

Pre-payment method for subtests FAQs



In order to simplify the payment options for all customers and minimise the need for you to continue to make frequent and often small payments each month, we are now offering only the Pre-Pay method for subtests for all our Q-interactive customers.

Please see the below answers to some questions you may have about this change.

Do I have to change immediately?

No – as standard we will be moving customers over to Pre-Pay at the time of their next renewal. When your licence is due for renewal, you will be contacted by one of our Customer Success team beforehand, with a reminder that your licence is due for renewal and that you will need to purchase a quantity of subtest usages, alongside your licence.

Can I change to Pre-Pay before my licence renewal date?

Yes! Should you wish to convert to Pre-Pay earlier than your next renewal date and stop receiving monthly invoices for Pay as You Go usage, please contact us either via 0345 630 8888 or via clinical.success@pearson.com to discuss your ordering options.

Before you call us to convert to Pre-Pay – please ensure you press Sync on your Practitioner iPad, when connected to a Wi-Fi network, to ensure all previous usage on Pay as You Go will be accounted for before you order Pre-Pay usages.

Is there a minimum order for Pre-Pay subtests?

No – there is no minimum order for subtest usages, though please see the question ‘How many Pre-Pay usages will I need?’ below and the information on volume discounting below when considering your initial order.

If I do not use all my subtests within a year do I lose them?

No – provided you renew your annual licence, all unused usages remain on your account and simply roll over ready to use the following year. You have them until they are used!

How do I order subtests?

Subtests can be ordered by calling our Customer Service team on 0345 630 8888 (from UK) or +44(0)203 564 6419 from outside the UK. Lines are open Monday–Friday 9am–5pm UK time.

The team will ask for your Pearson registration number, your Q–interactive username (to identify the correct account) and the number of subtests you wish to order.

For NHS and Local Authorities please submit a Purchase Order as usual to orders@pearsonclinical.co.uk quoting your required quantity and your Pearson end user’s registration number.

The item code to quote for all Q–interactive subtests is 9780749167615.

Pricing details are below.

What is the cost of the subtest usages?

The starting cost for between 1 and 750 subtests is £1.50 + VAT per subtest. Our Pricing tab has additional information on pricing. Also see our volume discount options below.

Is there volume discount available on large order of subtests?

Yes, volume discount is available on bulk orders as per the table below. Remember unused subtest usages do roll over year on year.

1 – 750 subtest usages – £1.50 (per subtest)

751 – 5000 subtest usages – £1.35 (per subtest)

5001+ subtest usages – £1.10 (per subtest)

Will the platform cease to work if I run over my pre-paid balance?

No, the platform will continue to allow you to assess should your subtest balance slip over into a negative state. As per our updated terms and conditions, Pearson reserves the right to charge for the additional balance of subtests used (over that originally ordered) on your account to cover the costs of excess usage accrued during the license period. In practice however we will be in touch with you when your balance is nearing 0 to discuss your next order in advance.

How many Pre-Pay usages will I need?

This is very much your decision. As an existing Q–interactive user, you are able to run reports to identify usage patterns to help you calculate how many subtests you have used previously. This data will be an Excel output, allowing you to manipulate the data accordingly. Please see a video guide on how to run usage reports [here](#) (you will be prompted to log into qinteractive.com to view).

Remember you can top up on subtest usages at any point, so you are not required to anticipate a full year’s usage in one go.

How quickly will my balance reduce?

For most Q-interactive assessments, 1 subtest administered on the iPad = 1 usage and your balance will reduce accordingly by 1 each time you begin a subtest.

WIAT-III, WRAT-5 and KTEA-3 administered subtests will use 0.5 subtest usage each time.

CVLT-C, CVLT-3, GFTA-3 and RBANS use 3 subtest usages as the full battery must be administered to achieve your scores.

Will I receive a reminder when my balance is close to 0?

Yes, the Message Centre display on the Dashboard tab when logged in at qiactive.com will display a notification when you have used 80% or more of your purchased balance, indicating it's time to consider your next order. A member of our Success team will also be in touch.