

# INTERNATIONAL EDUCATION BOARD



## Fee Structure and Payment Policy

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# 1. Introduction

1.1. The International Education Board (IEB) is an independent, private, non-governmental, and non-statutory international education authority registered in the United Kingdom (Company Registration Number: 13759057).

1.2. IEB provides voluntary quality assurance and accreditation services to educational institutions worldwide.

1.3. IEB operates on a cost-recovery basis to ensure sustainability and continuous improvement of accreditation services.

1.4. This policy establishes a transparent, fair, and consistent framework for fees and payments associated with IEB accreditation services.

1.5. IEB is committed to providing value through rigorous quality assurance while maintaining accessible fee structures.

1.6. All fees support IEB's mission to promote Discipline, Excellence, and Merit in international education.

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## 2. Policy Statement

2.1. IEB shall maintain a transparent fee structure that reflects the true cost of providing quality accreditation services.

2.2. Fees shall be applied consistently and equitably across all institutions.

2.3. Fee structures shall be published and accessible to all prospective and current institutions.

2.4. Payment processes shall be efficient, secure, and professionally managed.

2.5. IEB shall provide clear invoicing and maintain accurate financial records.

2.6. Provisions shall exist for institutions experiencing genuine financial hardship.

2.7. Fee disputes shall be resolved fairly and promptly.

2.8. All financial transactions shall comply with applicable laws and regulations.

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## **3. Scope and Application**

### **3.1. Institutional Scope**

- 3.1.1. This policy applies to all institutions seeking or holding IEB accreditation.
- 3.1.2. This policy applies to institutions at all stages of the accreditation lifecycle.
- 3.1.3. This policy applies to institutions regardless of geographical location.
- 3.1.4. This policy applies to all types of educational institutions within IEB's scope.

### **3.2. Service Scope**

- 3.2.1. This policy covers all fees associated with IEB accreditation services.
- 3.2.2. This policy covers application, assessment, accreditation, and monitoring fees.
- 3.2.3. This policy covers administrative and ancillary service fees.
- 3.2.4. This policy covers fees for appeals and special processes.
- 3.2.5. This policy covers training and capacity building fees.

### **3.3. Temporal Scope**

- 3.3.1. This policy applies to all fees from the effective date.
- 3.3.2. Existing agreements made prior to this policy remain valid until renewal.
- 3.3.3. Fee changes apply to new billing cycles unless otherwise specified.

### **3.4. Exclusions**

- 3.4.1. Third-party costs incurred by institutions are not covered by this policy.
  - 3.4.2. Legal costs arising from disputes are subject to separate arrangements.
  - 3.4.3. Consultancy services beyond standard accreditation are separately priced.
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## 4. Definitions

- 4.1. **Accreditation Cycle:** The period from grant of accreditation to expiry, typically five (5) years.
- 4.2. **Annual Fee:** Recurring fee payable each year to maintain accreditation status.
- 4.3. **Application Fee:** Non-refundable fee payable upon submission of initial application.
- 4.4. **Assessment Fee:** Fee covering the evaluation and assessment process.
- 4.5. **Base Fee:** The standard fee before adjustments for size or complexity.
- 4.6. **Complexity Factor:** Multiplier applied based on institutional complexity.
- 4.7. **Currency of Account:** British Pounds Sterling (GBP), the standard currency for IEB fees.
- 4.8. **Default:** Failure to pay fees by the due date after applicable grace periods.
- 4.9. **Eligible Student Enrollment (ESE):** Full-time equivalent student numbers used for fee calculation.
- 4.10. **Fee Schedule:** Published document listing all fees and charges.
- 4.11. **Financial Hardship:** Demonstrated inability to pay fees due to genuine financial difficulty.
- 4.12. **Grace Period:** Additional time allowed for payment after the due date.
- 4.13. **Invoice:** Formal request for payment issued by IEB.
- 4.14. **Late Fee:** Additional charge applied for overdue payments.
- 4.15. **Pro-rata:** Calculation based on a proportional share of the full amount.
- 4.16. **Refund:** Return of fees previously paid.
- 4.17. **Site Visit:** Physical or virtual assessment visit to an institution.
- 4.18. **Waiver:** Reduction or elimination of fees due to approved circumstances.
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## **5. Guiding Principles**

### **5.1. Transparency**

- 5.1.1. All fees are published and accessible.
- 5.1.2. Fee calculations are clear and understandable.
- 5.1.3. Changes to fees are communicated in advance.
- 5.1.4. Institutions receive detailed invoices explaining charges.

### **5.2. Fairness and Equity**

- 5.2.1. Fees are applied consistently across institutions.
- 5.2.2. Similar institutions pay similar fees.
- 5.2.3. Fee structures consider institutional capacity.
- 5.2.4. Provisions exist for institutions with limited resources.

### **5.3. Cost Recovery**

- 5.3.1. Fees are set to recover the reasonable costs of services.
- 5.3.2. IEB operates on a not-for-profit basis for accreditation services.
- 5.3.3. Surpluses are reinvested in quality improvement.
- 5.3.4. Fees reflect actual resource requirements.

### **5.4. Value for Money**

- 5.4.1. Fees represent fair value for services provided.
- 5.4.2. IEB continuously improves efficiency to manage costs.
- 5.4.3. Institutions receive quality services commensurate with fees paid.
- 5.4.4. IEB provides clear information on services included in fees.

### **5.5. Accessibility**

- 5.5.1. Fee structures should not create barriers to quality institutions.
- 5.5.2. Payment options accommodate different institutional circumstances.
- 5.5.3. Hardship provisions support institutions facing genuine difficulties.
- 5.5.4. IEB supports educational development through fee policies.

## 5.6. **Accountability**

5.6.1. Financial management is subject to appropriate oversight.

5.6.2. Fee income is used for stated purposes.

5.6.3. Financial reporting provides accountability to stakeholders.

5.6.4. Complaints about fees are addressed through proper channels.

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## **6. Fee Categories**

### **6.1. Overview of Fee Categories**

- 6.1.1. IEB fees are organized into defined categories.
- 6.1.2. Each category relates to specific services or processes.
- 6.1.3. Categories enable clear understanding of charges.
- 6.1.4. Detailed fees within categories are specified in the Fee Schedule.

### **6.2. Category A: Application and Eligibility Fees**

- 6.2.1. Fees associated with initial inquiry and eligibility determination.
- 6.2.2. Includes application processing and eligibility assessment.
- 6.2.3. Typically non-refundable administrative fees.

### **6.3. Category B: Accreditation Fees**

- 6.3.1. Fees for initial accreditation assessment and decision.
- 6.3.2. Fees for renewal and reaccreditation.
- 6.3.3. Annual fees for maintaining accreditation status.

### **6.4. Category C: Assessment Fees**

- 6.4.1. Fees for assessment team activities.
- 6.4.2. Fees for site visits (physical or virtual).
- 6.4.3. Fees for document review and evaluation.

### **6.5. Category D: Monitoring Fees**

- 6.5.1. Fees for ongoing monitoring activities.
- 6.5.2. Fees for special reviews or investigations.
- 6.5.3. Fees for condition verification.

### **6.6. Category E: Appeals and Special Process Fees**

- 6.6.1. Fees for appeals against decisions.
- 6.6.2. Fees for reconsideration requests.
- 6.6.3. Fees for expedited processing.

**6.7. Category F: Administrative Service Fees**

6.7.1. Fees for certificates and documentation.

6.7.2. Fees for verification letters.

6.7.3. Fees for changes and amendments.

**6.8. Category G: Training and Development Fees**

6.8.1. Fees for workshops and training programs.

6.8.2. Fees for capacity building services.

6.8.3. Fees for professional development activities.

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## **7. Application and Eligibility Fees**

### **7.1. Initial Inquiry Fee**

- 7.1.1. An inquiry fee may be charged for preliminary consultation.
- 7.1.2. The inquiry fee covers initial guidance and information provision.
- 7.1.3. The inquiry fee may be credited against subsequent application fees.
- 7.1.4. Current inquiry fee amount is specified in the Fee Schedule.

### **7.2. Eligibility Assessment Fee**

- 7.2.1. A fee is charged for formal eligibility assessment.
- 7.2.2. The fee covers review of eligibility documentation.
- 7.2.3. The fee covers preparation of the eligibility determination.
- 7.2.4. The eligibility assessment fee is non-refundable.
- 7.2.5. Current eligibility assessment fee is specified in the Fee Schedule.

### **7.3. Application Fee**

- 7.3.1. An application fee is payable upon submission of accreditation application.
- 7.3.2. The application fee covers administrative processing of the application.
- 7.3.3. The application fee covers initial document review.
- 7.3.4. The application fee is non-refundable regardless of outcome.
- 7.3.5. Current application fee is specified in the Fee Schedule.

