



# Policy and Protocol for the Non-payment of Tuition fees London MScs

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## **a) Introduction**

The Payer must pay the programme fees and per the payment schedule outlined in the Registration contract. Where the Payer is not the Participant, the obligation to pay is set out in the Registration contract between the Payer and the School. This protocol applies only to the local London Campus Full time Masters programmes.

## **b) Process 1 - Overdue payment management**

If the Programme fees are not paid when they fall due, the School will follow the below protocol:

### **Step 1 - Overdue instalment**

If no payment is received within ONE week of the instalment due date, the finance department will email students advising them that they have outstanding tuition fees to pay. This is the only reminder that students will receive. The payment must be received within 30 days as per the terms and conditions section 22.

The student can approach the finance team to discuss an alternative payment plan if faced with financial difficulties.

### **Step 2.1 - Escalation to the Academic Director**

If no payment is received after 30 days of notification, the Finance department will escalate the payment issue to the Academic Director (AD). The Academic Director will engage with the student in person and will assess whether the student is facing any mitigating circumstances preventing them from settling their instalment (see section C, Mitigating Circumstances). They will also consider the student's eligibility for the Hardship fund if appropriate.

The Academic Director will have two weeks to investigate the matter and contact the student.

### **Step 2.2 - Suspension**

If the student is not facing any mitigating circumstances and does not engage with the Academic Director within one week of receiving their email/communication, the student will be immediately suspended from the School for breaching the Admissions terms and conditions.



Suspension includes blocking access to Blackboard, intranet and access to the campus.

Once the decision is made, the Academic Director will inform Programme teams, Finance, IT, and Facilities, who will take the appropriate actions.

### Step 2.3 – Exclusion

If no fee is received from the student within one week of suspension, the matter will be raised to the UK Dean to instruct the full exclusion of the student.

Exclusion includes blocking access to Blackboard, intranet, emails, campus access and student visa cancellation.

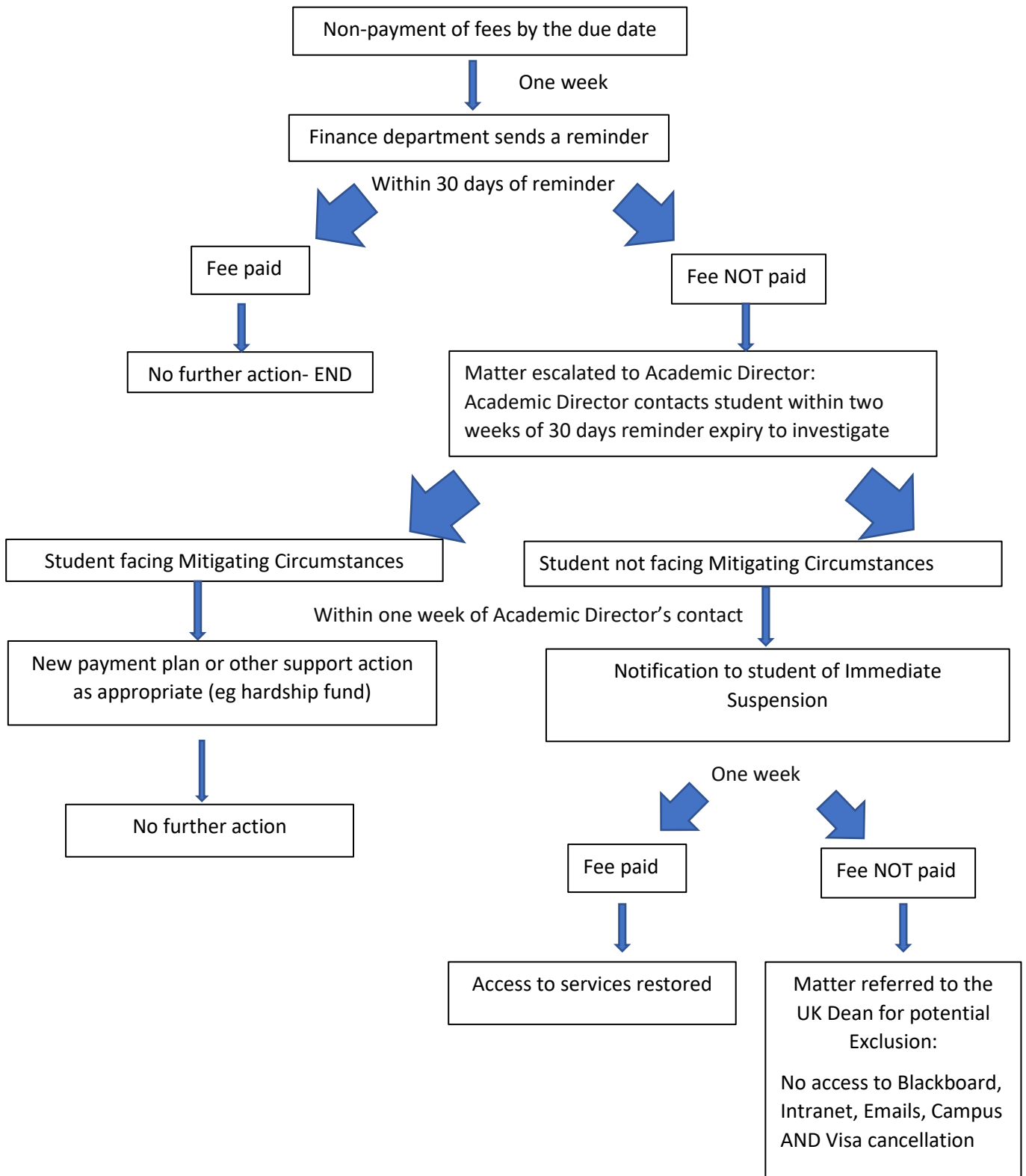
Once the decision is made, the Academic Director will inform Programme teams, Visa, Finance, IT, and Facilities, who will take the appropriate actions.

