FEES, FEATURES AND PURCHASER INFORMATION POLICY

Policy Status: Transparency, Commercial and Consumer Information Policy
Applies to: All qualifications, examinations, awards, memberships, courses and services provided by I-PATH
Audience: Teacher Members, Centres, purchasers, learners (via centres), and third parties
Policy Owner: Head Office
Governance Oversight: Grand Council
Review Cycle: Annual or following material change to fees or services
Last Reviewed: 15th February 2026

1. Purpose of the Policy

This policy sets out how I-PATH ensures that fees, features and purchaser information are:

- clear, accurate and transparent
- communicated in a timely and accessible way
- consistent with contractual and regulatory expectations
- sufficient to enable informed purchasing decisions

The policy supports public confidence and ensures that purchasers understand what is being purchased, what is included, and what is not.

2. Scope

This policy applies to:

- Teacher Membership subscriptions
- examination and assessment fees
- qualifications and awards (regulated and unregulated)
- Continuing Professional Development (CPD)
- courses and professional qualifications
- associated services provided by I-PATH

3. Principles of Transparency

I-PATH is committed to ensuring that:

- fees are clearly stated before purchase
- purchasers understand the nature and status of qualifications
- regulated and unregulated provision is clearly distinguished
- no misleading or ambiguous claims are made
- material changes are communicated promptly

Information must be sufficient for a reasonable purchaser to make an informed decision.

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4. Purchaser Types

Purchasers may include:

- Teacher Members and Centres
- individuals enrolling on courses or CPD
- organisations commissioning services

Learners are typically beneficiaries, not purchasers, and receive information via their centre or teacher.

5. Qualification and Service Features

5.1 Qualifications and Awards

For each qualification or award, I-PATH provides clear information on:

- title and discipline
- regulated or unregulated status
- level (where applicable)
- assessment format
- progression routes
- awarding organisation (for regulated qualifications)

I-PATH does not present itself as the awarding organisation for regulated qualifications and does not imply regulatory recognition where it does not apply.

5.2 Examinations and Assessments

Information provided includes:

- exam type (graded, vocational, achievement, guided, etc.)
- delivery format (face-to-face, live video, recorded video)
- assessment components
- examiner involvement
- reporting and certification arrangements

5.3 Membership and Subscriptions

Teacher Membership information includes:

- subscription fee and renewal cycle
- access to syllabi, programmes of study and resources
- eligibility to enter learners for exams (subject to requirements)
- professional, safeguarding and integrity obligations

Membership does not:

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- accredit a teaching business
- replace legal compliance obligations
- confer examiner status

5.4 Courses and CPD

For courses and CPD, information includes:

- course purpose and learning outcomes
- assessment or completion requirements
- regulated or unregulated status
- certification arrangements

6. Fees and Charges

6.1 Fee Structure

I-PATH publishes information on:

- membership subscription fees
- examination and assessment fees
- course and CPD fees
- additional charges where applicable (e.g. late fees, replacement certificates)

Fees are displayed:

- on the website
- at point of booking or enrolment
- in invoices or confirmations

6.2 What Fees Include

Where relevant, I-PATH makes clear whether fees include:

- examiner fees
- administration and processing
- reports and certificates
- quality assurance and moderation

Any exclusions are clearly stated.

6.3 Payment Terms

Payment terms are governed by the Payments & Invoicing Policy and include:

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- accepted payment methods
- payment deadlines
- consequences of non-payment

7. Changes to Fees or Features

Where changes are proposed to:

- fees
- qualification features
- assessment arrangements

I-PATH will:

- provide reasonable notice
- ensure changes do not disadvantage learners already entered
- implement transitional arrangements where appropriate

Material changes are subject to governance oversight.

8. Accuracy of Public Information

All published information must be:

- accurate
- current
- consistent with approved policies
- authorised through internal processes

Staff and examiners must not provide informal assurances or representations outside published information.

9. Misrepresentation and Marketing Controls

I-PATH does not permit:

- misleading statements about regulation or recognition
- use of the Ofqual logo
- claims that overstate outcomes or progression

Centres are provided with guidance on how qualifications may be described accurately.

10. Complaints, Enquiries and Redress

Purchasers have access to:

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- the Complaints Policy
- the Enquiry of Results and Appeals processes
- clear routes for raising concerns

I-PATH handles complaints and enquiries fairly and transparently.

11. Records and Audit

I-PATH retains records of:

- published fee schedules
- communications to purchasers
- changes and approvals
- complaints and outcomes

Records are auditable and support regulatory assurance.

12. Relationship to Other Policies

This policy must be read alongside:

- Payments & Invoicing Policy
- Communications Policy
- Complaints Policy
- Appeals Policy
- Exam Processes Policy
- Branding and Marketing Guidance

13. Policy Review

This policy will be reviewed:

- annually
- following changes to fees or services
- following regulatory or organisational change

Final Statement

Clear information builds trust.

This policy ensures that all purchasers of I-PATH qualifications, examinations and services are provided with transparent, accurate and timely information, enabling informed decisions and supporting confidence in the I-PATH offer.

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