

Credit-control policy

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Person Responsible	Credit controller Principal
Linked policies	Standard Terms and conditions of Fee Payment Student Disciplinary Procedures
Chapter in OU Operations Manual	16
Mapping to Quality Code	

16 Credit Control Policy

16.1 Introduction

- 16.1.1 This policy describes the actions which Ballet West will take and the timeframe within which these actions will be taken, to secure the prompt payment of fees payable to Ballet West.
- 16.1.2 The Credit Control Department will communicate with those responsible for payment of Tuition Fees through responsible person email accounts and telephone.
- 16.1.3 The responsible person is the person who signed the Standard Terms and Conditions of Fee Payment. In most cases this will be a parent of the student, but could be the student or another relative.
- 16.1.4 The actions outlined below will be suspended if, at any time during these procedures, an account is disputed.

16.2 Tuition Fees

- 16.2.1 The schedule of payments and due dates are set out in the Student Fee Information Letter sent to you in advance of each academic year.
- 16.2.2 If you withdraw from your studies or are expelled from Ballet West following disciplinary procedures, you will be required to pay the full years course fees.
- 16.2.3 **Home & EU Students** fee payments to be made via online payment, Bank Transfer or Cheque. Failure to pay on the due dates **may lead to exclusion** from Ballet West.
- 16.2.4 **International Students** As part of the visa application to enter the UK, full time international students are required to provide evidence that there are sufficient funds available to cover tuition fees and living expenses during their studies in the UK. Students must ensure that they make the necessary arrangements well in advance of the due date if funds need to be transferred from home. Failure to pay the balance of tuition fees by these dates **may result in immediate exclusion** from Ballet West. Students will be unable to continue with their studies which will invalidate their visa. They will be reported to UK Visas and Immigration (UKVI) and be required to leave the country. It is therefore extremely important to adhere to these deadlines.
- 16.2.5 **Tuition Fees - Student Loan Company** Student Finance England, Student Awards Agency for Scotland, Student Finance Wales and Student Finance Northern Ireland will only pay fees for students who have applied for a tuition fee loan and whose attendance has been confirmed by Ballet West at the various census points during the year. It is the student's responsibility to ensure that application forms are completed correctly, in a timely manner and they must respond immediately to any requests for further information that may prevent their application from being processed. Failure to complete the forms correctly may result in the application being declined. Students remain liable to pay any proportion of fees not covered by a tuition fee loan or grant and will be liable to pay the balance accordingly. It is important to remember that these funding bodies are independent to Ballet West and therefore we do not have access to your application.

16.2.6 Student Loan Company can reassess students for up to 7 years and may withdraw their right to fund a student during this period. This only happens in a small percentage of cases, however in this instance the student would become liable for the tuition fees and invoiced accordingly.

16.3 Credit Control Procedures

16.3.1 Fees will become due on the due date as detailed in the Student Fee Information Letter or a subsequent payment plan agreed with Credit Control.

16.3.2 Where an account remains overdue after this date, a series of two letters will be sent by email to the responsible person. The letters will be sent at 30 days and 60 days overdue advising them of potential exclusion of the student from the course.

16.3.3 If after 90 days, the debt remains unpaid, the following actions will occur -

- Ballet West will take appropriate legal action to recover the debt. This may incur additional charges being added to your account and ultimately affect your ability to obtain credit in the future.
- The student will be excluded from the course and a final letter will be sent by post and email notifying the responsible person.

16.3.4 Exclusion means the prohibition on attendance at or access to any part of Ballet West and its facilities. Excluded students may not offer themselves for assessment and any completed assessments will not be considered by Examination Boards.

16.3.5 The student will be able to resume his/her studies as soon as the debt is cleared

16.3.6 Where a student has made an agreement to pay their tuition fee account by payment plan but has defaulted; then these credit control procedures will commence immediately after the initial default whereby the whole debt will then be due in full.

16.3.7 **International Students:** In the event of exclusion of an international student, Ballet West will withdraw the sponsorship of any student admitted to the UK on a Tier 4 visa and report this to UK Visas and Immigration. The student will then be required to leave the country and return home.