

# TUITION FEE PAYMENT, ENROLMENT & DEBT COLLECTION POLICY 2023/24

This policy is of relevance to students / staff / applicants

Version No.	2
Approved on	n/a
Approved by	Operations Board
Written by	Registry and Finance
Last Reviewed	June 2023
Date of last amendment	June 2023
Last Amendment	editorial amendments (see below)

For 2023/24: clarification that all undergraduate students eligible for a UK undergraduate tuition fee loan are exempt from payment of the deposit.

## Contents

INTRODUCTION .....	2
PART A - TUITION FEE PAYMENT & ENROLMENT .....	3
DEPOSITS .....	3
PAYMENT OF TUITION FEES – SELF-FUNDED .....	3
PAYMENT OF TUITION FEES – STUDENTS WITH THIRD PARTY SUPPORT .....	4
WITHDRAWALS.....	5
INTERMISSION/TRANSFER PROGRAMME/TRANSFER MODE OF ATTENDANCE .....	7
TERMINATION .....	8
TEMPORARY ENROLMENT.....	8
ADMINISTRATIVE REVIEW .....	9
RECOVERY OF DEBT .....	9
PART B - COLLECTION OF DEBT FROM FULLY ENROLLED STUDENTS.....	10
GENERAL.....	10
TUITION FEE DEBT .....	10
LIBRARY DEBT / SUNDIAL COURT DEBT.....	11
ADMINISTRATIVE REVIEW .....	11
RECOVERY OF DEBT .....	12
Appendix 1: Fees due for intermission and withdrawal.....	13
Appendix 2: Student debts and sanctions summary.....	14
Table 1: Tuition fee debt .....	14
Table 2: Library debts (general) & Recording & AV non-returned items (Non-tuition fee debt) .....	15
Table 3: Library debts at enrolment, Sundial Court unpaid rent, unpaid student disciplinary fines .....	15

## INTRODUCTION

- a) **Part A** of this policy is concerned with:
- the payment of non-refundable deposits for students who have a conditional offer to study at the School
  - the payment of Senior School tuition fees at the start of the academic year
  - temporary enrolment due to the non-payment of tuition fees.
- b) **Part B** of this policy is concerned with:
- the payment and collection of debts incurred by fully enrolled students.
  - Sundial Court and Library debts.
- c) This policy is available on the School's website.
- d) Prospective students can view the policy online and on eGo once an offer of a place has been made.
- e) By completing on-line (re) enrolment the student agrees to abide by the terms of enrolment which includes this policy for the given year of enrolment.
- f) A "new student" is a student starting a new programme of study even if they have studied at the School before. A "continuing student" is a student progressing from one year to the next within a programme of study.

# PART A - TUITION FEE PAYMENT & ENROLMENT

## DEPOSITS

- 1.1 This section relates to new students only. All offers for places for both undergraduate and postgraduate study are conditional and must be confirmed by payment of a 15% deposit of the total fees due (tuition fees less any Guildhall School tuition fee Financial Awards. Offers cannot become unconditional until the deposit is paid.
- 1.2 The 15% deposit is non-refundable and non-transferable should a student withdraw or not meet the conditions of their offer.
- 1.3 The deposit must be paid by the date specified in the offer letter. If the deposit is not received by the specified date, the offer may be rescinded and the place offered to another applicant.
- 1.4 Undergraduate students eligible for a UK undergraduate tuition fee loan are exempt from payment
- 1.5 The payment of the deposit will be waived if the candidate provides proof of a full fee grant from an external agency where the fee will be paid directly to the School.
- 1.6 A student who has been offered a Guildhall School Financial Award for full tuition fees will not have to pay a deposit to confirm their offer.

