

STUDENT DEBTOR SANCTIONS PROCEDURES 2014

Issued by: Deputy Vice-Chancellor (Registrar)
Date: 9 July 2014
Last amended: 2 October 2015
6 June 2016 (administrative amendments)
1 May 2017
24 March 2019
21 July 2023 (Administrative amendments)
16 April 2024 (administrative amendments)

Signature:

Name: Professor Tyrone Carlin
Current policy owner: Vice-President (Operations)

1 Purpose and application

- (1) These procedures are to give effect to the [Student Debtor Sanctions Policy](#) (“the policy”).
- (2) These procedures apply to:
 - (a) University staff, students and affiliates; and
 - (b) non-award students 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.

census date means the date on which a student’s enrolment in a unit of study becomes final.

due date means, in relation to any given debt owed to the University, the date on or before which it is payable.

| | |
|------------------------------------|---|
| library's minimum threshold | means any minimum threshold for application of debtor sanctions in relation to library debts, as determined by the Vice-President (Operations) in consultation with the Director of University Libraries under clause 7(5) of the policy. |
| Student Financial Statement | means the statement available to each student online which details their enrolment and related financial liabilities. |

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 Vice-President (Operations) 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 Vice-President (Operations) will determine standard forms of notice to be provided to students before application of sanctions.
- (2) 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 Vice-President (Operations) may determine to be appropriate.
- (3) The Vice-President (Operations) 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](#)

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 Vice-President (Operations) when a student has accrued library debts equal to or greater than the library's minimum threshold.

Note: See [University of Sydney \(Library\) Rule](#) and information on library fines, available from the library website at: <http://sydney.edu.au/library/borrowing/fines.html>

- (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.
- (3) 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:
 - (a) prevention from re-enrolment;
 - (b) prevention from graduation; and
 - (c) prevention from receiving an offer for another course.

14 Notification of imposition of debtor sanctions

- (1) The Vice-Principal (Operations) 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:
 - (a) the student's entitlement (if any) to apply for review of the decision; and
 - (b) the steps necessary for re-instatement.

15 Review

- (1) A student subject to debtor sanctions may apply for a review in writing to the Manager, Student Fees, Student Administration Services within 20 working days of the date the student was notified under clause 14.
- (2) In exceptional circumstances, the Manager, Student Fees may accept applications lodged out of time.
- (3) Applications for review may include submissions regarding the merits of the matter or any alleged failure of due process.

- (4) Applications for review will be considered by the relevant delegate and the student will be informed in writing of:
 - (a) the outcome of their application; and
 - (b) any rights to appeal.

16 Appeal

- (1) A student may lodge an appeal in respect of the outcome of the review in clause 15.
- (2) Appeals must be lodged:
 - (a) in writing with the Head of Fees and Scholarships, Student Administration Services; and
 - (b) within 20 working days of the date on which the appellant was notified of the outcome of the review.
- (3) In exceptional circumstances, as determined by the Head of Fees and Scholarships in their absolute discretion, the Head of Fees and Scholarships may accept an appeal lodged out of time.
- (4) Students must set out in their written appeal their reasons for believing that due process has not been observed in the review.
- (5) Appeals will be considered by:
 - (a) the Head of Fees and Scholarships; or
 - (b) if the Head of Fees and Scholarships:
 - (i) was personally involved in the debtor sanction process; or
 - (ii) has an actual or reasonably perceived conflict of interest in regard to the parties to the debtor sanction, or the matters that are the subject of the debtor sanction,

a person nominated by the Vice President (Operations) without such conflict.
- (6) The Head of Fees and Scholarships or the person nominated under clause (5) will assess whether an appeal has been validly made under this clause and must notify the student if this assessment determines that the appeal has not been validly made.
- (7) Except at the absolute discretion of the staff member considering the appeal, the appeal will be conducted on the basis of written material.
- (8) Where reasonable, the appeal should be considered within 20 working days of its lodgement.
- (9) Where 20 working days is not reasonable, the Head of Fees and Scholarships will advise the appellant of the reasons for the delay, and of the projected timeframe for consideration of the appeal.

- (10) At the conclusion of the appeal, the staff member considering the appeal must provide the appellant with a written statement of the outcome of the appeal, including:
- (a) reasons for the outcome; and
 - (b) details of any rights to make an external appeal.

Note: Contact details for the Head of Fees and are to be provided when the student is notified of the outcome of the review.

