

ITALIA CONTI

TERMS AND CONDITIONS OF ENROLMENT 2026/27

DIPLOMA COURSES

Any offer of a place made to you by Italia Conti Arts Centre Ltd. ("Italia Conti") is on the basis that in accepting such an offer you agree to the following terms and conditions, which form part of the contract between you and Italia Conti.

Scope

- These Terms apply to the Trinity Level 6 Diplomas delivered by Italia Conti.
- They do not apply to the HE & AVT Courses

1. Diploma Awarding Body

- 1.1. Your qualification is the Trinity College London Level 6 Diploma, delivered by Italia Conti. Your award is made by Trinity College London.
- 1.2. You must comply with Italia Conti policies and the Trinity syllabus and assessment regulations that apply to your Diploma.
- 1.3. These Terms govern Italia Conti's delivery and local charges.

2. Students under 18

- 2.1. If you are under 18 on the programme start date, these additional terms apply until your 18th birthday. "Parent/guardian" means a person with parental responsibility.
- 2.2. Parent/guardian consent & guarantor. A parent/legal guardian must (a) consent to your enrolment and participation, and (b) agree to be jointly and severally liable as guarantor for fees and charges until you turn 18. On and from your 18th birthday you assume primary liability and these Terms continue without interruption.
- 2.3. Communications. You are our primary point of contact. Where you are under 18, we may, where appropriate, share essential information with your named parent/guardian about attendance, conduct, welfare, emergencies and material financial matters. Day-to-day academic feedback remains between Italia Conti and you unless you consent or safeguarding concerns require otherwise.
- 2.4. Emergency medical consent. If a parent/guardian cannot be contacted promptly, the parent/guardian authorises Italia Conti to act in loco parentis in an emergency and to arrange urgent medical treatment on clinical advice. We will notify the parent/guardian as soon as reasonably practicable.
- 2.5. Off-site activity. Consent is given for reasonable, supervised off-site activities, rehearsals, sharings and performances forming part of the programme. We will seek specific consent where activities are residential or higher-risk.
- 2.6. Safeguarding and boundaries. Our Safeguarding Policy applies. We may set reasonable boundaries tailored for under-18s (for example chaperoning, changing-room arrangements or building-access times).
- 2.7. Data protection. We process student and parent/guardian data in line with our Privacy Notice. Where you are under 18, we may rely on 'vital interests', 'public task' or 'contract' as lawful bases to contact a parent/guardian for safety or welfare matters.

3. Payment of fees and other charges

- 3.1. The tuition fees for your programme(s) will be as set out in your offer letter.
- 3.2. You remain liable for all tuition fees in full. You are also liable for any additional charges listed at 3.17.
- 3.3. Diploma tuition fees are payable to Italia Conti. See 3.5 for instalment options.
- 3.4. If your course is longer than one year, tuition fees may increase annually. Any increase will be notified by the start of the third term each year.
- 3.5. Fees are per academic year. We accept payment annually or, for convenience, by termly instalments: up to three instalments in Years 1 and 2, and two instalments in Year 3.
- 3.6. Your fee covers your first attempt and one resit for the modules required that year. Further retakes may incur a charge, as set out in the Course Handbook.
- 3.7. If you owe fees, you may not be able to enrol for the next year. We may withhold certificates we hold on your behalf and will not provide references until your account is cleared.
- 3.8. If you interrupt your studies, are suspended, or withdraw from your Diploma programme, or are withdrawn by Italia Conti for academic, conduct, fitness to train, visa or other regulatory reasons, you will be liable for a percentage of fees.
- 3.9. If a funding body or third-party that has assumed responsibility for fees pays less than the published fee, refuses, withdraws or delays payment for any reason, you must pay the shortfall by the fee deadlines.
- 3.10. Bursaries and scholarships are limited, subject to published criteria, and may change or be withdrawn. Details are in your offer or Programme Handbook. If you receive an award you must meet its specific terms. These may include reasonable activity such as supporting Open Days, attending fundraising events, ambassadorial activity, and providing thank you acknowledgements or case studies. Any such activity will be scheduled to avoid taught hours, handled in line with our Privacy Notice, and will not affect academic decisions. If you do not meet the award terms, the bursary or scholarship may be varied, suspended or withdrawn. Your place and tuition fees are unaffected.
- 3.11. Fee amounts, instalments and due dates will be stated in your joining information. Fees are quoted inclusive of VAT (where VAT is applicable) unless stated otherwise. If VAT law or guidance changes, any change applies to unpaid instalments only and we will notify you.
- 3.12. No refunds for creative decisions: Dissatisfaction with casting, role allocation, class or group placement, timetable, creative direction, or curriculum adjustments made under Section 15 does not entitle you to a refund, reduction or credit of fees, provided the course is delivered with reasonable care and skill.
- 3.13. Some programmes require small local charges (for example, materials or costume items specified by your programme, optional trips or experiences, replacement ID/library items, graduation costs). These charges are payable to Italia Conti.

