

Service Level Agreement (SLA)

Receivables and Credit Control Teams

Canterbury Christ Church University

1. Purpose of this Agreement

This SLA outlines the services provided by the Receivables and Credit Control teams. It defines service scope, contact methods, response times and service standards.

These teams support the University's financial sustainability by ensuring income is accurately raised, collected promptly, and managed in line with financial regulations. Whilst delivering an efficient, transparent and supportive service to our Students and Stakeholders.

2. Core Services

Receivables Team

Responsible for Accommodation and Tuition Fees, including:

- Recording and collecting income up to 3 reminder letters from invoice issue; cases are then transferred to Credit Control where required.
- Handling Sponsor queries for debts up to 30 days old
- Confirmation of payments (where applicable)
- Setting up standard payment plans
- Processing refunds (to original payment method)

NOTE: Tuition Fee liability is generated by the Fees Team and Accommodation Fee liability by the Accommodation team.

Cases may be passed to the Credit Control Team where resolution cannot be met within the University's payment terms.

Credit Control Team

- Collect overdue income:
 - Self-funded students (tuition and accommodation) after three reminders where no payment plan exists
 - Setting up agreed, non-standard payment plans
 - Sponsors where invoices remain unpaid beyond 30-day terms
 - Liaise with external debt collection agencies; including placing and monitoring progress of tuition and accommodation fee debts.
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3. Communication Methods & How to Contact Us

- Email
- Telephone
- Halo

- Teams meetings (where required)
- Face to Face Meetings during University registration periods
- Statements and reminders (Students and Stakeholders)

All communication will be professional, respectful, and compliant with data protection requirements.

Student identity will be verified before discussing account details. Third parties must provide written student consent. To avoid delays, please include:

- Student ID
- Student name
- Invoice number/Sponsor ID (Sponsor Organisations if known)
- Brief description of query

Please note: Emailing staff or other teams to deal with your query may delay answering your query. Please only email or contact the team that can resolve your query in line with the team's core services outlined above.

5. SLA Response Times

We aim to respond to all queries within **10 working days** (may vary during peak periods).

Contact Details

Team	Email	Telephone	Other Channels
Receivables	accounts.receivable@canterbury.ac.uk	01227 924747	Halo , Teams (appointment)
Credit Control	credit.control@canterbury.ac.uk	01227 923864	Halo , Teams (appointment)

Students - To raise a HALO query for the above teams, please access HALO [here](#).

6. Core Service Hours

Operating Hours –

Monday to Friday: 09:00 – 16:30

Telephone Lines are open for both teams -

Monday to Thursday: 10:00 – 15:00

Friday: 10:00 – 13:00

(These times apply excluding University closures and UK public holidays)

Enquiries received outside these hours will be handled the next working day and in line with our SLA.

8. Escalation Process

Queries may be escalated where:

- Required information is delayed

- Operational resolution is not possible
- Debts require further action

Escalation Path

Escalation Level	Receivables	Credit Control	Responsibility
Level 1	Receivables Assistant	Credit Control Officer	Initial case handling, standard queries, and payment plans
Level 2	Payables & Receivables Manager	Credit Control Supervisor	Provides oversight, approves exceptions within policy, and manages stalled or sensitive cases
Level 3	Assistant Director of Finance (Regulatory and Compliance Services)		Final escalation for high-risk, sensitive, or exception cases

9. Continuous Improvement

We are committed to improving our service by:

- Monitoring performance
- Enhancing processes
- Supporting the University's financial objectives

10. Review of this Agreement

This SLA will be reviewed periodically to ensure accuracy and alignment with university processes.

Next review date: 31/08/2026