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3. Invoices – Payment Terms

3.1 Payment of all invoices must be made in full within 30 days from date of invoice. For
st



**Academic
debtor**

Non-academic debtor



the Visa conditions and will be reported to the Home Office Immigration Authorities where their Visa may be curtailed.



covering periods less than an academic year are dealt with on a case by case basis.

10.2 The table in Appendix B sets out the process for chasing student debts. The correspondence detailed in Appendix B will be sent to students via e-mail or letter depending on the time of year. In addition, statements are sent to all students with details of outstanding balances on a termly basis.

11. Other Invoices – Students

11.1 Other charges applied to the student account during the year by Faculties and Directorates must be paid in full by the given due date.

11.2 The Income Team will attempt to pursue these debts with at least one reminder letter and follow up phone call.

11.3 Should debts remain unpaid after the Income Team have exhausted their collection procedures the account may be passed to Debt Collectors. The University reserves the right to pass on any third-party recovery fees in the pursuit of an unpaid debt.

12. Payment Plans

12.1



13. Exceptional Payment Plans

13.1 For students who have no control of when their funding is released, such as a Post Graduate Student Loan (from the SLC), the University may enter into an agreement matching when the funding is released. The Income Team will require confirmation from their loan provider of the details on the provider's headed paper.

14. Re- Registration

14.1 Returning students with an existing debt must clear this debt in full prior to the start of registration or they will have their registration blocked.

15. Communication

15.1 The University contacts students via their University e-mail account where possible. It is expected that students continue to check their University email account on a regular basis.

15.2 To ensure that contact can be made with the student the university may also contact students using:

- any phone number provided by the student,
- any alternative email address provided by the student,
- by letter to the term and /or home address provided by the student.

15.3 The use of a student's personal email will continue to be reviewed in light of GDPR regulations.

16. Statements and Reminder Letters

16.1 Statements and reminder letters are e-mailed to students' University e-mail account. Statements are issued on a monthly basis. Reminder Letters are issued on a weekly basis.

17. Graduation

17.1 Students will not be permitted to graduate from the University where any academic debt remains outstanding.









Day 21

Any student who has not paid or is not in a valid payment plan will be sent a



Appendix B- Accommodation Debt Process for September Starters.

End of September

Student Accommodation provides a list from the RMS