

PROCEDURE FOR DEREGISTRATION IN CASES OF NON-PAYMENT

Legal requirements:

<http://wetten.overheid.nl/BWBR0005682/Hoofdstuk7/Titel3/Paragraaf1/Artikel742/>

- Students must have received demands for payment. As the number of demands is not specified, one demand is in principle sufficient.
- Deregistration is only allowed with effect from the second month following the month in which the second demand for payment was sent.

PROCEDURE

1. Deregistration:

1. If the student fails to pay the tuition fees (i.e. direct debit reversal), the student will receive an e-mail from the bank one day after the direct debit reversal with a notification of the failed debit order and a request to pay this amount.
2. The student will receive a demand for payment via e-mail if the fees are not paid within fifteen days. Said demand for payment will state that if the student does not make the payment, they will be in default.
3. If the amount is once again not paid within fifteen days, a '*laatste aanmaning aankondiging WIK*' (final notice of default concerning the Extrajudicial Collection Costs (Standards) Act) is sent, stating the following:
 - a. that, if no payment is made within fourteen days after having received the final notice of default concerning the Extrajudicial Collection Costs (Standards) Act, the procedure for deregistration will be initiated (with reference to 'the Regulations on admission to and enrolment at Zuyd University of Applied Sciences'), which also includes the student account being blocked with immediate effect;
 - b. what the consequences of deregistration are for study finance/loans and travel documents
 - c. that the recovery will be handed over to a collection agency, with mention of the costs that the student will have to bear in connection with this.
4. Seven days after the actual blocking of the account, the student will be contacted by telephone and informed once more on the current arrears as well as the consequences of non-payment.

At the moment of this action by telephone call, Finance and Control accounts receivable management will provide to the contact persons of the schools a list of students who are at risk of deregistration, which will be requested from the Finance and Control advisers prior to the start of the current academic year. The school must state within seven days whether there are objections to initiate the deregistration procedure if payment is still not made.

5. If no response has been received from the student and the school has not provided an objection, with clear reasons, which has been approved by the Dean after the final notice of default concerning the Extrajudicial Collection Costs (Standards) Act, the blocking of the account, and the attempt to contact the student by telephone call, then (fourteen days after the blocking of the account) Zuyd University of Applied Sciences will proceed with actual deregistration as of the first of the month following the blocking of the account.

Zuyd University of Applied Sciences has chosen, for practical reasons in relation to the summer holidays, to deregister the student in question as of 1 September the current calendar year instead of 1 August of the current calendar year.

The entire procedure (recording of amounts owed and demands for payment, recording of all instances of contact with the student as well as all responses by the school and/or the student)

are digitally registered and recorded in a log of the accounts receivable monitoring program Onguad.

6. The Enrolment Office will deregister the student on the basis of the notice of default supplied by Finance and Control accounts receivable management as of the first of the month following the blocking of the account.
The student will receive written notification of this from the Enrolment Office, which mentions the deregistration, the consequences of the deregistration, and the possibilities in terms of appeal and re-enrolment.
At the same time, the Enrolment Office will block the option for enrolment or re-enrolment in Osiris.

2. Re-enrolment in the course of the academic year and/or enrolment for a new academic year

After the full arrears (including any applicable costs) which formed the basis for the student being deregistered have been paid in full, then the Enrolment Office will remove the block on enrolment or re-enrolment – on the basis of a request provided by Finance and Control accounts receivable management.

The block on the student account will be removed by Finance and Control accounts receivable management.

Additionally, if the student wishes to re-enrol during the current academic year, then the school where the student was actually enrolled upon their deregistration will be informed that the block on enrolment or re-enrolment has been removed.

This will be registered and recorded digitally in a log of the accounts receivable monitoring program Onguad.

The procedure was originally an appendix to the Regulations on admission to and enrolment at Zuyd University of Applied Sciences 2017-2018 and previous years, approved by the Board of Governors in August 2012.

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