

University of Bradford

Procedures in relation to Student Debtors

Information for Staff and Students

1. Notification of Payment of Fees

No later than three weeks after enrolling as a student an invoice will be sent to students via email. The invoice will detail any payment plans that have already been agreed.

One week before the payment date an email reminder will be sent to students to say that their payment is due and to remind them of the consequences of missed payments.

If the student does not have a payment plan and/or the payment is missed the following procedures will apply:

Missed Payment: An email warning will be sent detailing the amount overdue. The warning will make it clear to the student that access to University facilities will be withdrawn.

7 Days after the Missed Payment: A final warning letter will be sent to the student detailing the amount over due and informing them that access to IT facilities is to be blocked with immediate effect.

14 Days after the Missed Payment: Students who have not responded to the warning letter will be formally suspended from the University. This means that they will not be considered a student and will be forbidden from attending lectures, laboratories or tutorials. Students may be pursued by a debt collection service for any money outstanding.

2. Payment Plans for Students with Payment Problems:

- Students who experience difficulty paying their fees will be given 2 weeks to make contact with the HUB following the invoice date for payment of fees.
- Students who have contacted the HUB within two weeks of their invoice date will be allowed 1 month from the invoice date to develop an acceptable payment plan.
- An acceptable payment plan must involve the payment of all debt by the start of the final assessments for that academic year. If this is not possible students will

be required to suspend their registration and to re-engage when they have sufficient funds to cover their debt.

- A condition of any offer is that students who have outstanding debt from a previous degree undertaken at the University of Bradford and who wish to begin a new course of study will have paid the outstanding debt before the offer is finally confirmed.
- Students who experience difficulty paying their fees and who do not contact the HUB within 2 weeks of the invoice date will be suspended.
- Where fees are paid by a sponsor, students should note that, in the event of non-payment by the sponsor, the student will become eligible for their own fees. Students in this situation should contact the Hub as soon as possible to discuss payment plan options. Students who do not make contact with the Hub will be subject to formal suspension from the University in line with the timescales above.
- Students returning to study mid-year, following a period of suspension are requested to contact the Hub as soon as possible upon their return to discuss a payment plan for the remainder of the academic year.

3. Guidance for Schools

- Schools/Departments are responsible for keeping up-to-date information of Personal Academic Tutors on SAINT. Student Administration & Support will email Divisions/Departments (with a copy to Personal Academic Tutors) when students face financial difficulties in order that the Personal Tutor may engage the student in a dialogue and provide necessary advice and support.
- Schools/Departments will no longer provide their costs centres for guarantee.
- Occasionally students with debtor status may present themselves for formal examinations after the point at which their account has been blocked. The student will not appear on the exam register but the invigilator will allow them to take the examination for two reasons: 1) it is not possible to determine whether or not students who are not on the list have been accidentally or deliberately missed off; 2) asking a student to leave could cause disruption to other students. The exam papers of such students will be marked with a sticker to indicate their debtor status (see below*).

4. Guidance for Handling the Assessment of Excluded Student Debtors:

- All assessments will be marked but will not be considered by assessment committees. Boards of Examiners will not consider progression for those students who are in the debtor status.

- Schools should write the mark on the script/assessment and enter the mark on SAINT.
- Schools must not write to students with debtor status to communicate their results, send a transcript of marks, release the marks verbally or in any other way communicate the marks to students.
- For the purposes of responding to freedom of information requests pursued under the Data Protection Act a number allocated to a piece of assessed work constitutes a 'mark' only after it is ratified by the assessment committee and concurred by external examiners.

5. Retention of the assessed work undertaken by student debtors:

- All information relating to assessment, including feedback sheets, coursework and examination papers generated by student debtors will be scanned and stored electronically in e-file. Where possible other forms of assessment, such as reports on group work, posters and drawings etc, will also be stored electronically.
- The data will be retained during the period in which the student is paying off the debt. Once the debt is paid, the marks will be taken to the next Exam Board or Assessment Committee to be ratified and, if appropriate, an award will be conferred or the appropriate module credit recorded. The student will then be informed of the award/module credit achieved.
- A student's work will be retained for a period of 2 years after the last recorded instance of payment towards this debt. After this time the student will be informed that their work is to be disposed of. The last known contact address (postal and personal email if available) will be used for this correspondence.
- Student Administration & Support will regularly update Schools on the payment status of their student debtors.
- It is the responsibility of the student's home School to check the status of the student's debt with Student Administration & Support prior to the School disposing of the assessed work.
- Schools will include the arrangements and policy (as shown above) in all Student Handbooks from the 2010/11 academic session.

** The script(s) will be identified by means of a sticker:*

This student's name
did not appear on the
Examinations register.

For further information about the Student Debtor policy please contact Hayley Preston, Head of Student Administration and Support, h.preston@bradford.ac.uk

For further information about the retention of debtor's work, please contact Amanda Hughes, (Complaints and Appeals Manager) a.j.hughes2@bradford.ac.uk

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