

Policies and Procedures

Student Debtors Policy

Policy Number:	6.34.05
Responsible Officer:	Executive Director Finance
Policy Editor/Contact:	Accountant Accounts Receivables
Approving Authority:	Finance and Investments Committee
Date approved:	February 2018
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1 Purpose

This policy sets out the guidelines and requirements for effective management and collection of students' debts of the University, to encourage a common understanding and a consistent management practice across all the campuses.

2 Objective

The policy describes the responsibilities of students relating to student debts and the impact it would have on their studies. It also explains the various cases in which a refund would be applicable to students.

These policies are subordinate to the University's Statutes and Financial Regulations. They are also subordinate to the rules and regulations regarding student fees as set out in the University's Handbook and Calendar. It applies to all types of students who are eligible to study at the University.

3 Policy

- 3.1 Students are responsible for ensuring all fees and charges related to their study or related to services provided by the University are paid within the regulated deadlines as defined in the Calendar or as announced by the University from time to time.
- 3.2 A Student Debtor is defined as a student who fails to pay the full amount of any fees, charges or fines due to the University within the regulated deadlines.
- 3.3 Students with outstanding debts will not be allowed to graduate, access results, re-enroll into a course/programme, will be deregistered from a course or suspended from accessing classes and University systems and services during a particular semester/trimester. The Vice Chancellor and President can vary this on as case by case basis.
- 3.4 The University reserves the right to pursue collection of debts or take legal proceedings where applicable for those students who have left the University.

4 Student Invoices and Payments

- 4.1. The University will generate invoices within the first week of lectures or as announced from time to time.

- 4.2.** Payment due dates for fees is predetermined by the University. These are specified in the University's Handbook and Calendar and are regularly communicated to students. The students are expected to familiarize themselves with all such dates.
- 4.3.** All students' payments must be receipted either to the nominated bank accounts, Post Office, or to the university cashier in each campus. This also applies for all government and private sponsored students and those received from other sources such as superannuation funds and financial institutions.
- 4.4.** Any dishonored cheque originally presented for student payment will be applied against the student's account, together with the relevant bank fee. Non-payment of this amount will result in the student's account being put on hold until the amount due to the University is fully cleared.

5 Refund

- 5.1.** A student will be eligible for a refund of tuition and all other related fees and charges paid to the University under the following circumstances;

5.1.1. Students who officially withdraw from a course or change the course, prior to the deadline for withdrawal and change of courses.

5.1.2. Students enrolled in a course that is cancelled by the University or other course related changes that has disadvantaged the students by not being able to complete the course.

5.1.3. Students excluded under academic progress regulations.

5.1.4. Course does not deliver within agreed start and end dates and the student has not already withdrawn.

5.1.5. The student has overpaid the University.

- 5.2.** Documentary evidence must be provided in support of an application for a refund under any of the above provisions in clause 5.1

- 5.3.** In all cases, any other debt owing to the University will be deducted from any refund of fees and charges. Charges for services already consumed such as accommodation and library fines will not be waived.

- 5.4.** Withdrawals after the deadline for withdrawal from courses with no financial penalty:

5.4.1. There will be no refund of any fees and charges where students withdraw from a course after the deadline for "withdrawal from courses with no financial penalty" as defined in the calendar for each year. Fees paid will be refunded only in "extenuating circumstances" defined in regulation 10.7 Withdrawal from Courses.

5.4.2. "Extenuating circumstances" include those circumstances that:

- a. are beyond the person's control; and
- b. do not make their full impact on the person until on or after deadline for withdrawal from courses with no financial penalty for the course of study for the semester; and

- c. Make it impracticable for the person to complete the course of study for the semester during the semester or during the year in which the semester occurs.

5.4.3. Extenuating circumstances do not include a lack of knowledge or understanding of USP's policies and regulations or a person's capacity to pay.

6 Write off of unrecovered debts and losses

Uncollected student debts will be written off as determined by the University as per policy number [6.34.02 – Write Off of Unrecovered Debts and Losses](#).

7 Student Grievance

Student complaints regarding fees or services must follow the Student Grievance Policy and Procedure.

8 Responsibility

Role/Office	Responsibility
Executive Director Finance	Overall oversight of this policy and ensuring that it is implemented and enforced across all campuses.
Students	Comply to policy
Student Finance Office	<ul style="list-style-type: none">• Execution of this policy and reporting on any breach.• Provide guidance and training to all students and departments as and when required.• Continuous improvement of the policy.

9 Related documents

This policy should be read in conjunction with:

[Student Grievance Policy](#)

[Write Off of Unrecovered Debts and Losses Policy](#)

Cash Management Policy

[Admission, Registration, Withdrawal & Auditing Regulations](#)

[Procedure for Consideration of Lifting of Financial Holds](#)

[University Handbook and Calendar](#)