4. Deposits and Refunds

- 4.1. A deposit may be required to secure your place. The amount and due date will be stated in your offer.
- 4.2. The deposit is held by Italia Conti, is not interest-bearing, and may be set against any outstanding balance at the end of your programme.
- 4.3. The deposit is normally returned in the final term of your programme, subject to any outstanding debt or charges.
- 4.4. The deposit may be forfeited if you do not enrol, withdraw before the end of your course, are withdrawn for serious misconduct, or have unpaid charges at exit. Statutory cancellation rights in Cancellation and cooling-off apply.
- 4.5. Where no deposit is stated in your offer, no deposit is payable.

5. Accuracy of information

- 5.1. By accepting an offer of a place at Italia Conti you confirm that the information you provided for admission and enrolment is accurate and complete to the best of your knowledge.
- 5.2. Providing false, incomplete or misleading information may render your offer, admission or enrolment invalid and entitles Italia Conti to withdraw the offer or terminate this contract.
- 5.3. Italia Conti requires all students to provide proof of identity.
- 5.4. You must provide official transcripts and any evidence needed for admission with prior credit (APL) by the deadlines in the offer. If documents are not provided, or do not match the offer, the offer may be withdrawn.

6. Communications to and from Italia Conti

- 6.1. On enrolment you will be provided with an Italia Conti email address which Italia Conti will use for communications with you. You are expected to check this email account regularly. Any communication sent to this account will be regarded as properly sent and received.
- 6.2. Before enrolment, communications may be sent to the personal email address on your application. You must keep your contact details up to date.
- 6.3. Important information may also be issued via the student portals, virtual learning environment or Microsoft 365 tools used for your programme(s). Notices issued through these platforms are treated as delivered.

7. Policies and Procedures

- 7.1. By accepting an offer of a place you agree to comply with all Italia Conti policies that apply to enrolled students. The core Policies and Procedures are at <https://www.italiaconti.com/about-us/policies>.
- 7.2. Key provisions you should be aware of include:
 - Attendance, academic diligence, conduct and programme requirements as set out in the Code of Conduct, your Programme Handbook, Italia Conti policies. These conduct and attendance expectations also apply to extra-curricular sessions.
 - Academic misconduct, including plagiarism and use of text-matching tools, as set out in Italia Conti's Academic Misconduct policy.
 - Expectations of student behaviour as set out in the Code of Conduct and the Disciplinary Policy. Breach may result in sanctions up to and including expulsion from Italia Conti.
 - The Support Through Studies and Fitness to Train procedure, which sets out the steps Italia Conti may take where health or wellbeing raises questions about your ability to continue to study or participate.
 - Complaints about your programme follow Italia Conti processes set out in your Programme Handbook.
 - Online and in-person teaching, assessments and performances may be recorded for teaching and quality assurance. In some instances, recordings may be made available to the cohort for a limited period. You must not record, copy or share sessions without written permission.

8. Changes to the Policies and Procedures

- 8.1. Italia Conti may add to, delete or make reasonable changes to the Policies and Procedures where this will assist in the proper delivery of education.
- 8.2. Changes are usually made to:
 - review and update documents so they remain fit for purpose
 - reflect legal or regulatory changes, funding or finance changes, or government requirements or guidance
 - incorporate sector guidance or good practice
 - act on student feedback

- improve clarity or consistency
- 8.3. Changes will normally take effect at the start of the next academic year. They may be introduced during the year where this is required by law, is in students' interests, or in other exceptional circumstances. Italia Conti will take reasonable steps to minimise disruption, for example by giving notice before changes take effect or phasing them in where appropriate.
- 8.4. Updated Policies and Procedures will be published on Italia Conti's website and may also be notified by other means.