### **7.4. Candidate Status Fee**

- 7.4.1. A fee is charged for granting and maintaining Candidate Status.
- 7.4.2. The fee covers Candidate Status administration and support.
- 7.4.3. The fee is typically annual during the candidacy period.
- 7.4.4. Current Candidate Status fee is specified in the Fee Schedule.

### **7.5. Payment Timing**

- 7.5.1. Inquiry fees are payable before consultation.
- 7.5.2. Eligibility assessment fees are payable upon submission.

7.5.3. Application fees are payable upon application submission.

7.5.4. Candidate Status fees are payable upon status conferral and annually thereafter.

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## **8. Initial Accreditation Fees**

### **8.1. Initial Accreditation Assessment Fee**

- 8.1.1. A fee is charged for the initial accreditation assessment process.
- 8.1.2. The fee covers self-evaluation review and analysis.
- 8.1.3. The fee covers assessment panel coordination.
- 8.1.4. The fee covers report preparation and quality assurance.
- 8.1.5. Current initial accreditation assessment fee is specified in the Fee Schedule.

### **8.2. Site Visit Fee**

- 8.2.1. A separate fee covers site visit costs.
- 8.2.2. The fee includes assessor time during the visit.
- 8.2.3. The fee includes travel, accommodation, and subsistence for assessors.
- 8.2.4. Site visit fees vary based on location and duration.
- 8.2.5. Site visit fee calculation methodology is detailed in Section 11.

### **8.3. Decision and Grant Fee**

- 8.3.1. A fee is charged upon a positive accreditation decision.
- 8.3.2. The fee covers decision processing and documentation.
- 8.3.3. The fee covers issuance of accreditation certificates.
- 8.3.4. The fee covers Public Register listings.
- 8.3.5. Current decision and grant fee is specified in the Fee Schedule.

### **8.4. Total Initial Accreditation Cost**

- 8.4.1. Total cost comprises application, assessment, site visit, and grant fees.
- 8.4.2. IEB provides cost estimates upon request.
- 8.4.3. Actual costs may vary based on institutional factors.
- 8.4.4. Additional fees may apply for complex assessments.

### **8.5. Payment Schedule for Initial Accreditation**

- 8.5.1. Application fee: Upon application submission.

8.5.2. Assessment fee: Upon acceptance of application (50%) and before site visit (50%).

8.5.3. Site visit fee: At least thirty (30) days before scheduled visit.

8.5.4. Decision and grant fee: Within thirty (30) days of positive decision.

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## **9. Annual Accreditation Fees**

### **9.1. Purpose of Annual Fees**

9.1.1. Annual fees support ongoing accreditation administration.

9.1.2. Annual fees cover Public Register maintenance.

9.1.3. Annual fees cover routine monitoring activities.

9.1.4. Annual fees cover institutional support services.

9.1.5. Annual fees contribute to IEB operational sustainability.

### **9.2. Annual Fee Structure**

9.2.1. Annual fees comprise a base fee plus variable component.

9.2.2. The base fee is standard for all accredited institutions.

9.2.3. The variable component is based on institutional size.

9.2.4. Distinction status institutions pay a premium annual fee.

9.2.5. Current annual fee structure is specified in the Fee Schedule.

### **9.3. Annual Fee Calculation**

9.3.1. Annual Fee = Base Fee + (ESE × Per-Student Rate)

9.3.2. ESE (Eligible Student Enrollment) is calculated as full-time equivalents.

9.3.3. Minimum and maximum annual fees may apply.

9.3.4. Fee bands may be used for simplified calculation.

9.3.5. Calculation methodology is detailed in Section 18.

### **9.4. Billing Cycle**

9.4.1. Annual fees are billed on the anniversary of the accreditation grant.

9.4.2. Invoices are issued at least thirty (30) days before the due date.

9.4.3. Payment is due within thirty (30) days of invoice date.

9.4.4. Alternative billing dates may be agreed in exceptional circumstances.

### **9.5. Pro-Rata Fees**

9.5.1. First year annual fee may be pro-rated from grant date.

9.5.2. Pro-rata calculation is based on months remaining in the year.

9.5.3. Minimum pro-rata period is three (3) months.

9.5.4. Pro-rata fees are calculated at full monthly rates.

**9.6. Included Services**

9.6.1. Annual fees include standard monitoring and reporting.

9.6.2. Annual fees include access to IEB resources and guidance.

9.6.3. Annual fees include standard verification and reference services.

9.6.4. Annual fees include participation in IEB networks and events.

9.6.5. Additional services beyond standard entitlements incur separate fees.

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## **10. Renewal and Reaccreditation Fees**

### **10.1. Renewal Application Fee**

- 10.1.1. A fee is charged for renewal application processing.
- 10.1.2. The renewal application fee is typically lower than initial application.
- 10.1.3. The fee covers administrative processing of renewal applications.
- 10.1.4. Current renewal application fee is specified in the Fee Schedule.

### **10.2. Reaccreditation Assessment Fee**

- 10.2.1. A fee is charged for reaccreditation assessment.
- 10.2.2. The fee structure mirrors initial accreditation assessment.
- 10.2.3. Reductions may apply for institutions with strong compliance records.
- 10.2.4. Current reaccreditation assessment fee is specified in the Fee Schedule.

### **10.3. Site Visit Fee for Renewal**

- 10.3.1. Site visit fees apply to renewal assessments.
- 10.3.2. Visit duration may be reduced for strong performers.
- 10.3.3. Reduced visit duration results in reduced fees.
- 10.3.4. Site visit fee calculation applies as per Section 11.

### **10.4. Renewal Grant Fee**

- 10.4.1. A fee is charged upon successful renewal.
- 10.4.2. The fee covers updated certificate issuance.
- 10.4.3. The fee covers Public Register update.
- 10.4.4. Current renewal grant fee is specified in the Fee Schedule.

### **10.5. Payment Schedule for Renewal**

- 10.5.1. Renewal application fee: Upon application submission.
- 10.5.2. Assessment fee: As per initial accreditation schedule.
- 10.5.3. Site visit fee: At least thirty (30) days before scheduled visit.
- 10.5.4. Renewal grant fee: Within thirty (30) days of positive decision.

**10.6. Early Renewal Incentive**

10.6.1. Institutions applying for renewal early may receive fee reductions.

10.6.2. Early renewal is defined as twelve (12) or more months before expiry.

10.6.3. Incentive percentage is specified in the Fee Schedule.

10.6.4. Incentive applies to assessment fees only.

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## **11. Assessment and Site Visit Fees**

### **11.1. Assessment Team Fees**

11.1.1. Assessment team fees cover assessor time and expertise.

11.1.2. Fees are calculated based on assessor days required.

11.1.3. Daily rates vary by assessor role and expertise.

11.1.4. Current daily rates are specified in the Fee Schedule.

### **11.2. Assessment Day Calculation**

11.2.1. Desk review: Typically two to five (2-5) assessor days.

11.2.2. Site visit: Typically two to five (2-5) days on site per assessor.

11.2.3. Report preparation: Typically one to three (1-3) assessor days.

11.2.4. Actual days depend on institutional size and complexity.

### **11.3. Site Visit Travel Costs**

11.3.1. Travel costs are charged at actual cost.

11.3.2. Economy class air travel is standard; premium economy for flights over eight (8) hours.

11.3.3. Ground transportation at reasonable actual cost.

11.3.4. Institutions may arrange travel directly by prior agreement.

### **11.4. Site Visit Accommodation Costs**

11.4.1. Accommodation is charged at actual cost.

11.4.2. Standard business-class hotel accommodation is used.

11.4.3. Accommodation booking follows IEB procurement guidelines.

11.4.4. Institutions may provide suitable accommodation by prior agreement.

### **11.5. Subsistence Costs**

11.5.1. Subsistence is charged at a standard daily rate.

11.5.2. Daily rate covers meals and incidental expenses.

11.5.3. Current daily subsistence rate is specified in the Fee Schedule.

11.5.4. Meals provided by the institution reduce subsistence charges.

#### **11.6. Virtual Site Visit Fees**

11.6.1. Virtual site visits incur reduced fees compared to physical visits.

11.6.2. Virtual visit fees cover assessor time only.

11.6.3. No travel, accommodation, or subsistence charges apply.

11.6.4. Technology and platform costs are included in the fee.

11.6.5. Current virtual site visit fee is specified in the Fee Schedule.

#### **11.7. Site Visit Fee Estimate**

11.7.1. IEB provides fee estimates before site visit scheduling.

11.7.2. Estimates are based on planned visit duration and team size.

11.7.3. Estimates include projected travel and accommodation costs.

11.7.4. Final fees are calculated based on actual costs incurred.

11.7.5. Variance from estimate is communicated promptly.

#### **11.8. Additional Visits**

11.8.1. Follow-up visits incur separate fees.

11.8.2. Condition verification visits are charged at applicable rates.

11.8.3. Short-notice visits may incur premium charges.

11.8.4. Additional visit fees are specified in the Fee Schedule.

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## **12. Monitoring and Review Fees**

### **12.1. Annual Monitoring Fee**

- 12.1.1. Standard annual monitoring is included in annual accreditation fees.
- 12.1.2. No additional fee applies for routine Annual Monitoring Report review.
- 12.1.3. Enhanced monitoring may incur additional fees.
- 12.1.4. Enhanced monitoring fees are specified in the Fee Schedule.

