



Chartered
Institute
of Credit
Management

CICM Awarding Organisation policy on invoicing

The over-riding policy is that the CICM Awarding Organisation does not make candidate assessment entries or virtual class registrations until the Institute has received payment.

1. Normal procedure

- CICM emails or posts assessment entry forms to candidates registered with the CICM. Alternatively candidates contact the CICM directly for an assessment entry form.
- Candidates return the assessment entry form with fees, paying by cheque, credit card or BACS.
- CICM registers candidate entries and takes payment.
- CICM sends acknowledgement letter/receipts to candidates as proof of payment. Invoices are not issued for individual candidates.

2. Procedure for multiple entries

As 1 above, unless employer systems require an invoice before payment of multiple entries, in which case the CICM:

- requests a purchase order number (if required by company).
- raises an invoice to the employer on receipt of purchase order number
- Prepaid invoices for assessment fees relate to specific exam series and are non-refundable or transferrable. We would recommend that employers who prefer flexibility can either book their online assessments directly with our partners Pearson Vue or arrange assessment fees separately at least two months before the booking window opens in October (January exams), February (June exams) and July (October exams). Please note additional advice about pre-payment of fees below.
- Invoices include:
 - Detail specified in purchaser's purchase order, including purchase order no.
 - Name and address of purchaser and main contact (at a company).
 - Date of invoice.
 - Quantity and cost centre (e.g. online exam entries, assessment entries) with code.
 - Amount and VAT (if applicable).
 - CICM address and details about payment, including terms of 30 days from date of invoice and payment required by BACS or credit card due to time limit
 - Terms and conditions.

The recognised standard in credit management

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- registers candidate entry/s, on receipt of payment.
- Paper copies are retained for auditing purposes.

Pre-payment

In some cases learners and employers prefer to pay monies in advance to cover membership, tuition and assessment fees. In these circumstances, the CICM:

- Reminds learners/employers on payment of the following terms:
 - Fees are non-refundable or transferable.
 - Customers must register for activities and have paid fees by published deadline dates.
 - Customers will forfeit any pre-paid fees which are not used within advised timescales.
 - An exception may be made forfeiture of fees if cancellation is due to medical reasons, where the customer supplies a written explanation and medical certificate.

Timescales for use of pre-paid fees

Service	Deadline for use by
LSS	6 months
1 exam fee/course/books	1 year
Certificate programme	2 years
L2/3/4 Diploma programme	3 years
L5 Diploma	4 years

- deducts payment as required from the fund.
- contacts pre-paid learners and employer before the next assessment series or when the booking window opens for tuition registration with a reminder to register before published deadline dates to ensure access to tuition or assessment.

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