1 Purpose and application

(1) These procedures are to give effect to the Student Debtor Sanctions Policy 2014 (“the policy”).

(2) These procedures apply to:
   (a) University staff, students and affiliates; and
   (b) non-award students courses as if they were students.

2 Commencement

These procedures commence on 7 July 2014.

3 Interpretation

(1) Words and phrases used in these procedures and not otherwise defined in this document have the meanings they have in the policy.

Note: See clause 6 of the policy.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>census date</td>
<td>means the date on which a student’s enrolment in a unit of study becomes final.</td>
</tr>
<tr>
<td>due date</td>
<td>means, in relation to any given debt owed to the University, the date on or before which it is payable.</td>
</tr>
<tr>
<td>library’s minimum threshold</td>
<td>means any minimum threshold for application of debtor sanctions in relation to library debts, as determined by the Deputy Vice-Chancellor (Registrar) in consultation with the Director of University Libraries under clause 7(5) of the policy.</td>
</tr>
<tr>
<td>Student Financial Statement</td>
<td>means the statement available to each student online which details their enrolment and related financial liabilities.</td>
</tr>
</tbody>
</table>
4 Notification of debts

(1) The Student Financial Statement will be available to students through an online student portal as soon as they enrol in a unit of study, and will specify for each debt other than debts owed for library fines or student loans:

(a) the amount(s) owed;
(b) the reason for each amount being owed;
(c) the due date for each amount; and
(d) available methods of payment.

Note: The online portal will be available through Sydney Student (http://sydneystudent.sydney.edu.au) or through MyUni (see http://sydney.edu.au).

(2) The Student Centre is responsible for:

(a) making the Student Financial Statement accessible to the student throughout the student’s enrolment; and
(b) ensuring that the Student Financial Statement continues to provide information about the student’s level of indebtedness (other than library debts, student loans or student rents).

(3) Library debts will be recorded in the library’s management system and details will be made available to students through their accounts on the MyLoans website.

Note: MyLoans is available from the main Library website. (see http://sydney.edu.au/library/)

(a) The library will provide statements of charges to students who owe library debts by email to their University email account.

(4) Student loan debts will be managed in the finance system and information on loans will be available to students through either or both of the MyUni or Sydney Student portals.

Note: MyUni is available from the University’s main website see: http://sydney.edu.au/. SydneyStudent is available at http://sydneystudent.sydney.edu.au.

(5) Rent for university owned student housing will be managed in the student accommodation system (StarRez) and information on rents will be available to students through the StarRez portal.

Note: The StarRez portal is available at https://usyd.starrezhousing.com/StarRezPortal.

5 Application of debtor sanctions generally

(1) The Deputy Vice-Chancellor (Registrar) is responsible for managing the application of student debtor sanctions.

(2) Unless waived in accordance with clause 10(3) of the policy, sanctions will be applied in the sequence specified in these procedures, with later sanctions being applied in addition to, and not in substitution for, earlier ones.

6 Notification of pending sanctions

(1) The Deputy Vice-Chancellor (Registrar) will determine standard forms of notice to be provided to students before application of sanctions.
These notices will be provided at least 48 hours before the initial imposition of sanctions by email to the student’s University email account and by any additional method the Deputy Vice-Chancellor (Registrar) may determine to be appropriate.

The Deputy Vice-Chancellor (Registrar) is responsible for managing the provision of notices to students.

7 Non-payment of tuition fees

(1) If tuition fees have not been paid by close of business on the day after the census date, the student’s academic record will be suppressed.

(2) If tuition fees have not been paid by close of business on the 5th day after the census date, the student will also be denied access to University student services.

(3) If tuition fees remain unpaid by close of business on the 10th day after the census date, the following additional sanctions will also be applied:
   (a) prevention from re-enrolment
   (b) prevention from graduation; and
   (c) prevention from enrolment in another course.

(4) If tuition fees remain unpaid by close of business on the later of the following dates, the student’s enrolment will be cancelled on the later of:
   (a) the 15th day after the census date; or
   (b) the second day after determination of any appeal.

Note: See Resolution of Complaints Policy 2015

8 Failure to provide required documentation – Commonwealth supported students

If a Commonwealth supported student fails to provide a valid Request for Commonwealth Support and HECS-HELP form by close of business on the census date, their enrolment will be cancelled.

9 Non-payment of student contribution amount – Commonwealth supported students

(1) The provisions of this clause apply to students who have submitted a valid Request for Commonwealth Support and HECS-HELP form.

(2) If a debt for student contribution amounts has not been paid by close of business on the census date, the student’s enrolment will be cancelled.

10 Non-payment of library debts

(1) The Director of University Libraries will notify the Deputy Vice-Chancellor (Registrar) when a student has accrued library debts equal to or greater than the library’s minimum threshold.

(2) When a student has accrued a library debt equal to the library’s minimum threshold or which has been outstanding for three months or more, the student’s academic record will be suppressed.

(3) When a student has a library debt above the library’s minimum threshold which has been outstanding for more than three months, the following additional sanctions will be applied:

(a) denial of access to University student services;
(b) prevention from re-enrolment;
(c) prevention from graduation; and
(d) prevention from receiving an offer for another course.

11 Non-payment of student loans

(1) If a student loan repayment has not been paid 28 days after the due date, the student’s academic record will be suppressed.

(2) If the student has a loan repayment overdue more than 8 weeks, the following additional sanctions will also be applied:

(a) prevention from re-enrolment;
(b) prevention from graduation; and
(c) prevention from receiving an offer for another course.

(3) Students experiencing exceptional circumstances which prevent them from making repayments on approved repayment plans may apply to the Scholarships and Financial Support Services to have the sanction temporarily lifted. The decision will be made on a case-by-case basis and is at the discretion of the University.

