**GQA Qualifications Ltd.**

**Terms of Business**

GQA has been operating as a nationally recognised Awarding Body for over 20 years, offering both competence and knowledge qualifications to equip people with the knowledge and skills they need to work within our sectors. GQA operate in England, Northern Ireland, Scotland and Wales, recognised by Regulatory Authorities across the 4 nations of the UK.

GQA aim to provide an Awarding Organisation role which:

* Develops and offers for Approved Centres, fit for purpose qualifications
* Quality assures the process through a fully qualified External Quality Assurance team that has extensive and relevant industry experience
* Offers professional advice, support and guidance to those involved in the development and delivery of GQA Qualifications in an efficient, effective and responsive manner

**Customer Service**

GQA will via its offices in Sheffield:

* Ensure that telephone access is available during the normal working week   
  (0800 – 1630 Monday – Thursday and 0800 – 1600 Friday) and any enquiries not dealt with at the time of the call, be passed on to the relevant GQA contact to follow up as quickly as practicable.
* Provide a ‘first port of call’ through the office manager for information;
* Provide email access via [info@gqaqualifications.com](mailto:info@gqaqualifications.com) with responses expected within 2 working days
* Provide telephone and e-mail addresses for key contacts
* Provide a certification process from EQA approval of request to certificate issue of no longer than 1week, providing the request meets the GQA 10 week rule (registration to certification)

**Approval / Audit**

All GQA centres are required to meet the initial criteria as indicated within the GQA 228 – Centre Recognition Application Form. GQA will review progress against the Approved Centre Criteria annually, with interim visits by GQA External Quality Advisors as appropriate.

GQA reserves the right to:

* Withdraw or suspend approval:
  + If the centre does not comply with Awarding Body, Sector Skills Council, Standards Setting Body and Regulatory Authority requirements relative to the delivery of GQA qualifications and any agreed action plans
  + If the centre does not comply with GQA requests for access to premises and / or information on the assessment process
  + If the centre is deemed through its actions, and in the opinion of GQA, to cause detriment to the reputation and good standing of GQA
  + If the centre does not comply with GQA’s payment terms as stated in the Fees section
* Reject Approval Requests where:
  + The applying centre fails to meet the GQA Approved Centre Criteria and sign the GQA Approved Centre Agreement.
  + The applying centre, or a confirmed partner, has been the subject of significant investigation by GQA, or other Awarding Organisation, in respect of qualification delivery.
  + In the opinion of GQA, granting approval to the centre would,:
    - constitute a risk to GQA Operations and GQA qualification implementation
    - cause detriment to the reputation and good standing of GQA

**Fees**

All fees are detailed in the current issue GQA Price list.

* All invoices must be settled within **30 days** of date of invoice
  + Please note that non-payment of invoices can lead to centres being allocated a hold status, effectively stopping centres from registering, certificating and receiving other GQA goods and services until accounts are brought up-to-date.
  + Please contact GQA if you are experiencing difficulties in meeting payments.
* Invoices will be raised as follows:
  + When services are delivered or goods despatched (for existing centres)
  + When services or goods are requested by new centres
* GQA Invoices can be settled by BACS payment or cheque.
* GQA will determine whether credit limits are appropriate for centres
  + New centres will initially be required to pay in advance for products and services. When a Centre has established a satisfactory track record they will be assigned a credit limit.
  + Existing Centres will have a credit limit assigned in the event of financial issues.
* Administration / penalty fees may be payable for:
  + any work carried out by GQA administration in respect of incorrect registrations, where it is the Centre at fault
  + late payment of invoices - Interest and compensation for recovery costs may be charged on all overdue debts at the rate for the time being applicable under the Late Payment of Commercial Debts (Interest) Act 1998
* GQA reserves the right to invoice at the current visit fee rate where a centre cancels a scheduled visit within 48 hours of the agreed visit date.

**Centre Agreement**

This document complements the GQA Approved Centre Agreement which all organisations acting as GQA Approved Centres are required to agree with and sign yearly (replacing the requirement to sign the GQA Terms of Business).

GQA’s failure to enforce at any time or for any period any one or more of these terms shall not be a waiver of them or of the right at any time to enforce all applicable terms and condition.

GQA reserves the right to amend this agreement; any changes shall be notified via our website or by your GQA External Quality Advisor and centres will be bound by the updated or amended agreement for the first time when requesting services after the changes have been notified.