LANGUAGECERT®

Invoicing Policy

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Internal

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Document Revision History		
Version	**Date**	**Description of Change**
4.0	**31/08/2026**	Update of 2026
3.0	**31/07/2025**	Periodical review, no updates
2.0	**30/09/2024**	2024 Rebranding
1.2	**11/06/2024**	Minor updates
1.0-1.1	**-**	Previous versions

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1 Introduction

LANGUAGECERT® is an Awarding Organisation responsible for the development, delivery and award of International English for Speakers of Other Languages (IESOL) qualifications. This includes maintaining qualification and assessment standards, approving and quality assuring Centres, overseeing assessment delivery, issuing results and certificates, and ensuring ongoing compliance with applicable regulatory requirements.

LANGUAGECERT® sells examinations and other services (e.g. Centre approval) to Centres directly and also relies exclusively on its Sales & Marketing Partners, namely: PeopleCert UK Ltd, PeopleCert International S.A., PeopleCert Hellas S.A., and DPC LANGUAGECERT INDIA PRIVATE LIMITED. Each Sales & Marketing Partner buys from LANGUAGECERT® and sells to approved Centres in its designated territories, with the relationship between LANGUAGECERT® and each partner company being underpinned by specific Service Level Agreements. Each LANGUAGECERT® Sales & Marketing Partner must adhere to the fees set out in the LANGUAGECERT® price list when selling to approved Centres. Fees to Centres will be reviewed annually by LANGUAGECERT®, with a general increase not exceeding inflation. Official Price Lists will be made available in December each year, for implementation on 1st January of the following year.

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

- Fair and appropriate and provide value for money for Centres
- Clear and transparent, with no hidden costs or details.

2 Review arrangements

We will review the policy and its associated procedures annually and revise them when necessary in response to customer or regulatory feedback. If you would like to feed back any views, please contact us via the details provided in LANGUAGECERT®'s "Contact Us Guide".

3 Our Approach for Centres Invoiced by LANGUAGECERT® or by a LANGUAGECERT® Sales & Marketing Partner

LANGUAGECERT® / LANGUAGECERT® Sales & Marketing Partner will invoice Centres for exams and services provided, adhering to the fees set out in the LANGUAGECERT® Price List which is made available to all potential purchasers.

Each invoice will contain details of:

- The product/service being provided
- The payment method and bank account details as required
- The VAT amount (unless the Centre has advised that it is VAT-exempt and has provided appropriate proof of exemption)
- Payment terms.

Failure to pay due invoices may result in services and/or products being phased out and/or withdrawn from Centres. LANGUAGECERT® reserves the right to claim statutory interest and compensation for debt recovery costs under applicable late payment legislation where invoices are not paid in accordance with the agreed payment terms.

4 Contact us

For any queries about the contents of the policy, please contact us by using the channels described in the “Contact Us Guide”.

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