



2021/22 Tuition Fee Payment Factsheet – Higher Education

Fees / Enrolments / Invoicing

IMPORTANT

Students with existing debt for tuition or other, owed to any NCG Member Colleges, 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 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

In Accordance With The NCG Credit Policy

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

- In full at enrolment or instalment by Direct Debit in accordance with the NCG Policy
- The Direct Debit must be drawn on a UK bank account.
- 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 7 (Seven) instalments by Direct Debit for HE Learners.
- The first instalment will commence on the 1st of the month following the date your course begins with the remaining 6 (Six) Instalments being consecutive months thereafter
- The instalment option is only available on direct debit payment method.
- It is the student's responsibility to ensure their bank account allows Direct Debits.

In accordance with the NCG Credit Policy, should you cancel your direct debit before all instalments are paid, the remaining balance becomes due and must be paid in full within 7 days

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 requested to pay the missed instalment by credit or debit card.**

Student Loans Company to pay: (sponsor)

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

Employer to pay (3rd party to be invoiced)

- Student enrolled on presentation of a completed Employer Fee Payment Form valid for the current Academic Year. (available on request)
- Fees invoiced to an Employer are due in full within the standard terms of 28 days of invoice date.
- Please note that should an employer fail to remit the fees invoiced in full and within the terms agreed, sanctions may be applied to the student's learner record as described within Fees / Enrolments and Invoicing above.
- Employer should provide a Purchase Order Number at the point of enrolment if they require this quoted on their invoice.

Fee Refunds & Charges

- Please refer to your NCG Fees Policy which will be given to you together with this Fact Sheet
- ***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

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