

Dear Student,

As most of you know our telephones can get quite busy! To improve the procedure for payment of adult education classes we can offer students the option to pay online via Learning4Life's website.

The website is linked to Dudley Council's online payment facility which is a secure link to enable you to pay for your class. This means that you can pay from the comfort of your own home at a time convenient to you 24 hours per day 7 days per week.

Of course, you still have the choice to phone student services during the daytime 9.30am to 2.30pm.

INSTRUCTIONS:

ONLINE PAYMENTS:-

1. Go to Learning4Life's website www.learning4life.co.uk
2. Click on Enrolment and choose Re-enrol. The screen below will appear.

The screenshot shows a web browser window with the URL <https://www.civicaepay.co.uk/DudleyEstore/estore/default/Catalog/index?fundcode=31>. The page title is 'Make a payment'. Below the title, there is a search bar with 'Showing All Items' and filters for 'All Shops' and 'All Categories'. The main content area is divided into three sections, each with a green icon of a document and a ribbon:

- Non Vocational Courses**
Learning 4 Life Fees
An asterisk (*) denotes a mandatory field
Total Amount (£)
ULN reference number*
Students name*
- Full Cost Courses**
Learning 4 Life Fees
An asterisk (*) denotes a mandatory field
Total Amount (£)
ULN reference number*
Students name*
- Swim School**
Learning 4 Life Fees

3.
 - (i) Under Non Vocational input the total amount you need to pay.
 - (ii) ULN Reference number – input 0 (zero)
 - (iii) Students name – input your name and the name of your course and day e.g. Joe Bloggs French Tuesday

- (iv) Add to basket
- (v) Select the type of card you are paying with and click next
- (vi) Enter your card details and click next

Follow the online instructions to completion.

For security purposes, the system uses *Verified by Visa* or *Mastercard SecureCode*. These are activated on various online payment systems/websites and you may already have a password set up. If not, you will need to follow the instructions and set your password.

Once complete, the system will produce a receipt for you which details all information regarding the payment and provide Learning4Life with a report the following day which is recorded on our booking system. Your class place is then secured.

FREQUENTLY ASKED QUESTIONS

Webstaff (Online) Payments

Why are you introducing this method of payment?

- Continued improvement to our services
- Embracing technology to enhance services
- Improved accessibility (open 24hrs a day)

I attend two classes and wish to re-enrol in both. Can I pay for both in one transaction or do I have to do two separate transactions?

If you wish to use the online payment method, please enter each item as a separate transaction. You can do this by entering one transaction as above, press "add to basket", then press "Add a payment". Select "Learning4Life fees" from the drop down menu in "All Shops" enter the second payment details and press "add to basket" again. We will then be able to allocate the payments against the relevant class. Click on "Checkout Now" and select either new debit card or new credit card and enter card details.

I wish to pay for myself and my friend/partner. Can I pay for us both in one transaction or do I have to do two separate transactions?

If you wish to use the online payment method, please enter each item as a separate transaction. You can do this by entering one transaction, press "add to basket", then press "Add a payment". Select learning4Life fees from the drop down menu in "All Shops" enter the second payment details and press "add to basket" again. We will then be able to allocate the payments against the relevant person and class. Click on "Checkout Now" and select either new debit card or new credit card and enter card details.

I wish to re-enrol on my course, but I also want to enrol onto a new second course. Can I pay for the two courses via these methods?

Unfortunately these methods are only available for people wishing to re-enrol onto their current course. You will not be able to book onto a new course without speaking to Student Services on 01384 816043 or speaking to the evening receptionist.

I do not wish to re-enrol on my course. What should I do?

It would be appreciated if you would let us know if you do not wish to re-enrol. This will allow us to sell the place onto others to ensure courses remain viable. You can do this by informing the evening receptionist, leaving a message on our answerphone on 01384 816043 or sending us an e-mail on studentservices@learning4life.co.uk.

My class was cancelled and I have a credit. How can I find out how much I need to pay?

You can ask at evening reception or telephone Student Services on 01384 816043 and they will be able to advise you.

Is the payment safe?

Yes. The payment complies with the Payment Card Industry Security Standards and thousands of people pay everything from council tax to music lessons every year. It is Dudley MBC's preferred method of payment.

Once complete, the system will produce a receipt. Your class place is then secured.

Should you require any further information, please do not hesitate to call the Student Services Team on 01384 816043.

Kind regards.

Student Services
Learning4Life

Thankyou.