

PAYROLL: FREQUENTLY ASKED QUESTIONS



CONTENTS:

NEW STARTERS

- 1.1 I am a new starter with NCG. When can I expect to receive my first salary payment?
- 1.2 National Insurance categories – what do they mean?
- 1.3 When will my Edenred Benefits Employee record be set up?

LEAVING NCG GROUP

- 2.1 Employee's Final Pay and Holiday Entitlement
- 2.2 P45 and outstanding loan balance
- 2.3 Final payslip

MONTHLY PROCESS

- 3.1 What is the normal pay date?
- 3.2 When will I receive my payslip?
- 3.3 How do I change my bank details?
- 3.4 How do I claim my hours and business expenses?
- 3.5 I have submitted my hours claim, but it is not showing on my payslip.
- 3.6 How do I register my vehicle onto iTrent?
- 3.7 What am I entitled to claim for eye care costs and how do I do this?

SICKNESS ABSENCE

- 4.1 I have a reduction for absence on my payslip; do I not qualify for Occupational Sick Pay?
- 4.2 SSP Entitlement

PARENTAL LEAVE

- 5.1 Maternity Schedule
- 5.2 What happens if I am due a salary change while on maternity leave?
- 5.3 How do I calculate the qualifying week (15th week before Expected Week of Childbirth)?
- 5.4 I am pregnant and on maternity leave. Am I entitled to maternity leave and pay?
- 5.5 I am pregnant and have resigned from work. Will I still receive my maternity pay?
- 5.6 I have used all my maternity leave; can I take any further time off?
- 5.7 Paternity pay

TRAVEL SCHEME

- 6.1 How can I apply for a Travel to Work pass?

PENSION

- 7.1 What is the purpose of the 50/50 section in the LGPS pension scheme?
- 7.2 I have taken my Age final salary benefits from the TPS. Can I return to work?
- 7.3 I am a new starter with NCG and have been enrolled in the Teachers' Pension Scheme (TPS). How can I opt out?
- 7.4 I am a new starter with NCG and have been enrolled in the Local Government Pension Scheme (LGPS). How can I opt out?
- 7.5 I am a new starter with NCG and have opted out of the pension scheme. Will I receive a refund of the contributions I paid?
- 7.6 What happens to my pension when I leave?

JURY SERVICE

- 8.1 Will I still be paid during this period?

SALARY CALCULATIONS

- 9.1 Daily salary
- 9.2 Monthly salary
- 9.3 Weekly Salary & Hourly Rate

10.1 TRAINING AGREEMENTS

11.1 USEFUL TELEPHONE NUMBERS

NEW STARTERS:

1.1 **Q.** I am a new starter with NCG. When can I expect to receive my first salary payment?

A. If you started working at NCG before the monthly payroll cut-off, usually around the 21st of the month, and submitted all required documentation as requested by the recruitment team, you can expect your first salary payment at the end of your first month.

However, if you began your employment after the payroll cut-off or if your documents were finalised after that date, your first payment will be scheduled for the end of the following month. This payment will include your regular monthly salary and backpay for the period from your start date to the end of the previous month.

1.2 **Q.** National Insurance categories – what do they mean?

A.

| Category letter | Employee group |
|-----------------|---|
| A | Standard National Code All employees apart from those in groups B, C, H, J, M, V and Z. |
| B | Married women and widows entitled to pay reduced National Insurance. |
| C | Employees over the State Pension age |
| H | Apprentices under 25 |
| J | Employees who can defer National Insurance because they're already paying it in another job. |
| M | Employees under 21 |
| V | Employees who are working in their first job since leaving armed forces (veterans) |
| X | Employees under 16 years old do not have to pay National Insurance. |
| Z | Employees under 21 who can defer National Insurance because they're already paying it in another job. |

1.3 **Q.** When will my Edenred Benefits Employee record be set up?

A. New Starters Record will be set up between 4-6 weeks after their occupancy start date.

LEAVING NCG GROUP:

2.1 **Q.** Employee's Final Pay and Holiday Entitlement

A. Employees will receive payment up to their leave date. For instance, if an employee departs from the NCG Group on the 24th, they will be paid up to that date. The payday remains the same, on the Last Working Day (LWD) of the month.

After being processed as a leaver, your holiday balance will be prorated from 1st August until your leaving date. Any accrued holiday will be paid out. However, if you have exceeded your holiday entitlement, a deduction will be made from your final pay.