### **12.2. Mid-Cycle Review Fee**

- 12.2.1. Mid-cycle reviews incur separate fees.
- 12.2.2. Fees cover review team time and documentation assessment.
- 12.2.3. Site visit fees apply if a visit is conducted.
- 12.2.4. Current mid-cycle review fee is specified in the Fee Schedule.

### **12.3. Special Monitoring Fee**

- 12.3.1. Special monitoring triggered by concerns incurs fees.
- 12.3.2. Fees reflect the resources required for monitoring.
- 12.3.3. Fees may be waived if concerns are not substantiated.
- 12.3.4. Current special monitoring fee is specified in the Fee Schedule.

### **12.4. Condition Verification Fee**

- 12.4.1. Verification of condition compliance incurs fees.
- 12.4.2. Desk-based verification fees are lower than visit-based verification.
- 12.4.3. Complex conditions requiring external expertise incur higher fees.
- 12.4.4. Current condition verification fees are specified in the Fee Schedule.

### **12.5. Investigation Fee**

- 12.5.1. Investigations into complaints or concerns incur fees.
- 12.5.2. Fees are charged to the party found responsible for issues.
- 12.5.3. Fees may be waived if the institution is exonerated.
- 12.5.4. Investigation fees are determined based on actual resources expended.

**12.6. Change Notification Fee**

12.6.1. Notification of significant changes requires review.

12.6.2. Standard change notifications incur a processing fee.

12.6.3. Complex changes requiring detailed assessment incur higher fees.

12.6.4. Current change notification fees are specified in the Fee Schedule.

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## **13. Appeals and Special Process Fees**

### **13.1. Reconsideration Fee**

- 13.1.1. Requests for reconsideration of decisions incur a fee.
- 13.1.2. The fee covers administrative processing of the request.
- 13.1.3. The fee is partially refundable if reconsideration is successful.
- 13.1.4. Current reconsideration fee is specified in the Fee Schedule.

### **13.2. Appeal Fee**

- 13.2.1. Formal appeals incur a fee.
- 13.2.2. The fee covers Appeals Panel administration and proceedings.
- 13.2.3. The fee is refundable if the appeal is upheld.
- 13.2.4. The fee is partially refundable if the appeal is partially upheld.
- 13.2.5. Current appeal fee is specified in the Fee Schedule.

### **13.3. Appeal Hearing Costs**

- 13.3.1. Additional costs may apply for oral hearings.
- 13.3.2. Costs include Panel member fees and venue costs.
- 13.3.3. Virtual hearing costs are lower than in-person hearings.
- 13.3.4. Cost allocation is determined by the Appeals Panel.

### **13.4. Expedited Processing Fee**

- 13.4.1. Expedited processing of applications or reviews incurs a fee.
- 13.4.2. The fee reflects additional resources required for acceleration.
- 13.4.3. Expedited processing is subject to availability.
- 13.4.4. Current expedited processing fee is specified in the Fee Schedule.

### **13.5. Reinstatement Fee**

- 13.5.1. Reinstatement of lapsed or suspended accreditation incurs a fee.
- 13.5.2. The fee covers assessment of reinstatement eligibility.
- 13.5.3. Additional assessment fees may apply.

13.5.4. Current reinstatement fee is specified in the Fee Schedule.

**13.6. Extension Request Fee**

13.6.1. Requests for extension of deadlines or timelines may incur fees.

13.6.2. Standard extension requests incur a processing fee.

13.6.3. Extensions due to IEB delays do not incur fees.

13.6.4. Current extension request fee is specified in the Fee Schedule.

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## **14. Administrative Service Fees**

### **14.1. Certificate Fees**

- 14.1.1. Initial accreditation certificate is included in grant fee.
- 14.1.2. Replacement certificates incur a fee.
- 14.1.3. Additional certificate copies incur fees.
- 14.1.4. Premium certificate formats incur additional fees.
- 14.1.5. Current certificate fees are specified in the Fee Schedule.

### **14.2. Verification Letter Fees**

- 14.2.1. Standard verification letters are included in annual fees (limited number).
- 14.2.2. Additional verification letters incur fees.
- 14.2.3. Expedited verification letters incur premium fees.
- 14.2.4. Current verification letter fees are specified in the Fee Schedule.

### **14.3. Documentation Fees**

- 14.3.1. Standard documentation is included in relevant fees.
- 14.3.2. Additional copies or certified documents incur fees.
- 14.3.3. Archived document retrieval may incur fees.
- 14.3.4. Current documentation fees are specified in the Fee Schedule.

### **14.4. Name or Details Change Fee**

- 14.4.1. Processing changes to institutional details incurs fees.
- 14.4.2. Simple changes incur a basic processing fee.
- 14.4.3. Significant changes requiring assessment incur higher fees.
- 14.4.4. Current change processing fees are specified in the Fee Schedule.

### **14.5. Scope Change Fee**

- 14.5.1. Changes to accreditation scope incur assessment fees.
- 14.5.2. Scope expansion incurs fees similar to initial accreditation for new areas.
- 14.5.3. Scope reduction incurs administrative processing fees.

14.5.4. Current scope change fees are specified in the Fee Schedule.

**14.6. Logo and Brand Material Fees**

14.6.1. Standard digital logo files are provided without charge.

14.6.2. Premium brand materials may incur fees.

14.6.3. Custom adaptations require authorization and may incur fees.

14.6.4. Current brand material fees are specified in the Fee Schedule.

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## **15. Training and Capacity Building Fees**

### **15.1. Workshop Fees**

- 15.1.1. IEB offers workshops on accreditation preparation and quality assurance.
- 15.1.2. Workshop fees cover facilitation, materials, and administration.
- 15.1.3. Fees vary by workshop type, duration, and delivery mode.
- 15.1.4. Current workshop fees are specified in the Fee Schedule.

### **15.2. Training Program Fees**

- 15.2.1. Comprehensive training programs incur program fees.
- 15.2.2. Fees cover curriculum delivery and participant support.
- 15.2.3. Group discounts may be available for multiple participants.
- 15.2.4. Current training program fees are specified in the Fee Schedule.

### **15.3. Consultancy Fees**

- 15.3.1. Consultancy services beyond standard accreditation support incur fees.
- 15.3.2. Consultancy is charged at daily or project rates.
- 15.3.3. Consultancy fees are agreed before engagement.
- 15.3.4. Current consultancy rates are specified in the Fee Schedule.

### **15.4. Assessment of Prior Certification/Training**

- 15.4.1. Assessment of prior qualifications or training incurs fees.
- 15.4.2. Fees cover evaluation and certification where applicable.
- 15.4.3. Current assessment fees are specified in the Fee Schedule.

### **15.5. Event Participation Fees**

- 15.5.1. IEB events may have participation fees.
- 15.5.2. Accredited institutions may receive discounted rates.
- 15.5.3. Fees cover event costs and administration.
- 15.5.4. Current event fees are communicated with event announcements.

### **15.6. Discounts for Accredited Institutions**

15.6.1. Accredited institutions receive preferential rates for training.

15.6.2. Discount percentages are specified in the Fee Schedule.

15.6.3. Discounts apply to standard rates only.

15.6.4. Discounts may not be combined with other offers.

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## **16. Late Fees and Penalties**

### **16.1. Late Payment Fee**

- 16.1.1. Late payment fees apply to overdue invoices.
- 16.1.2. Late fee is calculated as a percentage of the outstanding amount.
- 16.1.3. Late fee percentage is specified in the Fee Schedule.
- 16.1.4. Late fees are applied after the grace period expires.

### **16.2. Grace Period**

- 16.2.1. A grace period of fourteen (14) days applies after the payment due date.
- 16.2.2. No late fees are charged during the grace period.
- 16.2.3. Payment reminders are sent during the grace period.
- 16.2.4. Extended grace periods may be granted upon request.

### **16.3. Interest on Overdue Amounts**

- 16.3.1. Interest may be charged on amounts overdue beyond thirty (30) days.
- 16.3.2. Interest rate is specified in the Fee Schedule.
- 16.3.3. Interest is calculated daily on the outstanding balance.
- 16.3.4. Interest charges are added to subsequent invoices.

