

## **CREDIT CONTROL PROCEDURE**

### **1 INTRODUCTION**

The purpose of this procedure is to enable effective control of all debts owed to the University: to manage the levels of debt and to minimise bad debt.

### **2 SCOPE**

All income due to the University is covered by this procedure, which applies to Students, Sponsors, Commercial Accounts, Research Funders and all other debtors of the University.

### **3 RESPONSIBILITIES**

It is the expectation of the University that all students, sponsors, customers, funders and other debtors will adhere to the payment terms and conditions specified in the contract, agreement or invoice that relates to the goods or services provided.

It is the responsibility of the University:

- To raise fee notes and invoices on a timely basis
- To ensure income is recorded accurately and promptly
- To collect all income by the due date
- To rigorously follow up all debts not paid by the due date with an escalating process

The University will communicate periodically with debtors to notify any monies outstanding, with the expectation that debtors will respond by paying the outstanding amounts or by advising the University of any reason why the debt is not due. In the event that adequate response is not received from any debtor, the University will implement an escalating process of sanctions and/or debt collection.

All correspondence with students will be sent to the student's University email address. It is the responsibility of the student to ensure that their contact details are maintained within their student record.

### **4 PAYMENT PROCESS**

For Student tuition or accommodation fee charges payment can be made at: <https://www.uws.ac.uk/money-fees-funding/pay-fees/>. Sponsors or commercial account holders can pay at: <https://bit.ly/PaymentOfUWSInvoices>

## **5 CREDIT CONTROL PROCEDURES**

Credit control procedures will be tailored to the debtor group and type of debt outstanding and may include sanctions. Sanctions applied will be consistent with the type of debt outstanding and proportionate to the level of debt. Payment plans are at the discretion of UWS.

### **5.1 Students**

The process to be followed in the event of fees and other charges remaining unpaid after the due date will be:

- Reminder letter
- 2<sup>nd</sup> reminder letter detailing sanctions that may be applied
- Final letter confirming sanctions and date they will be applied

Sanctions which may be applied are determined by the type of debt and include:

- Tuition fee debt: removal of IT facilities; prevention from sitting exams and assessments; exclusion from award ceremonies; withdrawal and reporting to UK Visas and Immigration (for UKVI Sponsored students); non issuance of CAS (Confirmation of Acceptance for Studies) to apply for visa extension; refusal of credit facilities; prevention from further enrolment
- Accommodation fee debt: refusal of credit facilities; eviction
- Other debts: refusal of credit facilities; prevention from enrolment

Sanctions will not be applied for debts totaling less than £100.

### **5.2 Sponsors**

University Schools and Departments are responsible for notifying the Finance Department of any student sponsors at the earliest opportunity, to enable fee invoices to be raised appropriately. All sponsor invoices are due for payment within 30 days. Unpaid sponsor invoices may result in the student being prevented from enrolling.

### **5.3 Commercial Accounts**

All commercial invoices are due for payment within 30 days. Statements of account will be issued on a monthly basis.

The University expects the cooperation of the School, Research and Impact Development, Enterprise Services and other Departments as relevant, if invoices remain unpaid after the due date.

In the event of unpaid invoices the University will proceed to external debt collection agencies and solicitors. Associated debt collection costs will be added to the outstanding debt and recovered from the customer.

## 5.4 Research Funders

All research funding invoices are due for payment according to the terms of the research contract or agreement.

The University expects the cooperation of the Principal Investigator, School, Research and Impact Development, and Enterprise Services if invoices remain unpaid after the due date.

## 5.5 Other Debtors

All other invoices are due for payment within 30 days. Statements of account will be issued on a monthly basis.

## 5.6 All Debtors

In all cases in the event that debts remain unpaid following correspondence and application of relevant sanctions, the University will proceed to external debt collection agencies and solicitors. Associated debt collection costs will be added to the outstanding debt and recovered from the debtor.

## 6 COMMUNICATION

All communication relating to the payment of Student debt should be made via WhatsApp on the student app. For Sponsor/Commercial/Research enquiries please email [companyaccount@uws.ac.uk](mailto:companyaccount@uws.ac.uk).

**Procedure Author** – Head of Finance

**Procedure Owner** – Vice Principal (Finance & Infrastructure)

**Parent Policy Statement** – Finance Policy Statement

**Public Access or Staff Only Access** – Public

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**Changes and Reason for Changes** – Minor changes made including link to payment and communication methods.