



Invoicing and Fees Policy

National Talent Academy Limited

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2.0	February 2026	National Talent Academy	New policy created; aligned to TQUK

			endorsement and NTA delivery model
2.1	September 2026	National Talent Academy	Added a document control block recording the document owner, status, date published, next scheduled review and contact. Set the review frequency to annual. Added enquiries and appeals fees and the recognition of prior learning fee to the fee categories table, which previously omitted both while presenting itself as the complete set. Replaced the stated invoice retention period with a reference to the NTA Data Retention Schedule. Corrected the description of certification: TQUK issues the certificate for the full Level 3 Award and NTA issues certificates for individual units, including the mandatory unit.

For use in National Talent Academy policy development

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1. Introduction

1.1 About National Talent Academy

National Talent Academy (NTA) is an educational technology company providing online qualifications in essential work skills for 16–19 year olds and adult learners in Further Education colleges, schools and training providers across the UK.

NTA was founded in 2020 by Cambridge graduate David Jaffa, who previously founded SAM Learning (online GCSE/KS3 revision used in hundreds of UK schools) and Penda Learning (online science/maths for US schools, sold 2019). David received the 2021 BETT Outstanding Achievement Award for his lifetime achievements in EdTech.

1.2 Purpose of This Policy

This policy sets out NTA's approach to fees, invoicing, payment and the management of non-payment. It ensures that NTA's fee structure and invoicing arrangements are transparent, fair and consistently applied.

NTA needs to ensure that cash flow is available to maintain the development, delivery and award of its qualifications. Delivery partners and individual learners who fail to settle invoices in good time create a risk to NTA's ability to sustain its services. This policy sets out the steps NTA will take to manage this risk.

1.3 Scope

This policy applies to:

- Delivery partners (FE colleges, schools, sixth forms and training providers) that purchase NTA courses on behalf of their learners.
- Individual learners who purchase NTA courses directly.
- NTA staff responsible for issuing invoices and managing payments.

This policy applies to the NTA Level 3 Award in Essential Work Skills, which is an unregulated qualification endorsed by Training Qualifications UK (TQUK) as a Certified Learning Course (CLC), as well as any other products and services provided by NTA. TQUK issues the certificate for the full Level 3 Award; NTA issues certificates for individual units, including the mandatory unit.

1.4 Review and Availability

NTA will review this policy annually and may revise it in response to changes in costs, feedback or operational requirements. NTA reserves the right to change its

fees at any time. However, NTA aims to give reasonable notice of any fee changes to existing delivery partners before the proposed date of the change. Copies of this policy are available at hello@nationaltalent.org or via www.nationaltalent.org.

2. Fee Categories

The following table sets out the categories of fees charged by NTA. Current fee amounts are available on request from NTA or are published on the NTA website.

Fee Category	Description	Who Pays
Programme fee (per learner)	The fee for each learner enrolled on the NTA Level 3 Award in Essential Work Skills. This includes access to the NTA platform, all programme content, the mandatory unit, the Level 3 Award units, assessment, the automatic evidence trail and certification via TQUK.	Delivery partner (where courses are purchased on behalf of learners) or individual learner (where purchased directly).
Seat Manager access	Access to NTA's Seat Manager platform for course enrolment administration and learner progress reporting. Included in the programme fee at no additional charge.	Delivery partner (included).
Replacement certificate	A fee for the reissue of a certificate where the original has been lost, damaged or destroyed. Replacement certificates are subject to verification by NTA and TQUK.	Delivery partner or individual learner.
Additional quality assurance	Where additional quality assurance monitoring is required as a result of sanctions, malpractice investigations or other compliance issues, NTA reserves the right to charge for the additional costs incurred.	Delivery partner.