## PAYMENT OF TUITION FEES – SELF-FUNDED

- 2.1 Tuition fees for the whole academic year (less deposit paid for new students) become due on the first day of term; where possible, a student should pay the fees in full or otherwise agree an instalment plan (see 2.5 and 2.6 below). Only doctoral students formally classed as “writing-up” may pay on a rolling termly basis (for a maximum of three terms).
- 2.2 A student who has commenced an academic term, whether they are fully enrolled or not, will be liable for the full fees for that term at the original fee rate for that programme in that year of study and mode of attendance. The only exception will be at the commencement of the academic year where a student may withdraw without a fee liability for the autumn term if they confirm their withdrawal by submitting an eGo request to withdraw by no later than the end of week two of the autumn term.
- 2.3 The fees for each term are calculated at the proportions used for the instalment plan (see 2.5 and 2.6 below). Students who have decided to withdraw at the end of the autumn term must have submitted an eGo request to withdraw by 5pm of the first Monday of the new term otherwise they will be liable for payment of the spring term fees and the appropriate penalty.
- 2.4 A student who will be in attendance for the full-three terms of the academic year, may apply at the start of the academic year to pay their fees in three instalments, one instalment at the start of each term. The instalment plan exists to aid students to pay their fees and does not diminish a student’s liability for the full academic year’s fees which are due and payable at enrolment each year. A student on an instalment plan must keep the Registry informed of any change of address that occurs whilst monies remain outstanding, as well as informing the Finance Office of any change in financial position that could affect their payments. Any deviation to the payment plan without prior written agreement of the Finance Office will lead to proceedings being issued for the recovery of the full balance outstanding at that time (see below). A student on a course with an academic year less than three terms in length, including returning intermitting students, will not be eligible for this instalment plan.

- 2.5 The plan consists of three instalments – the first is 40% of the total fees due (tuition fee minus any award from the School’s Financial Award funds); the second and third instalments are the remainder of the balance split in two (ie 30% of the total fees due).

For example (home undergraduate self-funded):

Tuition fee	£9,250
Minus award of £1,000 leaves	£8,250
1 <sup>st</sup> instalment (40% of £8,250)	(£3,300)
2 <sup>nd</sup> instalment (30% of £8,250)	(£2,475)
3 <sup>rd</sup> instalment (30% of £8,250)	(£2,475)

- 2.6 If the student is in their first year, the first instalment will be less the 15% deposit paid in order to secure their offer where applicable (i.e the first instalment will be 25% of the total fees due).

For example (home postgraduate):

Tuition fee	£10,050
Deposit by 15 July (15% of £9,350)	£1,507.50
1 <sup>st</sup> instalment (25% of £9,350)	£2,512.50
2 <sup>nd</sup> instalment (30% of £9,350)	£3,015
3 <sup>rd</sup> instalment (30% of £9,350)	£3,015

- 2.7 For any student that has not reached the age of 18, the agreement must be guaranteed by their parent or legal guardian.

## PAYMENT OF TUITION FEES – STUDENTS WITH THIRD PARTY SUPPORT

- 3.1 A student supported by an external agency should present the Finance Department of the School with their support letter or payment as soon as possible but by the first day of term at the latest. A student who has commenced an academic term as set out in 2.2 above, whether they are fully enrolled or not, will be liable for the full fees for that term at the original fee rate for that programme in that year of study and mode of attendance. If external support does not cover the entirety of the year’s fee, then the student must adhere to the above guidelines which apply to them for the remainder of the fee (Part A Section 2). The student should make themselves aware of the terms of their external funding and implications if they do not complete the course.
- 3.2 The external agency will be invoiced for the funds once all the necessary details have been provided to the Finance department by the student. The amount will be deducted from the total fee for the year and termly instalments will be adjusted accordingly (calculation examples below). If an external agency is to be invoiced mid-year the same process will occur and any overpayments made from the student will be carried over to the following term. In the case of external funding causing an overpayment for the total fee for the year, the student will be reimbursed any overpayment they may have paid previously. To reiterate (see 3.1), an external agency who does not cover an invoiced amount will not be liable for the student fees and the liability will revert back to the student in full.

