



GQA Terms of Business

The Glass Qualifications Authority (GQA) has for over 20 years, been the only active national Awarding Body offering national qualifications for Installers, Glaziers, Fabricators Automotive Glaziers, Glass Manufacturers and Glass Processors. These qualifications recognise occupational competence and equip people with the knowledge and skills they need to work within our sectors.

GQA is an approved Awarding Organisation operating in England, Northern Ireland, Scotland and Wales, recognised by both Ofqual, for NVQ's, VRQ's and QCF qualifications and the Scottish Qualifications Authority (SQA), for SVQ's and SCQF qualifications.

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 Verifiers 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
- Not give approval should the applying centre fail to meet the Centre Approval Criteria



INVESTOR IN PEOPLE

Glass Qualifications Authority Ltd

Provincial House, Solly Street, Sheffield, S1 4BA

Tel: 0114 272 0033 Fax: 0114 272 0060

Email: info@gqaqualifications.com Website: www.gqaqualifications.com

Registered in England and Wales Company No: 4339277



GB 114 29



Customer Service

We aim to provide an Awarding Organisation role that is efficient, effective and responsive.

GQA will via its offices in Sheffield:

- Ensure that telephone and fax access is available during the normal working week (0900 – 1700 Monday – Thursday and 0900 – 16.30 Friday);
- Provide a 'first port of call' through the office manager for information;
- Provide email access via info@gqaqualifications.com
- Provide telephone, fax and e-mail addresses for key contacts;

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.
- 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.



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Changes to Terms

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.

These terms will apply until amended or replaced with alternative terms. Any changes shall be notified via our website or by your GQA External Verifier and you will be bound by the updated or amended terms for the first time when you use our services after the changes have been notified.

Acceptance of these Terms of Business

The named accountable person is required to accept these terms of Business on an annual basis by signing and dating below:

Name:

Signature:

Position:

Date:



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