

ITALIA CONTI

TERMS AND CONDITIONS OF ENROLMENT 2026/27 HE & AVT 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 (“Terms”), which form part of the contract between you and Italia Conti. It is important that you carefully read and understand these Terms because Italia Conti will apply and rely on them during your time as a student.

Scope

- These Terms apply to students on higher education programmes delivered by Italia Conti as an Associate College of the University of Chichester, as well as students studying Italia Conti’s Advanced Vocational Training (“AVT”).
- These Terms work in conjunction with the University of Chichester’s Student Contract and academic regulations.
- These Terms do not apply to the Trinity Level 6 Diploma programmes, which are subject to separate terms and conditions.

1. HE Awarding Body

- 1.1. Your higher education (“HE”) programme is validated by the University of Chichester (“the University”) and is delivered by Italia Conti as an Associate College of the University. Your degree is awarded by the University.
- 1.2. As well as enrolling with Italia Conti you are also required to enrol with the University and to agree to their Student Contract, which includes the Terms & Conditions as a student of the University and which can be found at <https://www.chi.ac.uk/study/undergraduate/student-contract/>
- 1.3. If you do not enrol with the University when required to do so, or if your contract with the University is terminated for any reason, Italia Conti will terminate its contract with you. You are subject to the University’s Student Contract and academic regulations in addition to these Terms. By accepting your offer, you agree to abide by the University’s Student Contract and academic regulations.

2. Advanced Vocational Training (AVT)

- 2.1. AVT is available to BA and FdA in-person students only.
- 2.2. AVT is optional and delivered by Italia Conti. It is not part of your HE programme, is not validated by the University of Chichester, carries no University credit, and is not a condition of admission, progression, award, or access to timetabled teaching, facilities or services.
- 2.3. AVT is not considered in marking, progression, classification or HE award decisions. Assessed work for your HE programme is judged only against the relevant module learning outcomes and grade descriptors.
- 2.4. You may choose to take part in AVT as part of the time you devote to independent learning for your HE programme. It does not replace timetabled teaching, supervised learning, or any independent study tasks set by your modules for the HE programme.

- 2.5. Italia Conti runs AVT alongside the BA and FdA timetable and encourages participation. Information about AVT may be provided alongside information about your BA or FdA programme for convenience. This does not make AVT part of the HE programme.
- 2.6. AVT brochures, programme specifications, curriculum, tutors and timetables are indicative. We may make reasonable changes for quality, cohort, industry or safety reasons, keeping overall learning aims and total contact hours for the year. Where a change would have a significant adverse effect, we will follow Section 14 (Changes) on notice and remedies (alternative, pro-rata refund/credit, or ending AVT for the year). AVT remains separate from your degree.
- 2.7. AVT is taught at 1st Year (Level 4), 2nd Year (Level 5) and 3rd Year (Level 6) alongside the BA and FdA programmes. Some AVT projects and performance opportunities, including Productions, the Industry Showcase and Film Project/Reels, may have prerequisites or selection processes. Prerequisites include successful completion of earlier AVT terms or relevant component, meeting a minimum engagement threshold as set out in the handbook (attendance), and/or a successful audition (for casting/role allocation). AVT does not guarantee specific roles, casting, class allocation or public performance opportunities. Dissatisfaction with casting, group placement, creative choices or non-selection for performances is not a ground for an AVT refund or credit.
- 2.8. Re-joining AVT in a later term or academic year, after leaving the AVT programme, is subject to capacity and timetable fit. Re-joining does not, by itself, satisfy any prerequisites for later-year AVT activities, including the Industry Showcase and Film Project/Reels. AVT is cumulative and we do not recreate or backfill missed components if you join AVT part-way through an academic year. If you leave AVT, you may be ineligible for continuity-based opportunities later that academic year or in future academic years. Please see Section 3 for information on AVT fees.
- 2.9. AVT is offered and contracted per academic year. When you accept an AVT place for a given academic year, you commit to the full AVT provision for that year and the associated fee.
- 2.10. AVT is not a University of Chichester award. Any AVT certificate is issued by Italia Conti and carries no University credit.

3. Payment of fees and other charges

HE fees:

- 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 3.14.
- 3.3. HE tuition fees are payable to the University in accordance with its Tuition Fee Policy:
undergraduate – <https://www.chi.ac.uk/study/undergraduate/fees-finance/>
postgraduate – <https://www.chi.ac.uk/study/postgraduate/fees-finance/>
- 3.4. Home undergraduate (UG) HE fees are regulated by legislation and may increase during your programme if there is a change in the amount the University is legally entitled to charge for your studies. Any increase in HE fees will be determined by University policy and UK government policy, to reflect increased costs of delivery and to maintain a high-quality student experience. Such increases will be in line with the government fee cap and are usually linked to inflation using RPIX (the Retail Price Index excluding mortgage interest payments). If you are dissatisfied with the proposed increase, you have the right to terminate your contract.
- 3.5. Postgraduate (MA/MFA) fees – are not subject to the UG fee cap and are set annually by the Fee Recipient. We aim to hold fees for the year of entry once you enrol. If a change is proposed for a future year of study, we will give reasonable notice (normally by the end of June) and you may withdraw before the change takes effect if you are dissatisfied.