9. Public health and safety measures

- 9.1. During periods of public health concern, including epidemics or pandemics, Italia Conti may introduce measures it reasonably considers necessary to protect the health, safety and welfare of students, staff and visitors.
- 9.2. Measures may include:
- temporary changes to delivery or timetable
 - restrictions on access to sites
 - hygiene, testing or face covering requirements
 - reasonable instructions for conduct on site
- 9.3. Measures will be notified to students. You must comply with any such requirements. Failure to do so will be treated as a breach of Italia Conti's expectations of student behaviour as set out in the Code of Conduct and related policies.
- 9.4. These measures apply to all sessions. Italia Conti will keep measures under review and remove them when no longer necessary.

10. Attendance requirements

- 10.1. You must meet the attendance requirements for your programme as set out in the Attendance Policy and your Programme Handbook. Failure to meet these requirements may mean you are not permitted to progress or receive an award. See the Attendance Policy at <https://www.italiaconti.com/about-us/policies>
- 10.2. Training is full time. Sessions may run between 07:45 and 20:15, Monday to Saturday, usually 5 days in 6.
- 10.3. Evenings and weekends may be used for sharings and performances. We will give reasonable notice.
- 10.4. For online programmes/sessions, scheduled times and deadlines use UK time (Europe/London).
- 10.5. For online programmes/sessions, attendance means joining live sessions on time and completing set online tasks by the stated deadlines.
- 10.6. Online programmes/sessions may run on a condensed teaching pattern. Attendance requirements apply to all scheduled activity, including intensives.

11. Student health, disability, and reasonable adjustments

- 11.1. Italia Conti's training is physically and mentally demanding. You must complete the student health self-declaration and, where requested, provide supporting medical evidence or attend an assessment.
- 11.2. Tell us promptly about any disability, long-term condition or material change to your health that could affect your studies or participation. Early notice helps us agree support and, where needed, reasonable adjustments.
- 11.3. We will consider support under our Support Through Studies and Fitness to Train procedures. We will assess risk, consult where appropriate, and put in place reasonable adjustments where it is practicable to do so.
- 11.4. Where, after assessment, it is not reasonably practicable to implement the adjustments needed for you to study safely and effectively, we may put in place temporary

measures, recommend intermission, offer an alternative route, or end your enrolment. We will explain our decision and your options.

- 11.5. Non-disclosure, late disclosure, or escalation of a condition may limit what adjustments are practicable. We will still consider reasonable adjustments once notified, but training may not be realistic if safe participation cannot be achieved.
- 11.6. Personal data about your health will be processed in line with our Privacy Notice.
- 11.7. For online programmes/sessions you are responsible for suitable equipment and a stable internet connection, and for a safe, clear workspace for practical activity. We are not liable for your home connectivity or equipment.
- 11.8. If, after assessment and reasonable adjustments, safe participation or minimum standards cannot be met, the process below applies.

12. Fitness to train, professional conduct and minimum standards

- 12.1. You must be able to participate safely and meet the minimum professional standards for your programme, including teamwork, rehearsal room conduct, respectful behaviour and reliable engagement.
- 12.2. If concerns arise about your ability to meet these standards, or about your impact on others, Italia Conti will act proportionately. We will consider reasonable adjustments and support first, then may:
 - put a support or action plan in place and monitor progress
 - apply temporary measures to manage risk or disruption
 - recommend intermission where appropriate
 - refer the matter through Support Through Studies, Fitness to Train, Disciplinary or other relevant procedures
 - restrict access to spaces or activities where risk is identified
 - end your participation in extra-curricular activities or, for serious or sustained concerns, end your enrolment on the Diploma programme
- 12.3. Decisions are made after a fair process, using evidence and risk assessment, and having considered practicable reasonable adjustments. We will explain outcomes and the relevant review or appeal route in Italia Conti policies.
- 12.4. Fee liability follows Section 3.