For example (External agency invoiced at the start of year)

Tuition fee	£10,000
Minus £600 Guildhall School financial award leaves	£9,400
Minus £1,000 External Agency award leaves	£8,400
1 <sup>st</sup> instalment (40% of £8,400)	(£3,360)
2 <sup>nd</sup> instalment (30% of £8,400)	(£2,520)
3 <sup>rd</sup> instalment (30% of £8,400)	(£2,520)

For example (External agency invoiced mid-year)

Tuition fee	£10,000
Minus £600 Guildhall School financial award leaves	£9,400
1 <sup>st</sup> instalment (40% of £9,400)	(£3,760)
£1,000 External Agency award adjustment	£8,400
Term 1 student overpayment carried over	<u>£400</u>
2 <sup>nd</sup> instalment (30% of £8,400 minus overpay £400)	(£2,120)
3 <sup>rd</sup> instalment (30% of £8,400)	(£2,520)

- 3.3 UK government funding bodies, responsible for the payment of undergraduate tuition fees for students in receipt of a tuition fee loan from the government, shall inform the School of these students so there is no need for a student to send the School their support letters.
- 3.4 Where a UK/EU postgraduate student has applied successfully for a UK government postgraduate loan, evidence of successful application must be provided at enrolment. If all enrolment tasks have been completed, except the payment of fees, and evidence has been provided, the School will confirm attendance with the relevant government funding body in order that the loan can be released. However, temporary enrolment as set out in section 7 below will apply until the first instalment has been paid in full.
- 3.5 Students who have placed late applications to either UK government bodies or external agencies may find that loans/grants may not be resolved by the start of the academic year. If this is the case, students will be temporarily enrolled for two weeks from the start of term. If after two weeks the loan/grants have not been confirmed by the relevant government body/agency, students will be liable to pay the first term instalment in line with the above guidelines (Part A, Section 2) in order to enrol. These instalments will be refunded on receipt of payment from the appropriate government body/agency (where applicable).
- 3.6 A student supported by the School's Financial Awards funds will have their tuition fee Financial Award matched automatically to their record in advance of the start of the School year, provided they have completed the conditions of the Financial Award (fulfilling the correct application procedure and accepting the terms and conditions of the Financial Award). If the Financial Awards fund support does not cover the entirety of the year's fee, then the student must adhere to the above guidelines for the remainder of the fee (Part A Section 2).
- 3.7 A student supported by the School's Financial Award fund must fulfil the terms and conditions of the Financial Award throughout the academic year (including writing a thank-you letter to donors and completing an end of year report by the specified deadline). If these terms and conditions are not met, the Financial Award will be withdrawn and the student will become liable for the full tuition fees and must pay the outstanding total within two weeks of the Financial Award being withdrawn. If the Financial Award is withdrawn in terms 1 or 2, the student may apply to pay the outstanding fees in termly instalments.

## WITHDRAWALS

- 4.1 A student must have been fully enrolled for the relevant year to be assessed for that year of study. If a student withdraws before they have submitted for assessment they will not be assessed. This is not applicable to resits or deferrals carried forward from a previous year of study.

