

## **Debt Management Procedure for Tuition Fee**

The following procedures apply to outstanding fees due to the University:

- 1. Tuition Fees:** Failure to pay tuition fees in accordance with the student agreement terms and the disclosed tuition fee payment deadlines on the university's website will result in the tuition fee becoming due immediately.

In non-payment instances, early communication with the Finance Department and Student Experience Service is strongly encouraged. Contact details are set out below under Further Information.

If a student is identified as being overdue for payment of tuition fees and has not contacted the University by the due date, the following steps will be taken:

- **5<sup>th</sup> Day** - The Finance Department will send a **FIRST** reminder letter to the student's DMU email and personal (if available) email account, drawing attention to the outstanding payment.
- **10<sup>th</sup> Day**—If the fees remain unpaid, a **SECOND** reminder letter will be sent to the student's DMU email, personal (if available) email account, and parents' email account, setting out the implications of non-payment and stressing the importance of informing the University as a matter of urgency of the reason(s) why payment has not been forthcoming.
- **15<sup>th</sup> Day** - If the fees remain unpaid and the defaulting student fails to make alternative arrangements with the Finance Department, their access to IT and University facilities will be withdrawn. Access will not be re-instated until the outstanding fees are paid in full or the Finance Department has agreed upon a satisfactory payment plan. The Student's Head of Department/Programme will also be informed.
- **20<sup>th</sup> Day**—If the fees remain unpaid, the University will withdraw any award of scholarship or other financial assistance offered to the student at this point. The case will be referred to the Head of the Campus, who will recommend withdrawing the student from the programme of study unless the student provides evidence of exceptional circumstances, which the University accepts as a legitimate reason for the failure to make payment on time. The University has the right to enforce withdrawal at any stage.

- The penalty charge may be levied on the outstanding unpaid balance on the student fee account at this time according to the base rate of the National Bank of the Republic of Kazakhstan on the day of payment of the tuition fee.
- **25<sup>th</sup> Day** - If the fees remain unpaid, the Head of the Campus will write to the student notifying the University's decision regarding their withdrawal from the programme of study. The student's Head of Department will also be notified of the situation. Your university-sponsored visa (if applicable) of the default will also be cancelled. Legal action will be taken at this stage to recover the outstanding debt.

## **2. Other penalties applied where fees are outstanding**

- Student will not be permitted to enrol for the next year of their programme of study whilst owing money to the University for Tuition Fees. However, a student would not usually be required to withdraw from the University for Non-payment of minor fines.
- Student may be withdrawn from the University for non-payment of tuition fees, which will, therefore, prohibit them from taking examinations or assessments at any time or proceeding to their project/dissertation.

The University will withhold references and confer degrees to the student—no degree certificate or reference will be issued. Transcripts of results, results letters, and certifications will clearly state that the candidate has not yet satisfied the requirements for the degree award.

**Considering the prevailing circumstances, the University reserves the right to amend this policy occasionally.**

### **Further Information**

For further information on Debt Management, please refer to:

De Montfort University Kazakhstan campus: Almaty City, Medeu District, 120/48, premises 4, Al-Farabi Ave., 050044, Almaty

### **Finance Department**

Email: [finance@dmuk.edu.kz](mailto:finance@dmuk.edu.kz)

### **Student Experience Department**

Email: [studentexperience@dmuk.edu.kz](mailto:studentexperience@dmuk.edu.kz)