2.2 **Q.** P45 and outstanding loan balance

A. Your P45 will be dispatched at the end of the month, regardless of your leave date in that month.

Any outstanding loan balance will be recovered from your last pay from the NCG Group.

2.3 **Q.** Final payslip

A. The employee's final payslip will be emailed the day before payday.

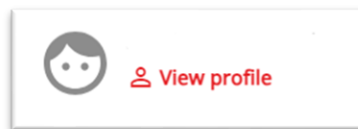
MONTHLY PROCESS

- 3.1 Q.** What is the normal pay date?
- A.** The normal payday is the last working day of the month, except for December when your salary is typically paid earlier. If a payday falls on a Bank Holiday, it will be moved to the preceding Friday / Thursday (Easter Holiday). For instance, in a month with a Bank Holiday on the 31st, the payday will be on the 28th of that month.

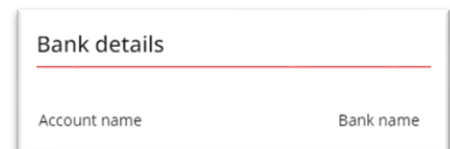
- 3.2 Q.** When will I receive my payslip?
- A.** You can access your payslip anytime through iTrent Self Service. If you've registered for email delivery via Self Service, your payslip will be sent as soon as payroll has been finalised for the month.

- 3.3 Q.** How do I change my bank details?
- A** You can update your bank details by logging into iTrent Self Service and updating your new account information.

Step 1:



Step 2:



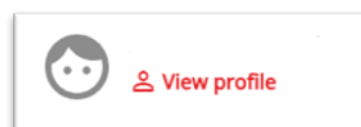
- 3.4 Q.** How do I claim my hours and business expenses?
- A.** You can submit your expenses through iTrent Self Service, and it will be sent to your line manager for approval. Once approved, it will appear on your payslip. Typically, it takes 24 hours to show on your payslip.

For business expenses, it is mandatory to attach a receipt to your claim and to indicate the correct amount.

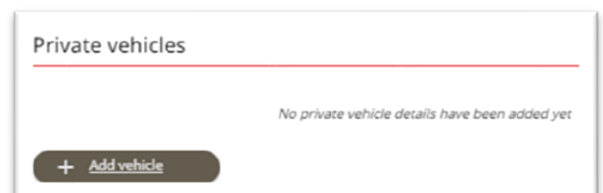
- 3.5 Q.** I have submitted my hours claim, but it is not showing on my payslip.
- A.** Ensure your line manager authorises your claims before the typical cut-off date, which is around the 21st of the month. If authorisation happens after the deadline, it will reflect on the payslip for the following month.

- 3.6 Q.** How do I register my vehicle onto iTrent?

Step 1: Log onto iTrent Self Service and click on 'View profile'.



Step 2: Scroll down to 'Private Vehicles' and click 'Add vehicle'.



Step 3: Complete form and save.

- 3.7** **Q.** What am I entitled to claim for eye care costs and how do I do this?
- A.** The Eye Care Policy allows you to claim up to £25 towards the cost of your eye test. If you require glasses specifically for Display Screen Equipment (DSE) use, you can claim £45 towards the cost.
- Your optician should confirm this by completing the Eye Care Form, stating your need for glasses specifically for DSE use. You can then present this form to your line manager when submitting your claim for approval, along with the receipt for your eye test. Please make your expenses claim through iTrent self-service as a Business Costs Claim. Once authorised by your line manager, the approved amount will be included in your next salary payment.
- If you need further assistance, please contact NCG Payroll.

SICKNESS ABSENCE:

- 4.1** **Q.** I have a reduction for absence on my payslip; do I not qualify for Occupational Sick Pay (OSP)?
- A.** Refer to your contract to understand your OSP entitlement. Typically, during your probation period, you are not eligible for OSP, but you would receive Statutory Sick Pay (SSP) after three days of absence.
- 4.2** **Q.** SSP Entitlement
- A.** All employees are entitled to 28 weeks of SSP. After 28 weeks, the payroll department will email the employee with an SSP1 form to claim SSP from DWP. Occupational Sick Pay (OSP) will continue to be paid as usual for OSP entitlement. For additional details, please refer to your contract.