- 4.2 A student who has not engaged with any element of the enrolment process by the end of week two of the autumn term will be deemed to have withdrawn their acceptance of the School's offer of a place (see also 2.2 above and 7.1 and 7.5 below) and the offer will be withdrawn with immediate effect. Any representations about this decision can be made under section 8 "administrative review".
- 4.3 A student who has (i) not engaged with any element of the enrolment process by the end of week two of the term in which they are expected to return to study after intermission, or (ii) has not attended for two weeks at any point in the term and does not have an authorised leave of absence (or other good reason known to the School) will be deemed to have withdrawn from the programme and their student status will be terminated with immediate effect. Any representations about this decision will be considered under the Progress Review regulations.
- 4.4 A student in receipt of a Guildhall School tuition fee Financial Award who withdraws from their programme may no longer be eligible for their full Financial Award. The tuition fee Financial Award is normally reduced proportionately to any fee reduction.<sup>1</sup> Information about individual Financial Awards is available on request from the relevant School Department
- 4.5 A student in receipt of an undergraduate tuition fee loan from the Student Loans Company (SLC) will be liable directly for any shortfall in tuition fees not paid by SLC (see appendix 1).<sup>2</sup>
- 4.6 Except under the provisions of 4.7 to 4.11 below, a student who withdraws is liable for a penalty of 15% of the total fees due (annual fees less original tuition fee Financial Award awarded) as well as all fees incurred up to that point (point 2.2). See Appendix 1 for details.
- 4.7 A student who withdraws at any point during Term 3 will be liable only for the full fees for the whole academic year without additional penalty.
- 4.8 If a progressing student withdraws during the summer vacation or by the end of week two of the autumn term, they will not be liable for fees for the next academic year provided they have submitted an eGo request to withdraw.
- 4.9 If a student withdraws due to medical circumstances then the Dean of Students may waive the penalty when authorising the withdrawal.
- 4.10 If a student and/or an external ~~sponsor~~ agency has paid the tuition fees in full, the remainder of their fee (minus penalty), if any, will be refunded to the student and/or sponsor according to the proportions paid by each unless written confirmation has been received from both parties that the proportions should be changed.
- 4.11 If a student is removed by the School for any other reason excluding non-payment of tuition fees, the student will be liable for the fees up to the point of withdrawal.
- 4.12 Fees due following withdrawal will be as follows:
- (i) *Withdrawal by end of week two of the autumn term:* no fees due but any deposit paid will be non-refundable.
  - (ii) *Withdrawal during Term 1 after week two:* 40% of fees due (after deposit where relevant) plus 15% of annual fees penalty.
  - (iii) *Withdrawal at the end of Term 1:* See 2.2 for information about withdrawing at the *end* of Term 1.

---

<sup>1</sup> The Financial Award will be split 40%, 30% and 30% for terms 1, 2 and 3 respectively.

<sup>2</sup> The SLC instalment plan does not match the School's instalment plan (see Appendix 1). An UG student who has a UK student loan who withdraws at any point before the start of term 3 is required to make up the shortfall.

- (iv) Withdrawal during Term 2 notice: 40% total fees due (for Term 1) plus 30% of total fees due (for Term 2) plus 15% of total fees due (penalty).
- (v) Withdrawal in Term 3: Full annual fees due.

## INTERMISSION/TRANSFER PROGRAMME/TRANSFER MODE OF ATTENDANCE

- 5.1 A student in receipt of a Financial Award who intermits or transfers may no longer be eligible for their full Financial Award, and there is no guarantee of Financial Award on their return from intermission or for a subsequent academic year. The tuition fee Financial Award is normally reduced proportionately to any fee reduction.<sup>1</sup> However, a student can request confirmation of their individual Financial Award situation from their Department.
- 5.2 If a progressing student intermits or transfers during the summer vacation or by the end of week two of the autumn term, they will not be liable for fees for the next academic year provided they have submitted an eGo request to intermit or transfer.
- 5.3 A student whose return from intermission and/or transfer extends their study time beyond the original equivalent of three full-time terms per academic year will be charged for the additional tuition fees incurred.<sup>3</sup>

For example, a Guildhall Artist Masters Part 1 student (full time) who transfers to part-time study from Term 2 and who wishes to continue studying to the end of the following academic year, will be charged full-time fees for Year One Term 1 and part-time fees for Year One Terms 2 and 3, and then part-time fees for terms 1 and 2 of Year 2. An additional fee will be charged if the student makes the choice to study for term 3 of Year 2.

- 5.4 A student who intermits or transfers can opt to carry over the remainder of their fee, if any. However, fees for each academic year are charged at the rate applicable for that academic year and there may be an additional charge to cover any difference in fees.
- 5.5. A student who intermits during Term 3 and has been given permission to take their Term 3 studies in the autumn term in the following academic year rather than wait until the next summer, will be charged 30% of the fees for the new academic year, rather than the standard Term 1 charge of 40%. This applies to final year Guildhall Artist Masters and BMus year 4 students only.
- 5.6 If a student and/or an external sponsor agency has paid the tuition fees in full, the remainder of their fee, if any, will be refunded to the student and/or sponsor according to the proportions paid by each unless written confirmation has been received from both parties that the proportions should be changed.
- 5.7 Further guidance on withdrawals and intermission with detailed examples of costs associated with leaving at certain times during the academic year are available on request from the Registry and Finance Departments.

