



# Debt Recoveries & Legal Student Matters Launch Event

Birkbeck, University of London, Malet Street, Bloomsbury London WC1E 7HX

05 April 2019 09.30-17.30

<b>Registration and Exhibition – MAL B04</b> <i>Tea/coffee</i>	09.30-09.50
<b>Welcome and an introduction to the debt framework – MAL B35</b> Cristian Martin– Senior Contracts Manager, LUPC	09.50-10.05
<b>The Evolution of Debt Collection (in the HE sector) – MAL B35</b> - A brief industry history lesson, covering how the landscape has changed for the industry to get to where we are today	10.05 – 10.45
<b>The Impact of the Pre-Action-Protocol (PAP) October 2017 – An Industry view– MAL B35</b> - We now have over one year of experience with the new rules. Sharing experience of it in use and best practice tips on how to adapt internal procedures	10.45- 11.25
<b>Coffee &amp; Networking – MAL B04</b> Grab a coffee and say hello to existing or potential suppliers	11.25 – 11.45
<b>Outside Jurisdiction debts – Practical strategies for effective recoveries – MAL B35</b> How the process might be different to UK i.e. in Scotland Europe Africa Asia and some tips on what best practice from the HE side might look like	11.45-12.25
<b>Lunch – MAL B04</b> Buffet Lunch will be served	12.25-13.15
<b>How to use the national legal framework to get best value – MAL B35</b> Cristian Martin – Senior Contracts Manager, LUPC	13.15-13.30
<b>How does the debt industry manage vulnerable debtors – MAL B35</b> Cristian Martin – Senior Contracts Manager, LUPC	13.30-14.10
<b>ROUND TABLE DEBATE 1:</b> <i>The audience is split equally into three groups to debate issues related to today's themes. Each debate is chaired by a supplier from either a Debt recovery or Student Matters Lot 6 of the legal framework.</i>  <b>The three debates are to be confirmed</b>	15 minutes per debate, the chair will rotate to each group. 14.10-14.25 14.25-14.40 14.40-14.55
<b>Coffee &amp; Networking – MAL B04</b> Grab a coffee and say hello to existing or potential suppliers	14.55-15.15
<b>What are the legal risks with vulnerable students – MAL B35</b> A legal opinion on recent developments	15.15-15.35
<b>ROUND TABLE DEBATE 2:</b> <i>The audience is split equally into three groups to debate issues related to today's themes. Each debate is chaired by a supplier from either a Debt recovery or Student Matters Lot 6 of the legal framework.</i>  <b>The three debates are to be confirmed</b>	15.35-15.50 15.50-16.05 16.05-16.20
<b>Event end - Drinks Reception – MAL B04</b>	16.20-17.30