PARENTAL LEAVE:

- 5.1** **Q.** Maternity Schedule
- A.** Maternity Schedule will be sent out to the employee 4 weeks before the maternity start date.
- 5.2** **Q.** What happens if I am due a salary change while on maternity leave?
- A.** If you become eligible for a pay rise between the start of the original calculation period and the end of your maternity leave, your average earnings will be recalculated to include the pay rise. Any backdated sum will be paid in the next available payroll, but only if the average earnings need to be changed.
- 5.3** **Q.** How do I calculate the qualifying week (15th week before Expected Week of Childbirth)?
- A.** To calculate your qualifying week (i.e., the 15th week before your expected week of childbirth), find the Sunday before your due date (or the due date if it falls on a Sunday) and count back 15 Sundays from there. This marks the start of the 15th week before your expected week of childbirth.
- 5.4** **Q.** I am pregnant and on maternity leave. Am I entitled to maternity leave and pay?
- A.** If you become pregnant while on maternity leave, you will be entitled to maternity leave and pay as outlined in the NCG maternity policy, provided you meet the normal eligibility conditions.
- 5.5** **Q.** I am pregnant and have resigned from work. Will I still receive my maternity pay?
- A.** You'll receive SMP if your leave date is after the 15th week before your due date and you meet the usual qualifying conditions. If your leave date is before the 15th week before your due date, you won't get SMP but might qualify for maternity allowance.

- 5.6 **Q.** I have used all my maternity leave; can I take any further time off?
- A.** Once your 52-week maternity leave period ends, you cannot request an extension. However, you may have the option to consider other types of leave, including:
- Annual leave
 - Parental leave
 - Unpaid leave
- Your manager will decide based on business needs, so be sure to discuss any requests for additional time off with them.
- 5.7 **Q.** Paternity pay
- A.** Employees are entitled to two weeks of full pay, which can be taken either as one continuous week or two consecutive weeks. The entitlement cannot be divided into separate periods; it must be taken as a whole. Employees are required to inform their manager about the number of weeks of paternity leave they plan to take.

TRAVEL SCHEME:

- 6.1 **Q.** How can I apply for a Travel to Work pass?
- A.** If you work in Newcastle College, Newcastle Sixth Form College or Professional Services and you work more than 0.25FTE with a contract that covers at least the next 12 months, you can apply for a travel pass through the Travel to Work Scheme.
- Please note, this can be a NEW pass application or a RENEWAL of a current pass.**
- To find out which zones you require please visit the relevant web link below.
- <https://www.nexus.org.uk/metro>
 - <https://www.gonortheast.co.uk/>
 - <https://www.arrivabus.co.uk/north-east>
 - <https://www.stagecoachbus.com>
 - <https://www.northernrailway.co.uk/>
- To apply, please complete and submit the online application form (link below):
- [Newcastle College & NSFC Travel to Work Scheme Application Form \(office.com\)](#)
- If you have any questions or need further information, contact Payroll by emailing Payroll@ncgrp.co.uk

PENSION:

- 7.1 **Q.** What is the purpose of the 50/50 section in the LGPS pension scheme?
- A.** The 50/50 section of the scheme enables you to make half contributions, resulting in the accumulation of half the pension. This option is intended for short-term use, and approximately every 3 years, your employer (NCG) is required to re-enrol you back into the main section of the pension scheme, following the auto-enrolment process outlined in the Pensions Act 2008. You can complete an online election form on the LPFA website.
- <https://www.yourpension.org.uk/LPFA/Home.aspx>
- Please contact relevant pension provider for more information regarding the pension scheme by selecting the above link.