---

<sup>3</sup> Guildhall Artist Masters students or PGCert students wishing to Transfer Programme or change Mode of Attendance must complete the request form available via eGo and have it approved officially by 23 November in any given year. When transferring to a more intensive mode of study additional tuition fees will be due.

## TERMINATION

- 6.1 A student whose registration is terminated for non-payment of fees shall be liable for any fees outstanding, the fees for that term and any penalty due in line with 4.9 above.
- 6.2 If a student and/or an external sponsor has paid the tuition fees in full, the remainder of their fee (minus any payments due), if any, will be refunded to the student and/or sponsor according to the proportions paid by each unless written confirmation has been received from both parties that the proportions should be changed.

## TEMPORARY ENROLMENT

- 7.1 A new student who is unable to fulfil all enrolment conditions at enrolment (payment of fees, proof of qualifications, application for Disclosure and Barring Service disclosure for Music Therapy students) will be temporarily enrolled for a period of two weeks. A student will be allowed to take this time to fulfil all enrolment conditions. However, proof of ID will be required as a minimum.
- 7.2 A new student must be in good standing with the School to enrol. A new student with an outstanding debt to the School (for any reason) from a previous programme of study at the School will not be allowed to register fully on a new programme of study until that debt has been paid.
- 7.3 A continuing student unable to pay the tuition fee by the first day of term (or first instalment if the student has an instalment plan), or who has outstanding resit fees, will be temporarily enrolled for a period of two weeks. A student will be allowed to take this time to pay the fee (or the first instalment), and/or to clear the outstanding debt.
- 7.4 Full access to all facilities will be permitted during this temporary enrolment period except for continuing students who are Library debtors, who will have their Library account, and access to the Library, suspended until their Library debt is cleared (see Part B).
- 7.5 Council tax exemption certificates will not be given to students and Student Oyster card applications will not be verified by Registry staff until students are fully enrolled.
- 7.6 If after a two week period a student is still temporarily enrolled, a further four week temporary enrolment period may be permitted where access to the Library and practice rooms, will be stopped. No assessment marks will be considered and / or ratified for the student during this period. The School reserves the right to terminate without notice a student's temporary enrolment, or withdraw an offer of a place, after the-second week of the autumn term where a student has not engaged with (re)enrolment tasks and/or has not engaged with staff trying to resolve their enrolment issues (see 4.2 and 4.3 above).
- 7.7 The Registry will inform the relevant Head of Department of those students whose access to facilities is being suspended.
- 7.8 As the sanctions detailed in paragraph 7.6 are implemented, the student will receive:
  - (i) a notification stating that they MUST attend a meeting with the Director of their Department (or nominated deputy), a member of Finance and a member of Registry to see if the situation can be resolved. The student will be notified of the time and date of the meeting and attendance will be obligatory. The student will be responsible for notifying their teacher where the meeting conflicts with a scheduled class.AND/OR
  - (ii) receive notification that they must fulfil all enrolment conditions by the end of the next two - week period.OR



(iii) termination of temporary enrolment or withdrawal of an offer of a place.

- 7.8 The notification under (i) or (ii) will state that the student's access to the Library and practice room facilities will be suspended and also that they will be automatically excluded if the conditions have not been met by the end of the next two -week period.
- 7.9 If no response is received or no satisfactory agreement for payment has been reached by the end of the four-week period, the student will be excluded from the School by the Registry with immediate effect.