Administrative corrections	A fee for administrative work to correct errors made in learner registration or enrolment where the error was caused by the delivery partner or individual learner.	Delivery partner or individual learner.
Enquiries and appeals	Fees for a clerical check, a Stage 1 Appeal and a Stage 2 Appeal, as set out in the Enquiries and Appeals Policy. No fee is charged where NTA upholds the enquiry or appeal.	Delivery partner or individual learner.
Recognition of prior learning	An administrative fee for processing an application for recognition of prior learning, as set out in the Recognition of Prior Learning Policy. Includes any fee charged to NTA by TQUK for processing the application.	Delivery partner or individual learner.

NTA's programme fee is designed to be a single, transparent fee that covers the full cost of delivering the qualification to each learner. NTA does not charge separate registration, certification or platform access fees unless stated otherwise. Where NTA makes a qualification available as part of a package with other products or services, NTA will also make that qualification available for purchase separately.

3. Fee Publication and Transparency

NTA is committed to ensuring that its fees are transparent and accessible to all purchasers and potential purchasers. NTA will:

- Publish its current fee schedule on its website or make it available on request.
- Clearly communicate fees to delivery partners at the point of entering into a delivery partner agreement.
- Clearly display fees to individual learners on the NTA website before purchase.
- Provide a breakdown of fees to a reasonable level of detail following a request from a purchaser.

- Give reasonable notice of any fee changes to existing delivery partners.

NTA reviews its fees annually. Updated fee schedules will be communicated to delivery partners and published on the NTA website.

4. Invoicing

4.1 When Invoices Are Issued

For delivery partners, invoices are generated at the point of learner registration or at the point agreed in the delivery partner agreement. For individual learners, payment is typically collected at the point of purchase via the NTA website.

NTA will issue invoices in a timely manner. Invoices are generated and sent electronically to the delivery partner's nominated finance contact. Where a specific finance contact has not been provided, invoices will be sent to the delivery partner's main contact.

4.2 Content of Invoices

All invoices issued by NTA will contain the following information:

Invoice Element	Details
NTA details	National Talent Academy Limited, 3rd Floor, 1 Ashley Road, Altrincham, Cheshire, WA14 2DT.
Purchaser details	Name, address and contact details of the delivery partner or individual learner.
Invoice number	A unique sequential invoice reference number.
Invoice date	The date the invoice was issued.
Description of goods/services	A clear description of the products or services provided, including the qualification name, number of learner places and any other applicable fees.
Fees and charges	A breakdown of fees to a reasonable level of detail, including unit price, quantity and total.
VAT (where applicable)	VAT registration number (if applicable) and VAT amount.
Total amount due	The total amount payable.

Payment terms	The payment due date and accepted payment methods.
Purchase order number	Where a delivery partner requires a purchase order number on invoices, this must be provided to NTA at the time of ordering.

4.3 Purchase Orders

Where a delivery partner requires a purchase order (PO) number to appear on invoices, the delivery partner must provide the PO number to NTA at the time of ordering. It is the delivery partner's responsibility to inform NTA of any PO requirements. NTA cannot accept non-payment on the grounds that a PO number was not included on an invoice where the delivery partner failed to provide one.

5. Payment

5.1 Payment Terms

Unless alternative terms have been agreed in writing, the standard payment terms are 30 calendar days from the date of invoice. For individual learners purchasing directly, payment is due at the point of purchase.

5.2 Accepted Payment Methods

NTA accepts payment by the following methods:

- BACS transfer (using the bank details provided on the invoice).
- Credit or debit card (for individual learners, via the NTA website – payments are processed by a PCI-compliant payment provider).
- Any other method agreed in writing between NTA and the delivery partner.

5.3 Allocation of Payments

Where a delivery partner makes a payment that does not clearly reference an invoice number, NTA will allocate the payment to the oldest outstanding invoice unless instructed otherwise.

