

Exam Fees and Invoicing Policy

Introduction

This document sets out the fees that will be charged for our various MTB Exams approved qualifications and services as well as our invoicing arrangements.

Our aim is to have a pricing structure and associated invoice arrangements that are:

- Fair and appropriate and provide value for money.
- Clear, with no hidden costs or details.
- A reflection of the annual review of all MTB Exams fees, with a general increase of not more than inflation (we reserve the right to change this where necessary) and the publishing of fees for implementation on 1st September annually.

Review arrangements

We will review this document and its associated procedures annually as part of our self-evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

If you would like to feedback any views or have a query in relation to any aspect of our fees or invoicing arrangements, please contact us via the details provided at the end of this document.

Qualification fees

MTB's qualification fees can be found on the [MTB website](#). Under 'How it works' on the website menu there is a 'Pricing' page which clearly lists all of our qualifications and the respective fees. Qualification fees are different for some international regions to accommodate different currencies and the costs in providing our qualifications in that region. To see the correct pricing please go to the relevant regional site using the country selector on the website.

Details of the qualifications we offer (e.g. their specifications) can be obtained via the MTB [website](#) on the Policies & Specifications page.

Centre Administration Fees	Cost
Centre recognition for new centre	Free of charge
Replacement and duplicate certificates in the UK	£10.00*

*The pricing to replace certificates for international users can be found on the pricing page of the relevant region website.

Postage and packaging

There is no additional charge for the issue of certificates in the UK. An additional charge of £4.99 is made for international entries made through the UK/Global website which is payable at the point of entry to cover the extra postage costs.

Postage and packaging costs for distributing books will be charged. Currently this is £1.99 per order for the UK (but an additional charge is made for international orders which is payable when the order is placed via the website).

Invoicing approach

Key aspects of our invoicing approach:

1. Fees must be paid in full at the time of entry.
2. Upon online qualification entry, an order confirmation will be sent within 1 hour by email, including the invoice information.
3. A single payment is made online using any major credit or debit card. Upon receipt of this payment the candidate's unique front cover, for use in conducting the exam, is issued to the Exam Portal of both the payee account and any associated centre account.
4. By placing an order, you consent to payment being charged to your debit/credit card account.
5. No exams will be processed, moderated or certificates awarded unless payment has been received in full.
6. When you pay for your order by card, we carry out certain checks which include obtaining authorisation from your card issuer to ensure you have adequate funds and for security reasons. This may involve validating your name, address and other personal information supplied by you during the order process against appropriate third-party databases including the card issuer, registered credit reference agencies and fraud prevention agencies.
7. By accepting these MTB Exams Terms & Conditions you:
 - 7.1 Undertake that all the details you provide to us for the purpose of purchasing the

Products are correct and that the payment card you are using is your own and that there are sufficient funds to cover the cost of the Products ordered.

- 7.2 Undertake that any and all Products ordered by you are for your own private or domestic use only and not for resale.
- 7.3 Authorise us to transmit the payment and delivery information provided by you during the order process (included any updated information) for the purpose of obtaining authorisation from your card issuer to ensure you have adequate funds, to authenticate your identity, to validate your payment card and for other security reasons, such as fraud prevention.
8. We shall contact you should any problems occur with the authorisation of your card.
9. We will take all reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part, we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from our website.
10. We use PayPal to collect/process card transaction information. PayPal's security policies can be seen here: <https://www.paypal.com/re/webapps/mpp/paypal-safety-and-security>.
11. In cases where payment is made with a dishonoured cheque and we are required to pursue payment, a fee is incurred to cover the administrative costs and bank charges.
12. Once an entry and payment have been made, the entry fee cannot be refunded other than in accordance with points 14 or 15 below.
13. A full refund can be made if requested within 28 days of entry, provided no exam submission has been made with the exam number purchased. Once the exam has been submitted or after 28 days has passed, MTB will not issue refunds for any reason, except those stated in point 14. Requests for a refund should be made by telephone call, email or in writing using the contact details provided at the end of this policy and can only be made by the person who made the entry and is named on the front cover.
14. A discretionary refund may be possible in circumstances of serious long-term injury or the death of either the candidate or the teacher named on the front cover. Such refunds would be for the full sum of the entry cost and can only be made if the exam has not been taken and submitted to us. Candidates requesting such a refund must do so in writing within 3 months of the application date and with suitable supporting evidence.

Alternate invoicing approach

In limited circumstances and at the discretion of MTB, we may alternatively invoice you within one week of confirming your order. The invoice will be sent to your Accounts Department unless you inform us otherwise (if you would like to change who we send the invoices to please contact us via the details provided at the end of this policy).

Each invoice will contain details:

- Of the product/service being provided

- The payment method and where required our bank account details
- Of the VAT amount (unless you have informed us you are VAT exempt)
- Of our payment terms

Upon receipt of the invoice, payment should be received by us within 30 days of the invoice date. On receipt of payment we will update our records to show full payment has been received and ensure the invoice is appropriately filed.

Failure to pay due invoices may result in services and/or products being withheld from you.

Naturally, if you have any queries about any aspect of an invoice please contact us using the details provided at the end of this policy.

Records

In accordance with HMRC guidelines we will keep records of all invoices issued and received so that your centre or other relevant parties (such as the regulators) can be provided with an auditable trail of transactions if necessary.

Contact us

If you have any queries about the contents of the policy or if you need to contact the MTB Exams admin team you can view the appropriate regional contact details on our 'Contact' page on the relevant MTB regional site. MTB can be contacted by email or phone.