## **ADMINISTRATIVE REVIEW**

- 8.1 A student who has proof that extenuating circumstances, and / or believes that an administrative error, prevented them from paying their outstanding tuition fee, library or departmental debt, can request an administrative review of their exclusion from the School.
- 8.2 Requests for a review must be made in writing to the relevant Vice-Principal for their department and received within five working days of the date on the exclusion letter.
- 8.3 Where evidence has been provided, a meeting will be arranged (within 10 working days), attended by the Dean of Students (or nominee), the Vice-Principal, and the Director of Finance, Resources and Infrastructure. The Student may be accompanied.
- 8.4 In the event of the review finding that the student has valid claims to have the exclusion overturned, the Review Panel Department will issue directions on how the matter of any outstanding fees / debt / conditions of enrolment will be dealt with and the student will be reinstated at the School.
- 8.5 In the event of the decision to exclude being upheld, this will be confirmed in writing (within 5 working days), with reiteration of the student's exclusion.
- 8.6 The decision of the Review Panel is final.

## **RECOVERY OF DEBT**

- 9.1 A student who has been excluded under the terms of Part A of this Policy will be actively pursued by Guildhall School Finance for the outstanding debt, and the matter will also be passed on to the City's Solicitors.
- 9.2 A student who is in debt to an external body by virtual of their studentship status in the School (eg non-return of Library books to an external Library) will have their personal contact details shared with the recovery team of that external agency in line with the initial consent provided at take up of that service.

# PART B - COLLECTION OF DEBT FROM FULLY ENROLLED STUDENTS

## GENERAL

- 1.1 A fully enrolled student with debts pertaining to the Junior School and Summer Schools, will be dealt with under the departments' own policies.
- 1.2 In the event of a resit fee and/or Library debt outstanding at the end of a student's programme, the student will not receive their formal graduation certificate or a final transcript until all outstanding monies are paid. However, results letters will be issued and the School will confirm an award/qualification (where relevant) with an employer. A student with an outstanding debt resit or Library from a previous programme of study at the School will not be allowed to register fully on a new programme of study until that debt has been paid.

## TUITION FEE DEBT

- 2.1 A fully enrolled student who has an agreed instalment plan must make each payment by the first day of each term (see Part A point 2.3). If a student does not make the second or third payment (see point 2.7 below for additional third payment penalties) by the advertised deadline a two-week period will follow where access to the Library and practice rooms will be suspended. (First payment defaults are dealt with under Part A of this policy.)
- 2.2 An external agency supporting a student must make each payment by the deadline agreed with the Guildhall School Finance office. If an external agency does not make a payment by the agreed deadline the student will become liable for the fee and given a two week deadline to pay the fee before access to the Library and practice rooms are suspended for two further weeks.
- 2.3 The Finance Office will inform the Directors of Music and Drama of those students whose access to facilities is being suspended.
- 2.4 If at the end of this two-week period no payment has been made, the student will receive:
  - (i) a notification stating that they MUST attend a meeting with the Director of their Department (or nominated deputy), a member of Finance and a member of Registry to see if the situation can be resolved. The student will be notified of the time and date of the meeting and attendance will be obligatory. The student will be responsible for notifying their teacher where the meeting conflicts with a scheduled class.

### AND/OR

- (ii) receive notification that they must pay the fees due by the end of the next four-week period.

The notification will state that the student will be automatically excluded if no action by them is taken by the end of the next four-week period.

- 2.5 If the student does not attend the meeting or no satisfactory agreement for payment has been reached by the end of the next four -week period, the student will be excluded by Registry with immediate effect. If the student fails to meet a deadline in the payment agreement agreed at the meeting referenced in 2.4 the student will be excluded by Registry with immediate effect.

- 2.6 If any tuition fee instalment is outstanding by more than 28 days of the due date, the Guildhall School reserves the right to charge interest on the amount outstanding at 2.5% above the base rate of Lloyds Bank.
- 2.7 If a student does not make the third and final payment by the advertised deadline in April, a notification will be sent by the Finance Office three weeks after the deadline advising that they will not be able to undertake end-of-year exams, submissions or resits.
- 2.8 If tuition fees remain outstanding after the end of the academic year, the debt will be actively pursued by the Finance Office's Credit Controller, and the matter will also be passed to the City Solicitors.