### **16.4. Late Submission Fees**

- 16.4.1. Late submission of required documents may incur fees.
- 16.4.2. Fees compensate for disruption to IEB processes.
- 16.4.3. Current late submission fees are specified in the Fee Schedule.
- 16.4.4. Extensions granted in advance do not incur late fees.

### **16.5. Cancellation and Rescheduling Fees**

- 16.5.1. Late cancellation of scheduled activities incurs fees.
- 16.5.2. Cancellation within thirty (30) days: 50% of applicable fee.
- 16.5.3. Cancellation within fourteen (14) days: 100% of applicable fee.
- 16.5.4. Rescheduling within fourteen (14) days incurs an administrative fee.

16.5.5. Cancellation due to force majeure is handled on a case-by-case basis.

**16.6. Penalty Waivers**

16.6.1. Late fees and penalties may be waived in exceptional circumstances.

16.6.2. Waiver requests must be submitted in writing with justification.

16.6.3. First-time late payment may receive a courtesy waiver.

16.6.4. Waiver decisions are at IEB's discretion.

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## **17. Fee Schedule and Publication**

### **17.1. Fee Schedule Document**

- 17.1.1. All fees are detailed in the official IEB Fee Schedule.
- 17.1.2. The Fee Schedule is a separate document updated periodically.
- 17.1.3. The Fee Schedule specifies all fee amounts and rates.
- 17.1.4. The Fee Schedule includes effective dates for all fees.

### **17.2. Publication**

- 17.2.1. The current Fee Schedule is published on the IEB website.
- 17.2.2. The Fee Schedule is available to prospective institutions upon request.
- 17.2.3. Summary fee information is included in promotional materials.
- 17.2.4. Institutions receive the Fee Schedule upon initial engagement.

### **17.3. Fee Schedule Updates**

- 17.3.1. The Fee Schedule is reviewed and updated annually.
- 17.3.2. Updates take effect at the start of the calendar year unless otherwise specified.
- 17.3.3. Notice of changes is provided at least ninety (90) days in advance.
- 17.3.4. Existing invoices are not affected by Fee Schedule changes.

### **17.4. Version Control**

- 17.4.1. Fee Schedules are version-controlled with effective dates.
- 17.4.2. Previous versions are retained for reference.
- 17.4.3. The applicable version is the one in effect at time of invoicing.
- 17.4.4. Version history is maintained by the Secretariat.

### **17.5. Fee Quotations**

- 17.5.1. Institutions may request fee quotations for planned activities.
- 17.5.2. Quotations are valid for ninety (90) days unless otherwise stated.
- 17.5.3. Quotations are based on information provided by the institution.
- 17.5.4. Actual fees may vary if circumstances differ from quotation basis.

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## 18. Fee Calculation Methodology

### 18.1. Base Fee Approach

18.1.1. Many fees comprise a base amount applicable to all institutions.

18.1.2. Base fees cover standard administrative and processing costs.

18.1.3. Base fees ensure minimum cost recovery.

18.1.4. Base fee amounts are specified in the Fee Schedule.

### 18.2. Variable Fee Components

18.2.1. Variable components adjust fees based on institutional characteristics.

18.2.2. Primary variable factor is institutional size (ESE).

18.2.3. Secondary factors include complexity and location.

18.2.4. Variable component calculations are transparent.

### 18.3. Eligible Student Enrollment (ESE) Calculation

18.3.1. ESE is calculated as full-time equivalent students.

18.3.2. Part-time students are converted at standard ratios.

18.3.3. Distance learning students are included at appropriate ratios.

18.3.4. ESE is based on official enrollment figures for the most recent year.

18.3.5. Verification of ESE may be required.

### 18.4. ESE Bands

18.4.1. Institutions are categorized into ESE bands for fee purposes.

18.4.2. **Band 1:** Up to 500 ESE

18.4.3. **Band 2:** 501 to 2,000 ESE

18.4.4. **Band 3:** 2,001 to 5,000 ESE

18.4.5. **Band 4:** 5,001 to 10,000 ESE

18.4.6. **Band 5:** 10,001 to 25,000 ESE

18.4.7. **Band 6:** Over 25,000 ESE



**18.5. Complexity Factors**

- 18.5.1. Complexity factors may increase assessment fees.
- 18.5.2. Factors include the number of programs, campuses, and delivery modes.
- 18.5.3. Multi-campus institutions incur higher assessment costs.
- 18.5.4. Specialized or professional programs may incur complexity loading.
- 18.5.5. Complexity factors are applied transparently with explanation.

**18.6. Location Factors**

- 18.6.1. Site visit costs vary by institutional location.
  - 18.6.2. Remote locations incur higher travel and accommodation costs.
  - 18.6.3. Virtual visit options may reduce location-related costs.
  - 18.6.4. Location factors affect site visit fees, not base fees.
-

## 19. Institutional Size and Complexity

### 19.1. Size Categories

19.1.1. **Small Institutions:** Up to 500 ESE

19.1.2. **Medium Institutions:** 501 to 5,000 ESE

19.1.3. **Large Institutions:** 5,001 to 25,000 ESE

19.1.4. **Very Large Institutions:** Over 25,000 ESE

### 19.2. Size-Based Fee Adjustments

19.2.1. Smaller institutions benefit from proportionally lower fees.

19.2.2. Larger institutions contribute more due to greater complexity.

19.2.3. Size adjustments ensure equity across institution types.

19.2.4. Specific adjustments are detailed in the Fee Schedule.

### 19.3. Complexity Assessment

19.3.1. Complexity is assessed based on objective criteria.

19.3.2. Criteria include a number of academic programs.

19.3.3. Criteria include number of campuses or locations.

19.3.4. Criteria include a range of delivery modes.

19.3.5. Criteria include presence of professional or regulated programs.

### 19.4. Complexity Categories

19.4.1. **Standard Complexity:** Single campus, limited program range.

19.4.2. **Moderate Complexity:** Multiple programs or locations.

19.4.3. **High Complexity:** Multi-campus, diverse programs, multiple modes.

19.4.4. **Very High Complexity:** Large multi-institutional operations.

### 19.5. Complexity Loading

19.5.1. Standard complexity: No additional loading.

19.5.2. Moderate complexity: 10-20% additional loading.

19.5.3. High complexity: 20-40% additional loading.

19.5.4. Very high complexity: 40-60% additional loading.

19.5.5. Exact loading is determined during application assessment.

**19.6. Assessment Days by Size and Complexity**

19.6.1. Small/Standard: Minimum assessment days.

19.6.2. Additional days added for increased size and complexity.

19.6.3. Site visit team size increases with institution size.

19.6.4. Day and team size directly affect assessment costs.

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## **20. Fee Adjustments and Annual Review**

### **20.1. Annual Fee Review**

- 20.1.1. IEB reviews all fees annually.
- 20.1.2. Review considers cost changes and operational requirements.
- 20.1.3. Review considers market conditions and accessibility.
- 20.1.4. Review is conducted by the Secretariat and approved by the Governing Council.

### **20.2. Adjustment Factors**

- 20.2.1. Inflation adjustments based on relevant price indices.
- 20.2.2. Cost changes in key expense categories.
- 20.2.3. Currency fluctuation impacts.
- 20.2.4. Service improvements or changes.
- 20.2.5. Competitive positioning.

### **20.3. Adjustment Limits**

- 20.3.1. Annual increases are typically limited to inflation plus 3%.
- 20.3.2. Increases exceeding this limit require Governing Council approval.
- 20.3.3. Fee reductions may be implemented when appropriate.
- 20.3.4. Significant changes are communicated with extended notice.

### **20.4. Multi-Year Agreements**

- 20.4.1. Multi-year fee agreements may be available.
- 20.4.2. Agreements provide fee certainty for planning purposes.
- 20.4.3. Agreements may include annual adjustment mechanisms.
- 20.4.4. Agreements are documented in writing.

### **20.5. Notification of Changes**

- 20.5.1. Fee changes are communicated at least ninety (90) days in advance.
- 20.5.2. Changes are published on the IEB website.
- 20.5.3. Accredited institutions receive direct notification.