- 7.2** **Q.** I have taken my Age final salary benefits from the TPS. Can I return to work?
- A.** If you're currently receiving Age final salary benefits and continue working in a pensionable position, or if you're receiving Age or Premature final salary benefits after leaving pensionable employment and then rejoin the workforce, your pension could be suspended. This depends on your earnings and applies only if the employment is pensionable in the Teachers' Pension Scheme.
- If the employment is eligible to be pensionable, the earnings will be considered in the assessment, regardless of whether you have opted out or remained in the Scheme for that employment. If you retired due to ill-health, your pension would cease upon your return to work. This rule applies to benefits granted under either the final salary or career average arrangements.
- However, if you're receiving Early Retirement (Actuarially Adjusted Benefits), your pension will not be impacted. Keep in mind that if you return to work and later opt for Age, Premature, or Ill-health Retirement, your benefits may be affected.
- 7.3** **Q.** I am a new starter with NCG and have been enrolled in the Teachers' Pension Scheme (TPS). How can I opt out?
- A.** The quickest and easiest way to opt out of the Teachers Pension Scheme (TPS) is to register with My Pension Online and complete the online opt-out form. Alternatively, you can download an opt-out form from the TPS website and submit it to the NCG payroll team. They will complete the employer declaration and forward it to TPS.
- Please be aware that NCG is required to re-enrol you into the main section of the pension scheme approximately every three years, as outlined in the Pensions Act 2008's auto-enrolment process. If you do not want to be enrolled, you will need to opt out again after the re-enrolment date.
- [Opt in and opt out | New Starter | Teachers' Pensions \(teacherspensions.co.uk\)](https://www.teacherspensions.co.uk)
- 7.4** **Q.** I am a new starter with NCG and have been enrolled in the Local Government Pension Scheme (LGPS). How can I opt out?
- A.** To opt out of the LGPS, complete and sign the opt-out form from either the Tyne & Wear Pension Fund (TWPF) or (LPPA) website and send it to the payroll team for processing.
- Please note that NCG is required to re-enrol you into the main section of the pension scheme approximately every three years as part of the auto-enrolment process mandated by the Pensions Act 2008. If you do not want to be enrolled, you will need to opt out again after the re-enrolment date.
- [Tyne and Wear Pension Fund](#)
- [Local Pensions Partnership Administration - Forms and documents](#)
- 7.5** **Q.** I am a new starter with NCG and have opted out of the pension scheme. Will I receive a refund of the contributions I paid?
- A.**
- If you opt out of the pension scheme within 3 months of enrolment, your contributions will be refunded through payroll.
 - If you opt out after 3 months but have less than 2 years of qualifying service, the pension scheme will arrange a refund of your contributions.
 - You are not eligible for a refund of contributions once you have 2 years of pensionable service.

- 7.6 **Q.** What happens to my pension when I leave?
A. NCG Group will inform the relevant pension authority. The Pensions Authority will be in touch with you.

JURY SERVICE:

- 8.1 **Q.** Will I still be paid during this period?
A. Employees will receive full payment, and documentation confirming the invitation or attendance must be submitted to the payroll department.

SALARY CALCULATIONS:

- 9.1 **Q.** Daily salary
A. If an employee takes one day of unpaid leave, the deduction from their pay will vary based on the number of working days in a month. For instance, in November 2023, with 22 working days, and in February 2023, with 21 working days, the salary deduction will differ for each month (Monday to Friday).

Example for Full time employee:

November 2023: £1000.00 (monthly salary) divided by 22 working days equals £45.45.
 February 2023: £1000.00 (monthly salary) divided by 21 working days equals £47.61.

Example for Part-time employee (working 4-day week Monday-Thursday):

November 2023: £800.00 (monthly salary) divided by 18 working days equals £44.44.

- 9.2 **Q.** Monthly salary
A. FTE Salary /12 months = Monthly salary

- 9.3 **Q.** Weekly Salary & Hourly Rate
A. **37 Hours per week:**
 $25000 \text{ (FTE salary)} / 52.143 = £479.45 \text{ (Weekly salary)}$
 $£479.35 \text{ (Weekly salary)} / 37 = £12.95 \text{ (Hourly rate)}$
 Or
35 Hours per week:
 $25000 \text{ (FTE salary)} / 52.143 = £479.45 \text{ (Weekly salary)}$
 $£479.45 / 35 = £13.69 \text{ (Hourly rate)}$

TRAINING AGREEMENTS:

| 10.1 Time Frame | Repayment Amount |
|--|-------------------------------------|
| If you cease employment during the course of study or you choose not to complete the qualification | 100% of the Costs* incurred to date |
| If you cease employment within 12 months of Successful Completion** | 100% of the Costs* |
| If you cease employment more than 12 months but no more than 18 months after Successful Completion** | 50% of the Costs* |
| If you cease employment more than 18 months but no more than 24 months after Successful Completion** | 25% of the Costs* |
| If you cease employment more than 24 months after Successful Completion** | No repayment shall be required |

USEFUL TELEPHONE NUMBERS:

| | | |
|-------------|----------------------------------|----------------------|
| 11.1 | NCG Payroll and Pensions: | 0191 200 4712 |
| | HMRC: | 0300 200 3300 |
| | Teachers' Pension: | 0345 606 6166 |
| | Tyne and Wear Pension: | 0191 424 4141 |
| | LPFA Pension | 0300 323 0260 |