

Centralised Payment System – FAQs

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What is the Central Payment System?

The central payment system is a new function inbuilt within the Apprenticeship Certificates England (ACE) system. Currently payment is made to the Apprenticeship Certification Bodies which means that there are more than 20 different processes for payment. The new centralised payment system will mean that payment is made to one organisation and therefore only one method of paying for certificates.

When will the centralised billing be in place?

The system will be fully implemented in September 2013. Therefore please continue to pay for Apprenticeship Certification as you have been until we implement the system.

Why is centralised billing happening?

The relevant legislation requires that payment should be made prior to certificates being issued. Additionally, the Federation working with BIS, NAS, other partners and feedback from training providers has indicated that there is confusion having so many different payment methods for each certification body. This is often resulting in delaying certification or certificates being sent. Therefore a decision was made to centralise the payments so that there was one process for all training providers.

Will certification bodies still be certifying Apprenticeships?

Yes the certification bodies have the expertise in place to certificate their frameworks and so they will continue to process the certificates. It is only the payment system that is changing.

Will the certification body logo still be on the Apprenticeship certificate?

Yes the certification body logo will still appear on the Apprenticeship certificates as before.

When will payment need to be made?

Payment will be made at the time of application. When you change the status of an apprentice's record to pending certification the system will request payment or deduct a credit from your organisation's bank of credits.

How will I pay for certificates?

There are essentially two methods of payment. You can either:

Make one-off payments via a credit/debit card when you amend the status of an apprentice's record. The system will prompt you to make a payment before the status can be amended.

or

Pre pay for credits to sit in a pool of credits that all ACE administrators will be able to access. Each time an apprentice's record is submitted to pending certification one credit will be deducted from the bank of credits. This method has the option for the payment to be made by card or via BACS.

If we pay via credits is there a minimum purchase?

No there is no minimum or maximum. You can buy as few or as many as you require.

How often do we need to purchase credits?

You can purchase credits as often as you need. This could be daily, weekly or monthly. There is a facility for a minimum threshold within the system which can be set by you. Once this threshold is reached an email will be sent to the Finance User and the system will notify certification users by turning the welcome writing red (appears in the top left of the screen). This will remind you to purchase credits. If you do run out of credits the system will default to pay as you go until you top up with more credits.

Am I the correct person to register for a Finance User account?

In a lot of the documentation we have used the term 'Finance Director' what we mean by this is the person who will be signing off any Apprenticeship Certification payments, either entering the credit card details or signing off BACs payments. Therefore this may be a Finance Officer or Apprenticeship Certification Manager.

I will be entering the credit card details into the system but I am not the credit card holder. Should I register as the Finance User?

Yes please register as the Finance User as you will be the person that we will need to contact regarding the system, however, please also include the card holder contact details in the notes box.

What is 'Company House Number'?

This can also be called the Company Registration Number (CRN) and is allocated by Companies House on registration of a company and is an eight-digit number or two alpha characters followed by a six-digit number. You will find it on any documentation received from Companies House and a company would normally display it on letter headings or compliment slips.

What do I put in the 'notes section'?

This box is for you to leave any additional information that we need to know when setting up your profile. This could be any other centre locations that work through the one finance system/under one finance director.

Can I be invoiced for payments?

If you pay by the 'Pre-pay BACs' method you will be able to print off an order confirmation form. This details our bank information, confirms the cost of the order and provides you with a reference number to quote on the BACs transfer. ACE Centres that have already viewed this have said that it will meet their financial requirements in place of an invoice.

Example:

Transaction Information Review BACS order Order Confirmation

Thank you for your BACS order.

Once payment has cleared for this order, we will credit your account with the number of credits purchased. At this point, you will also be able to view a copy of the transaction within your [transaction history](#) tab.

Organisation Name	Address	Contact
The Federation for Industry Sector Skills & Standards	28 Castle Street Edinburgh EH2 3HT Scotland	0845 072 5600

Bank Account	Sort Code	Account No.	Submission Reference
Bank of Scotland 20/22 Shandwick Place Edinburgh EH2 4RN	80-11-20	00506207	#68

Credit Quantity	Unit Cost	Total Cost
10 Credits	£ 22.00	£ 220.00

PO Number	Order Date
123456	05/08/2013 16:26:12

If we purchase credits and then a submission is rejected will the credit be refunded?

No the system will not refund the credit. Instead the system will recognise when a certificate requests is a resubmission and not deduct a credit when the certificate request is resubmitted.

Does the £22 include VAT?

The certificates are not VAT applicable; £22 is the total cost per certificate.