Students who make payments in full or receive an exceptional payment plan will have access to services reinstated as swiftly as possible.

### c) Mitigating circumstances

Should the student face mitigating circumstances, a payment plan will be implemented by Finance in agreement with the student over a duration which cannot extend beyond the date of the next instalment. Students facing mitigating circumstances may be eligible for support through the Hardship fund. A payment plan cannot go further than the student's thesis grading (6 weeks prior). Students must complete the Mitigating circumstances Form for Financial Hardship (appendix 1), which the Academic Director will review. Students eligible for the Hardship Fund will be referred to the UK Director of Academic and Student Services by the Academic Director.

## Flow Chart- Overdue payment



#### d) Process 2 – Drop-out and No-Show payment management

A “Drop-out” is a student who withdraws from a programme by completing the School’s “Admission Cancellation form”. If the form is submitted more than 6 weeks before the Programme commencement date, no additional fees (beyond the deposit) is due. If the form is submitted less than 6 weeks before the Programme commencement date, the student will be liable to pay a percentage as per the below table:

<b>Number of days between (a) the date on which the School receives written notice of cancellation from the Client; and (b) the Commencement Date</b>	<b>Percentage of total Programme Fee for which the Payer shall be liable</b>
0-14 (i.e. if the School receives the cancellation within 2 weeks of the Commencement Date)	100%
15-28 (i.e. if the School receives the cancellation within 4 weeks of the Commencement Date)	50%
29-42 (i.e. if the School receives the cancellation within 6 weeks of the Commencement Date)	25%
43 or more (i.e. if the School receives the cancellation more than 6 weeks before the Commencement Date)	10% (i.e. in practice this means that the Programme Deposit shall not be refunded but no further payment shall fall due.)

A “No-Show” student is a student who does not inform the School of their withdrawal from a programme and will therefore be liable for 100% of their fees. An email will NOT be considered as a notification of withdrawal. Candidates must inform the School about their withdrawal by completing the “Admission cancellation form”. The form is available [here](#) on the School’s website under the Admissions policies. Any withdrawal requests will only be processed when the admissions team receives a completed Admissions Cancellation Form.

### Step 1 - Overdue instalment

In both cases, the student **will receive one follow up reminder** by the finance department (as part of the review of overdue fees – see Process 1 Step 1). The payment must be received within 30 days as per the terms and conditions section 22.

Where a student is facing mitigating circumstances, and there is evidence of genuine difficulty in making payment, the finance team will try to agree on a realistic instalment of payment, which is within the means of the student and payable over a period of time acceptable to the School. Mitigating circumstances will be examined by the Academic Director on the Finance team notification. Please see section C for details.

### Step 2.1 - Escalation to the Finance Director

The Finance Director will write to the student and offer a discount of 25% to settle the fees if the payment matter is to be resolved within 30 days.

### Step 2.2 - Escalation to the Guarantor

If the student does not respond, the Finance Director will write to the guarantor within 10 days to respond and pay. The 25% discount will still apply.