20.5.4. Changes take effect from the specified date.

#### **20.6. Transitional Arrangements**

20.6.1. Transitional arrangements may apply to significant changes.

20.6.2. Institutions in mid-cycle may have fees honored.

20.6.3. Phased implementation may be used for major changes.

20.6.4. Transitional arrangements are clearly communicated.

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## **21. Payment Terms and Conditions**

### **21.1. Standard Payment Terms**

21.1.1. Payment is due within thirty (30) days of invoice date unless otherwise specified.

21.1.2. Payment due dates are clearly stated on invoices.

21.1.3. Payment should be made in full unless payment plan is agreed.

21.1.4. Payment should reference the invoice number.

### **21.2. Advance Payment Requirements**

21.2.1. Certain fees require advance payment.

21.2.2. Application fees are payable before processing commences.

21.2.3. Site visit fees are payable before the visit.

21.2.4. Event fees are payable before participation.

### **21.3. Payment Plans**

21.3.1. Payment plans may be available for substantial fees.

21.3.2. Plans must be agreed in writing before the due date.

21.3.3. Plans typically involve two to four installments.

21.3.4. Administrative charges may apply to payment plans.

21.3.5. Failure to meet plan payments triggers full balance due.

### **21.4. Payment Conditions**

21.4.1. Services may be suspended for non-payment.

21.4.2. Certificates and documentation are withheld until payment is received.

21.4.3. Site visits proceed only after fee payment.

21.4.4. Final decisions are communicated only after fees are paid.

### **21.5. Deposits**

21.5.1. Deposits may be required for certain services.

21.5.2. Deposits are credited against final fees.

21.5.3. Deposit requirements are specified in fee quotations.

21.5.4. Deposits are typically non-refundable.

**21.6. Acceptance of Terms**

21.6.1. Submission of application constitutes acceptance of payment terms.

21.6.2. Terms are included in application documentation.

21.6.3. Institutions confirm acceptance during onboarding.

21.6.4. Changes to terms are communicated formally.

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## 22. Payment Methods

### 22.1. Accepted Payment Methods

22.1.1. **Bank Transfer (Wire Transfer):** Preferred method for all payments.

22.1.2. **Credit/Debit Card:** Accepted for payments under £5,000.

22.1.3. **Online Payment Portal:** Available through IEB website.

22.1.4. **Cheque:** Accepted from UK institutions only, subject to clearance.

### 22.2. Bank Transfer Details

22.2.1. IEB bank details are provided on invoices.

22.2.2. Payment should include invoice reference.

22.2.3. Institutions bear all bank transfer fees.

22.2.4. Intermediary bank charges should be excluded from payment amount.

### 22.3. Card Payment

22.3.1. Card payments are processed securely.

22.3.2. Processing fees may apply to card payments.

22.3.3. Card payment instructions are provided on request.

22.3.4. Card payments are confirmed electronically.

### 22.4. Online Payment Portal

22.4.1. The online portal allows secure payment submission.

22.4.2. Multiple payment methods are available through the portal.

22.4.3. Payment receipts are generated automatically.

22.4.4. Portal access is provided to registered institutions.

### 22.5. Payment Processing Time

22.5.1. Bank transfers: Two to five (2-5) business days.

22.5.2. Card payments: Immediate to one (1) business day.

22.5.3. Cheques: Five to ten (5-10) business days for clearance.

22.5.4. Payment is considered received when funds clear in IEB account.



**22.6. Payment Confirmation**

22.6.1. IEB provides payment confirmation upon receipt.

22.6.2. Confirmations are sent to the registered finance contact.

22.6.3. Payment queries should be directed to the IEB Finance Office.

22.6.4. Institutions should retain payment confirmations for records.

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## **23. Invoicing Procedures**

### **23.1. Invoice Issuance**

- 23.1.1. Invoices are issued for all fees due.
- 23.1.2. Invoices are issued via email to the registered finance contact.
- 23.1.3. Hard copy invoices are available upon request.
- 23.1.4. Invoices are issued promptly upon fee triggering event.

### **23.2. Invoice Content**

- 23.2.1. Invoices include a unique invoice number.
- 23.2.2. Invoices include institution name and address.
- 23.2.3. Invoices include detailed description of fees.
- 23.2.4. Invoices include amount due and currency.
- 23.2.5. Invoices include payment due date.
- 23.2.6. Invoices include payment instructions and bank details.
- 23.2.7. Invoices include IEB contact information.

### **23.3. Invoice Queries**

- 23.3.1. Invoice queries should be raised within fourteen (14) days of receipt.
- 23.3.2. Queries should be submitted in writing to the Finance Office.
- 23.3.3. Disputed amounts may be withheld pending resolution.
- 23.3.4. Undisputed amounts should be paid by the due date.

### **23.4. Invoice Amendments**

- 23.4.1. Amended invoices are issued if errors are identified.
- 23.4.2. Credit notes are issued for fee reductions or refunds.
- 23.4.3. Amended invoices clearly reference the original invoice.
- 23.4.4. Payment terms apply from the amended invoice date.

### **23.5. Proforma Invoices**

- 23.5.1. Proforma invoices may be issued for advance payments.

23.5.2. Proforma invoices indicate expected fees and payment details.

23.5.3. Formal invoices are issued upon service delivery.

23.5.4. Proforma payments are credited against formal invoices.

#### **23.6. Electronic Invoicing**

23.6.1. Electronic invoicing is standard practice.

23.6.2. PDF invoices are provided via email.

23.6.3. Alternative electronic formats may be available upon request.

23.6.4. Institutions should ensure accurate email contacts are registered.

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## **24. Payment Allocation**

### **24.1. Allocation Principles**

- 24.1.1. Payments are allocated to invoices as specified by the payer.
- 24.1.2. Unspecified payments are allocated to oldest outstanding invoices.
- 24.1.3. Part payments are applied proportionally across invoice items.
- 24.1.4. Institutions may request specific allocation in writing.

### **24.2. Multiple Invoices**

- 24.2.1. Institutions may have multiple outstanding invoices.
- 24.2.2. Each invoice should be paid separately with reference.
- 24.2.3. Combined payments should clearly specify allocation.
- 24.2.4. IEB confirms allocation for combined payments.

### **24.3. Overpayments**

- 24.3.1. Overpayments are credited to the institution's account.
- 24.3.2. Credits are applied to future invoices.
- 24.3.3. Refunds of overpayments are available upon request.
- 24.3.4. Overpayments do not earn interest.

### **24.4. Underpayments**

- 24.4.1. Underpayments leave a balance outstanding.
- 24.4.2. Institutions are notified of underpayments.
- 24.4.3. Balance is due within fourteen (14) days of notification.
- 24.4.4. Services may be withheld until balance is cleared.

### **24.5. Account Statements**

- 24.5.1. Account statements are available upon request.
- 24.5.2. Statements show invoices, payments, and balances.
- 24.5.3. Regular statements are issued to institutions with ongoing accounts.
- 24.5.4. Discrepancies should be reported promptly.

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## **25. Late Payment and Default**

### **25.1. Payment Monitoring**

- 25.1.1. IEB monitors payment status of all invoices.
- 25.1.2. Overdue accounts are identified and actioned.
- 25.1.3. Monitoring is conducted by the Finance Office.
- 25.1.4. Reports on overdue accounts are reviewed regularly.

### **25.2. Payment Reminders**

- 25.2.1. First reminder: Sent at payment due date.
- 25.2.2. Second reminder: Sent seven (7) days after due date.
- 25.2.3. Third reminder: Sent fourteen (14) days after due date (end of grace period).
- 25.2.4. Reminders are sent to finance and primary contacts.

### **25.3. Late Payment Consequences**

- 25.3.1. Late fees are applied after the grace period.
- 25.3.2. Interest charges apply to significantly overdue amounts.
- 25.3.3. Services may be suspended for accounts overdue by thirty (30) days.
- 25.3.4. Accreditation status may be affected by persistent non-payment.

### **25.4. Suspension of Services**

- 25.4.1. Services are suspended for accounts overdue by thirty (30) days.
- 25.4.2. Suspension includes withholding of certificates and documentation.
- 25.4.3. Suspension includes removal from active Public Register listing.
- 25.4.4. Suspension includes cessation of scheduled activities.
- 25.4.5. Notice of suspension is provided in writing.

### **25.5. Default Declaration**

- 25.5.1. Default is declared for accounts overdue by ninety (90) days.

25.5.2. Default status is notified in writing to the institution.

25.5.3. Default may trigger accreditation sanctions.

25.5.4. Default may be reported to relevant authorities.

25.5.5. Default status is recorded in institutional files.

#### **25.6. Consequences of Default**

25.6.1. Accreditation may be suspended pending payment.

25.6.2. Accreditation may be withdrawn for persistent default.

25.6.3. Outstanding amounts may be pursued through legal action.

25.6.4. Institutions may be ineligible for future accreditation.

25.6.5. Costs of recovery are added to the outstanding balance.

#### **25.7. Debt Recovery**

25.7.1. IEB may engage third-party debt recovery services.

25.7.2. Legal action may be initiated for recovery.

25.7.3. Recovery costs are charged to the debtor institution.

25.7.4. Jurisdictional arrangements apply as per IEB terms.

#### **25.8. Reinstatement After Default**

25.8.1. Reinstatement requires full payment of outstanding amounts.

25.8.2. Reinstatement requires payment of late fees and interest.

25.8.3. Reinstatement fee may apply.

25.8.4. Future payment terms may be modified.

25.8.5. Advance payment may be required for future services.

## **26. Refund Policy**

### **26.1. Refund Principles**

- 26.1.1. Refunds are provided in accordance with this policy.
- 26.1.2. Refunds are processed promptly upon approval.
- 26.1.3. Refunds are made to the original payer.
- 26.1.4. Refunds are made using the original payment method where possible.