17 Removal of debtor sanctions

- (1) The Vice-President (Operations) is responsible for ensuring that debtor sanctions are removed when:
- (a) the debt is discharged;
 - (b) satisfactory arrangements are made for payment of the debt;
 - (c) requested by the Director of University Libraries to do so in relation to a library debt; or
 - (d) sanction(s) are waived.
- (2) The Vice-President (Operations) 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

Date amended: 21 July 2023 (administrative amendments)
16 April 2024 (administrative amendments)

Original administrator: Vice-Principal (Operations)

Current policy owner: Executive Director, Student Administration Services

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

Higher Education Support Act 2003 – Administration Guidelines 2012

University of Sydney (Library) Rule

Coursework Policy

Student Debtor Sanctions Policy

Resolution of Complaints Policy

Student Loan Procedures

AMENDMENT HISTORY

| Provision | Amendment | Commencing |
|--|--|-------------------|
| Notes | Related documents references updated, administrative amendments only. | 4 March 2015 |
| 4(2) | Including student rent. | 7 October 2015 |
| 4(4) | Amending the management of student loan debts. | |
| 4(5) | New provision on rent for university owned housing | |
| 11(3) | Amending the timing of additional sanctions. | |
| 11(4) | New exemption provision. | |
| 12 | New provision on rent for university owned housing | |
| Sch. 1 | Amending deadlines in relation to student loans and adding deadlines for student rent of university owned housing. | |
| 7 | Change references and links from <i>Student Grievances, Applications and Appeals for Review Policy</i> to Resolution of Complaints Policy 2015 | 6 June 2016 |
| 14 | | |
| 15 | New review provision. | 1 May 2017 |
| 16 | New appeal provision. | 1 May 2017 |
| 3; 5(1); 6(1)-(3); 10(1); 14(1); 17(1)-(2) | Remove references to Deputy Vice-Chancellor (Registrar) and replace with reference to Vice-Principal (Operations). | 24 March 2019 |
| 5(1); 6(1) – (3); 10(1); 16(5); 17(1)-(2) | Replaced references to Vice-Principal (Operations) with Vice-President (Operations) | 21 July 2023 |

| Provision | Amendment | Commencing |
|------------------|--|-------------------|
| Notes | Amended internal policy references | 21 July 2023 |
| Throughout | Administrative amendments to remove the year in policy references. | 16 April 2024 |

SCHEDULE 1

SUMMARY OF DEADLINES AND DEBTOR SANCTIONS

| <i>Type of student</i> | <i>Deadline</i> | <i>Debtor Sanctions</i> | <i>Sanction</i> |
|--|--|--|-----------------|
| Domestic and international student tuition fees | 1 day after census date | Academic record suppressed | 1 |
| | 5 days after census date | Denied access to University student services | 2 |
| | 10 days after census date | Prevention from re-enrolment, graduation and receiving an offer for another course | 3, 4, 5 |
| | Later of 15 days after the census date or 2 days after determination of any appeal | Cancellation of student's enrolment | 6 |
| Domestic and international student other University fees or financial obligations | 1 day after census date | Academic record suppressed | 1 |
| | 5 days after census date | Denied access to University student services | 2 |
| | 10 days after census date | Prevention from re-enrolment, graduation and receiving an offer for another course | 3, 4, 5 |
| Commonwealth supported student provision of a valid <i>Request for Commonwealth Support and HECS-HELP</i> form | Census date | Cancellation of student's enrolment | 6 |
| Commonwealth supported students student contribution amounts | Census date | Cancellation of student's enrolment | 6 |
| Library debts | 3 months | Academic record suppressed | 1 |
| | Equal to the library's minimum threshold | Academic record suppressed | 1 |

| Type of student | Deadline | Debtor Sanctions | Sanction |
|---|--|--|-----------------|
| | Above the library's minimum threshold and outstanding for 3 months | Denied access to University student services, prevention from re-enrolment, prevention from graduation and prevention from receiving an offer for another course | 2, 3 4, 5 |
| Student loans | 28 days after the due date | Academic record suppressed | 1 |
| | Loan payment overdue more than 8 weeks | Prevention from re-enrolment, graduation and receiving an offer for another course | 3, 4, 5 |
| Student rent for university owned housing | 14 days after the due date | Academic record suppressed | 1 |
| | 28 days after the due date | Prevention from re-enrolment, graduation and receiving an offer for another course | 3, 4, 5 |