12 Non-payment of student rent for university owned housing

(1) If the student rent has not been paid 14 days after the due date, the student’s academic record will be suppressed.

(2) If the student rent has not been paid 28 days after the due date, the following additional sanctions will also be applied:

(a) prevention from re-enrolment;
(b) prevention from graduation; and
(c) prevention from receiving an offer for another course.

13 Non-payment of other University fees or financial obligations

(1) If a debt owed by a student for any other University fees or financial obligations remains unpaid by close of business on the day after the census date, the student’s academic record will be suppressed.

(2) If the debt has not been paid by close of business on the 5th day after the census date, the student will also be denied access to University student services.
If the debt remains unpaid by close of business on the 10th day after the census date, the following additional sanctions will also be applied:

- prevention from re-enrolment;
- prevention from graduation; and
- prevention from receiving an offer for another course.

14 Notification of imposition of debtor sanctions

(1) The Office of the Deputy Vice-Chancellor (Registrar) will notify a student as soon as possible after imposition of a debtor sanction or sanctions.

(2) Where a student’s enrolment has been cancelled, the notice must include details of:

- the student’s entitlement (if any) to apply for review of the decision; and
- the steps necessary for re-instatement.

Note: See also: Resolution of Complaints Policy 2015.

15 Removal of debtor sanctions

(1) The Office of the Deputy Vice-Chancellor (Registrar) is responsible for ensuring that debtor sanctions are removed when:

- the debt is discharged;
- satisfactory arrangements are made for payment of the debt;
- requested by the Director of University Libraries to do so in relation to a library debt; or
- sanction(s) are waived.

(2) The Deputy Vice-Chancellor (Registrar) will inform a student as soon as possible after a debtor sanction has been removed.

NOTES

Student Debtor Sanctions Procedures 2014

Date adopted: 9 July 2014
Date commenced: 7 July 2014
Administrator: Deputy Vice-Chancellor (Registrar)
Review date: 7 July 2019
Related documents:

- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students (TPS Levies) Act 2012
- Higher Education Support Act 2003
### AMENDMENT HISTORY

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<th>Commencing</th>
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<tr>
<td>Notes</td>
<td>Related documents references updated, administrative amendments only.</td>
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<tr>
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<td>7 October 2015</td>
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<tr>
<td>S 4(4)</td>
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<td></td>
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<td></td>
</tr>
<tr>
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<tr>
<td>S 12</td>
<td>New provision on rent for university owned housing</td>
<td></td>
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<tr>
<td>Sched. 1</td>
<td>Amending deadlines in relation to student loans and adding deadlines for student rent of university owned housing.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Change references and links from Student Grievances, Applications and Appeals for Review Policy to Resolution of Complaints Policy 2015</td>
<td>6 June 2016</td>
</tr>
<tr>
<td>14</td>
<td>Resolution of Complaints Policy 2015</td>
<td></td>
</tr>
</tbody>
</table>
# SCHEDULE 1

## SUMMARY OF DEADLINES AND DEBTOR SANCTIONS

<table>
<thead>
<tr>
<th>Type of student</th>
<th>Deadline</th>
<th>Debtor Sanctions</th>
<th>Sanction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic and international student tuition fees</td>
<td>1 day after census date</td>
<td>Academic record suppressed</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>5 days after census date</td>
<td>Denied access to University student services</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>10 days after census date</td>
<td>Prevention from re-enrolment, graduation and receiving an offer for another course</td>
<td>3, 4, 5</td>
</tr>
<tr>
<td></td>
<td>Later of 15 days after the census date or 2 days after determination of any appeal</td>
<td>Cancellation of student's enrolment</td>
<td>6</td>
</tr>
<tr>
<td>Domestic and international student other University fees or financial obligations</td>
<td>1 day after census date</td>
<td>Academic record suppressed</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>5 days after census date</td>
<td>Denied access to University student services</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>10 days after census date</td>
<td>Prevention from re-enrolment, graduation and receiving an offer for another course</td>
<td>3, 4, 5</td>
</tr>
<tr>
<td>Commonwealth supported student provision of a valid Request for Commonwealth Support and HECS-HELP form</td>
<td>Census date</td>
<td>Cancellation of student's enrolment</td>
<td>6</td>
</tr>
<tr>
<td>Commonwealth supported students student contribution amounts</td>
<td>Census date</td>
<td>Cancellation of student's enrolment</td>
<td>6</td>
</tr>
<tr>
<td>Library debts</td>
<td>3 months</td>
<td>Academic record suppressed</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Equal to the library’s minimum threshold</td>
<td>Academic record suppressed</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Above the library’s minimum threshold and outstanding for 3 months</td>
<td>Denied access to University student services, prevention from re-enrolment, prevention from graduation and prevention from receiving an offer for another course</td>
<td>2, 3, 4, 5</td>
</tr>
<tr>
<td>Type of student</td>
<td>Deadline</td>
<td>Debtor Sanctions</td>
<td>Sanction</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>-----------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Student loans</td>
<td>28 days after the due date</td>
<td>Academic record suppressed</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Loan payment overdue more than 8 weeks</td>
<td>Prevention from re-enrolment, graduation and receiving an offer for another course</td>
<td>3, 4, 5</td>
</tr>
<tr>
<td>Student rent for university owned housing</td>
<td>14 days after the due date</td>
<td>Academic record suppressed</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>28 days after the due date</td>
<td>Prevention from re-enrolment, graduation and receiving an offer for another course</td>
<td>3, 4, 5</td>
</tr>
</tbody>
</table>