### **26.2. Non-Refundable Fees**

- 26.2.1. Application fees are non-refundable.
- 26.2.2. Eligibility assessment fees are non-refundable.
- 26.2.3. Administrative processing fees are non-refundable.
- 26.2.4. Fees for services already rendered are non-refundable.
- 26.2.5. Late fees and penalty charges are non-refundable.

### **26.3. Refundable Fees**

- 26.3.1. Fees for services not yet rendered may be refundable.
- 26.3.2. Assessment fees may be partially refundable if withdrawn before assessment.
- 26.3.3. Site visit fees may be refundable if cancelled with adequate notice.
- 26.3.4. Annual fees may be pro-rata refundable in certain circumstances.

### **26.4. Refund Schedule for Withdrawal**

- 26.4.1. Withdrawal before assessment commencement: 80% refund of assessment fee.
- 26.4.2. Withdrawal during assessment: 50% refund of assessment fee.
- 26.4.3. Withdrawal after assessment completion: No refund.
- 26.4.4. Site visit cancelled 30+ days before: Full refund less administrative fee.
- 26.4.5. Site visit cancelled 15-29 days before: 50% refund.
- 26.4.6. Site visit cancelled less than 15 days before: No refund.

### **26.5. Refund for IEB Cancellation**

- 26.5.1. Full refund if IEB cancels services.

26.5.2. Refunds are processed within thirty (30) days.

26.5.3. Rescheduling is offered as an alternative where possible.

26.5.4. Compensation beyond refund is not provided.

#### **26.6. Refund Requests**

26.6.1. Refund requests must be submitted in writing.

26.6.2. Requests should include invoice details and reason.

26.6.3. Requests are reviewed by the Finance Office.

26.6.4. Decisions are communicated within fourteen (14) days.

#### **26.7. Refund Processing**

26.7.1. Approved refunds are processed within thirty (30) days.

26.7.2. Bank transfers are made to the original payment source.

26.7.3. Card refunds are processed to the original card where possible.

26.7.4. Alternative refund methods may be arranged if necessary.

#### **26.8. Partial Refunds**

26.8.1. Partial refunds may be offered where appropriate.

26.8.2. Partial refunds reflect services not provided.

26.8.3. Calculation of partial refunds is transparent.

26.8.4. Institutions may accept or dispute partial refund amounts.



## 27. Fee Waivers and Reductions

### 27.1. Waiver Principles

27.1.1. Fee waivers may be granted in exceptional circumstances.

27.1.2. Waivers are discretionary and not an entitlement.

27.1.3. Waivers support accessibility of accreditation.

27.1.4. Waiver decisions are made fairly and consistently.

### 27.2. Types of Waivers

27.2.1. **Full Waiver:** Complete waiver of specified fees.

27.2.2. **Partial Waiver:** Reduction of specified fees by a percentage.

27.2.3. **Deferral:** Postponement of fee payment to future date.

27.2.4. **Installment Conversion:** Spreading payment over multiple installments.

### 27.3. Waiver Eligibility

27.3.1. Institutions in developing countries may be eligible.

27.3.2. Institutions demonstrating financial hardship may be eligible.

27.3.3. Institutions serving underrepresented populations may be eligible.

27.3.4. Not-for-profit or charitable institutions may receive consideration.

27.3.5. New institutions with limited resources may be eligible.

### 27.4. Waiver Application

27.4.1. Applications must be submitted in writing.

27.4.2. Applications must include justification and evidence.

27.4.3. Financial documentation may be required.

27.4.4. Applications must be submitted before the fee is due.

### 27.5. Waiver Assessment

27.5.1. Applications are assessed by the Finance Office.

27.5.2. Significant waivers require Director approval.

27.5.3. Assessment considers institutional circumstances.

27.5.4. Assessment considers IEB sustainability requirements.

27.5.5. Assessment considers precedent and equity.

**27.6. Waiver Conditions**

27.6.1. Waivers may be subject to conditions.

27.6.2. Conditions may include future payment commitments.

27.6.3. Conditions may include reporting requirements.

27.6.4. Non-compliance with conditions may revoke the waiver.

**27.7. Waiver Limits**

27.7.1. Annual limits may apply to total waivers granted.

27.7.2. Individual waiver amounts may be capped.

27.7.3. Waivers are typically limited to specific fee categories.

27.7.4. Repeated waiver requests receive additional scrutiny.

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## **28. Financial Hardship Provisions**

### **28.1. Recognition of Hardship**

- 28.1.1. IEB recognizes that institutions may face financial difficulties.
- 28.1.2. Financial hardship should not prevent quality institutions from accreditation.
- 28.1.3. Hardship provisions support institutions through difficult periods.
- 28.1.4. Provisions are balanced with IEB sustainability requirements.

### **28.2. Eligibility for Hardship Provisions**

- 28.2.1. Institutions facing genuine financial difficulty.
- 28.2.2. Difficulty arising from circumstances beyond institutional control.
- 28.2.3. Institutions with viable plans for financial recovery.
- 28.2.4. Institutions committed to maintaining quality during hardship.

### **28.3. Hardship Application**

- 28.3.1. Applications must be submitted in writing.
- 28.3.2. Applications must explain the nature and cause of hardship.
- 28.3.3. Applications must include financial evidence.
- 28.3.4. Applications must include a recovery plan.
- 28.3.5. Applications must specify requested relief.

### **28.4. Evidence Requirements**

- 28.4.1. Audited financial statements for previous two (2) years.
- 28.4.2. Current management accounts.
- 28.4.3. Cash flow projections.
- 28.4.4. Documentation of hardship cause (if applicable).
- 28.4.5. Board or governing body endorsement.

### **28.5. Available Relief**

- 28.5.1. Extended payment terms (up to twelve months).
- 28.5.2. Payment plans spreading costs over time.

28.5.3. Fee reduction of up to fifty percent (50%).

28.5.4. Deferral of non-essential fees.

28.5.5. Fee waiver in exceptional circumstances.

#### **28.6. Assessment Process**

28.6.1. Applications reviewed by the Finance Office.

28.6.2. Significant relief requires Director approval.

28.6.3. Assessment considers genuineness of hardship.

28.6.4. Assessment considers recovery prospects.

28.6.5. Decisions communicated within twenty-one (21) days.

#### **28.7. Conditions of Relief**

28.7.1. Relief may be conditional on recovery milestones.

28.7.2. Periodic reporting on financial position may be required.

28.7.3. Cooperation with monitoring may be required.

28.7.4. Conditions are documented in the relief agreement.

#### **28.8. Cessation of Relief**

28.8.1. Relief ceases when hardship conditions resolve.

28.8.2. Relief ceases if conditions are not met.

28.8.3. Relief ceases if the institution provides false information.

28.8.4. Transition to normal fee arrangements is managed appropriately.

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## **29. Scholarships and Development Support**

### **29.1. IEB Development Fund**

29.1.1. IEB may establish a development fund to support institutions.

29.1.2. The fund supports accreditation access in developing regions.

29.1.3. The fund is resourced through designated contributions.

29.1.4. Fund governance is established by the Governing Council.

### **29.2. Institutional Scholarships**

29.2.1. Scholarships provide fee support for qualifying institutions.

29.2.2. Scholarships may cover application and assessment fees.

29.2.3. Scholarships are awarded competitively.

29.2.4. Selection criteria include institutional merit and need.

### **29.3. Regional Development Programs**

29.3.1. Regional programs may provide coordinated support.

29.3.2. Programs may include reduced fees for participating institutions.

29.3.3. Programs may include capacity building components.

29.3.4. Regional programs are developed with local partners.

### **29.4. Partnership Support**

29.4.1. Partner organizations may sponsor institutional accreditation.

29.4.2. Sponsorship arrangements are documented formally.

29.4.3. Sponsored institutions meet standard quality requirements.

29.4.4. Sponsorship does not influence accreditation decisions.

### **29.5. Application for Support**

29.5.1. Institutions may apply for development support.

29.5.2. Applications should demonstrate eligibility and need.

29.5.3. Applications should describe institutional quality and commitment.

29.5.4. Applications are reviewed against available funding.

**29.6. Conditions of Support**

29.6.1. Support recipients commit to quality improvement.

29.6.2. Recipients participate in IEB quality assurance activities.

29.6.3. Recipients provide reports on use of support.

29.6.4. Recipients acknowledge support appropriately.

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## **30. Currency and Exchange Rates**

