

## NMC UK WIDE Quality Assurance Framework

### Reviewers - Frequently Asked Questions

#### Fees and expenses

- Q. How much do I get paid for the approval visit?**  
A. *The fee for an approval visit is £275, excluding expenses. This will include preparation work, contacting the provider, the approval event and post event reporting. Should the HEI event be a 2 day event the fee will be £550.00 inclusive of all the work required.*
- Q. Do I get paid the same amount to do a monitoring visit?**  
A. *For a standard two day monitoring event the fee will be £550. This will include preparation work, contacting the provider, the monitoring event and post event reporting. This may differ if the event is shorter or longer, your offer of work will confirm the amount to be invoiced.*
- Q. Will accommodation be provided the night before?**  
A. *For an approval event it will depend on the distance travelled, please contact your Project Officer on a case by case basis. For a Monitoring event you will be required to attend a pre briefing the night before the monitoring event and, therefore, accommodation will be provided. It will be booked by HLSP and you will need to settle your account upon departure and claim back from HLSP.*
- Q. Will I have to pay for accommodation and claim it back on expenses?**  
A. *HLSP will book your accommodation for you, but you will have to settle your account upon departure and claim your expenses back as part of your invoice.*
- Q. What expenses will be covered i.e. Travel to and from the university, or meals i.e. lunch and dinner?**  
A. *Your travel to and from the event will be covered up to £80. If you are travelling by car the mileage rate is 40pence per mile; if you are travelling by train you are required to use standard class only and, if possible, use pre booked tickets, e.g. Apex, to reduce expenses. You can invoice for subsistence up to £25 per overnight stay to cover your evening meal, sundries and parking. **Receipts MUST be provided.***
- Q. What happens if my travel will cost more than £80?**  
A. *HLSP appreciate that on occasion reviewers may need to travel further distances. In this instance you **MUST** contact your Project Officer **BEFORE** the event and obtain an AT code. Expenses presented over £80 without an AT code will not be paid.*

**Q. Who do I send my invoice to?**

A. *Invoices should be sent to: Tracy Brown, HLSP (Accounts), Demeter House, Station Road, Cambridge, CB1 2RS.*

**Q. Can I submit an invoice by email?**

A. *Yes – provided it does not include any expenses for which receipts are required. When doing so, please use the email address [nmc@hlsp.org](mailto:nmc@hlsp.org) and please include the word 'invoice' in the subject line. If your invoice does have accompanying receipts, please send it in hard copy; sending receipts by post to accompany an emailed invoice is likely to delay payment.*

**Q. Should I add VAT to my invoice?**

A. *If you are registered for VAT then you must add VAT to the full amount of each claim for fees and/or expenses. You must also quote your VAT registration number. If you are not registered for VAT then you should not add it. If you are in any doubt about the implications of your VAT registration, you should consult your accountant.*

**Q. How long will it take for my invoice to be paid?**

A. *Payment terms are 30 days from receipt of an accurate invoice, providing that the all the work has been completed and all relevant documents submitted to HLSP. If there are queries regarding your invoice or expenses, the 30 days will commence when all queries are resolved.*

## **Contractual**

**Q. Why have you published a 'Code of Conduct'?**

A. *In this contract, as in all of our work, we expect our staff and associates to apply certain core standards. By publishing the Code of Conduct, we make a public commitment to upholding those standards. We do not expect that any of the requirements of the Code, will differ from the standards previously expected of NMC visitors.*

**Q. The Code of Conduct mentions 'connectivity' - what does this mean?**

A. *It means any connection which might give cause to question the objectivity of either a reviewer's decision or of his/her credibility. The latter is important because the service is funded by members, who have a right to expect that the best available Reviewer is used, who is selected on the basis of qualifications, skills and experience. It must be clear that personal connections do not give anyone an unfair advantage. This concept overlaps considerably with that of 'conflict of interest'.*

*Some examples might be:*

*A personal or professional (i.e. family, a personal friendship, previous work relationship) connection between the reviewer and a key member of staff in a HEI, in which he/she is working*

*A reviewer working with a HEI or other service provider with which he/she has other paid work outside of the NMC contract.*

*These all represent connectivity which might - or might not - make it unwise to accept an assignment. If in doubt, it's best to declare any actual or possible connectivity before accepting a commission.*

## Visits

**Q. What time will reviewers need to arrive?**

*A. The reviewer must contact the institution to arrange the final details of the visit..*

**Q. How long will an average visit last?**

*A. The reviewer should contact the institution to arrange the final details of the visit.*

**Q. If more than 1 reviewer is needed due to the different pathways, will it still be a full day?**

*A. This will depend on the amount of programmes to be approved / monitored. The reviewer should contact the institution to arrange final details.*

**Q. If more than 1 reviewer is visiting an institution for an approval visit, who will make the initial contact with the Official Correspondent at the institution?**

*A. This will depend on the programmes and reviewers. We would ask you to only contact the Official Correspondent and, if possible, to arrange a co-ordinated approach.*

**Q. What are the specific procedures/ deadlines?**

*A. All reviewer procedures and deadlines are specified in the handbook and the reviewer approval/monitoring flow chart. Please see the website for further details.*