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|  | <b>UNIVERSITY OF PASADENA (UPAS)</b><br><b>Operational Procedures</b> |  |                    |
|   | Doc # :PO-AC-09.4   | Title: Fees Collection Policy              |                    |
|   | Rev # : 01  | Approved By: Chief Executive Officer (CEO) | Date : 03 Dec 2019 |

| REVISION HISTORY |                       |                               |                |
|------------------|-----------------------|-------------------------------|----------------|
| Rev No           | Description of change | Author                        | Effective Date |
| 1                | New Procedure         | Chief Academic Officer (CAO ) | 03 Dec 2019    |

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**1. Purpose**

**11** The objectives of this Policy are to ensure compliance with legislative requirements in relation to fee collection and to provide a framework that enables effective management of University accountabilities in regard to tuition fees.

**2. Scope**

**21** This policy applies to all fee-paying students enrolled at University of Pasadena.

**3. Definitions**

**31** Money that a student pays to the University for their teaching or instruction.

**32** Collection agencies are authorized by the University to collect unpaid accounts in accordance with the Federal Fair Debt Collection Practices Act.

**4. Responsibility**

**41** The Accounting Department is responsible for the effective implementation of the policy.

**5. Procedure/Process**

**5.1 Fee payment due date and special arrangements**


5.1.1 Student fees and charges are due by the specified due dates for each term.

5.1.2 All students have following options to make payment.

- Payment is made in full by the mentioned due date - typically on the first day of the semester.
- Payment is made in two equal instalments - the first instalment is due on the first day of the semester; the second instalment is due on the first working day of the eighth week of the semester This payment plan is always available to all students.
- The institution allows students to make payments based on agreed upon flexible payment plan which must be approved by the Admission head.


5.1.3 There are no additional costs or fees to the students in making payments in instalments hence TILA requirements are not applicable.

5.1.4 All student fees and charges are required to be collected by the specified due date.

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## 5.2 Fee collection process

- 5.2.1 It is a student's responsibility to pay all tuition fees owing by the relevant due dates.
- 5.2.2 Non-payment of tuition fees will result in enrolment cancellation at the due date unless delayed cancellation is approved. If enrolment cancellation occurs the student will not be eligible to attend classes, examinations or to graduate.
- 5.2.3 Initial cancellations of enrolment in Study Periods 1 and 2 will be undertaken in the following circumstances:
- the student has not made full payment by the due date, and/or
  - the student has not applied for any special payment arrangements, or
- 5.2.4 Students will be notified immediately of their cancellation of enrolment with advice regarding possible reinstatement. Students are not usually permitted to be reinstated more than seven calendar days after enrolment cancellation. All final cancellations (after the reinstatement period) of enrolment for non-payment of tuition fees will be reported to the Admissions Head, Registrar and Student services.
- 5.2.5 A cancellation comment will be recorded on the student's record and this will remain in place as a permanent record.
- 5.2.6 Students with unpaid accounts will be prohibited from enrolling in subsequent semesters. Additionally, university will block access to all final results across the full enrolment record, block production of an academic transcript and prevent a student from graduating.
- 5.2.7 Where a student opts to pay by instalment and if he/she misses their instalment payment and doesn't respond to email and/or phone calls, Learning Management System access will be withdrawn until payment is received.
- 5.2.8 UPAS assures fair tuition collection practices that continue to encourage students' progress of the students and seek to retain their good will of the university.
- The institution allows students to make payments based on agreed upon flexible payment plan.
  - If the students are not able to make the payment as per the first agreed payment schedule, subsequently, the institution allows students to work with admissions to come with a new payment plan. There is no interest charged for the payments made through the payment plan.
  - If the student still fails to make the payments on time, then the institution exercises the collection process. Collection agencies are authorized by the University to collect unpaid accounts in accordance with the Federal Fair Debt Collection Practices Act.

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- The University also in some circumstances pursues legal action to secure a court ordered judgment as a means of collecting unpaid accounts.
- Delinquent account information is provided to national creditreporting agencies and may impact an individual's credit rating.

### 53 Reinstatement

- 5.3.1 A student who has had a cancellation of enrolment may be reinstated if all outstanding amount is paid within 7 calendar days of the cancellation notice
- 5.3.2 Students will be advised via the University email the status of reinstatement of enrolment. A reinstatement comment will be recorded on the student’s record and this will remain in place as a permanent record

### 54 Review Process:

- 5.4.1 In the event of a dispute a student may apply in writing to the Student Centre or Compliance officer for a review of the decision to cancel enrolment.
- 5.4.2 Application for a review should be submitted in writing stating the grounds for application and include relevant supporting documentation. Applications for review should be submitted within 5 business days of the decision to cancel enrolment. Receipt of the application for review will be acknowledged within one week. Students will be advised in writing of the outcome of their review within 10 working days.

## 6. Review

The Fee collection policy is reviewed every year by University of Pasadena.