### **30.1. Standard Currency**

30.1.1. All IEB fees are denominated in British Pounds Sterling (GBP).

30.1.2. Invoices are issued in GBP.

30.1.3. Payment should be made in GBP.

30.1.4. Fee Schedule amounts are in GBP.

### **30.2. Alternative Currency Payment**

30.2.1. Payment in alternative currencies may be accepted.

30.2.2. Alternative currency payment requires prior arrangement.

30.2.3. Exchange rate is determined at time of payment.

30.2.4. Currency conversion risk is borne by the institution.

### **30.3. Exchange Rate Application**

30.3.1. Exchange rates from recognized financial sources are used.

30.3.2. Rate applied is the prevailing rate at time of payment processing.

30.3.3. Any shortfall due to exchange rate must be paid promptly.

30.3.4. Overpayment due to exchange rate is credited to account.

### **30.4. Currency Fluctuation Risk**

30.4.1. Institutions bear the risk of currency fluctuation.

30.4.2. Fee quotations are in GBP and do not vary with exchange rates.

30.4.3. Institutions should allow for exchange rate margin in budgeting.

30.4.4. IEB may offer hedging arrangements for large payments by special arrangement.

### **30.5. Regional Currency Options**

30.5.1. IEB may establish regional accounts in other currencies.

30.5.2. Regional currency options simplify payment for institutions.

30.5.3. Available currencies are published on the IEB website.

30.5.4. Regional currency fees may include exchange cost provision.

**30.6. Payment Processing Costs**

30.6.1. Institutions bear bank transfer and processing costs.

30.6.2. Correspondent bank charges should not reduce payment amount.

30.6.3. Full invoice amount must be received by IEB.

30.6.4. Short payments due to bank charges must be rectified.

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## **31. Taxation and Regulatory Compliance**

### **31.1. IEB Tax Status**

- 31.1.1. IEB's tax status is determined by UK law.
- 31.1.2. IEB complies with all applicable tax requirements.
- 31.1.3. IEB's registration details are provided on invoices.
- 31.1.4. Tax treatment may vary by service type and jurisdiction.

### **31.2. Value Added Tax (VAT)**

- 31.2.1. VAT may apply to certain fees for UK and EU institutions.
- 31.2.2. VAT status is indicated on invoices.
- 31.2.3. VAT-registered institutions may reclaim VAT where applicable.
- 31.2.4. Institutions should seek their own tax advice on VAT recovery.

### **31.3. Withholding Tax**

- 31.3.1. Some jurisdictions require withholding tax on payments.
- 31.3.2. Institutions must inform IEB of withholding requirements.
- 31.3.3. Full invoice amount should be paid where possible; withholding grossed up.
- 31.3.4. Withholding tax certificates should be provided to IEB.

### **31.4. Tax Documentation**

- 31.4.1. IEB provides tax invoices meeting standard requirements.
- 31.4.2. Additional documentation is provided upon reasonable request.
- 31.4.3. Documentation supports institutions' tax compliance.
- 31.4.4. Requests should specify required documentation.

### **31.5. Regulatory Compliance**

- 31.5.1. IEB complies with financial regulations applicable in the UK.
- 31.5.2. IEB complies with anti-money laundering requirements.
- 31.5.3. IEB may request documentation for compliance purposes.
- 31.5.4. Institutions must comply with their own jurisdictional requirements.

**31.6. Institutional Tax Obligations**

31.6.1. Institutions are responsible for their own tax obligations.

31.6.2. IEB fees are stated without consideration of local taxation.

31.6.3. Tax advice should be sought from qualified professionals.

31.6.4. IEB does not provide tax advice to institutions.

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## **32. Financial Records and Transparency**

### **32.1. Record Keeping**

- 32.1.1. IEB maintains comprehensive financial records.
- 32.1.2. Records are maintained in accordance with UK requirements.
- 32.1.3. Records are retained for a minimum seven (7) years.
- 32.1.4. Records are stored securely and confidentially.

### **32.2. Institutional Records**

- 32.2.1. Transaction records for each institution are maintained.
- 32.2.2. Records include invoices, payments, and correspondence.
- 32.2.3. Institutions may request copies of their transaction records.
- 32.2.4. Records are provided within reasonable timeframes.

### **32.3. Financial Reporting**

- 32.3.1. IEB prepares annual financial statements.
- 32.3.2. Statements are audited by independent auditors.
- 32.3.3. Summary financial information is published in annual reports.
- 32.3.4. The Governing Council receives detailed financial reports.

### **32.4. Fee Income Reporting**

- 32.4.1. Fee income is reported by category.
- 32.4.2. Reports support transparency on fee utilization.
- 32.4.3. Aggregate fee information may be published.
- 32.4.4. Individual institutional fees are confidential.

### **32.5. Transparency Commitments**

- 32.5.1. Fee structures are publicly available.
- 32.5.2. Fee calculation methodology is explained.
- 32.5.3. Financial governance is subject to oversight.
- 32.5.4. Stakeholders may raise questions about financial matters.

### **32.6. Audit Rights**

32.6.1. IEB's accounts are subject to external audit.

32.6.2. Regulatory authorities may audit as required by law.

32.6.3. Institutions do not have individual audit rights over IEB.

32.6.4. Aggregate assurance is provided through published accounts.

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## **33. Dispute Resolution**

### **33.1. Fee Dispute Process**

- 33.1.1. Disputes about fees should be raised promptly.
- 33.1.2. Initial disputes should be directed to the Finance Office.
- 33.1.3. Disputes should be submitted in writing.
- 33.1.4. Disputes should specify the issue and requested resolution.

### **33.2. Informal Resolution**

- 33.2.1. Many disputes can be resolved informally.
- 33.2.2. Finance Office staff will investigate and respond.
- 33.2.3. Response is provided within fourteen (14) days.
- 33.2.4. Resolution may include correction, explanation, or adjustment.

### **33.3. Formal Complaint**

- 33.3.1. Unresolved disputes may be escalated as formal complaints.
- 33.3.2. Complaints are handled under the Complaints, Appeals, and Grievance Policy (IEB-POL-006).
- 33.3.3. Complaints are reviewed by the Director of Finance.
- 33.3.4. Response is provided within twenty-one (21) days.

### **33.4. Appeal of Fee Decisions**

- 33.4.1. Fee decisions may be appealed.
- 33.4.2. Appeals are submitted in writing to the Director.
- 33.4.3. Appeals are reviewed independently.
- 33.4.4. Appeal decisions are final within IEB processes.

### **33.5. Payment During Dispute**

- 33.5.1. Disputed amounts may be withheld during dispute resolution.
- 33.5.2. Undisputed amounts should be paid by the due date.
- 33.5.3. Late fees do not apply to amounts genuinely in dispute.

33.5.4. Interest may be charged if a dispute is resolved against the institution.

**33.6. External Resolution**

33.6.1. Unresolved disputes may be referred to external mediation.

33.6.2. Both parties must agree to mediation.

33.6.3. Mediation costs are shared unless agreed otherwise.

33.6.4. Legal remedies remain available if mediation fails.

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## **34. Roles and Responsibilities**

### **34.1. IEB Governing Council**

- 34.1.1. Approves fee policy and significant fee changes.
- 34.1.2. Approves annual Fee Schedule.
- 34.1.3. Provides oversight of financial management.
- 34.1.4. Reviews financial reports and audit findings.
- 34.1.5. Approves waiver and support program frameworks.

### **34.2. IEB Secretariat**

- 34.2.1. Implements fee policy operationally.
- 34.2.2. Manages billing and collection processes.
- 34.2.3. Processes waiver and hardship applications.
- 34.2.4. Resolves fee disputes at first instance.
- 34.2.5. Maintains financial records.

### **34.3. Finance Office**

- 34.3.1. Issues invoices and processes payments.
- 34.3.2. Monitors accounts receivable.
- 34.3.3. Manages late payment processes.
- 34.3.4. Prepares financial reports.
- 34.3.5. Provides financial information to institutions.

### **34.4. Director of Finance**

- 34.4.1. Oversees financial operations.
- 34.4.2. Approves significant waivers and adjustments.
- 34.4.3. Reviews fee structure and recommends changes.
- 34.4.4. Resolves escalated fee disputes.
- 34.4.5. Reports to the Governing Council.

### **34.5. Director of Quality Assurance**

- 34.5.1. Advises on fee-related service standards.
- 34.5.2. Coordinates fee aspects of accreditation processes.
- 34.5.3. Ensures fee matters do not inappropriately influence quality decisions.
- 34.5.4. Reports service delivery costs for fee review.

