

	UNIVERSITY OF PASADENA (UPAS) Operational Procedures		
	Doc #: PO-AC-09.4	Title: Fees Collection Policy	
	Rev #: 03	Approved By: Chief Executive Officer (CEO)	Date: 06 Sep 2021

REVISION HISTORY			
Rev No	Description of change	Author	Effective Date
1	New Procedure	Chief Academic Officer (CAO)	03 Dec 2019
2	Updated policy	Chief Academic Officer (CAO)	04 Dec 2020
3	No Change	Chief Academic Officer (CAO)	06 Sep 2021

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1. Purpose

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

2. Scope

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

3. Definitions

31 Fees: Money that a student is obligated to pay to the University.

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

5.11 Student fees are due by the specified due dates for each term.

5.12 Any enquiries regarding tuition fees can be made by email to: accounts@upasadena.org


5.13 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 term.
- If the student is unable to make the payment, they can contact admissions team to make payments through the flexible payment plan.
 - First installment (50%) is due before the start of the first class in that term or mutually agreed revised due date (usually, by the 7th week of start of the term).
 - Final installment (balance 50%) is due before the end of the term (15th week of the start of the term)
 - A one-time flat fee of \$25.00 is charged when making payment by the flexible payment plan.
 - This flexible payment plan must be approved by the CAO and is documented as part of the student records.

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52 Fee collection process

- 521 It is the responsibility of the student to pay all fees owed by the due date.
- 522 A reminder email will be sent to the student 72 and 24 hrs before the due date.
- 523 The accounts team will call the student if the payment is not made 48 hrs before the due date.
- 524 Non-payment of tuition fees will result in enrollment cancellation, 24 hrs after the due date, unless special arrangements are made by contacting the admissions team (admissions@upasadena.org). If enrollment cancellation occurs, the student will not be eligible to attend classes, examinations or graduate.
- 525 Students will be notified immediately of their cancellation of enrollment with advice regarding possible reinstatement. Students are not usually permitted to be reinstated more than seven calendar days after enrollment cancellation. All final cancellations (after the reinstatement period) of enrollment for non-payment of tuition fees will be reported to the admissions, Registrar and Student services.
- 526 A cancellation comment will be recorded on the student's record and this will remain in place as a permanent record.
- 527 Students with unpaid accounts will be prohibited from enrolling in subsequent terms. Additionally, university will block access to all results across the full enrollment record, block production of an academic transcript and prevent a student from graduating.
- 528 Where a student opts to pay by installment and if he/she misses their installment payment and doesn't respond to email and/or phone calls, Learning Management System access will be withdrawn first until payment is received and/one won't be allowed to enroll in subsequent terms until the past dues are cleared.
- 529 A late fee of \$25.00 will be charged for all late payments > 24 hrs.
- 5210 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 might also pursue legal action to secure a court ordered judgment as a means of collecting unpaid accounts.

53 Reinstatement

- 531 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
- 532 Students will be advised, via email, the status of reinstatement of enrollment. A reinstatement comment will be recorded on the student’s record and this will remain in place as a permanent record.

54 Review Process:

- 541 In the event of a dispute, a student may appeal in writing to the CAO or Compliance officer for a review of the decision to cancel enrollment.
- 542 The appeal should be made in writing by sending an email to cao@upasadena.org or compliance@upasadena.org stating the grounds for appeal and include relevant supporting documentation. The appeal should be submitted within 2 working days of the decision to cancel enrollment. The appeal will be acknowledged within one working day. The students will be advised in writing of the outcome of their review within 5 working days.

6. Review

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