

Procedures Relating to Students with Composite Fees Debt

Information for Students

The University's expectation is that students pay composite fees on time, in line with the standard payment terms and plans offered by the University, and if a student is experiencing financial difficulties, they notify us as soon as possible so we can support them to make payment.

1. Notification of Payment of Fees

Students will receive their invoice by email once they have completed their (re)enrolment with the University. If a payment plan has been set up on the account, this will also be sent to the student by email.

2. Sanctions for Non-Payment of Composite Fees

Where a payment is missed, the student will be notified of this and sent email reminders requesting payments. Students may also be contacted by phone in addition to the email reminders. These reminders will make clear the sanctions applied for non-payment and the timescales the University will apply them. These sanctions include:

- Withdrawal of facilities including IT and Library access.
- Suspension within the academic year: Students will have IT and library facilities withdrawn, will be suspended from attending lectures, laboratories, or tutorials, and from submitting assessment.
- Students with outstanding composite fees will not be permitted to progress to the next stage of their studies or to re-enrol in any subsequent academic year.
- Students who are in their final year who have Composite Fees debt will be prevented from graduating and certificates and transcripts will be withheld.
- A condition of any offer on a programme of study where students have outstanding debt from previous study undertaken at the University of Bradford, and who wish to begin a new course of study, will have paid the outstanding debt before the offer is finally confirmed.
- Student Composite Fee debt can be referred to debt collection agencies for collection and legal action taken where the debt remains unpaid.

Students will be notified in writing of any sanctions the University applies to them.

3. Students Experiencing Financial Difficulties

Students experiencing financial difficulties affecting their ability to pay their Composite Fees are required to contact the University as soon as possible.

The University has a Money Advice service, contactable by email at money@bradford.ac.uk, by phone on + 44 (0) 1274 236504 or you can book an appointment online (<https://www.bradford.ac.uk/money/moneyadvice/>). The service can provide confidential specialist advice about student funding and help with general advice about budgeting, debt, and welfare benefits. Any student experiencing financial difficulties is advised to contact the team for support and advice.

Support can also be provided by the Students' Union Advice Service at ubu-advice@bradford.ac.uk.

Students who have trouble paying their fees should contact the Credit Control team at creditcontrol@bradford.ac.uk as soon as possible to advise of the situation, and before their payment is due. The University will work with the student to develop an acceptable payment plan and will notify the student of the agreed alternative payment plan arrangement.

An acceptable payment plan must involve the payment of all debt by the start of the final assessments for the current academic year. If this is not possible students may be advised to suspend their enrolment and to re-engage when they have sufficient funds to cover their debt. Where an appropriate payment plan cannot be agreed, the University will apply sanctions for non-payment as set out in section 2.

Where a student experiencing financial difficulties has not contacted the University to advise of their situation and agree a payment plan, sanctions will be applied as set out in section 2.