



**Imperial Society of
Teachers of Dancing**

The Imperial Society of Teachers of Dancing

Invoicing Policy

Document Reference	Owner	Date approved	Review date
	Director of Finance	November 2025	November 2027



Introduction

ISTD is a regulated awarding organisation.

The Office of Qualifications and Examinations Regulation ('OFQUAL') regulates qualifications, examinations and assessments in England. As a qualification issuing body, ISTD must follow regulations issued by OFQUAL including the General Conditions of Recognition which contain Rules and guidance for all awarding organisations and all regulated qualifications.

All regulated awarding organisations are legally obliged to comply with these rules on an ongoing basis and have regard to guidance in OFQUAL's General Conditions of Recognition.

This policy governs the requirements of OFQUAL's General Conditions of Recognition, specifically condition F3, which relates to Invoicing.

Condition F3 - Invoicing

Invoicing purchasers

F3.1 An awarding organisation must:

- (a) Ensure that its invoices in relation to the provision of qualifications are issued in a timely manner;
- (b) Provide a breakdown of its fees, beyond that already required by HMRC, to a reasonable level of detail following a request from a purchaser.

Written invoicing policy

F3.2 An awarding organisation must establish, maintain, publish and comply with a written policy on invoicing.

F3.3 The policy must specify the processes to be followed by the awarding organisation in relation to the issue, payment and retention of invoices and the content of invoices.

F3.1 Invoicing purchasers

A breakdown of fees is provided in Quest, ISTD's examination management system and this information is available to purchasers. Purchasers are invited to make payment of fees through a link to a card payment facility such as Stripe or bank transfer.

Occasionally, ISTD is required to invoice fees to purchasers who require an invoice prior to payment of fees.

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Payment of fees is confirmed in Quest and accounted for the accounting system ('Ipllicit') in a customer account in the name of the purchaser.

Any discounts on fees (for remote exams, for example) are transparent in Quest to the purchaser.

Invoices are also issued for other income streams within ISTD:

- Office rental, service charge and internet usage
- Studio hire
- Membership fees
- Shop sales
- Course fees
- Event fees
- Royalties / Commission.

Invoice content

Invoices and/ or receipts for payment of fees may be issued on demand by the purchaser.

Invoices and receipts contain:

- (a) A unique document reference
- (b) The issuer's name, address and contact details
- (c) The name and address of the customer to whom the document is issued
- (d) The customer's purchase order number if provided
- (e) Date of document
- (f) Details of items/ services being charged for
- (g) Invoice value total in GBP, with a breakdown of the charges, where applicable
- (h) Payment terms
- (i) Bank details to which remittance should be made
- (j) Company registration number and Charity Registration number.

All charges are invoiced in accordance with fees approved annually by ISTD's Finance & General Purposes Committee and Council.

Credit control and debt collection

Payment of fees is required in advance of the timetable for examinations being finalised. Payment of fees is confirmed automatically in Quest for all card payments or by the Finance department for all other payments.

Exam results are not released if payment of fees is not confirmed in Quest.

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For non-exam fee invoices, Aged Debt is regularly monitored and reminder letters sent after 30 days, and followed up by telephone if payment has not been made after 60 days.

Retention of invoices

All invoices and receipts are stored electronically in ISTD's accounting system ('Ipllicit') and retained in accordance with legal requirements to retain documents and records for the past six financial years in addition to the current financial year.

Contact

Any queries regarding this policy, fees or invoicing arrangements may be addressed to:

Telephone: +44 (0)20 7377 1577

Email: finance@istd.org

Post: Imperial House, 22/26 Paul Street, London EC2A 4QE

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