QA transforming performance
through learning

Fixed Expenses Policy Internal Use Only

Effective from 12th January 2018

Contents

1 INTRODUCTION

When QA provide an onsite event (course delivery at the client location), the trainer expenses should be charged using the fixed rate tables in this document.

This document contains all the information you need to manage expenses, work with your customers going forward and answer any queries that you or your customer may have.

To ensure value for money QA have split the policy into 6 categories based on the location of the trainer, the location of the onsite delivery and the duration of the event:

Rate Table (categories)	Definition Of Expenses Categories
1	For delivery of a course in a London Borough where the trainer is operationally linked to London and lives within a London Borough.
2	For delivery of a course where the trainer is able to commute to the onsite location daily with no overnight accommodation. **Note:** In order to compete against local providers, Business Applications courses can be charged at Rate Table 2 if an overnight stay is required however if a flight is required Rate Table 4, 5 or 6 must be applied.
3	For delivery of a course where an overnight stay is required by the trainer and where travel is by rail or car.
4	For delivery of a course where an overnight stay and a flight within the UK is required.
5	For delivery of a course where an overnight stay and a flight to Europe is required.
6	For delivery of a course where an overnight stay and an International flight outside Europe is required

Areas <u>excluded</u> from the above rates:

- If the customer insists on a particular trainer by name, Scheduling will advise which table to use.

- If this is part of a bespoke systems roll out project being managed by the Projects Team, Adrian Hall must be consulted in case of any exceptions which would then need to be agreed with Anne Chable.

- Third Party onsite bookings.

2 WHAT ARE THE BENEFITS TO THE CUSTOMER?

- Certainty and confidence of the total cost for budgeting purposes. No hidden charges.

- Customer can raise Purchase Order for both course fee and expenses at the same time. Only one signature will be required internally by the customer rather than multiple signatures for approval on separate POs and invoices. Some customers are reluctant to get managers to sign supplementary POs.

- Removes threat of potentially high expense costs in the customer's mind. Some customers worry that our trainers will stay in very expensive hotels and travel business class.

- Confidence that future repeat business will be at a consistent cost.

- One expense invoice rather than fragmented invoicing over several months.

- Removes the uncomfortable discussion when the customer insists that they were not told about the expenses.

3 RATE TABLES

1. London

For delivery of a course in a London Borough where the trainer is operationally linked to London and lives within a London Borough.

Travel Days	1 day	2 days	3 days	4 days	5 days
Car/Rail	£26	£52	£78	£104	£130

2. Daily commute and no overnight accommodation (also applies to Business Applications courses requiring overnight stay)

For delivery of a course where the trainer is able to commute to the onsite location daily with no overnight accommodation.

Note: In order to compete against local providers, Business Applications courses can be charged at Rate Table 2 if an overnight stay is required however if a flight is required Rate Table 4, 5 or 6 must be applied.

Travel Days	1 day	2 days	3 days	4 days	5 days
Car/Rail	£58	£116	£174	£232	£290

3. **Overnight accommodation** (excluding Business Applications courses)

For delivery of a course where an overnight stay is required by the trainer and where travel is by rail or car.

Nights	1 Night	2 Nights	3 Nights	4 Nights	5 Nights
Car/Rail	£112	£112	£112	£112	£112
Overnight Stay	£138	£276	£414	£552	£690
Total	£250	£388	£526	£664	£802

Note: See Rate Table 2 for Business Applications courses

4. Flight within UK is required

For delivery of a course where an overnight stay and a flight within the UK is required.

Nights	1 Night	2 Nights	3 Nights	4 Nights	5 Nights
Flight	£326	£326	£326	£326	£326
Car/Rail	£58	£58	£58	£58	£58
Overnight stay	£138	£276	£414	£552	£690
Total	£522	£660	£798	£936	£1074

5. Flight within Europe is required

For delivery of a course where an overnight stay and a flight to Europe is required.

Nights	1 Night	2 Nights	3 Nights	4 Nights	5 Nights
Flight	£644	£644	£644	£644	£644
Car/Rail	£58	£58	£58	£58	£58
Overnight stay	£138	£276	£414	£552	£690
Total	£840	£978	£1116	£1254	£1392

If your customer queries how we have calculated these costs, the costs are based on:

- A historical average of the actual levels the business has paid.

- Prices are often higher as flights are usually at peak business travel times such as Monday mornings and Friday afternoons when the availability of low budget airlines is limited.

6. International flight outside Europe is required

For delivery of a course where an overnight stay and an International flight outside Europe is required.

The Account Manager must contact the Travel Request team an estimate on the

actual expenses. Our Travel Request team will provide the estimate based on:

- Trainers home location
- Onsite delivery location
- If travel or rest days are required
- Estimate cost of flight, travel and accommodation

Note: If an associate trainer has been held, approval will be required from Anne Chable before contacting the Travel Request team for an estimate on actual expenses.

