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## **Student Payment Policy and Procedures**

### **Introduction**

This document sets out Kilberry Computing Limited trading as iAccess policy in relation to the collection of student fees payable to the company by current and former students for the use of its facilities and the provision of its services.

### **Scope of the Student Payment Policy and Procedures**

This document is provided for iAccess customers, including students and staff members who are using or delivering the courses and qualifications that offer.

### **Location of the policy**

This policy is available for all staff members, third parties and students to access. This policy can be found at <https://i-access.uk/policies/>

### **Communication of the policy**

It is important that staff involved in the management, delivery, assessment, and quality assurance of qualifications and students undertaking these qualifications, are fully aware of the contents of the policy.

### **Review of the policy**

iAccess will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by oversight organisations or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

### **Policy Statement**

iAccess has approved the policy regarding the student payment and its procedures. The purpose of this policy is to ensure that iAccess collects the amounts that are due to it. The policy also aims to fulfil the following objectives:

- explaining in an open, transparent, and accessible way how iAccess will treat students who have outstanding debt owed to the company.
- demonstrating what actions students can take to mitigate any steps likely to be taken by iAccess to recover outstanding debt.



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- encouraging all students to pay their tuition fees in good time but has the flexibility to recognise and respond appropriately when this is not possible because of a genuine difficulty.

## **Statement of Principle**

### ***Support to Students:***

In applying this policy, iAccess will always seek to be sympathetic to individual students' financial circumstances. However, for the company to do so, students must engage in dialogue with the Director, Administration if they are experiencing financial difficulties.

Students experiencing difficulties in paying any fees should seek financial advice at the earliest opportunity by contacting the Director, Administration, either:

- by email: [mleptiher@i-access.uk](mailto:mleptiher@i-access.uk)
- by telephone on 02079938730
- by mobile on 07712658702
- or visiting the admin office during opening hours with a prior appointment.

### ***Communication with students:***

Formal documents such as invoices, credit notes, statements and reminders will be sent electronically to the student email address which is the official method of communication to students. Students must access and use this account regularly.

As the main object is to contact student, iAccess may also contact students:

- using any phone number provided by the student
- using any alternative email address provided by the student
- by letter to the home address provided by the student

### ***Methods of Payment:***

iAccess offers a wide range of payment methods to allow students to pay fees quickly and securely. Student can make payment by using their credit/debit card or they can set a direct debit.

### ***Student Tuition Fees:***

Students become liable for the payment of the full tuition fee on enrolment to a programme of study. Where a student has confirmed that they will be funded by a sponsor then iAccess will request payment from the sponsor. If the sponsor withdraws financial support or fails to pay all or any part of the fees, the student remains liable and will have to pay any amount outstanding to iAccess.

iAccess reserves the right to decide which organisations or companies it will accept as approved or



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official financial sponsors.

If a sponsor is not paying the tuition fee the student is classified as self-funding for payment purposes. iAccess recognises that self-funding students need flexibility when paying fees and as such a range of payment options is made available to these students.

Where a student has paid a tuition fee deposit prior to enrolment any such deposit will be offset against tuition fees for the course and the balance of the fee will become due on enrolment.

### ***Payment in Full:***

Fees can be paid in full in advance or at enrolment. Upon completion of an initial assessment and entry requirement, a course acceptance letter will be sent to the student. In that letter, student will be requested for payment and a secure link will be provided. Student must follow the link and complete the payment. Once the payment is completed, the student will receive a receipt as evidence of the payment.

### ***Flexible Payment Plans:***

iAccess does provide the opportunity for self-funding students to pay tuition fees by interest free payment plans provided the amount due is greater than or equal to £100. Monthly plan must be agreed by iAccess, and the student and this plan allows the tuition fee to be paid over equal monthly instalments. Student will be offered monthly payment plan by setting up a direct debit. A secure link for setting up a direct debit will be sent the student in the course acceptance letter.

### ***Withdrawal from the course before completion of studies:***

In the event of a student having to withdraw before the end of their programme of study, iAccess operates a tuition fee refund policy which can be found at <https://i-access.uk/policies/>

The refund will be made using the same payment method as the original payments in line with money laundering legislation.

### ***Non-Payment of Fees:***

Where there are outstanding fees due to iAccess from students, the company will instigate debt recovery processes. These will be triggered, a) where an invoice for fees is not settled by the due date, or b) where a payment in accordance with an agreed instalment plan is not received.

This procedure seeks to encourage payment of outstanding student debts by facilitating dialogue leading to agreement on the resolution of debts: but also, to take such action against student debtors as may be necessary to ensure equitable treatment of all students required to pay fees.

The debt recovery processes are detailed in Appendix A and will be followed where debt is identified. The processes in relation to tuition fee and academic related debt may include academic sanctions, withdrawal from the Programme of Study, and instigation of legal action to recover sums owed.



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### ***Right of Appeal:***

Students can submit an appeal in writing about their payment plan or outstanding balance to the Director, Administration.

### ***Appendix A:***

Collection Processes to be followed for Late or Non-Payment of fees.

The focus of debt control procedures will be to enter into a dialogue as soon as possible with students experiencing financial difficulty to lead to a mutually satisfactory resolution of the debt situation. Students experiencing difficulties in paying any fees should seek help at the earliest opportunity by contacting Director, Administration. If a student fails to enter into such a dialogue or fails to honour agreements to pay, the student will be withdrawn from the course.

Proportionate action to enforce settlement of debt for outstanding fees will be taken against current and former students who have failed to engage to find a solution to any outstanding debt issues, or who have failed to honour agreements to pay.

Tuition Fees:

- Day 0 (due date)
- Day 15 (working days after due date)

Admin staff contact the student (normally by e-mail reminder to the students e-mail account but also by any other communication mechanism available) requesting payment of the outstanding amount within 15 days from the date of the reminder.

Students will be invited to contact the Director, Administration in the first instance if they are experiencing financial difficulties to discuss their payment problems and arrange a suitable payment plan if applicable. The reminder email will set out the implications if debts are not paid when due, by reference to this policy on iAccess website.

- Day 30 (working days after due date)

If there is no response to the first e-mail, Admin will issue a second reminder to the student advising them that if no payment is received within 15 days, academic sanctions may be applied which will include some or all the following:

- a. Withholding coursework and examination results.
- b. iAccess reserves the right to insist that full or partial fees are paid upfront prior to the agreed date, where there has been historic and consistent evidence of poor payment.
- c. Academic reference letter, formal transcripts, diplomas, and certificates normally withheld.

However, iAccess will not impose sanctions whilst good-faith discussions are going on with the student concerned.



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Admin staff will issue a final e-mail to the student notifying them that the final step for exclusion from the course will be put in place. The consequences of this action will be explained to the student:

- They will no longer be classified as a student of iAccess
- They will be unable to use any of the teaching and learning facilities
- Details of their outstanding account will be passed to a commercial debt collection agency to obtain the payment due to iAccess and they will be liable for all costs incurred in raising this action

An excluded student who settles his/her academic debt owed to iAccess may apply for re-admission as a student, and such an application will be considered on an individual basis.

A former student whether he/she has left the course following exclusion or otherwise, remains liable for debts to iAccess. If the debt remains unpaid, or an agreed repayment plan is not honoured, iAccess will continue to take measures to recover the debt, including the use of external debt-collection agency.