

The below shows the main overarching electronic communication process flow in place for full-time students with an outstanding fee source that is payable.

Awareness

The student is made aware of total costs via the application stage and enrolment and automated joining instructions.

Enrolment

The student completes the application to enrolment request form, which triggers this electrionic student debt management process to start.

Invoice

Once the students enrolment request has been approved by the department/data team, the student is provided with an automated confirmation of commitment. If applicable this triggers a second automated response, providing an invoice and Payment Portal access.

Reminder One

If full payment has not been received 28 days after the official start date of the offering, the student receives an automated reminder. Providing them with support options and Payment Portal access details.

Reminder Two

If full payment has not been received 56 days after the official start date of the offering, the student receives a second reminder. Providing support options and Payment Portal access details.

Referral

The outstanding debt is referred to our third-party debt agency who are instructed to make contact.

Referral Alert

At this stage students of any age could receive a manually triggered alert when the decision has been made to refer them to our third-party debt agency. Giving final notice of referral and final opportunity to pay via our Payment Portal.

Debt Management

If full payment has not been received 70 days after the official start date of the offering, the finance/MMS teams have the authority to arrange transfer of the students outstanding fee to our appointed debt collection agency.

Final Reminder

If full payment has not been received 63 days after the official start date of the offering, the student receives a third and final reminder. Requesting payment is made before debt collection procedures are enforced.



Matt Davis
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⁻If the student meets the Advanced Learner Loan eligibility criteria they will also receive the Advanced Learner Loan Funding Letter.

⁻If the student is 16 or 17 at the time of communication parent(s)/guardian(s) will also receive invoice and reminders if contact details are held within ProSolution and the student has given us right to contact.

⁻If the student has made an entitlement/ waiver/loan application which remains unprocessed/pending after the Reminder two step the learners automated comms pauses.

⁻If the learners debt is labelled as Advanced Learner Loan or Employer debt then the above process is paused after the Invoice step.