4 FAQ

What if I know the recovery rate is too low or too   high?

Apply the table rate as directed by Scheduling. This method is by definition an estimate and it is recognised that the recovery will always be different to the actual   costs.

Are the expense table rates negotiable?

No.

Can I include expenses within the course fee?

No, you should always separate expenses on Baps and new reports have been written to track this.

Will the expenses be on the same invoice as the course   fee?

Yes, as long as all charge lines are added before confirming the booking.

Can expenses be offset against a skills licence?

Yes, as long as all charge lines are added before confirming the booking.

Can expenses be offset against a bulk PO?

Yes, as long as all charge lines are added before confirming the booking.

Can I charge at actual cost?

No, the only expense costing available is the fixed rate tables. QA does not expect to profit from this policy. To allow the customer to choose would result in a loss to QA as the customer will always make a judgement for which is cheaper.

Can the customer arrange travel and accommodation instead of paying these fees?

The customer cannot organise travel but they can organise accommodation, if it includes all subsistence. Scheduling will provide an estimate for travel which will be invoiced with the booking. Actual travel expenses will not be charged retrospectively. Any exception to this must be   agreed by Anne Chable.

My customer has requested a breakdown of expenses, can I provide   this?

No, this is not possible as actual costs and receipts will always be different to the fixed rates being charged. The tables are based on historic average cost and cover all travel to, from, and at the location, subsistence, accommodation and incidentals.

If I have a series of onsite courses in the same location will the expenses be the same?

Usually but not always, the trainers will be allocated on a first come first served basis and therefore those booking in advance will have a better choice of available trainers. If events are arranged close to the required date the trainer availability may mean that the trainer is only available from long distance as all local trainers are allocated. Customers who manage their courses in advance will therefore benefit from better trainer availability.

Are 'Closed Courses' provided in QA centres affected by this?

No, this policy only applies to onsite (events held at customer sites). Expenses incurred in delivering courses in QA centres will continue to be absorbed internally but clearly should be reflected in the selling price.

Are there different recharge tables for UK regional markets or different market sectors?

No.

How do I handle overseas expenses?

Use Table 5 for Europe. For international flight costs Travel Request team will be able to provide an estimate on a case by case basis.

How does this affect my current fixed rate agreement?

Previously agreed fixed expense agreements can continue but should come in line with the standard company rates when contracts are renegotiated, where this makes commercial sense.

Does this policy apply to consultants and project managers?

Yes, the same table of rates should be used for consultants and project managers where no existing contract is in place.

Delivery is been taken by a Freelancer offering an 'all inclusive rate', do I still need to charge Fixed Expenses?

Yes.

5 BUSINESS RULES

For all on-site events, training, expenses and exams must clearly be identified and transacted on BAPS as separate charge lines (as per example below).

6 GUIDE TO PROCESSING EXPENSES

Generate your customer quote using the QC - The expenses will change depending on the type of course selected.

Note: Before discussing trainer expenses with your customer, contact Scheduling to ensure they have the relevant trainer available.

Expenses on the QC should be amended if Scheduling indicate a different rate table should be used.

Contact the Scheduling team to hold a trainer and based on the held trainer's home location to the onsite location delivery, Scheduling will decide using the rate tables which rate you must use **e.g. Table 4: 3, Nights: £891**

When the QC quote has been accepted by the customer, click on **'Create Onsite Form'** from the QC.

The **'Onsite Form'** should then be sent to the   customer for completion of additional details.

When the **'Onsite Form'** is received from the customer the Account Manager/Customer Support Team need to unhide the **'QA Use Only'** tab and complete the required fields (in pale grey). The

'**Costs and Expenses**' section will need to be completed.

Costs and Expenses	
Is there a contract in place	Select_Here
Expenses Type	Select_Here
Fixed Expenses Rate Table	
How are the expenses being charged	Select_Here
Number of Nights	
BK/Sales Order No	Not Applicable
Value of Expenses for Event (£)	
Additional Information for the Finance Team	Enter the Additional Text Here

Note: This information will then be added to the event in BAPS which will be reported on.

How to fill in 'Costs and Expenses' on the Onsite form

➢ **Is there a contract in place?** Generally this will always remain as **'No'**. Select **'Yes'** only when the customer are excluded from QA standard expenses terms and have negotiated on a customer specific basis. Such terms need to be duly signed by both parties.