13. Our responsibility and limits

- 13.1. Italia Conti is responsible for foreseeable loss or damage you suffer that is caused by our failure to perform these Terms with reasonable care and skill, or by our breach of legal duty, unless the loss is caused by your own actions or those of a third party.
- 13.2. Nothing in these Terms excludes or limits liability for:
 - death or personal injury caused by negligence
 - fraud or fraudulent misrepresentation
- 13.3. Subject to the above, Italia Conti (and its officers, employees and agents) is not liable, to the fullest extent permitted by law, for:
 - damage to, theft or loss of your property (including personal possessions, IT equipment, bicycles or vehicles), unless caused by our negligence
 - non-return of work submitted for assessment – keep a copy of anything you submit
 - loss arising solely from a failure to follow a procedural step, if the same outcome would have occurred had the step been followed
 - indirect or consequential loss, loss of opportunity, or loss of income or profit, however arising
- 13.4. Except as set out above, any liability in contract, tort, breach of statutory duty, misrepresentation or otherwise is limited to the greater of:

- the total tuition fees and additional charges paid by you (or on your behalf) for the relevant academic year; or
 - any amount we receive from our insurers for that loss.
- 13.5. These limits apply to Diploma and extra-curricular activities. They do not affect your statutory rights.

14. Events outside our control

- 14.1. We will do what we reasonably can to provide your programme(s) and related services and facilities as described. Sometimes events beyond our reasonable control that could not have been prevented even with reasonable care (“Events Outside Our Control”) may prevent, hinder or delay delivery. This section applies to both Diploma and extra-curricular activities.
- 14.2. Examples include:
- industrial action by third parties
 - power failure or utility outage
 - acts of terrorism or security incidents
 - epidemics, pandemics or other public-health measures
 - fire, severe weather, natural disasters
 - political or civil unrest
 - damage to, interruption of, or lack of access to buildings, facilities or equipment
 - acts or delays of government or local authorities
 - legal or regulatory change
- 14.3. If such events occur, we will notify you and take reasonable steps to minimise disruption, for example by:
- offering transfer to another programme where reasonably possible
 - deferring a start date
 - delivering from another location or online, or at another time
 - delivering a modified version of the programme
 - assisting you to transfer to complete at another provider
 - delivering other services and facilities in a different way or online
- 14.4. If you are not satisfied with those steps, you may end your contract with Italia Conti. In that case, you will not be required to pay any remaining fees for the academic year in question. You may also use Italia Conti’s [Complaints Policy and Procedures](#).
- 14.5. If Events Outside Our Control mean we cannot reasonably take steps to minimise disruption, neither you nor we will be liable for further performance of the contract (including further tuition or services) or for further fees, refunds or other losses, except as required by law.

15. Changes to programmes and modules

- 15.1. We will use reasonable endeavours to deliver your programme as described for the academic year in which you begin. We may make reasonable changes where this will deliver a better quality educational experience or is otherwise necessary.
- 15.2. Changes may relate to:
- content and syllabus
 - timetable, location or number of classes
 - timing, content or method of delivery of study, services or facilities
 - examination or assessment processes
 - Examples of when changes may be needed include:
 - long-term leave or departure of key staff
 - where a module/unit or programme is not financially or operationally viable
 - changes to funding we receive or to external requirements

- improving the student experience or efficiency
 - programme restructure
- 15.3. We will aim to keep changes to the minimum necessary, notify and consult affected students in advance where practicable, and phase changes where appropriate. If we change your programme and you are not satisfied with the change, you may withdraw, move to another programme, or transfer to another provider with reasonable support. We will refund any unused fees for undelivered elements.
- 15.4. Note: programme viability issues such as insufficient uptake are handled under this Changes section, not as Events Outside Our Control.
- 15.5. These provisions apply to Diploma and extra-curricular activities.

16. Requirements for EU and overseas students

- 16.1. At the time of publication, Italia Conti cannot sponsor Student visas. Until we confirm otherwise in writing, international recruitment and visa sponsorship are unavailable.
- 16.2. You must have, and maintain, the right to study in the UK for the full duration of your programme. You must provide evidence of your status on request.
- 16.2.1. EU, EEA and Swiss nationals**
- 16.2.1.1. You must hold immigration permission that allows study, for example settled or pre-settled status under the EU Settlement Scheme, or another route that permits study.
- 16.2.1.2. If you do not hold such permission, you will be treated as an overseas student and may need a visa.
- 16.2.1.3. Irish citizens' Common Travel Area rights are unaffected.
- 16.2.2. Overseas students and visas**
- 16.2.2.1. You may need a Student visa to take up your place.
- 16.2.2.2. It is your responsibility to obtain and maintain valid immigration permission, comply with its conditions, and tell us promptly about any change.
- 16.2.2.3. If your visa is refused, curtailed or revoked, or if you cannot show valid right to study when asked, Italia Conti may withdraw your place and end this contract.
- 16.2.3. Sponsorship**
- 16.2.3.1. Italia Conti does not sponsor Student visas. Where sponsorship is required for an HE programme, any sponsorship sits with the University of Chichester and is subject to the University's requirements.
- 16.2.3.2. Until we confirm otherwise in writing, applicants who require sponsorship cannot be enrolled at Italia Conti.
- 16.2.4. Status changes and fee liability**
- 16.2.4.1. If your immigration status prevents you from enrolling or continuing, fee liability follows Section 3 for Diploma and extra-curricular activities.
- 16.2.4.2. Funding eligibility and fee status may differ by immigration status and domicile. Check your funding body's rules and award letter.
- 16.2.5. Right to study checks**
- 16.2.5.1. We will carry out right to study checks at enrolment and may repeat them during your studies.
- 16.2.5.2. Failure to provide satisfactory evidence may prevent enrolment or continuation.

