



2021/22 Tuition Fee Payment Fact Sheet – Further Education

Fees / Enrolments / Invoicing

IMPORTANT

Students with existing debt for tuition or other, owed to any NCG Member College, will not be allowed to re-enrol until the debt together with any associated costs have been cleared in full.

It is the student's responsibility to ensure all Fees & Charges associated with their enrolment are paid on time. Failure to do so may lead to a disruption in your course.

This may include, though not limited to, the following Sanctions:

- IT Systems and Library accounts blocked.
- Exclusion from the College, Class, Exams, Graduation, Enrolment or on any further courses until all outstanding fees with the College are settled in full.
- Referral to 3rd party debt collection agency to collect the outstanding fees on behalf of the College

Student to Pay – (No Sponsorship identified at point of enrolment)

- Fees under £200 are payable, in full, at enrolment.
- For Fees over £200 and on the day of enrolment, 25% of the total fee must be paid in advance with the remainder to be paid by Direct Debit Instruction (DD)
- The Direct Debit instruction should be completed at point of enrolment failing which, you will be sent a secure link electronically to complete an Adobe Sign DD Mandate. This must be completed within 72 hours from the date and time of issue. You will receive a confirmation email by return.
- NCG policy allows a maximum of 3 (three) instalments by Direct Debit.
- The first instalment will commence on the 1st of the month following the date your course begins with the remaining 2 (Two) Instalments being consecutive months thereafter.

Please Note: Direct Debit payment instructions are submitted to your designated bank at least 10 days prior to the scheduled date for your first payment. It is your responsibility to ensure adequate funds are available as we cannot stop the payment collection process after this point. Your bank may charge you if there are insufficient funds.

Should your payment be rejected, you will be expected to pay the missed instalment by credit or debit card.

Advanced Learner Loans to pay: (sponsor)

- Student enrolled with confirmed loan agreement.
- Fees invoiced to SFE (who then pay the fees directly to the College).
- Student must be aware, as part of enrolment, fees will be payable by them in the event of SFE default for any reason (e.g. Loan reassessment, cancellation of loan)

Employer to pay (3rd party to be invoiced)

- Student enrolled on presentation of valid Employer Fee Payment Form (available on request)
- Fees are invoiced to Employer and are due in full within 28 days of invoice date.
- Employer should provide a Purchase Order Number at the point of enrolment if they require this quoted on their invoice.
- Should your employer fail to pay the invoice within 45 days from invoice date, your learner account may be sanctioned.

Fee Refunds & Charges

Please refer to the NCG Fees Policy that can be located on the main college website
<https://www.carlisle.ac.uk/>
'The Campus/Policies & Statements/Fees Policy'

- *Please note that a £25 administration fee plus any examination costs will be deducted from any refund made*

Payment Methods

Cash Debit card Credit card

Group Finance must approve any proposed cash receipt greater than £2500 in advance. Cash receipts above £7500, either individually or multiple receipts from one payer, will not be accepted

For **Credit/ Debit card** payments: Call our Credit Control team on 0191 200 4500 during office hours 9:00 am – 5:00 pm. You can also email creditcontrol@ncgrp.co.uk.

- When calling please ensure you have your debit or credit card ready.
- We will require your Student I.D or Invoice Number. We will ask you security questions to verify who you are.
- We cannot discuss your account with a 3rd party without firstly obtaining your written authority.

In Person at your administration office (Students only)

You can make payment at your Administration Office using the methods above.

Internet Banking / BACS

For Online Banking or BACS Transfers, please quote your Student ID or Invoice Number as a reference.

Send payment to:

HSBC Sort Code: 40-34-18
Account Number: 34387821
Account Name: Carlisle College

Please email remittance advice to creditcontrol@ncgrp.co.uk

How to Contact Us?

Should you experience difficulty meeting your agreed payments, it is important you contact us as soon as possible. We are here to assist in any way we can. Please contact Accounts Receivable:

Email creditcontrol@ncgrp.co.uk or Telephone 0191 200 4500