6. Non-Payment

NTA takes non-payment seriously, as it affects NTA's ability to sustain its services. Where invoices remain unpaid beyond the due date, NTA will follow the escalation process set out below:

Stage	Action	Timescale
1. Reminder	A payment reminder is sent to the delivery partner's finance contact (or the individual learner) by email.	7 days after the payment due date.
2. Follow-up	A second reminder is sent, followed by telephone contact. NTA will seek to understand any issues and agree a payment plan where appropriate.	14 days after the payment due date.
3. Restriction	NTA may suspend the delivery partner's ability to register new learners or access certain platform features until the outstanding balance is settled. This is applied as a sanction under NTA's Sanctions Policy.	30 days after the payment due date.
4. Formal notice	A formal written notice is sent advising that continued non-payment may result in termination of the delivery partner agreement and/or referral to a debt recovery service.	60 days after the payment due date.
5. Debt recovery	NTA may refer the outstanding debt to a debt collection service provider and/or take legal action to recover the monies owed. NTA may also claim statutory interest and compensation for debt recovery costs under the Late Payment of Commercial Debts (Interest) Act 1998.	90 days after the payment due date.

NTA will always seek to resolve payment issues through dialogue before escalating. Where a delivery partner is experiencing financial difficulty, NTA will work with them to agree a reasonable payment plan where possible.

Non-payment of fees does not relieve a delivery partner of its obligations under the delivery partner agreement, and NTA's obligations to learners already registered on the programme will be maintained.

7. Refunds

NTA's refund policy is as follows:

7.1 Delivery Partners

- Learner registration fees are non-refundable once the learner has been registered on the NTA platform and has accessed programme content.
- Where a learner is registered in error and has not accessed any programme content, NTA will consider a refund request on a case-by-case basis, provided the request is made within 14 days of registration.
- NTA will not charge a fee for the withdrawal of a learner from the programme, but the original registration fee is not refundable.

7.2 Individual Learners

- Individual learners who purchase directly via the NTA website have a 14-day cooling-off period from the date of purchase, in accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.
- If the learner has accessed programme content during the cooling-off period, a proportionate deduction may be made from any refund.
- After the cooling-off period, fees are non-refundable.

All refund requests should be submitted in writing to hello@nationaltalent.org. NTA will respond within 10 working days.

8. Disputes

If a delivery partner or individual learner disputes an invoice, they should notify NTA in writing within 14 days of the invoice date, clearly stating the grounds for the dispute. NTA will:

- Acknowledge the dispute within 5 working days.
- Investigate the matter and provide a written response within 15 working days.
- Suspend any non-payment escalation action in respect of the disputed amount while the dispute is being investigated.
- Where the dispute is upheld, issue a credit note or corrected invoice as appropriate.

The undisputed portion of any invoice must still be paid within the standard payment terms. If the dispute is not resolved to the delivery partner's or learner's satisfaction, they may refer the matter to NTA's Complaints Policy or Enquiries and Appeals Policy.

9. Record Keeping

NTA will retain records of all invoices issued and received in accordance with HMRC requirements and for the period set out in the NTA Data Retention Schedule. Records will be stored securely and made available for audit by TQUK or other relevant bodies on request.

10. Responsibilities

10.1 NTA Responsibilities

NTA will:

- Publish fees transparently and provide clear information to purchasers.
- Issue invoices in a timely manner with accurate and complete information.
- Apply payment terms consistently and fairly.
- Follow the non-payment escalation process set out in this policy.
- Respond promptly to disputes and refund requests.
- Retain invoice records in accordance with legal requirements.

10.2 Delivery Partner Responsibilities

Delivery partners must:

- Ensure that invoices are settled within the agreed payment terms.
- Provide NTA with accurate finance contact details and purchase order requirements.
- Notify NTA promptly of any changes to finance contacts or invoicing requirements.
- Notify NTA in writing within 14 days if they wish to dispute an invoice.
- Ensure they are familiar with this policy and its implications.

11. Related Policies

This policy should be read in conjunction with the following NTA policies:

- Sanctions Policy.
- Complaints Policy.
- Enquiries and Appeals Policy.
- Data Protection and Privacy Policy.
- Malpractice and Maladministration Policy.

12. Contact Information

For any queries about fees, invoicing or payments, please contact National Talent Academy:

Email: hello@nationaltalent.org

Website: www.nationaltalent.org

Address: 3rd Floor, 1 Ashley Road, Altrincham, Cheshire, WA14 2DT