



Students Payments Appeals Committee

Terms of Reference

TERMS OF REFERENCE

STUDENT PAYMENTS APPEALS COMMITTEE

1. PURPOSE

The Student Payments Appeals Committee is established to provide an independent and fair review mechanism for students who wish to appeal decisions related to student financial exclusion .

2. AUTHORITY

The Committee is constituted under the authority of the Institution's financial regulations and student governance framework, with delegated powers to review, adjudicate, and make binding decisions on student payment appeals.

3. COMPOSITION

The Committee shall comprise three (3) members:

- 3.1 Chief Financial Officer (Chairperson)
- 3.2 Director: Revenue
- 3.3 Director: Student Life, Governance and Development

Quorum: All three members must be present for the Committee to conduct business and make decisions.

Substitute Members: If a member is unavailable, unable to attend, or has a conflict of interest, a Deputy Director from the same Directorate appointed by the Chairperson may serve as an alternate with full voting rights.

4. SCOPE OF JURISDICTION

The Committee shall have jurisdiction over appeals relating to:

- a) Financial clearance decisions
- b) Debt collection matters affecting academic progression
- c) Registration holds due to outstanding payments
- d) Payment plan applications and modifications
- e) Any other student payment-related matters as deemed appropriate

5. ROLES AND RESPONSIBILITIES

5.1 The Committee shall:

- 5.1.1 Review and adjudicate appeals submitted by students regarding payment-related decisions

- 5.1.2 Ensure fair, transparent, and consistent application of institutional financial policies
- 5.1.3 Consider extenuating circumstances and supporting documentation presented by appellants
- 5.1.4 Make determinations that balance institutional financial sustainability with student welfare
- 5.1.5 Recommend policy amendments where systemic issues are identified
- 5.1.6 Maintain confidentiality of all student financial information
- 5.1.7 Provide written decisions with clear rationale to students

5.2 The Chairperson (Chief Financial Officer) shall:

- 5.2.1 Convene and preside over Committee meetings;
- 5.2.2 Ensure proper procedures are followed;
- 5.3.3 Cast a deciding vote in the event of a tie;
- 5.3.4 Sign off on all formal decisions and communications;
- 5.3.5 Report Committee activities to Executive Management Committee as required

5.3 The Director of Revenue shall:

- 5.3.1 Provide technical expertise on fee structures and payment systems
- 5.3.2 Present institutional financial policy context
- 5.3.3 Advise on financial implications of decisions

5.4 The Director of Student life, Governance and Development shall:

- 5.4.1 Represent student welfare and rights perspectives
- 5.4.2 Provide context on student circumstances and support systems
- 5.4.3 Ensure decisions align with student governance principles
- 5.4.4 Facilitate communication with student support services

6. APPEALS PROCESS

6.1 Eligibility: Any currently enrolled or prospective student may submit an appeal related to payment decisions.

6.2 Submission: Appeals must be submitted in writing using the prescribed appeals form within thirty (30) calendar days of the decision being appealed.

6.3 Documentation: Students or applicants must provide:

- 6.3.1 Completed Students Acknowledgment of Outstanding Undergraduate Debt form (ULSD01) /Student Acknowledgment of Postgraduate Debt form(ULSD02)
- 6.3.2 Detailed grounds for appeal
- 6.3.3 Supporting documentation (financial statements, medical certificates, etc.)
- 6.3.4 Proof of previous communication regarding the matter

6.4 Review Process:

- 6.4.1 The Committee shall meet within fifteen (15) working days of receiving a complete appeal
- 6.4.2 The applicant may be invited to present their case in person or virtually
- 6.4.3 The Committee may request additional information from relevant departments
- 6.4.4 Decisions shall be made by majority vote

6.5 Outcomes: The Committee may:

- 6.5.1 Uphold the original decision
- 6.5.2 Overturn the original decision in full
- 6.5.3 Partially uphold the appeal with modified conditions
- 6.5.4 Refer the matter back to the originating department with directives
- 6.5.5 Approve alternative payment arrangements or relief measures

7. DECISION-MAKING PRINCIPLES

The Committee shall consider:

- 7.1 Institutional financial policies and regulations
- 7.2 Equity, fairness, and consistency
- 7.3 Student circumstances and extenuating factors
- 7.4 Financial sustainability of the institution
- 7.5 Precedent and impact on other students
- 7.6 Natural justice and procedural fairness

8. MEETINGS

- 8.1 **Frequency:** The Committee shall meet as required, with a minimum of two scheduled meeting per academic term to review any outstanding appeals.
- 8.2 **Notice:** Members shall receive at least five (5) working days' notice of meetings, along with relevant documentation.
- 8.3 **Minutes:** Formal minutes shall be kept of all meetings, recording attendance, matters considered, and decisions made.

9. CONFIDENTIALITY

All Committee members shall maintain strict confidentiality regarding:

- 9.1 Student personal and financial information
- 9.2 Committee deliberations
- 9.3 Documentation presented in appeals

10. CONFLICT OF INTEREST

Members must declare any conflict of interest related to an appeal. Where a conflict exists, the member shall recuse themselves from deliberations and decision-making on that matter.

11. COMMUNICATION OF DECISIONS

Written decisions shall be communicated to applicants within five (5) working days of the Committee meeting, including:

- 11.1 The decision outcome
- 11.2 Rationale for the decision
- 11.3 Any conditions or actions required
- 11.4 Information on further recourse if available

Should the student deem the outcome of the Appeal unsatisfactory , the student has the right to petition the Office of the Vice-Chancellor.

12. REPORTING AND ACCOUNTABILITY

The Committee shall:

- 12.1 Maintain a register of all appeals received and outcomes
- 12.2 Provide quarterly reports to Executive Management Committee (EMC) on appeal trends and outcomes
- 12.3 Recommend policy improvements based on recurring issues
- 12.4 Report annually on Committee activities and performance

13. REVIEW OF TERMS OF REFERENCE

These Terms of Reference shall be reviewed biennially or as needed to ensure continued effectiveness and alignment with Institutional policies.

Annexure A-Non Compliance with Debt Settlement Term Appeals Form