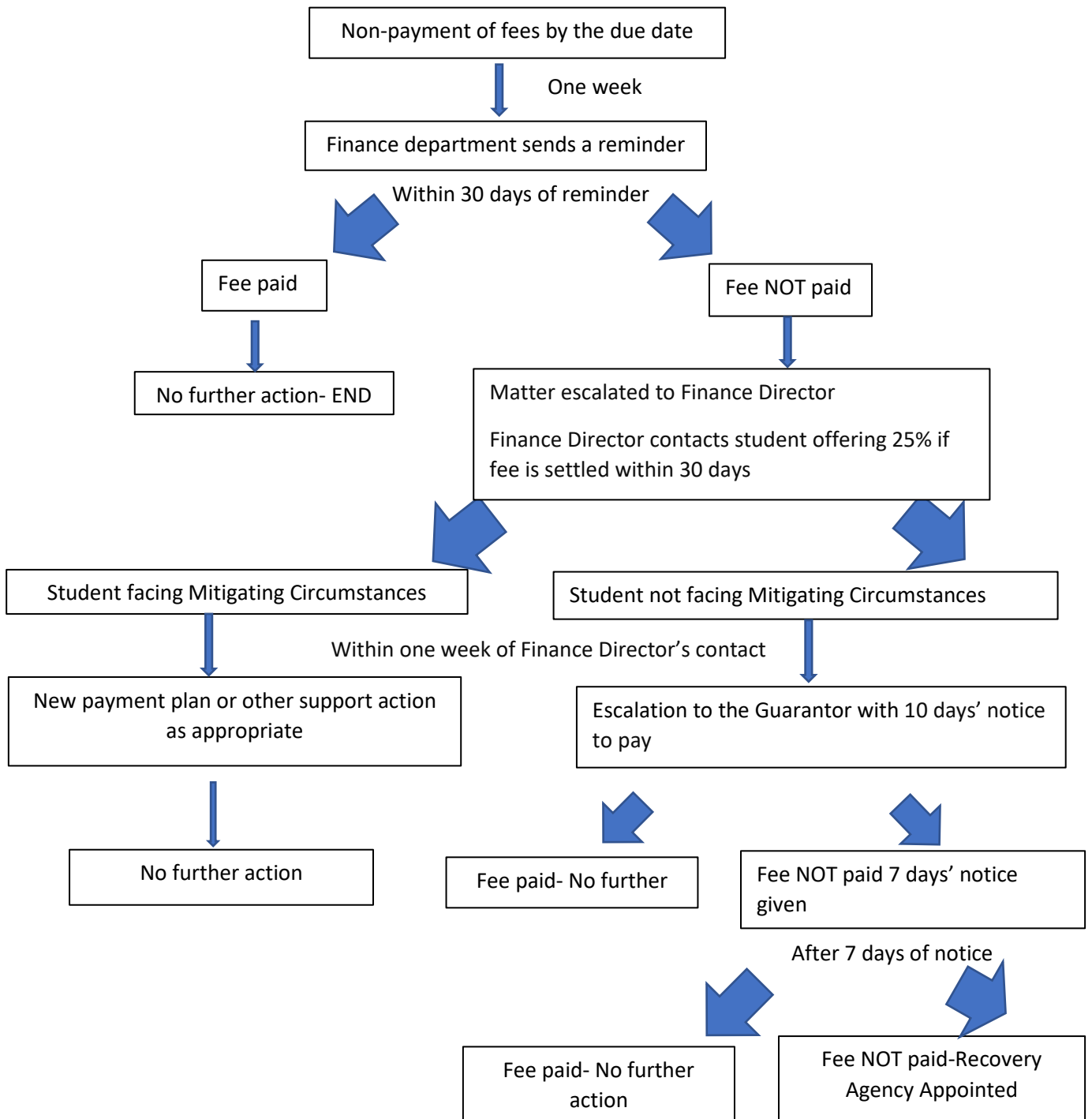
### Step 2.3 - Escalation to Recovery Agency

If the guarantor does not engage, a final warning will be sent to the candidate and guarantor with 7 days' notice. Then a recovery agency will be appointed.

## e) Process 3 – Deferred twice payment management

A student cannot request a second deferral and will be treated as a No-Show student - see above process 2.

### f) Flow Chart- Drop-out and No-Show







## g) Appendix 1: Mitigating Circumstances Form For Financial Hardship

(to be used for Tuition Fee ONLY)

Students should email the completed form and related evidence to their Academic Director.

<b>Student Name:</b>	<b>Student ID:</b>
<b>Programme:</b>	<b>Academic Year:</b>
<b>Outstanding Fee:</b>	<b>Current Semester</b>
<b>Email address:</b>	<b>Phone No.</b>

**Reason for Request:** (Please outline the circumstances you are facing and provide evidence):

**How and when do you intend to pay the outstanding tuition fee:**

**Student's Signature:**

**Date:**