

Document Title	Higher Education Outstanding Fees and Deregistration Procedure 2018/19
Document Reference	Higher Education Outstanding Fees and Deregistration Procedure 2018/19
Version	Version 2
Created by	Debbie Toseland/Amanda Crowle: HE Admissions Manager/HE Registry Quality Data Lead, HE Operations/Finance
Document Date (creation)	22 July 2014
Last Amended	07 Feb 2018
Approving Body and Date Approved	Higher Education Academic Board
Review Date	Annually
Intended Recipients	Applicants/Learners/Central Finance/Administration Managers

Version	Date	Author	Replaces	Comments
1	26 May 2015	Jess Hutchings		Initial Creation
2	07 Feb 2018	Debbie Toseland		Initial Creation – DRAFT stage

Higher Education Outstanding Fees and Deregistration Procedure

1. Purpose

- 1.1 To ensure the payment of Higher Education tuition, material and equipment fees (if applicable) prior to re-enrolment.

2. Applies to

- 2.1 Higher Education students enrolling onto a subsequent year of their course.

3. Responsibility

- 3.1 **Administration Manager, Camborne:** for informing the HE Assistant Registrar and Programme Manager of all HE debtors and collecting outstanding fees from all HE students.
- 3.2 **Higher Education Assistant Registrar (HEAR):** for withholding results for all students that have outstanding debts and for notifying the student of their outstanding debt.
- 3.3 **Programme Manager:** for following the HE Withdrawing and Suspending Study Procedure when appropriate.
- 3.4 **Site Administration Office:** for retaining re-enrolment forms for all HE outstanding debtors.

4. Principles of Student Debtors and Deregistration

- 4.1 A student will be deemed a debtor to the College if they owe over £100 and fail to comply with the terms of their contract of enrolment in respect of tuition fees or other payments.; e.g. accommodation.
- 4.2 The College will notify students of payment details and deadlines well in advance of those deadlines.
- 4.3 The appropriate proportion of tuition fees must be paid on or before enrolment. The balance must be paid in accordance with the published deadlines to avoid deregistration.
- 4.4 In some circumstances the College may allow payment by more than two instalments against an agreed instalment plan. Instalment plans should normally be completed by the published deadline to avoid deregistration.
- 4.5 The students' main point of contact during the de-registration process will be the Administration Manager, Camborne.
- 4.6 All students must clear their outstanding debt before being allowed to re-enrol.
- 4.7 A deregistered student who has cleared their debt will not be permitted to re-enrol until the next entry point for their year of studies.
- 4.8 A deregistered student will not be awarded credit earned up to the point of deregistration until they clear the outstanding debt.

- 4.9 A deregistered student who re-enrols in the following academic year will only be liable to pay for the appropriate proportion of tuition fees for that year.
- 4.10 University regulations will apply to deregistered students in respect of the period for completion of studies.
- 4.11 Appeals against deregistration will be heard by a central panel chaired by a member of the HE Operations Team.
- 4.12 Once a student is deregistered the following will happen:
- Their email and computer access will be withdrawn
 - Their borrowing facilities at all College and University libraries will be withdrawn
 - They will be excluded from College managed student accommodation
 - Other academic services such as marking, assessment and the provision of results will be withdrawn
 - They will be prohibited from attending teaching sessions.
- 4.13 There is an appeals procedure, which operates in a similar way to academic appeals. Examples of grounds for appeal which may be accepted are material error, change in circumstances etc., but the implementation of the deregistration process itself will not be grounds for appeal.

5. Processes and Documentation

- 5.1 Continuing students must clear all debts to the College before being permitted to re-enrol on a subsequent stage of their course.
- 5.2 All debts from previous years must be cleared by 1st September. If a student has outstanding debts after this date, they will not be permitted to re-enrol at the College and will be deregistered with the University.
- 5.3 A student may set up a Direct Debit to the College if they are unable to pay the outstanding debt in full. However, if they default before the debt is paid, the student must be withdrawn from the course. In this scenario, the Administration Manager, Camborne must inform the Programme Manager that the student has ceased making payments. The HE Withdrawing and/or Suspending Study Procedure must then be followed.
- 5.4 Prior to the site Award Assessment Board, the Administration Manager, Camborne will notify the HEAR and Programme Manager of all outstanding debtors.
- 5.5 After the Award Assessment Board the HEAR will write to the students explaining that: their results will not be released until all debts are cleared; if their debts are not cleared by 1st September they will not be able to re-enrol and will be de-registered with the University.
- 5.6 After 1st September the Administration Manager, Camborne will send the Programme Manager an updated list of all remaining outstanding debtors.

- 5.7 The Programme Manager must complete the HE Student Withdrawal Form and follow the HE Withdrawing and/or Suspending Study Procedure.
- 5.8 The Site Administration Office will retain the re-enrolment forms for all students that have outstanding debts to the College.
- 5.9 The HEAR will withhold the results for all students that have outstanding debts to the College.

6. Related Documents and Data

HE Withdrawing and Suspending Study Procedure
HE Student Withdrawal Form
Determination of Higher Education Programme Fees