17. Complaints

- 17.1. Admissions issues – write to the Director/Head of School first, via admissions@italiaconti.co.uk.
- 17.2. While enrolled – use Italia Conti's Complaints Policy and Procedures: <https://www.italiaconti.com/about-us/policies>

- 17.3. Academic decisions for Diploma programmes – use Italia Conti's academic appeals and complaints routes.

18. Right to withdraw or rescind an offer

- 18.1. Before enrolment, Italia Conti may withdraw or rescind an offer, or defer entry, if:
- you do not meet the academic or other conditions of your offer by the stated deadlines
 - required documents, references, right to study, identity or qualification evidence are not provided, are incomplete, or are not satisfactory
 - any required deposit is not paid by the deadline stated in your offer
 - a material change from health, fitness to train or safeguarding assessments means safe participation is not reasonably practicable
 - there is a serious conduct or safeguarding concern, regardless of when the conduct occurred, which we reasonably consider: poses a risk to the safety or wellbeing of students, staff or visitors; risks unlawful activity or material disruption; or is likely to bring Italia Conti into serious disrepute (for example credible evidence of violent or threatening behaviour, harassment or hate speech, serious misuse of social media, or criminal investigation or sanction)
 - information is discovered which, had it been known at the time of decision, would have led us not to make the offer or to make a different offer, including material misrepresentation or omission in the application, serious academic misconduct, relevant criminal information we may lawfully consider, or regulatory or disciplinary sanctions by an education or professional body
 - the programme or intake is withdrawn or not viable to run, or an administrative error has been made in the offer
- 18.2. We will tell you the concern, give you a chance to respond, consider any evidence, and take a proportionate decision. Where appropriate we may defer entry or set conditions instead of withdrawing the offer. Urgent action may be taken without prior notice if there is an immediate risk.
- 18.3. If Italia Conti withdraws or rescinds an offer for our reasons, for example programme withdrawal or administrative error, we will refund any deposit you have paid to Italia Conti in full within 14 days. This is in addition to your statutory cancellation rights.
- 18.4. If an offer is withdrawn or rescinded because of your non-compliance or misrepresentation, for example not meeting conditions, not providing required evidence, right to study refusal, or non-payment of a required deposit, any deposit will be dealt with as stated in your offer or in Section 3.
- 18.5. Italia Conti is not liable for costs you may incur in reliance on an offer, such as travel, accommodation, relocation or visa costs.
- 18.6. This section applies before enrolment. After enrolment, any suspension or withdrawal is governed by Sections 3, 10 and 11.

19. Cancellation rights

- 19.1. You have a statutory right to cancel this contract without giving any reason. The cancellation period expires 14 days from the day you accept the offer of a place at Italia Conti.
- 19.2. To cancel, tell the Admissions team at admissions@italiaconti.co.uk with a clear statement (for example, email or letter). You may use the model cancellation form attached to this document.
- 19.3. To meet the deadline, send your cancellation before the 14-day period ends.
- 19.4. If you cancel within the statutory period, Italia Conti will reimburse all payments we have received from you under this contract. We will make the refund without undue delay and no later than 14 days after you inform us of your decision, using the same payment method unless you agree otherwise.

- 19.5. If you cancel after the 14-day period, Italia Conti will not refund payments we have received from you, unless required by law.
- 19.6. If your programme is due to begin within 14 days of you accepting the offer, by accepting the offer you agree that services may begin within the cancellation period. If you then cancel within the period, you may be charged a proportionate amount for services provided up to the point of cancellation.

