing, approval, and management of invoices for the provision of qualifications and related services.

Invoice and Payment Information

Invoice Process Area	Responsibility / Approval Required
Issuing of Invoices (Qualifications, Registrations, Services)	Finance Team – in accordance with Centre Agreement and contracts
Verification of Backing Documents (e.g. learner and registration data)	Centre Support – prior to invoice issue
VAT Application and Compliance Checks	Finance Team
Authorisation of Credit Notes or Adjustments	Finance Manager or Head of Finance
Customer Requests for Detailed Fee Breakdown	Finance Team (must reconcile to invoice and records)
Payment Processing and Allocation	Finance Team
Policy Review and Oversight	Director of Finance and Operations

Invoice Queries and Contact Information

Finance Enquiries

Phone: 0115 854 1620

Email: finance@skillsedugroup.co.uk

Skills and Education Group – Invoicing Policy

1. Introduction

Skills and Education Group (the "Organisation") is committed to ensuring that all financial transactions, including invoicing for the provision of qualifications and services, are conducted in a transparent, accurate, and timely manner. This policy provides a framework for issuing, processing, and retaining invoices in compliance with applicable accounting standards (FRS 102), Charity SORP requirements, and VAT regulations. It also reflects the Organisation's status as a VAT-registered entity with partial exemption.

The purpose of this policy is to provide clarity for staff, ensure consistency in practice, and maintain confidence and transparency for customers and regulators. It establishes clear responsibilities and procedures for the creation, payment, and retention of invoices and ensures that the Organisation's invoicing practices support sound financial management and statutory compliance.

2. Issuing Invoices

Invoices for the provision of qualifications or associated services will be issued promptly once the related service, registration, or assessment activity has been delivered or completed. Issuing invoices in a timely manner ensures that revenue is recognised in the correct accounting period, in line with FRS 102 and the Charity SORP principles of matching income to the period in which it is earned.

All invoices will include a unique sequential invoice number, the date of issue, full customer details, a clear description of the services provided, the total amount due, applicable VAT, and the Organisation's standard payment terms of as stated from the date of the invoice

Where a customer requests further detail on the charges contained within an invoice, the Organisation will provide a comprehensive breakdown to a reasonable level of detail. This may include a schedule of learners or registrations covered by the invoice, the applicable qualification fees, and any additional charges incurred. The Finance Team will ensure that such supplementary information is accurate, clear, and reconciles fully with the original invoice.

In cases where amendments are required after an invoice has been issued - such as adjustments due to learner withdrawals, fee changes, or data corrections - credit notes or revised invoices will be issued in accordance with the Organisation's financial control procedures.
Any disputes or queries relating to invoices should be reported immediately to the Finance Department. Disputed invoices will be reviewed, and any corrections or credit notes issued promptly. Unresolved issues may be escalated to the Head of Finance or Finance Director.

The combination of accurate backing documentation, adherence to the Centre Agreement, and prompt issuance ensures that invoicing activity is consistent, auditable, and compliant with both financial and regulatory standards.

3. Payment Terms and Follow-Up

Customers are expected to settle invoices as stated from the invoice date. In the event that an invoice is not paid on time, the Organisation reserves the right to take proportionate measures, which may include charging interest on overdue amounts or suspending the provision of further services until outstanding invoices are settled.

The Finance Team is responsible for monitoring unpaid invoices, following up with customers on overdue payments, and maintaining accurate records of all communications and transactions related to invoicing. This ensures that income is collected in a timely manner, reducing financial risk and supporting accurate financial reporting.

4. Retention and Storage of Invoices

In accordance with statutory requirements, invoices will be retained for a minimum of six years. Retention may be either in physical or electronic form, provided that records are securely stored and readily accessible for audit, compliance, or regulatory purposes. The Organisation's approach to retention ensures that both financial and VAT records are maintained consistently, enabling efficient reporting and adherence to statutory requirements.

5. Accounting Standards Compliance

5.1 FRS 102

The Organisation recognises revenue in accordance with FRS 102 principles. Revenue from the provision of qualifications is recognised when it is probable that future economic benefits will flow to the Organisation and the amount of revenue can be measured reliably. For services delivered over a period, revenue is recognised on an accruals basis, ensuring that income is matched with the period in which the service is delivered.

5.2 Charity SORP Consideration

As a charity preparing accounts in line with the Charity SORP (FRS 102-based), the Organisation ensures that income is classified appropriately as unrestricted, restricted, or designated funds. Invoices issued for specific programmes or services funded by restricted donations or grants are treated in accordance with SORP guidance, ensuring that income is recorded accurately and in the correct fund category.

6. VAT Compliance

Being VAT-registered with partial exemption status, the Organisation applies VAT to invoices as appropriate, reflecting the nature of the supply and the customer's VAT status. For input VAT recovery, the Organisation follows the standard method of partial exemption, apportioning input tax according to the proportion of taxable to total supplies. This apportionment is reviewed annually to ensure that it remains reasonable and compliant with HMRC guidance (VAT Notice 706). All invoices will clearly indicate any VAT charged and comply fully with statutory requirements for content and format.

7. Policy Governance and Review

This invoicing policy is reviewed annually by the Director of Finance and Operations to ensure ongoing compliance with accounting standards, Charity SORP, and VAT regulations. The policy is available to customers, staff, and auditors upon request.

The policy will be reviewed annually or whenever there are significant changes in legislation, organisational structure, or accounting procedures. The Finance Department is responsible for maintaining and updating this document.

8. Responsibilities

The Finance Team is responsible for issuing invoices, recording payments, and ensuring compliance with FRS 102, Charity SORP, and VAT regulations. Centre Support, Compliance & Regulation Teams support the Finance Team by providing accurate information regarding services delivered and responding to queries about invoices. The Senior Leadership Team is responsible for approving the policy, reviewing compliance and debtor performance.

9. Data Protection & Confidentiality

All invoice data must be handled in compliance with UK GDPR and internal data protection policies. Customer and supplier information must remain confidential and only be accessed by authorised personnel.