#### **34.6. Accredited Institutions**

- 34.6.1. Pay fees in accordance with this policy.
- 34.6.2. Provide accurate information for fee calculation.
- 34.6.3. Maintain current contact information for billing.
- 34.6.4. Raise disputes promptly and in good faith.
- 34.6.5. Notify IEB of financial difficulties promptly.

#### **34.7. Institutional Finance Contact**

- 34.7.1. Each institution should designate a finance contact.
  - 34.7.2. The contact receives invoices and financial communications.
  - 34.7.3. The contact is responsible for coordinating payment.
  - 34.7.4. Contact details should be kept current with IEB.
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## 35. Policy Review

- 35.1. This policy will be reviewed every three (3) years.
  - 35.2. Reviews will assess the effectiveness of fee structures and processes.
  - 35.3. Reviews will consider feedback from institutions and stakeholders.
  - 35.4. Reviews will consider operational cost changes.
  - 35.5. Reviews will incorporate lessons from disputes and appeals.
  - 35.6. Reviews will consider developments in best practice.
  - 35.7. The Fee Schedule is reviewed annually.
  - 35.8. Amendments to the policy will be approved by the IEB Governing Council.
  - 35.9. Stakeholders will be notified of significant policy amendments.
  - 35.10. The current version of this policy will be published on the IEB website.
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## 36. Disclaimer and Legal Position

36.1. IEB is an independent, private, non-governmental, and non-statutory international education authority.

36.2. IEB is registered in the United Kingdom (Company Registration Number: 13759057).

36.3. This policy establishes IEB's fee framework for accreditation services.

36.4. Fees are charged for services provided and do not guarantee accreditation outcomes.

36.5. This policy does not create legal rights beyond those established by applicable law and IEB's terms.

36.6. IEB reserves the right to amend fees and this policy at any time with appropriate notice.

36.7. Fee disputes are resolved through IEB's dispute resolution processes.

36.8. Legal disputes shall be subject to English law and jurisdiction unless otherwise agreed.

36.9. Institutions are responsible for their own financial, tax, and regulatory obligations.

36.10. IEB's liability is limited to the fees paid for the specific service in question.

36.11. IEB does not provide refunds for accreditation decisions that are unfavorable to institutions.

36.12. Payment of fees does not influence accreditation decisions.

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## 37. Conclusion

37.1. This policy establishes IEB's comprehensive framework for fees and payments.

37.2. Fees are set to enable IEB to provide quality accreditation services sustainably.

37.3. Fee structures are transparent, fair, and consistently applied.

37.4. Payment processes are efficient and professionally managed.

37.5. Provisions exist for institutions facing genuine financial hardship.

37.6. Disputes are resolved fairly and promptly.

37.7. All stakeholders share responsibility for effective fee administration.

37.8. Questions about fees should be directed to the IEB Finance Office.

37.9. Questions about this policy should be directed to the IEB Secretariat.

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## **38. Annexures**

### **38.1. Annexure A: IEB Fee Schedule**

- 38.1.1. Annexure A provides the current Fee Schedule with all fee amounts.
- 38.1.2. The Fee Schedule is updated annually.
- 38.1.3. The current version is available on the IEB website and from the Secretariat.

### **38.2. Annexure B: Fee Calculator Guidance**

- 38.2.1. Annexure B provides guidance on calculating fees.
- 38.2.2. Includes examples for different institutional types.
- 38.2.3. The annexure is available as a separate document from IEB Secretariat.

### **38.3. Annexure C: Payment Plan Application Form**

- 38.3.1. Annexure C provides the form for requesting payment plans.
- 38.3.2. The form includes required information and terms.
- 38.3.3. The annexure is available as a separate document from IEB Secretariat.

### **38.4. Annexure D: Financial Hardship Application Form**

- 38.4.1. Annexure D provides the form for hardship applications.
- 38.4.2. The form includes evidence requirements and process.
- 38.4.3. The annexure is available as a separate document from IEB Secretariat.

### **38.5. Annexure E: Fee Waiver Application Form**

- 38.5.1. Annexure E provides the form for waiver applications.
- 38.5.2. The form includes eligibility criteria and required information.
- 38.5.3. The annexure is available as a separate document from IEB Secretariat.

### **38.6. Annexure F: Refund Request Form**

- 38.6.1. Annexure F provides the form for requesting refunds.
- 38.6.2. The form includes required information and process.
- 38.6.3. The annexure is available as a separate document from IEB Secretariat.

### **38.7. Annexure G: Bank Details and Payment Instructions**

38.7.1. Annexure G provides IEB bank details for payments.

38.7.2. The annexure includes payment instructions by method.

38.7.3. Current bank details are also provided on invoices.

#### **38.8. Annexure H: ESE Calculation Worksheet**

38.8.1. Annexure H provides a worksheet for calculating ESE.

38.8.2. The worksheet includes conversion factors for part-time and distance students.

38.8.3. The annexure is available as a separate document from IEB Secretariat.

#### **38.9. Annexure I: Site Visit Cost Estimate Template**

38.9.1. Annexure I provides a template for site visit cost estimates.

38.9.2. The template includes all cost components.

38.9.3. The annexure is available as a separate document from IEB Secretariat.

#### **38.10. Annexure J: Development Fund Application Form**

38.10.1. Annexure J provides the form for development fund applications.

38.10.2. The form includes eligibility criteria and required information.

38.10.3. The annexure is available as a separate document from IEB Secretariat.

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## **39. Document Control**

### **39.1. Document Information**

39.1.1. Document Title: Fee Structure and Payment Policy

39.1.2. Document Code: IEB-POL-011

39.1.3. Version: 1.0

39.1.4. Effective Date: January 2026

39.1.5. Next Review Date: January 2029

39.1.6. Prepared by: International Education Board Finance Division

39.1.7. Approved By: IEB Governing Council

39.1.8. Classification: Public

### **39.2. Version History**

39.2.1. Version 1.0 represents the initial release of this policy.

39.2.2. Future versions will be documented with version number, date, and summary of changes.

39.2.3. All previous versions are archived and available upon request.

### **39.3. Related Documents**

39.3.1. IEB Accreditation Framework and Standards Policy (IEB-POL-001)

39.3.2. IEB Accreditation Process Policy (IEB-POL-002)

39.3.3. IEB Eligibility Criteria Policy (IEB-POL-003)

39.3.4. IEB Accreditation Levels and Status Policy (IEB-POL-004)

39.3.5. IEB Accreditation Validity, Monitoring, and Review Policy (IEB-POL-005)

39.3.6. IEB Complaints, Appeals, and Grievance Policy (IEB-POL-006)

39.3.7. IEB Data Protection and Privacy Policy (IEB-POL-007)

39.3.8. IEB Recognition and Representation Policy (IEB-POL-008)

39.3.9. IEB Logo Use and Intellectual Property Policy (IEB-POL-009)

39.3.10. IEB Accreditation Decision-Making and Oversight Policy (IEB-POL-010)

39.3.11. IEB Conflict of Interest Policy (IEB-POL-012)

39.3.12. IEB Fee Schedule (Operational Document)

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## 40. Approval

40.1. This policy has been reviewed and approved by the IEB Governing Council.

40.2. This policy is effective from the date specified in Document Control.

40.3. All stakeholders are expected to comply with this policy.

40.4. Queries regarding this policy should be directed to the IEB Secretariat.

## Fee Category Summary

Category	Description	Fees
<b>A</b>	Application and Eligibility Fees	100 GBP
<b>B</b>	Accreditation Fees (Initial, Annual, Renewal)	2000 GBP
<b>C</b>	Assessment Fees (Team, Site Visit)	1000 GBP
<b>D</b>	Monitoring Fees (Annual, Mid-Cycle, Special)	500 GBP
<b>E</b>	Appeals and Special Process Fees	250 GBP
<b>F</b>	Administrative Service Fees	250 GBP
<b>G</b>	Training and Development Fees	1000 GBP

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## Eligible Student Enrollment (ESE) Calculation Summary



<b>Band</b>	<b>ESE Range</b>
<b>1</b>	Up to 500
<b>2</b>	501 – 2,000
<b>3</b>	2,001 – 5,000
<b>4</b>	5,001 – 10,000
<b>5</b>	10,001 – 25,000
<b>6</b>	Over 25,000

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## Key Timelines

<b>Activity</b>	<b>Timeline</b>
Payment due	30 days from invoice
Grace period	14 days after due date
Late fee application	After grace period
Service suspension	30 days overdue

Default declaration	90 days overdue
Fee change notice	90 days advance
Refund processing	30 days from approval
Dispute response (informal)	14 days
Dispute response (formal)	21 days

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## End of Document

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