

Student Debt Policy

1. Purpose

1.1 The purpose of this policy is to inform students (Plymouth, onsite campus students only) of the regulations concerning payment of tuition fees, return of AUP property, applying for loans, sanctions for non-payment and actions to take in the event of financial difficulty or withdrawing from the institution.

2. Tuition Fees

2.1 As a University, we will do our best to support you in funding your studies. However, we have a responsibility to provide sustainable education to all of our students, and to fund this, we need to collect tuition fees in a timely manner.

2.2 As a student it is your responsibility to ensure that you have either completed your tuition fee loan application in full before commencing studies at the University, or have sufficient funds to pay your fees by the due date.

2.3 All tuition fees are payable when enrolment is complete, but you will fall into one of the four categories below with regard to the payment of these fees:

- **Self-fee payers (not applicable to Academic Partner students)**

This is where you are not taking out a tuition fee loan from a student loan source, such as the Student Loans Company (SLC) (Student Finance England). In this scenario you are solely responsible for paying your own tuition fees, and these will be due in full at the time of enrolment. At our discretion, we offer an installment plan which allows students to pay in three equal termly instalments, payable at the beginning of each term. Students must have the ability to pay for the whole year.

Payment can be made by bank transfer or credit card/debit card payment over the phone or at the information point (front of house reception). If the required payment is not made by the due date(s), your continued enrolment at the University will be in jeopardy. The University will take steps to recover the overdue amount, and if this is not possible, suspend your studies in accordance with paragraph 4 below.

- **Sponsors**

If you have an agreement from a sponsor (usually an employer) to cover your tuition fees, you must provide the University with a letter from your sponsor at the time of enrolment. The University will then invoice your sponsor for your annual tuition fees. All sponsor invoices

should be paid in full within 30 days of issue. If your sponsor has not paid 30 days after the invoice has been issued, we will contact you for assistance in collecting the debt. If, after a further month, payment has still not been received, you will be liable for any unpaid amount, and will be regarded as a self-fee paying student (see paragraph above). This means you will be personally liable for payment of your own fees.

- **Student Tuition Fee Loan (Undergraduate) / Advanced Learner Loan (Pre Degree)**

If you have applied for, and been granted, a tuition fee loan approved by SLC, then they will make payments directly to the University on your behalf. Should approval of your loan be delayed or withdrawn by SLC for any reason, then you will become liable for any unpaid amount and will be treated as a self-fee paying student, as above, and will be personally liable for your fees. If you make a payment to the University for your fees, and we subsequently receive a payment from SLC, you will be refunded for your payment in full.

IMPORTANT: If you require a tuition fee loan, it is your responsibility to apply to SLC for the loan as soon as possible. At enrolment we will check on the status of your application, and it is expected that all loan applications will be finalised within two weeks after enrolment.

- **Postgraduate Loans**

If you have applied for, and been granted, a postgraduate loan approved by SLC, the sum approved will be paid directly to you. The University will send a payment agreement at the start of the year outlining when the Tuition Fee instalments are due for payment, and it will be your responsibility to pay in line with this. If the required payment is not made by the due date(s), your continued enrolment at the University will be in jeopardy. Should approval of your loan be delayed or withdrawn by SLC for any reason, then you will become liable for any unpaid amount and will be treated as a self-fee paying student, as above, and will be personally liable for your fees.

IMPORTANT: If you require a tuition fee loan, it is your responsibility to apply to SLC for the loan as soon as possible. At enrolment we will check on the status of your application, and it is expected that all loan applications will be finalised by the end of October.

2.4 Failure to pay by any of the above methods may ultimately result in the sanctions detailed in paragraph 4.

3. **Non-Tuition Fees / Other debts (not applicable to Academic Partner students)**

3.1 As a higher education provider, we provide access and loan items to support you with your studies. This includes, but is not limited to, library books, periodicals, DVDs, games, equipment from the ERC and under certain circumstances, IT equipment or course based resources such as tufting guns.

3.2 As a student, it is your responsibility to ensure that any item you borrow is returned as part of the borrowing agreement or when asked. **The non-return of items is considered as debt.** It is important you do not let other students borrow items using your account as you will be liable for any debt.

