

Credit Control Procedure

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Procedure Owner – Vice Principal (Finance & Infrastructure)

Parent Policy Statement – Finance Policy Statement

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Changes and Reason for Changes – Changes made to sanctions and communication sections.



CREDIT CONTROL PROCEDURE

1 INTRODUCTION

The purpose of this procedure is to document the terms and conditions under which debts owed to the University of West of Scotland are controlled and to manage the levels of debt and to minimise bad debt.

This specifically applies to the collection of academic debt relating to student tuition fees, Sponsorship income, commercial accounts, research funders and all other debtors of the University.

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 an 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 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 the University.

4.1 Students

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

- First reminder letter,
- Second reminder letter,
- Final letter detailing sanctions to be applied.

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

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

- Tuition fee debt: prevention from sitting exams and assessments; exclusion from award ceremonies; withholding of student transcripts: withdrawal and reporting to UK Visas and Immigration (UKVI) (for Student visa holder students); non issuance of CAS (Confirmation of Acceptance for Studies) to apply for a 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.

4.2 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.

If the student has arranged for the tuition fee to be paid in whole or in part by a sponsor, the Finance Department will invoice the Sponsor directly. In the event of a sponsor defaulting on payment, it is the student's responsibility to pay the fees. The student will receive an invoice for all outstanding fees. This invoice will be due immediately as per the standard terms and conditions and student debt collection procedures as outlined in section 4.1 will thereafter apply.

4.3 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 Services, Enterprise Services and other departments as relevant, if invoices remain unpaid after the due date.

4.4 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.

4.5 Other Debtors

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

In all cases, if debt remains 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.

5 COMMUNICATION

All communication relating to the payment of debts, or to discuss any financial difficulties should be made by emailing the Accounts Receivable team at:

- For Scottish campus students hub@uws.ac.uk
- For London campus students – londonhub@uws.ac.uk

Online payments:

- Student tuition or accommodation fee payments may be made at <https://www.uws.ac.uk/money-fees-funding/>
- Sponsors/commercial accounts payments may be made at <https://shop.uws.ac.uk>

The University has a student well-being team who can assist students with a wide range of additional support; they offer both practical and counselling support to help students be successful in their studies. The student wellbeing team can be contacted by email at wellbeing@uws.ac.uk.