

# Invoicing Policy

This policy sets out Elevate EPA Ltd (Elevate) duties/requirements in relation to invoicing.

## Introduction

This Elevate Invoicing Policy outlines the procedures governing the issuance, payment, and retention of invoices while also specifying the legal requisites for invoice content.

## Responsibilities

The Responsible Officer for this policy is the Managing Director, Malanie Feek and they have responsibility for implementing and carrying out the requirements of this policy.

## Invoicing Process

### Pre-EPA Fee (Registration Fee)

Upon signing the agreement, the training provider will supply a purchase order (PO) after which Elevate will issue an invoice for the Pre-EPA fee based on the total number of apprentices listed in Schedule 1 of the EPA Agreement.

This fee is non-refundable and secures the necessary assessment capacity, while also providing access to Gateway materials and Elevates' Information, Advice and Guidance resources.

The Pre-EPA fee must be paid to finalise the agreement. Your order will not be confirmed until this payment is received.

### EPA Gateway Fee

Once Elevate confirms the EPA booking, an invoice for the EPA Gateway fee will be issued.

The fee must be paid in full within 30 days of the invoice date or at least 5 working days before the first scheduled EPA element, whichever comes first.

If payment is not received by Elevate before the first EPA element, the booking will be cancelled and the responsibility for the cancellation will rest with the provider.

Invoices will be sent via email to the designated invoicing contact listed in the executed contract.

The invoices will include:

- A distinct invoice identification number.
- Elevates' name and contact particulars.
- The employer/provider name and address for whom the invoice is generated.
- The invoice date.
- The total invoice value in GBP, along with an itemised breakdown of charges, when applicable.
- Stipulated payment terms.
- Elevate Company Registration Number.

### **Purchase order/Reference Number**

Please supply a purchase order number for each cohort contracted for the total order. Elevate will quote this purchase order number on all future invoices.

**Please Note:** It is the responsibility of the employer/provider to ensure the appropriate internal purchase processes are arranged. Elevate will not deem the order process completed until a valid Purchase Order Number has been submitted.

All fees, comprising End Point Assessment fees, Pre-EPA (registration fee), Gateway Fee EPA are itemised within the EPA Agreement. Standard fees for each program are available on the corresponding page of our [website](#)

A separate registration fee of £7.50 (plus VAT) per apprentice is payable to ACE360 by the employer/provider for utilising the ACE360 portal. This payment should be made directly to ACE360 via <https://ace360.org/>. Please note that ACE360 operates under its own terms and conditions of service, separate from Elevate. You can review these terms at <https://ace360.org/terms-and-conditions/>.

Elevates' fees and the public funding determined by the Education and Skills Funding Agency (ESFA) may undergo periodic review and alterations. In such instances, the employers/providers will be notified in advance and receive reasonable notice of any changes to the fee structure.

Elevates' payment terms dictate a 30-day payment window from the invoice's issuance date. The employer/provider shall not be held accountable for payment delays resulting from Elevates' failure to adhere to the stipulations outlined in this policy. Any sums that remain unpaid after their due date shall bear interest at the rate of four per cent (4%) above the Bank of England base rate.

Regarding the retention of invoices, Elevate maintains invoices for a minimum period of six years from the conclusion of the last financial year relevant to those invoices, as per HMRC regulations.

Should you have any inquiries or require clarification on any aspect of this policy, including fee-related or invoicing arrangements, please don't hesitate to reach out to us at [melanie.feek@elevate-epa.co.uk](mailto:melanie.feek@elevate-epa.co.uk)

This policy was updated in April 2025 and will undergo an annual review, as well as updates in accordance with legislative requirements.