

Finance - Frequently Asked Questions



Annual Fee Invoices	
Question	Response
What does the annual fee charge cover?	This fee applies to any active or approved centre and covers the period 01 August 2021 - 31 July 2022. This is a fixed fee and gives access to all qualifications in both the NCFE and CACHE portfolios.
What does my accreditation annual fee cover?	This fee applies to any active or approved accreditation centre and covers the period 01 August 2021 - 31 July 2022. This is a fixed fee and accredits approved customised qualifications or endorsed programmes, depending on product chosen.
I have received an invoice for my annual fee and then another invoice for the monthly orders, is this correct?	Yes - Your annual fee is invoiced separately to avoid any confusion for our centres with the monthly orders raised during the period of activity.
I no longer want to work with NCFE this session, will the annual fee be credited?	If you no longer wish to work with NCFE please notify us within 30 days of receiving your invoice by completing the online webform www.ncfe.org.uk/centre-lapse-request . If you would like to work with NCFE at a later date the centre will have to re-apply for centre approval and pay the relevant fee.
When does the annual fee need to be paid?	NCFE standard payment terms are 30 days from date of invoice and are detailed on our invoices, these include annual fee charges. Please ensure invoices are paid to terms, late payment of annual fee invoices may result in your centre status being lapsed.
Annual Fees for International centres.	For information about NCFE and CACHE international fees including approval, qualifications, services and resources, please contact the International team on 0191 239 8000 or email customersupport@ncfe.org.uk .
Monthly Consolidated Invoices	
Question	Response
Why do we receive a monthly consolidated invoice?	NCFE operate a monthly consolidated invoicing policy, the invoices are a consolidation of all monthly orders and come in 2 parts, PDF & Excel. The PDF details only the monthly period of activity, the excel attachment provides full detail of each individual order.
Where is the breakdown for my monthly consolidated invoice?	Your monthly consolidated invoice is emailed to you as two attachments. One document is a pdf which includes total invoice amount and period of activity, the second is an excel spreadsheet detailing a breakdown of the monthly orders.
What does the centre approval fee cover?	This fee applies to any new centre that applies for NCFE approval, it covers the cost of the approval process, approval visit and approval status to the end of the current session.
What happens if I haven't paid by the due date?	Please contact NCFE finance team on 0191 2408810 if you are unable to make payment by the invoice due date, late payment of invoices may result in your account being suspended and system access removed.
My account is currently suspended, how can I have this suspension removed and my account re-activated?	If your account has been suspended for financial reasons, please contact finance on 0191 2408810 to make payment. If you have already paid and your account is up to date please contact the finance team and request the financial suspension is removed. This process requires 24 - 48 hours to update the status and re-activate the account.
I do not receive any invoices or statements?	Please email finance@ncfe.org.uk with your correct email address, centre number and centre name and we will update your contact details.
How can I make payment for my invoice?	Via bank transfer (either same day, faster payment or BAC's) to: Sort Code 20-59-42 Account Number 43472345. Or by ringing the finance team on 0191 2408810 with your card details.

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