➢ **Expenses Type** Select one of the following based on customer agreed terms with QA.

| Expenses Type	Guidance
QA Fixed Rates Table	Expenses based on the fixed expenses rate tables.
Actual Cost Incurred By QA	Actual expenses costs following delivery of the event, this will be emailed to you by finance.
As Specified In Contract	The expenses value as stipulated in the customer's signed contract.
Client Paying Directly (in part)	The customer can choose to pay for accommodation and QA is paying for travel and flights. This will be treated as an actual cost and finance will email the Account Manager with the final expenses charge. **Note:** If the customer wants to pay anything but the accommodation, this is to be treated as an exception to the rule and must be agreed by Anne Chable.
Client Paying Directly (in full)	This is an exception to the rule and must be agreed by Anne Chable. The customer has agreed to pay the full expenses cost e.g. travel, accommodation and flights and including travel from the trainer's home.
Closed/Virtual Event	Typically no expenses applicable.
<By Exception> All Inclusive Price	The expenses are included in the total delivery cost charged to the customer. **Note:** This should only be used in exceptional circumstance which has been signed off by a Head of Sales. The Account Manager must tell the Customer Support Team the value of the expenses to add as a separate charge line on the booking.

➤ **How are the expenses being charged?** Select one of the following based on how the customer has agreed to pay for the expenses.

How are expenses being charged?	Guidance
Added as separate 'Instructor Expenses' line on this event	BAPS PROCESS: Go into the onsite booking and click 'Add Charge' line using charge type 'Instructor Expenses 23' add the value of expenses as a separate charge line on this event.
Added as separate 'Instructor Expenses' line on an associated event	BAPS PROCESS: Go into the associated onsite booking and click 'Add Charge' line using charge type 'Instructor Expenses 23' add the value of expenses as a separate charge line. Note: The customer will pay for instructor expenses following or during the delivery of all associated events e.g. projects. On the onsite forms enter the booking number under 'Bk/Sales Order No' of the associated event where expenses have been added. If the associate event number is unknown at this point the Customer Support Team should add 'Notes' to finance stating e.g. *'Expenses to be added to the afternoon event'* or *'This is a project and expenses will be added on the last event in (Month/Year).'*
Sales Order	BAPS PROCESS: Raise the sales order before the event is built on Baps and enter the sales order number under 'Bk/Sales Order No' on the onsite form. Note: The customer will pay for instructor expenses on a separate invoice. On the onsite forms enter the sales order number under 'Bk/Sales Order No' where expenses have been added.
Closed/Virtual Event	Generally no expenses applicable.
<By exception only> All inclusive price for this event	BAPS PROCESS: The Account Manager must tell the Customer Support Team the value of the expenses to add. Go into the onsite booking and click 'Add Charge' line using charge type 'Instructor Expenses 23' add the value of expenses as a separate charge line. Note: If the customer wishes to pay for the training and expenses as an all- inclusive price the event should be assigned against a licence. The training and expenses must be clearly identified on BAPS as separate charge lines against the licence. If the event is not assigned against a licence the expenses will appear separately on the invoice.

➤ **Additional Information for the Finance Team** You can add extra notes in here for any expense information outside of Fixed Expenses received from scheduling e.g. estimates of expense costs.

Costs and Expenses	
Is there a contract in place	Select_Here
Expenses Type	Select_Here
Fixed Expenses Rate Table	
How are the expenses being charged	Select_Here
Number of Nights	
BK/Sales Order No	Not Applicable
Value of Expenses for Event (£)	
Additional Information for the Finance Team	Enter the Additional Text Here

1. Scheduling will add the Onsite event to BAPS according to the details laid out on the Onsite Form and email the event number to the Account Manager and Customer Support Team when completed.

2. Once the event is built on BAPS, the Customer Support Team will add the booking details to the BAPS and can also add any delegate names, as per usual practice.

3. Before raising the paperwork, the Customer Support Team will check the booking details and charges have been added correctly onto BAPS by viewing the 'Charges' tab.
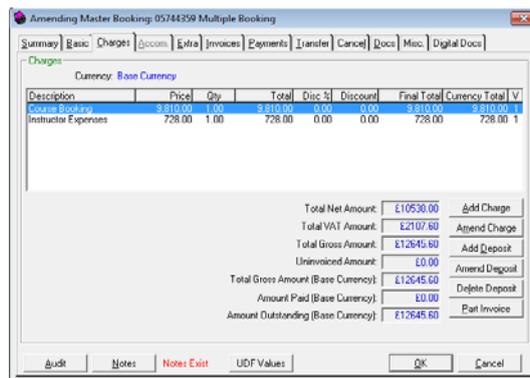
4. The form can be sent to the customer either through EchoSign or through BAPs automated email system, requesting signature and a PO number covering the amount on the booking form.

5. When returned by the customer, the booking form must be passed to the Customer Support Team for confirmation. Alternatively the form can be submitted by the customer through EchoSign whereby the process is automated and sent to the Customer Support Team for confirming

Document Approval		
Name	Position	Approved
Anne Chable	Operations Director	12/01/18
Stuart Martin	Group Sales Director	12/01/18