

## ORDINANCE 18

### SUSPENSION AND TERMINATION OF REGISTRATION OF STUDENTS IN DEBT

#### SECTION A: DEFINITIONS

1. In this Ordinance:

**'day'** means a working day and excludes weekend days, public holidays and other days during which the offices of the University are not open for business.

**'Senior Designated Officer'** means the head of the Central Academic Body in which the student in question is enrolled, namely: the Pro Vice-Chancellor (Research) and Dean and Chief Executive of the School of Advanced Study; the Chief Executive Officer of the University of London Institute in Paris; or the Pro Vice-Chancellor (International) and Chief Executive of the International Programmes.

**'Chief Departmental Administrator'** means the person in charge of operations of the Central Academic Body in which the student is enrolled, namely: Deputy Chief Executive and Director of Operations of the School of Advanced Study; the Director of Operations and Deputy Chief Executive of the University of London International Programmes; or the Head of Student Services of the University of London Institute in Paris.

**'education debt'** means debt incurred through the non-payment of tuition fees and fees directly related to a student's education.

**'non-education debt'** means debt incurred through the non-payment of monies in connection with ancillary services, such as fees for accommodation, and fees and fines in relation to library services.

**'premises or services relating to education'** means lecture and seminar rooms, libraries and other areas which are used for, and complement, the tuition and education of the University's registered students.

**'PVC (Operations)'** means the Pro Vice-Chancellor (Operations) and University Secretary.

**'student'** means any student who is registered with the University or a College.

**'suspension of registration'** means the total prohibition on attendance at or access to the University and any participation in University activity, albeit that such suspension may be subject to qualification, such as permission to attend the University for the purposes of an examination.

**'termination of registration'** means expulsion from the University.

#### PERSONS TO WHOM THIS PROCEDURE APPLIES

2. This procedure applies to students registered with the University or a College who are in debt to the University as a result of non-payment of fees, charges, fines or other monies.

2.1 Students who owe education debt are bound by the provisions of Section B of this procedure.

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2.2 Students who owe non-education debt are bound by the provisions of Section C of this procedure.

### **SECTION B: STUDENTS IN EDUCATION DEBT**

#### **SUSPENSION AND TERMINATION OF REGISTRATION OF STUDENTS IN EDUCATION DEBT**

3. A Senior Designated Officer or Chief Departmental Administrator, acting in accordance with this Ordinance, may, at any time up to graduation, suspend or terminate the registration of any student enrolled with their Central Academic Body who is in education debt to the University.

#### **CONDITIONAL AND PROVISIONAL REGISTRATION**

4. If full registration or continued registration as a student is conditional on a fee being paid in advance and the fee has not been paid by the due date, registration shall automatically lapse on such due date without further notice.

#### **INITIAL RESOLUTION**

5. If a student is in education debt to the University, the University shall take appropriate steps to recover the sums due, including sending a letter to the student in question warning:
  - 5.1 that the education debt can lead to suspension or termination of registration; and
  - 5.2 of the consequences of such suspension or termination.
6. The student in question shall be given an opportunity to explain any extenuating reasons for the education debt.

#### **REQUEST FOR SUSPENSION OR TERMINATION OF REGISTRATION**

7. Recommendations for the suspension or termination of registration of a student who is in education debt shall be made to the relevant Chief Departmental Administrator. The recommendation shall be supported by evidence that a debt exists, the reason for the education debt, the amount of such debt, the steps that have been taken for its recovery, any sanctions that have been applied, any such other information as shall satisfy the Chief Departmental Administrator that the named student is in education debt for the stated amount, and a statement that the appropriate steps under paragraphs 4 and 5 of this Ordinance have been taken for recovery of such debt.
8. A recommendation for suspension of registration shall be accompanied by recommendations for the imposition of conditions that must be satisfied before the suspension is lifted. These shall normally include a requirement that the outstanding education debt be repaid in full and may include undertakings to be given in relation to future payments or other matters. Recommendations for termination of registration will only be made in serious cases of education debt. Serious cases of education debt include cases in which the debt is large, has remained unpaid for a significant amount of time or where there are no extenuating circumstances.
9. The relevant Chief Departmental Administrator shall arrange for the student to be

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informed of the recommendations and to be invited to submit any comments within a period of not less than five days.

### **DECISION BY THE CHIEF DEPARTMENTAL ADMINISTRATOR**

10. In the light of any comments received from the student, the relevant Chief Departmental Administrator may request additional information and may interview the student. The Chief Departmental Administrator shall then decide either to approve the recommendation for suspension or termination, to vary the terms of the suspension, or to reject it.
11. The Chief Departmental Administrator shall arrange for the student, the relevant Senior Designated Officer, the Director of Finance and Planning, PVC (Operations, and other appropriate persons (e.g. in the Central Academic Body) to be informed of the decision.