#### **LIBRARY DEBT / SUNDIAL COURT DEBT**

- 3.1 If an invoiced Library debt or Sundial Court charge is not paid by the date requested by the Library or the Facilities Department, the Library or Facilities Department can request the Finance Office to enforce Part B of this policy.
- 3.2 For an invoiced library debt the student's Library account, and access to the Library, will be suspended. Where items have not been returned three weeks after invoicing, and the invoice has not been paid, the student will be summoned to a disciplinary meeting as this will be considered theft of School property.
- 3.3 For a Sundial Court debt, a three week notice period will commence to allow the student to make representations to the Facilities Department in respect of any extenuating circumstances, eg maintenance grant/loan or Financial Award delayed.
- 3.4 If at the end of this three-week period no payment has been made, the student will receive a notification from Finance stating that they must EITHER pay the outstanding debt by the end of the next three-week period OR arrange a date and time to come in for a meeting to see if the situation can be resolved. The notification will also state that if no action is taken by the student the debt will be actively pursued by the Finance Office's Credit Controller, and the matter will also be passed to the City Solicitors. Additionally, for a Sundial Court debt the student will be reminded that non-payment will result in a notice to vacate.
- 3.5 An administrative charge, to meet reasonable administrative expenses, will be made for students who are invoiced formally for a Library debt or whose Sundial Court payments are more than three weeks late without good cause (see 3.3 above).
- 3.6 If no response is received or no satisfactory agreement for payment has been reached by the end of the second three-week period, notice of the debt will be forwarded to the City's solicitors for collection. This may lead to the student having a County Court Judgement entered against them. Additionally, for a Sundial Court debt, a notice to vacate will be issued.
- 3.7 Where a student carries a Library debt into a subsequent year of study access to the library will be suspended until all monies due have been paid in full.

#### **ADMINISTRATIVE REVIEW**

- 4.1 A student who has proof that extenuating circumstances, and / or believes that an administrative error, prevented them from paying their outstanding tuition fee, library or departmental debt, can request an administrative review of their exclusion from the School.

- 4.2 Requests for a review must be made in writing to the relevant Vice-Principal for their department and received within five working days of the date on the exclusion letter.
- 4.3 Where evidence has been provided, a meeting will be arranged (within 10 working days), attended by the Dean of Students (or nominee), the Vice-Principal, and the Director of Finance, Resources and Infrastructure. The Student may be accompanied.
- 4.4 In the event of the review finding that the student has valid claims to have the exclusion overturned, the Review Panel Department will issue directions on how the matter of any outstanding fees / debt / conditions of enrolment will be dealt with and the student will be reinstated at the School.
- 4.5 In the event of the decision to exclude being upheld, this will be confirmed in writing (within 5 working days), with reiteration of the student's exclusion.
- 4.6 The decision of the Review Panel is final.

## **RECOVERY OF DEBT**

- 5.1 A student who has been excluded under the terms of Part B, section 2 (tuition fee debt) of this Policy will be actively pursued by Guildhall School Finance for the outstanding debt, and the matter will also be passed on to City Solicitors.
- 5.3 A student who is in debt to an external body by virtual of their studentship status in the School (eg non-return of Library books to an external Library) will have their personal contact details shared with the recovery team of that external agency in line with the initial consent provided at take up of that service.

## Appendix 1: Fees due for intermission and withdrawal

Change of status	SLC pays to School (UG student with SLC loan)	Student pays the School (UG student with SLC loan)	Self-funded students and students with external agency support pay	Notes
Student intermits in term 1	25% of tuition fees due for year	0	40% of tuition fees due for year	
Student intermits in term 2	50% of tuition fees due for year	0	70% of tuition fees due for year	
Student intermit in term 3	100%	0	100% of tuition fees due for year	
Student withdraws or intermits before the end of week 2 in term 1	0	0	0	
Student withdraws in term 1	25% of tuition fees due for year	30% of tuition fees due for year	55% of tuition fees due for year	Includes 15% penalty
Student withdraws end of term 2 without requisite notice	50% of tuition fees due for year	35% of tuition fees due for year	85% of tuition fees due for year	Includes 15% penalty
Student withdraws in term 3	100%	0	100%	
Student excluded by the School	Tuition fees due for the time studied up to the point of withdrawal	Tuition fees due for the time studied up to the point of withdrawal	Tuition fees due for the time studied up to the point of withdrawal	Applies to all students

## Appendix 2: Student debts and sanctions summary

Students are advised to read all relevant policies for full details.

