Awarding Organisation

Fees and Invoicing Policy

August 2026

Introduction

The Institution of Occupational Safety and Health (IOSH) aims to operate with transparency and integrity and this policy sets out our approach to the fees we will charge for our regulated qualifications and associated services, as well as requirements for the issue, payment and retention of invoices.

In operating as an awarding organisation (AO), IOSH is bound to deliver against education regulation of which there are sections about our financial management. This policy complies with Ofqual General Conditions F1 and F3.

Purpose

This policy sets out the fees we will charge for our regulated qualifications and outlines the processes involved in the issue, payment and retention of invoices as well as confirming the legally required content of the invoices.

IOSH makes every effort to ensure fees are transparent, reasonable and proportionate and that they do not put unnecessary barriers in the way of Study Centres and learners.

Scope

This covers fees and invoicing arrangements for learners and Study Centres including payment terms and retention arrangements.

Roles and Responsibilities

Employees of IOSH and Study Centre staff involved with invoicing and payments in relation to the activities of the AO need to be familiar with this policy and its procedures. This document should be read in conjunction with any contractual agreements between IOSH and its customers, including but not limited to the Study Centre Agreement.

The Policy

Regulated Qualification Fees

IOSH's regulated qualification fees will be published on our website and issued to study centres and clearly outline:

- Standard Qualification Fees
- Package Fees (where applicable)
- Associated Learner Fees
- Mandatory Centre Fees

Calculation of fees

Fees are determined based on costs that IOSH incurs when providing qualifications to users and include:

Standard Qualification Fees

- technology systems used in the delivery of our regulated qualifications such as for registrations, assessment, results and certification processes
- assessment marking and/or moderation costs as appropriate and other quality assurance processes for assessments (where these are attributed to the individual learner)
- development of assessments, including writing assessments and associated quality assurance processes, costs associated with production and distribution of qualification certificates

Associated Learner Fees

- costs associated with Enquiries About Results and Appeals
- costs associated with production and distribution of replacement certificates
- costs associated with assessment resit/resubmission processes

Mandatory Centre Fees

- costs associated with the Study Centre application and approval process and subsequent annual monitoring and renewals
- qualification specific training and standardisation of our External Quality Assurance team
- development of supporting resources for Study Centres
- costs associated with answering queries from Study Centres and keeping centre data and records on our systems up to date
- costs related to the delivery/assessment/moderation of a specific qualification which are attributed to a cohort of learners
- technology systems used in the management of our Study Centres

Should a qualification be made available as part of a package with other products or services (such as membership), IOSH shall also make that qualification available for purchasing separately as well as in the package.

Fees are reviewed on an annual basis by the Awarding Organisation Committee and published on the IOSH website, in January each year for implementation on April 1st. General increases will not exceed inflation.

Invoicing Approach

IOSH will issue invoices on a regular basis; the specific timescales will be dependent on the product and/or service to which the invoice relates.

Invoices will be charged for the full amount, except were agreed otherwise with the customer in writing, in advance of the invoice being raised. Such agreement must be made by persons of appropriate seniority and signing authority from both parties.

Regular checks will be carried out to confirm the accuracy and completeness of the invoices raised. If necessary, replacement invoices will be issued.

Invoices will be issued to either Study Centre, a named contact within a specific business area or to the finance department, as agreed in advance with the customer.

The invoice will be presented according to the standard IOSH format and will contain the following information:

- A unique purchase order and/or invoice number
- IOSH name, address, contact details and Company Registration number
- The name and address of the customer for whom the invoice has been raised
- The date of the invoice
- The total value of the invoice in GBP
- A breakdown of the AO products and/or services covered by the invoice
- Payment terms.

Credit Control and Debt Collection

IOSH ensures that:

- Invoices are issued in accordance with this policy: raised promptly in respect of income due to IOSH, raised in a legal format, for the whole amount due and stating the correct terms of business

- Action is taken to collect overdue debts, in accordance with IOSH's procedures for debt recovery
- The Head of Awarding Organisation as Responsible Officer is notified promptly of any Study Centres with outstanding debts
- Aged debtors are routinely reported to the Awarding Organisation Committee

Retention of Invoices

All purchase orders and invoices are retained in accordance with the legal requirements to retain records for the previous complete six financial years plus the current financial year.

Refunds Approach

Unless specifically stated, as in the case of an upheld review or appeal, IOSH is unable to offer refunds for its products and services. In respect of our Standard Qualification Fees, if a learner withdraws from a qualification course after they have been registered, IOSH are unable to offer a refund.

Monitoring & Review

The IOSH Head of Awarding Organisation, as Responsible Officer, will monitor the effectiveness and review the implementation of this policy as part of annual self-assessment arrangements, considering its suitability, adequacy and effectiveness.
As necessary it will be revised to ensure that it remains fit for purpose.

IOSH will review this policy on an annual basis as part of our self-assessment and continuous improvement and to address regulatory changes, operational feedback or concerns brought to the attention of IOSH to ensure the policy remains fit for purpose.