PAYMENTS & INVOICING POLICY

Policy Owner: Head Office
Applies to: All Teacher Members, Centres, Candidates, Partners and Third Parties
Review Cycle: Annual or following regulatory or operational change
Last updated: 9th February 2026

1. Purpose

This policy sets out how International Performing Arts & Theatre Limited (I-PATH) manages:

- subscriptions
- invoicing
- payment methods
- credit control
- overdue and non-payment situations

It ensures that:

- financial arrangements are transparent and fair
- payment expectations are clear and enforceable
- services are delivered sustainably
- qualification integrity and certification controls are protected
- arrangements align with Ofqual expectations via the awarding organisation

2. Scope

This policy applies to payments relating to:

- Teacher Membership subscriptions
- examination sessions and exam entries
- qualifications, courses and CPD
- certification, verification and administrative services

It operates alongside:

- Terms & Conditions for Teacher Members
- Terms & Conditions for Qualifications, Courses & Exams
- Sanctions Policy
- Malpractice & Maladministration Policy
- Governance Framework

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3. Teacher Membership Subscriptions

3.1 Subscription Basis

Teacher Membership is subscription-based and charged annually.

- Subscriptions are purchased via the I-PATH website
- The subscription renews automatically on the same calendar date each year
- It is the member's responsibility to track renewal dates
- Failure to cancel before renewal results in the annual fee being charged

3.2 Cancellation of Subscription

- Subscriptions may be cancelled at any time via the website or in writing
- No refunds are issued for part-used subscription periods
- On cancellation or lapse:
    - access to member systems ends
    - examination entry rights are suspended
    - use of I-PATH branding must cease

4. Invoicing for Examination Sessions and Services

4.1 Stripe Invoicing

- All examination sessions and invoice-based services are invoiced via Stripe
- A Stripe invoice is issued electronically to the registered email address

Upon receipt of the invoice, customers may:

- pay immediately via the Stripe payment link, or
- use the BACS details shown on the invoice to make a direct bank transfer

4.2 Currency and Records

- Invoices are issued in GBP (British Pounds) unless otherwise agreed in writing
- I-PATH retains invoicing and payment records for a minimum of 8 years

5. Accepted and Non-Accepted Payment Methods

5.1 Accepted Payment Methods

I-PATH accepts payment only via:

- Stripe online payment link
- BACS / online bank transfer

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5.2 Payment Methods Not Accepted

I-PATH does not accept:

- cheques
- cash
- payments over the phone

Payments attempted via non-accepted methods will not be processed.

6. Payment Terms and Deadlines

6.1 Standard Payment Terms

- Invoices must be paid within 30 days of the invoice date, unless otherwise stated

6.2 Examination Session Payments

For all examination sessions:

- invoices must be paid at least 14 days prior to the scheduled exam date

Where payment is not received within this timeframe, I-PATH reserves the right to:

- cancel or postpone the examination session
- withhold examiner allocation
- withhold results and certification

This is applied proportionately and in line with assessment integrity requirements.

7. Credit Control and Late Payment

7.1 Overdue Invoices

Where an invoice remains unpaid:

- reminders will be issued
- access to services may be restricted
- certification may be withheld (subject to awarding organisation requirements)

7.2 Statutory Late Payment Charges

Where an invoice remains unpaid:

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- after 60 days, statutory late payment interest and charges will be applied in accordance with UK Government guidance
- after 90 days:
    - invoices under £5,000 may be referred to the Small Claims Court
    - invoices over £5,000 may be referred to a debt recovery agency

7.3 Impact on Membership and Services

Where payments remain outstanding:

- Teacher Membership may be paused or terminated
- examination entry rights may be suspended
- certificates and results may be withheld

Where regulated qualifications are affected, support and guidance will be sought from the awarding organisation to ensure learner interests are protected.

8. Credit Notes and Corrections

- Credit notes may be issued to correct invoicing errors or overpayments
- Credit notes do not constitute refunds unless explicitly stated

9. Limiting or Refusing Credit

I-PATH reserves the right to:

- limit expenditure
- refuse credit
- require advance payment

where there is a history of late or non-payment.

10. Online Purchases (E-commerce)

Where services (such as online courses) are purchased directly via the website:

- payment is taken immediately via a third-party payment provider
- an invoice is not issued
- a receipt and payment confirmation are provided

These transactions are recorded within I-PATH's accounting systems.

11. Governance and Compliance

Financial controls operate under the oversight of:

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- Head Office
- the Examinations & Standards Committee (where payment affects assessment or certification)
- the Grand Council

This ensures that financial decisions do not compromise assessment integrity or learner outcomes, in line with Ofqual expectations.

12. Contact

For invoicing and payment enquiries: info@i-path.org

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