

How We Collect Payments?

Payment Plans and Options

Up Level will strive to support individuals/companies by providing flexible payment plans to those who seek to acquire their qualification with the help of our centre.

FAQ

1. Can I pay by card?

Yes, you can select a Card Payment option in the Booking Form, however, there will be an additional fee (2.9%) applied to your invoice for the card processing fees involved. The extra card payment fee (2.9%) is charged solely by the payment processing platform (Streak).

If you'd like to activate the card payment after you made a booking, please let our admin team know via email mentioning the invoice number, and we will activate the online card payment option adding processing fee to your outstanding invoice amount.

Please note: we don't take/accept payments over the phone due to Data Protection policies. Instead we offer well-known and secure online payment gateway option for the card payments.

2. Do you charge interest on your payment plans?

No, all payment plans are interest-free.

3. What payment plans are available?

The standard options available on our website are 1, 2 or 3 payment instalments. This however can be looked at on an individual requirement basis as we understand that difficulties with funds can occur. Please contact the admin team for assistance in this case.

4. When do I make the first payment?

Up Level will seek the registration and enrolment fee before making arrangements for the NVQ assessment. This is for our assurance the individual/company applying for the NVA assessment is fully committed/motivated to come into a business relationship with ourselves both financially and morally.

After receiving the first payment from an individual/company, Up Level comes into an agreement to conduct and carry out your NVQ assessment as described in our Fair

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Assessment Policy (available upon request).

5. Is there an extra registration fee?

No, there are no hidden fees. The cost of the assessment you see when you make a booking is the total and final fee.

6. If I select a payment plan, how much should I pay for the assessment to start?

The total fee of the assessment (including any additional packages) will be split into equal parts depending on the selected number of payment instalments and we'll make out the 1st invoice based on such calculations.

7. If I select a payment plan, when do I make subsequent payments?

Up Level does not have set dates/deadlines for subsequent payments as we charge our fees based on the assessment progress made (e.g. if you select 3 payment instalments, we'll seek the 2nd payment when circa 50% of the assessment has been completed). Likewise, when 100% of the assessment portfolio is completed, Up Level will seek the 3rd (final) payment.

8. When do I make a final payment?

When 100% of your assessment portfolio is completed, Up Level will issue the final invoice.

Up Level will release the certificate upon receiving the final payment from an individual/company.

9. Are fees refundable?

Please refer to our [Cancellation Policy](#)

You might also want to know about...



[Enrolment Process](#)^{PDF}



[Assessment Process](#)^{PDF}