

## CREDIT CONTROL POLICY

### 1. Introduction

This policy describes the actions which Staffordshire University will take and the time frame within which these actions will be taken, to secure the prompt payment of invoices raised by the University. The Policy is consistent with the University's General Regulations for Students. The University is responsible for the collection of income from a variety of different sources and the Credit Control Policy describes the actions which will be taken to secure payment from each of these sources.

### 2. General Points

- a) The Financial Services section will communicate with students through individual University e-mail accounts.
- b) The actions outlined below will be suspended if, at any time during these procedures, an account is disputed.

### 3. Tuition Fees: Student Responsibility

- a) Fees are payable in full at or before enrolment unless a third party acceptable to the University has agreed, in writing, to accept responsibility for full payment.
- b) If you are responsible for payment of your own tuition fees you are eligible to pay by instalments. Acceptable instalment arrangements are shown *on the following pages* in this Policy, however instalment arrangements can only be agreed by Financial Services and must be made by 1<sup>st</sup> October or within two weeks of enrolment. Failure to do so will result in all fees being due for payment within 28 days of the invoice date.

## International Students

### Semester 1 Intake, International Students

Deposit		1st Instalment	2nd Instalment	3rd Instalment
£2,500.00 deposit paid prior to enrolment (as a condition of an offer being made).	Then either: 3 further instalments as follows OR monthly Direct Debit, see bottom of this page.	A payment equivalent to one third of full fees (less any deposit already paid) due before or on enrolment	Payable by 22 November 2010	Balance of fees payable by 22 February 2011
OR				
£2,500.00 paid at enrolment if you are progressing from one of the University's partner colleges.				

### Semester 2 Intake, International Students

Deposit		1st Instalment	2nd Instalment	3rd Instalment
£2,500.00 deposit paid prior to enrolment (as a condition of an offer being made).	Then either: 3 further instalments as follows OR monthly Direct Debit, see bottom of this page.	A payment equivalent to one third of full fees (less any deposit already paid) due before or on enrolment	Payable by 22 March 2011	Balance of fees payable by 22 June 2011
OR				
£2,500.00 paid at enrolment if you are progressing from one of the University's partner colleges.				

### June Intake, International Students

Deposit		1st Instalment	2nd Instalment	3rd Instalment
£2,500.00 deposit paid prior to enrolment (as a condition of an offer being made).	Then either: 3 further instalments as follows OR monthly Direct Debit, see bottom of this page.	A payment equivalent to one third of full fees (less any deposit already paid) due before or on enrolment	Payable by 22 August 2011	Balance of fees payable by 22 November 2011
OR				
£2,500.00 paid at enrolment if you are progressing from one of the University's partner colleges.				

### If you wish to pay by Direct Debit

Under this facility you will pay your fees by up to 7 equal monthly instalments between October/November and April/May each year. Payment of one third of the full fee must be made by or on enrolment, in advance of any direct debit agreement. (Dates for Semester 2 and June intakes will be notified to you at the time of setting up the Direct Debit.) **Completed forms must be received by Financial Services before 1 October 2010 or within two weeks of enrolment.**

**NB:** In all cases, you will undertake a binding agreement at the time the application to pay by instalments is made. The University reserves the right not to enter into such agreements at its entire discretion. If you default on your agreement with the University to pay your tuition fees by instalments, the facility will be withdrawn completely and the full invoice value will be due immediately.

## Home and EU Students

If you are responsible for the payment of your own tuition fees you are eligible to pay by instalments. However you **must contact Financial Services to arrange instalments by 1 October 2010**. Failure to do so will result in all fees being due within 28 days of the invoice date.

### Semester 1 Intake, Home and EU Students

3 Equal Instalments			OR	By monthly Direct Debit, see bottom of this page.
1st Instalment	2nd Instalment	3rd Instalment		
A payment to make up one third of full fees payable by 22 October 2010	Payable by 22 January 2011	Balance of fees payable by 8 May 2011		

### Semester 2 Intake, Home and EU Students

2 Equal Instalments		OR	By monthly Direct Debit, see bottom of this page.
1st Instalment	2nd Instalment		
A payment to make up one third of full fees payable by 22 February 2011	Payable by 8 May 2011		

### Students enrolling on full time Masters Courses in Semester 2

3 Equal Instalments			OR	By monthly Direct Debit, see bottom of this page.
1st Instalment	2nd Instalment	3rd Instalment		
A payment to make up one third of full fees payable by 22 February 2011	Payable by 8 May 2011	Balance of fees payable by 22 July 2011		

### June Intake, Home and EU Students

3 Equal Instalments			OR	By monthly Direct Debit, see bottom of this page.
1st Instalment	2nd Instalment	3rd Instalment		
A payment to make up one third of full fees payable by 22 July 2011	Payable by 22 September 2011	Balance of fees payable by 22 November 2011		

### If you wish to pay by Direct Debit

Under this facility you will pay your fees by up to 7 equal monthly instalments between October/November and April/May each year. (Dates for Semester 2 and June intakes will be notified to you at the time of setting up the Direct Debit.) **Completed forms must be received by Financial Services before 1 October 2010 or within two weeks of enrolment.**

**NB:** In all cases, you will undertake a binding agreement at the time the application to pay by instalments is made. The University reserves the right not to enter into such agreements at its entire discretion. If you default on your agreement with the University to pay your tuition fees by instalments, the facility will be withdrawn completely and the full invoice value will be due immediately.

