

Higher Education Outstanding Fees and Deregistration (Withdrawal) Procedure

2020-2021

Document Title	Higher Education Outstanding Fees and Deregistration (Withdrawal) Procedure
Version	Version 5
Created by	Debbie Toseland/Amanda Crowle: HE Admissions Manager/HE Registry Quality Data Lead, HE Operations/Finance
Document Date (creation)	22 July 2014
Last Amended	7 August 2020
Approving Body and Date Approved	Higher Education Academic Board
Review Date	Annually
Intended Recipients	Applicants/Students/MIS/Finance

Version	Date	Author	Replaces	Comments
1	26 May 2015	Jess Hutchings		Initial Creation
2	07 Feb 2018	Debbie Toseland		Initial Creation – DRAFT stage
3	9 April 2019	Amanda Crowle	University	Removal of University replaced with Awarding Body
4	23 Jan 2020	Debbie Toseland		
5	7 August 2020	Amanda Crowle	Academic Year	
6	19 August 2020	Ruth Allen	Responsibilities, Procedure Title	Amendments in line with structural changes, clarity of process

Higher Education Outstanding Fees and Deregistration (Withdrawal) Procedure

1. Purpose

- 1.1 To ensure the payment of Higher Education tuition fees, material and equipment fees (if applicable) prior to re-enrolment. To provide clarity on the implications of non-payment by Students.

2. Applies to

- 2.1 Higher Education students enrolling onto or continuing on a HE programme.

3. Responsibility

- 3.1 **Registry:** for retaining enrolment or re-enrolment forms for all HE outstanding debtors or applying sanctions to student debtors as outlined in the procedure below.
- 3.2 **Higher Education Operations:** for applying sanctions within the remit of the HE Operations including withholding results and certificates for all students that have outstanding debts and for notifying the student of their outstanding debt at the point of Award Assessment Board.
- 3.3 **Programme Manager:** for following the de-registration process as outlined below and the HE Withdrawing and Suspending Study Procedure when appropriate.
- 3.4 **Central finance:** for sending out financial statements in line with College policy. For informing the HE Operations and Programme Manager of all HE debtors and collecting outstanding fees from all HE students
- 3.5 **Students:** should not enrol on any programme of study unless they have sufficient funds or access to funding to pay their fees.

4. Principles of Student Debtors and Deregistration

Methods of Payment

- 4.1 Once enrolled, the student will be deemed to be self-financing until evidence is provided of third party funding; written confirmation from sponsor must be provided if not SLC funded.

- 4.2 Student Loans Company

If the SLC is providing assistance towards tuition fees, this information will be obtained directly from the Student Finance database; NB details will only be provided when an application is complete and the signed declaration returned to the SLC.

- 4.3 Self-Financing

If self-financing, the tuition fees are payable as soon as the enrolment process is completed, unless the student has elected to pay by instalment via Direct Debit An Invoice/ Statement will be sent to the registered correspondence address shortly after the enrolment period outlining the financial liability with the College.

4.4 Sponsored Students

As long as written proof of sponsorship has been provided, an invoice will be sent to the sponsor after the enrolment period allowing 30 days for payment. If the fee remains unpaid after 30 days, a reminder will be sent (and Emailed if address available) to advise that payment is overdue. If the fee still remains unpaid 21 days after this, a Final Notice will be sent to the sponsor requesting immediate payment. Unless the charge is queried at this point, the charge will be removed from the sponsor account and the student will be deemed as self-financing and follow the debtor sanctions outlined in 5.0

5.0 Principles of Student Debtors and Non-Payment of Fees

- 5.1 A student will be deemed a debtor to the College when tuition fees remain unpaid (in part or full) in the timeframes as requested by the College.
- 5.2 Students who find themselves in a position where they are unable to pay tuition fees at any time should contact the College for advice and support.
- 5.3 Students retain ultimate responsibility for the payment of their fees and any other charges owed to the College, regardless of arrangements with third parties such as Student Finance England or any sponsors. If a third party is paying amounts on your behalf, you must ensure that these payments are duly made.
- 5.4 The College will pursue all unpaid fees and charges, and this could result in the following action being taken:
 - Withdrawal of library borrowing rights;
 - Withdrawal of IT rights/access;
 - Suspension or withdrawal from a course/study programme;
 - Awards may be withheld and/or graduation deferred;
 - Exclusion from Awards Ceremonies;
 - Referral of debt to an external debt collection agency; or
 - Legal action through the courts which may affect a person's credit rating.
- 5.5 If a student is suspended or withdrawn from a course for non-payment, they will remain liable for all fees and charges.
- 5.6 Any debt collection, legal or court fees incurred in the pursuance of outstanding fees and/or charges may be added to the amount owed.
- 5.7 Students will not be permitted to enrol or re-enrol on any further courses if there are outstanding fees or charges. This includes any free courses that the student

may wish to do – if a debt is recorded on system, no further enrolment, regardless of cost, may be carried out until the debt is paid in full.

- 5.8 If an enrolment takes place and it is later found that the student has a debt with the College, we reserve the right to suspend the student from the course until the debt has been paid in full.

6.0 Processes and Documentation

- 6.1 Once enrolment is complete, an invoice/statement will be sent to the student. If a student has elected to pay by instalments this will be a statement for 'information only'.
- 6.2 If payment is not made within then given date from this invoice being sent, a further remind will be sent outlining that the withdrawal process may be instigated in there is continued non-payment or lack of communication.
- 6.3 If payment remains four weeks after this a further communication will be sent confirming the sanctions that may be put in place.
- 6.4 If a student is in debt they will not be permitted to re-enrol with the college until the debt is cleared. Continuing students must clear all debts to the College before being permitted to re-enrol on a subsequent stage of their course. All debts from previous years must be cleared by 1st August. If a student has outstanding debts after this date, they will not be permitted to re-enrol at the College and will be deregistered/withdrawn with the Awarding Body
- 6.5 A student will be presented to the Award Assessment Board for the award of any credit achieved to the point of withdrawal.
- 6.6 Students should use the Complaints Procedure to address concerns regarding deregistration or payment of fees.
- 6.7 A student may set up a Direct Debit to the College if they are unable to pay the outstanding debt in full. However, if they default before the debt is paid, the student must be withdrawn from the course.
- 6.8 HE Operations will reconcile outstanding debtors against the student lists prior to Award Assessment Boards. After the Award Assessment Board HE Operations will write to the students with outstanding debt explaining that: their results will not be released until all debts are cleared; if their debts are not cleared by 1st August they will not be able to re-enrol and will be de-registered with the University.
- 6.9 Students who have outstanding debt but are required to submit referral work will still receive the referral work for completion. At the point of the referral board if they are still holding outstanding debt then sanctions outlined in 5.0 will apply.

7.0 Related Documents and Data

HE Withdrawing and Suspending Study Procedure
Determination of Higher Education Programme Fees