### All debt and enrolment as a new student

To enrol as a new student on a programme of study where the student has studied or worked with the School before, a student will be required to be in good standing with the School and that will include having a clean financial record with the School. An unpaid debt to the School for any reason will prevent a student enrolling fully on their new programme of study.

Table 1: Tuition fee debt

Type of debt	Sanction
Non-payment of tuition fee deposit	Withdrawal of offer
Non-payment of tuition fee: week 1 & 2 (term 1)	Temp enrolment until end of week 2
Non-payment of tuition fee: week 3 to 6 (term 1)	ID card access to teaching spaces stopped (not Sundial Ct), access to Library stopped (borrowing and physical access), Music students access to practice rooms stopped, Drama students no free tickets
Non-payment of tuition fee: week 7 (term 1)	Exclusion by Head of Registry Services
Non-payment of tuition fee: week 3 to 6 (second or third term)	ID card access to teaching spaces stopped (not Sundial Ct), Music students access to practice rooms stopped, Drama students no free tickets, Library access stopped (borrowing and physical access).
Non-payment of tuition fee week 7 (second or third term)	Exclusion by Head of Registry Services, no official transcript
Resit or deferral fees at enrolment	Temp enrolment as above and process as above.
Resit or deferral fees at start of term 2 or 3	As second or third term tuition fee debt as above.

Table 2: Library debts (general) & Recording & AV non-returned items (Non-tuition fee debt)

Type of debt	Sanction
over £5 of unpaid fines	Library account will be barred and will stay blocked until fines reduced to a level below £5.
4 overdue notices	a non-refundable admin charge of £10.00 for drawing up an invoice, plus the full replacement cost.
Invoiced debt: First fortnight	Student's Library account remains suspended.
Invoiced debt: third week	The Library contacts the student, copied to their HoD, their Departmental Administrator, and the Head of Registry Services, to give them one further week to settle the debt and warning them of impending disciplinary action under the School Code of Conduct.
Invoiced debt: fourth week	The student is invited to a disciplinary meeting with the Head of Registry Services. Drama and Production Arts students no free tickets
Non-settlement after disciplinary meeting	Head of Registry Services decides sanctions under the next stage of the Code of Conduct. Drama and Production Arts students no free tickets
At completion of a programme of study	No invitation to Graduation ceremony issued until debt paid

Table 3: Library debts at enrolment, Sundial Court unpaid rent, unpaid student disciplinary fines

Type of debt	Sanctions
Library debt at re-enrolment over £5 of unpaid fines	Library account will be barred and will stay blocked until fines reduced to a level below £5
Library debt at re-enrolment Invoiced library debt	Debt with Finance as above, no physical access to the Library
Library debt when progressing to a new programme of study over £5 of unpaid fines	Library account will be barred and will stay blocked until fines reduced to a level below £5
Library debt when progressing to a new programme of study Invoiced library debt	Student will not be able to enrol until debt paid in full
Sundial Court unpaid rent 0-3 weeks overdue	Notice period in which student can make representations about extenuating circumstances
Sundial Court unpaid rent 3-6 weeks overdue	Administrative charge applied, student reminded that non-payment will result in notice to vacate
Sundial Court unpaid rent 6 weeks overdue	Notice to vacate, debt passed to Finance Office's Credit controller
Student Disciplinary fines	Non-payment of fine by a deadline is, in itself, a disciplinary offence, and matter will be escalated through disciplinary procedure