

09: DEBT

TUITION FEE AND OTHER DEBTS TO THE UNIVERSITY

Academic Year – 2017/18

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INTRODUCTION

This annex sets out the University's approach to managing debt. Students experiencing significant financial difficulties are strongly advised to seek advice from the University at the earliest opportunity.

DEBT

TUITION FEE DEBT

Students retain ultimate responsibility for the payment of their fees and all other monies owing to the University regardless of sponsorship agreements.

A student, who is withdrawn from a course and is no longer a student, will still need to pay the outstanding fee liability.

The University will try to accommodate the needs of its students wherever reasonable. If a student is having problems paying tuition fees, or any other monies owing, it is essential that the student contact the University as soon as possible to discuss any alternatives.

Should a **new** student **fail to arrange to pay tuition fees** within a satisfactory time, the following sanctions will be applied;

- Withdrawal of library borrowing rights
- Withdrawal of student IT rights
- Disablement of student ID card and any controlled access privileges
- Withdrawal of the student from their course – in the case of students in the UK under a Tier 4 visa, this will result in confirmation to the UKVI that UWE will cease to be the immigration sponsor for that student

Should an **existing** student **fail to arrange to pay tuition fees** or defaults in meeting agreed payment terms, all of the above-mentioned sanctions will be applied. In addition, the student may;

- not be permitted to re-register;
- not be issued with a final award certificate;
- not be permitted to attend the Graduation Ceremony;
- not be issued with any academic reference

The University will refer unpaid accounts to legal debt recovery and/or external agencies to pursue payment. A charge of £100 will be added to the account when such a transfer is made. In addition, the University may exclude debtors from its premises and seek recovery through the courts.

Fee remission, waiver and debt write-off are at the discretion of the University and may occur in exceptional circumstances.

LIBRARY DEBT

Library debt will be pursued in the same manner, as a defaulter would be by a public library. The following sanctions will be applied;

- withdrawal of library access,
- Withdrawal of IT access.

SHORT TERM LOAN/HARDSHIP LOAN

Finance Services will pursue full payment over the period of the student tenure in the University. Finance Services will also provide a listing of defaulters to the University Money Advice and Funds Service (MAFS) helping prevent further issue of loans.

ACCOMMODATION DEBT

Finance Services will collect debts incurred by students because of an accommodation contract with the University. This will apply to charges for both rental and damages. The debts will be passed to collection agents and will be pursued legally **even if they are currently students of the University**.

NON PAYMENT DURING THE YEAR

In the event you fall behind on your payment plan, or are unable to meet the payment date of an invoice, it is important for you to understand the implications and who you should contact to discuss your options.

Remember that you have signed agreements with UWE Bristol, which cover your responsibilities with regards to payment of your tuition fees, and use of our facilities such as the libraries and student services.

UWE Bristol will pursue any student in debt using the following methods:

- Automated reminders will be sent at key intervals to your UWE Bristol Live email account.
- Telephone calls to the numbers we have on file.
- Letters to both addresses on file.
- Emails to personal email addresses and your UWE Bristol Live email account.

It is your responsibility to ensure that you check your emails and respond to mail sent to you.

Failure to pay tuition fees may result in the following sanctions being applied to you.

- Loss of systems access eg. myUWE and Blackboard.
- Prevention from re-enrolment.
- Prevention from attending of graduation ceremonies.
- Certificates, references and transcripts will be withheld.
- Escalation to our Recovery Agents for collection where additional costs maybe incurred.
- Withdrawal from your programme of study
- Deportation and withdrawal (Tier 4 visa student).

Any student who has not paid in full and who has not set up an effective Direct Debit by the end of the tenth week of their first liability period will have their Blackboard access removed. UWE will then look to withdraw students from their studies for failure to pay.

APPEALING FEE CHARGES

The University endeavors to charge all students in a fair and transparent fashion and to ensure that this policy is applied in a consistent and transparent fashion. The University takes seriously all complaints that students may have with respect of its tuition fees and the application of this tuition fee policy. Any student wishing to appeal or contest a fee charge levied by the University should do so by contacting their student administration team in the first instance where it will be dealt with as a stage 1 complaint in the first instance in accordance with the University's complaints procedure. Details of the complaints procedure can be found at <http://www1.uwe.ac.uk/aboutus/contactuwe/complaints.aspx>