#### **4 Credit Control Procedures**

- a) Where no instalment arrangement has been agreed, accounts will become due 28 calendar days after the date on which the invoice has been raised.
- b) Where an account is overdue, a series of three letters will be sent by email to the student's email account. After the third letter the relevant faculty will be notified of the tuition fee debt and that faculty will attempt to make contact with the student to resolve the situation. Following this, a final letter will be sent by post notifying the student of their exclusion from the University.
- c) The University will refer all outstanding accounts for tuition fees to its debt recovery agents for appropriate legal action to recover the debt.
- d) If the debt remains outstanding at the end of the academic year, the student will not be allowed to re-enrol at the University until the account is cleared.
- e) Where a student has made an agreement to pay their tuition fee account by instalments but has defaulted; then these credit control procedures will commence with the first letter being sent immediately after the initial default whereby the whole debt will then be due in full.

#### **5. Tuition Fees: Employer or Organisation Sponsored**

- a) Fees are payable in full at or before enrolment. Where students have provided a letter from their employer or organisation sponsor accepting responsibility for fees, invoices will be sent directly to them. These letters must be received in Financial Services by the 1<sup>st</sup> October or within two weeks of enrolment. If no letter is received by that date, the student will be invoiced directly.
- b) Accounts will become due 28 calendar days after the date on which the invoice is raised.
- c) If the account becomes overdue, two credit control letters will be sent to the sponsor, following this a credit controller will telephone the sponsor. Should the account remain outstanding, the University will refer the account to its solicitors for appropriate legal action to recover the debt.
- d) In the event of non-payment by the employer or organisation sponsor the University reserves the right to invoice the student directly for the fees.

#### **6. Tuition Fees - Student Finance England / Local Authority Sponsored**

- a) Student Finance England (Student Loan Company) and Local Authorities will only pay fees for students who are in attendance at the University as at 1<sup>st</sup> December in any academic year.
- b) If a student withdraws or intermits from their course before 1<sup>st</sup> December or where it is ascertained that the student is responsible for his/her tuition fees (in whole or in part) – an invoice will be raised on the student.
- c) If an account becomes overdue, the procedures described in section 4, above, will then commence.

## 7. Accommodation Fees

- a) Invoices are raised as soon as practicable after the student registers for University managed residential accommodation. The University will provide an opportunity for students' parents to pay accommodation fees at the University Intake Weekend.
- b) Payment may be made in 3 arrangements. These are:-
  1. Payment in full on or before the 19<sup>th</sup> September 2010. This will entitle the student to receive a 5% discount of the total rental payable.
  2. Direct Debit instalments. In order to qualify for payments by direct debit a completed mandate must be returned to the University by the 19<sup>th</sup> September 2010. Payments will be taken in 3 equal instalments as follows:  

8<sup>th</sup>/22<sup>nd</sup> October/November  
8<sup>th</sup>/22<sup>nd</sup> January  
8<sup>th</sup>/22<sup>nd</sup> April/May
  3. Payment in full 28 days after the date of the invoice.
- c) Where no instalment arrangement has been agreed, and once the invoice is overdue a series of three credit control letters will be emailed to the student's university email address.
- d) After the third letter has been sent the Accommodation Office will be notified of students who have overdue accounts and will make attempts to contact the student.
- e) Finally the account will be passed to the University's debt recovery agents for appropriate legal action to recover the debt.
- f) Where a student has made an agreement to pay their accommodation fees account through a direct debit arrangement, these procedures will commence with the first letter immediately after the initial default.
- g) Default of a direct debit arrangement will result in the withdrawal of this facility and the outstanding balance will be due in full, immediately.

## 7. Other Invoices

- a) Invoices will be raised in the Financial Services section on verification of a correctly entered invoice request by Faculties and Services.
- b) Invoices will normally be raised and despatched within 5 working days of receipt of the instruction in the Financial Services section.
- c) Invoices are payable 28 days after the date of the invoice. Following this a series of three credit control letters will be sent to the debtor. In the case of a company account a credit controller will telephone the company instead of sending a third letter.
- d) Following the procedures outlined above, the University will refer the outstanding account to its solicitors for appropriate legal action to recover the debt.