3.3 Library fines must be cleared as outlined in the [Library Loans Procedure](#).

3.4 If an item (for example from the ERC or Library) is damaged beyond repair, or lost, then the head of the appropriate department should be contacted immediately (such as the ERC, Head of Resources / Head of Library Services),

3.5 A failure to return items may result in the University seeking to reclaim costs via external debt collectors.

4. Sanctions

4.1 If you have received a letter, email or call informing you that you have tuition fee debt, or loan item(s) outstanding, you must respond promptly. Please contact the University Finance team directly (finance@aup.ac.uk). If you ignore debt reminders and the debt remains unpaid, then the following sanctions will apply:

- **Suspension from studies:**
Reminders will be sent via email and/or letter as soon as the debt is overdue. Continued failure to respond or take any action to settle outstanding debts in full will result in suspension from studies within 45 days of the date of the letter.
- **Re-enrolment:**
The University will not permit students with outstanding debt to re-enrol on a course of study.
- **Awards and Degree Ceremonies (HE students only)**
An HE student with an academic related debt would not be permitted to graduate. This would mean they are not eligible to receive any award from the University or to become a graduate until the academic related debt is paid. A student with academic related debt will not receive their graduation certificate or be able to attend Graduation/Degree ceremonies.

A student's final award date will reflect the date they become eligible to receive an award from the University. This means that the final award date will be a date approved by the Awards Board, after the academic related debt has been paid.

- **Referral to Debt Recovery Agents and Full Withdrawal**
If reminders are ignored and debts remain outstanding after 90 days, any unpaid balance will be placed with the University's external debt collection agents, and you will be withdrawn from your course. The agents will take court action to recover debts in the course of their debt collection. A court judgement against you for unpaid debt may adversely affect your ability to

obtain any credit such as a loan, mobile phone contract, credit card or mortgage in the future.

5. Withdrawing from studies (or deferring)

5.1 If you leave your course before the end of the academic year (even if you are deferring until a future year) you will be liable to pay a proportion of your tuition fees as follows:

- **HE students:**
 - withdrawing up to 14 days after the start of the first term: no fee due
 - before the start of the second term: 25% of fee due
 - before the start of the third term: 50% of fee due
 - after the start of the third term: 100% of fee due
- **Pre-degree students:**
 - withdrawing up to 14 days after the start of the first term: no fee due
 - before the start of the second term: 50% of fee due
 - before the start of the third term: 75% of fee due
 - after the start of the third term: 100% of fee due

Note: We align our withdrawal fee policy with the dates set by SLC for loan payments. We will pursue any such fees (other than funded by SLC) in line with the sanctions in paragraph 4.

6. International students

6.1 It should be noted that international students (not home (UK) are subject to different terms and conditions to home students and while some of paragraph 2 will apply, paragraph 14 of the [terms and conditions](#) should be read in conjunction with this policy.

7. Academic Partner students

7.1 It should be noted that elements of this policy apply to students enrolled on Arts University Plymouth courses as part of an academic partnership arrangement with other education providers. However, academic partner students are subject to separate AUP [terms and conditions](#) and those of their delivery institution.

8. Financial Difficulty

8.1 If you are experiencing financial difficulties in paying your tuition fees, you should inform the University as soon as possible by emailing finance@aup.ac.uk (Plymouth students) to make them aware of the situation. Academic Partner students should directly contact their delivery institution. Assistance should be sought at the earliest possible opportunity and you may wish to speak about it with your course leader.

8.2 The University will assist where it can by looking at how you can clear your debts over an agreed period of time within the academic year through a payment instalment plan. You may also

wish to speak to your course leader, or contact the Registry team at studentfinance@aup.ac.uk who may be able to provide guidance on further financial support available or external assistance.

9. Contacts:

- University Finance Office: email: finance@aup.ac.uk telephone: +44 1752 203426 / 205711
- Registry Officer: email: studentfinance@aup.ac.uk telephone: +44 1752 203434 x 213
- Library : email: library@aup.ac.uk telephone: +44 1752 203434 x 186 / 239
- ERC: email: erc@aup.ac.uk telephone: +44 1752 203434

Document Version Control	
Document title:	Student Debt Policy
Effective Date:	September 2025
Approving body / date:	VCE
Version:	13
Supersedes:	Version 12
Previous review dates:	September 2017 - 24 inclusive
Next review date:	August 2026
Main changes this review	Further clarity with academic partnerships
Related Statutes, Ordinances, & General Regulations	Student Protection Plan (held by OfS) Financial Regulations
Related policies:	Tuition Fee Refund and Compensation Policy
Related procedures	Procedures for Closing or Suspending a Higher Education Course Library Loans Procedure
Related information:	Student Handbooks Student Terms and Conditions (HE)
Policy owner and contacts:	Head of Finance / Financial Controller Email: finance@aup.ac.uk / tdeacon@aup.ac.uk / jbirchall@aup.ac.uk Registry Officer Email: studentfinance@aup.ac.uk