



# ASSOCIATION OF HEALTH PROFESSIONS IN OPHTHALMOLOGY

## Invoice Policy

### Introduction

The Association of Health Professions in Ophthalmology (AHPO) is a professional organisation that promotes the practice, education, training and research in the field of ophthalmology and vision science throughout the United Kingdom, by promoting high standards of care and treatment of patients with disease or disability affecting the eyes or vision, advancing public education in ophthalmology and vision science, and representing the needs and interests of ophthalmology and vision science in the provision and advancement of health care.

### Regulations require AHPO to

- Ensure that its invoices in relation to the provision of qualifications are issued in a timely manner
- Provide a breakdown of its fees to a reasonable level of detail following a request from a purchaser

### Purpose

This policy sets out guidelines and procedures for invoicing. It relates to all examination fees, plus postage and packaging of certificates, replacement certificates, administration fees and charges applied as part of any investigation or complaint.

### Procedure for collection of course registration and module fees

AHPO will ensure that the majority of its fees (this list may not be exhaustive) will be published on its website at [www.ahpo.net](http://www.ahpo.net)

AHPO will be responsible for the collection of course fees from the Learner. When a Learner registration has been processed, an invoice relating to the Learner course fee will be issued. Invoices for each course will be issued on a half-yearly, yearly or per module basis. All course fees must be paid before the relevant period of study can commence. AHPO will not extend credit facilities.

- Invoices will be raised within 5 working days of receipt of the Learner's registration for the course
- Payment is due immediately upon receipt of an AHPO invoice. Cheques are to be made payable to AHPO. AHPO will provide its bank details on the invoice for BACS payment, and the invoice number must be included with the BACS payment. Payment can be made by PayPal via the AHPO website
- AHPO will issue a receipt for payments made
- AHPO will retain all invoices for a period of six years which satisfies statutory requirements

### Other Fees

There are instances where separate invoices may be raised including but not limited to:

- Replacement or amended certificates
- Administration fees
- Malpractice and/or maladministration investigation charges
- Observations/visits required as part of a Sanction following malpractice
- Appeals fee

## Content of Invoices

AHPO invoices will contain the following information:

- AHPO invoice number
- The date the invoice was raised
- AHPO's company registration number
- AHPO's address
- Description/Summary of the services provided
- The total amount due
- AHPO's bank details
- Full breakdown of Learner details (Learner number, title, first name and surname)
- VAT amount and the VAT number (if applicable)
- The Terms of the invoice

## Refunds

If a student starts but fails to complete the relevant section of the course or module there will be no refund due.

## Policy review

This policy will be reviewed three yearly. It will also be reviewed and amended as and when required to take account of:

- Amendments or additions to regulations, or the interpretation of regulations, being released Ofqual
- Any new legislation or directives being brought in by a local, national or international Government body

## Ofqual Reference

This policy relates to the Ofqual criteria for recognition:

*Condition A5 Availability of adequate resources and arrangements*  
*Condition F3 Invoicing*