### **LIST OF PERSONS WHOSE REGISTRATION IS SUSPENDED OR TERMINATED**

12. The PVC (Operations) shall maintain a list of persons whose registration is suspended or has been terminated. The list shall be open to heads and other appropriate officers of Colleges and Central Academic Bodies and may be circulated to them.
13. Persons on the list shall not be eligible to register for a course of study leading to a degree or other award of the University.
14. In line with the provisions of the Data Protection Act, the University shall not withhold information from persons on this list regarding their own examination performance.

### **LIFTING OF SUSPENSION**

15. Suspension of registration shall be lifted if the conditions laid down at the time of the suspension are fulfilled. Registration will again become active provided that the person complies with all other conditions relating to registration in force at the time at which the suspension is lifted.
16. Registration that has been suspended for two calendar years shall automatically be terminated and paragraph 17 shall apply to any subsequent request for readmission.

### **READMISSION AFTER EXPULSION**

17. The relevant Chief Departmental Administrator may exceptionally permit the re-registration of a person whose registration has been terminated under this procedure, but only if the education debt has been paid in full, and if the Chief Departmental Administrator has received the undertakings he/she requires about future payments and any other matters.

### **OTHER ACTION TO RECOVER EDUCATION DEBT**

18. Action for the recovery of education debt (including legal action) may be pursued separately and continue or commence before, during or after the procedure set out above is followed.
19. The PVC (Operations) may be consulted about academic sanctions that can be applied before or after entry to the last examination. Sanctions may include exclusion from an

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examination or withholding of notice of the award of a degree.

20. Other sanctions may be imposed on a student who is in education debt to the University such as exclusion from using premises or services relating to education, especially if continued access would increase the education debt. The relevant Chief Departmental Administrator shall be informed of any sanctions and of the progress of other action or change in circumstances when a recommendation for suspension or termination of registration has been made, and in particular, if the outstanding education debt is cleared.

### **APPEALS**

21. Any request by a student to appeal against the Chief Departmental Administrator's decision(s) under these provisions shall be submitted in writing to the relevant Senior Designated Officer within 10 days of the notification of the Chief Departmental Administrator's decision being sent to the student.
22. The Senior Designated Officer shall consider the appeal request and the decision(s) taken by the Chief Departmental Administrator within 20 days of receipt of such appeal request in writing. The Senior Designated Officer shall either rescind the Chief Departmental Administrator's decision(s) with or without conditions or confirm the decision(s).
23. If for any reason the Senior Designated Officer should need to recuse himself or herself (at his or her own discretion) from considering the appeal, or if the appeal cannot be considered in reasonable time by the Senior Designated Officer, the University Secretary shall consider the appeal in the Senior Designated Officer's place.
24. The Senior Designated Officer shall arrange for the Chief Departmental Administrator and the student to be informed of his/her decision within 10 days of it being made, such decision being final and not subject to further internal appeal.

### **SECTION C: PROCEDURES FOR RECOVERY OF NON-EDUCATION DEBT**

25. The University may take action (including legal action for the recovery of non-education debt) and will, as far as possible, give reasonable notice to the student of any such action.
26. The University will encourage the timely repayment of non-education debts and may offer incentives to students who repay non-education debt immediately, or earlier than planned, and in full.
27. The University will engage with students in non-education debt directly and may offer such students the opportunity to repay the non-education debt in equal instalments and/or may offer alternative solutions to meet special circumstances, for example, drawing up alternative student loan repayment schedules, and offering bursaries or stipends (on the basis of supporting paperwork being supplied).
28. The University may apply interest and other reasonable charges to the outstanding non-education debt which is overdue.
29. If a student owes both education and non-education debt, action to recover non-education debt (outlined in paragraph 25) may continue or commence before, during

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or after procedures detailed in Section B of this ordinance.

30. Other sanctions may be imposed on a student who owes non-education debt to the University, such as exclusion from using premises or services directly relating to that debt, especially if continued access would increase such debt. Sanctions may also include proceedings for repossession of residential accommodation.

### **D: THE OFFICE OF THE INDEPENDENT ADJUDICATOR FOR HIGHER EDUCATION**

31. The procedure detailed above completes the University's consideration of the matter. Attention is, however, drawn to the Office of the Independent Adjudicator for Higher Education (OIAHE). The OIAHE provides an independent scheme for the review of student complaints about a final decision of a University's disciplinary or appeal body. Full details of the OIAHE and how to make a complaint are available from the University Secretary, or on the website of the OIAHE <http://oiahe.org.uk>. The postal address is: Office of the Independent Adjudicator for Higher Education, Fifth Floor, Thames Tower, Station Road, Reading RG1 1LX. Telephone: 01189599813.

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