3.6. If you interrupt your studies, are suspended, or withdraw from your HE programme, or are withdrawn by Italia Conti or the University for academic, conduct, fitness to train, visa or other regulatory reasons, you will be liable for a percentage of the HE tuition fees as set out by the University in its Student Tuition and Accommodation Fees Policy. The University will notify the relevant funding body (for example SLC or SAAS) of any change to your enrolment status.

3.7. If a funding body pays less than the published fee, refuses, withdraws or delays payment for any reason, you must pay the shortfall by the University's deadlines. Regional rules for specific funding bodies and third-party sponsors may differ, including fee caps, liability points, designation requirements and payment schedules. If a sponsor or third party has agreed to pay your fees, you remain liable if they do not pay.

3.8. Funding bodies and regional rules –

3.8.1. Student Finance England, Wales and Northern Ireland: Undergraduate tuition fee loans are paid directly to the University, subject to registration, attendance confirmations and liability points set by the funding body. Maintenance support is paid to you. If your programme is not designated in the same way by your funding body, or if fee caps or policy limits apply, the amount paid to the University may be less than the published tuition fee. Any shortfall remains payable by you by the University's deadlines. Status changes such as interruption of studies or withdrawal can change what is paid and may create overpayments that you must resolve with your funding body.

3.8.2. SAAS – Scotland: SAAS tuition fee awards are paid to the University. Eligibility rules and liability points differ from the other regions. Where SAAS rules, fee caps or programme designation result in a lower payment than the published tuition fee, you are responsible for any shortfall. You must apply correctly and on time, and deal with any consequences of status changes notified to SAAS.

3.8.3. Postgraduate loans – England, Wales, Scotland, Northern Ireland: Postgraduate loans are paid to you, not to the University. They may not match the tuition fee. You remain responsible for paying your tuition fees to the University by the due dates, regardless of loan timing or amount.

3.8.4. Other regions and changes: Home undergraduate fees may be capped under regional rules (e.g. Student Funding Wales may differ to Student Finance England). Postgraduate fees are not capped in the same way. Channel Islands and Isle of Man arrangements may differ.

3.9. Funding rules can change during your studies. Always rely on your funding body's award letter. You are responsible for keeping your funding application current and for notifying your funding body of any changes to your circumstances.

AVT fees:

3.10. The fees payable for the Advanced Vocational Training (AVT) are separate from HE tuition fees. Studying AVT with Italia Conti is optional and fees are payable directly to Italia Conti.

3.11. Fees for AVT are charged annually and are payable in advance. They are paid in three termly instalments for 1st and 2nd Years, each due in advance of the relevant term, and in two instalments for 3rd Years, each due in advance of Terms 1 and 2.

3.12. Once you have accepted a place on a programme which includes AVT, your AVT place and commitment to pay the AVT fee will continue into the next academic year, unless you opt out of the AVT element of the programme. To opt out of the AVT element for a subsequent academic year, you must give written notice by the last working day of April before that next academic year (unless you are dissatisfied with any fee increase, as set out at Section 3.13). We will send you a renewal notice by 31 March each academic year setting out the next academic year's AVT fees (which may increase as set out at Section 3.9), any

material information about the upcoming AVT, and the opt-out deadline. Continuation is subject to eligibility (meeting any prerequisites applicable to the AVT), and to timetable and capacity. After the deadline, or once AVT teaching has started, AVT fees for that academic year remain payable in full. Sessions you miss are not refundable and make-up sessions are not guaranteed. Please note that you have a statutory right to cancel your programme and AVT and to receive a refund of any fees paid within 14 days of the date you accept your offer of a place on the programme.

3.13. AVT fees are reviewed annually and set per academic year. Fees are fixed for each academic year and do not change within that academic year (except for VAT changes as set out in Section 3.14). AVT fees may increase in future academic years in line with RPIX (the Retail Price Index excluding mortgage interest payments) to reflect increased costs of delivery and to maintain a high-quality student experience. We will confirm the next academic year's AVT fee in a renewal notice by 31 March. You may opt out of AVT for the next academic year by the last working day of April by sending written notice to admissions@italiaconti.co.uk. If you are notified of an AVT fee increase for the next academic year in the renewal notice and you are dissatisfied with the fee increase, you may also opt out after the April deadline but prior to the start of the relevant academic year, by emailing admissions@italiaconti.co.uk.

3.14. Fee amounts, instalments and due dates will be stated in your offer letter. Fees are quoted inclusive of VAT unless stated otherwise. If VAT law or guidance changes, any change applies to unpaid instalments only and we will notify you.

3.15. If you are withdrawn from the HE programme or the AVT element by Italia Conti or the University for academic, conduct, fitness to train, visa or other regulatory reasons, or where AVT sessions are missed, AVT fees are not refundable and no credit is due.

3.16. No refunds for creative decisions: Dissatisfaction with casting, role allocation, class or group placement, or creative direction does not entitle you to a refund, reduction or credit of AVT fees.

3.17. AVT decisions have no effect on your University tuition fees or funding. Statutory cancellation rights are set out in Section 18 – Cancellation.

Additional Fees:

3.18. 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 are separate from University tuition fees. These charges are payable to Italia Conti. Any additional costs associated with your programme will be set out in the Programme Handbook and in your offer letter.

Bursaries and Scholarship:

3.19. Bursaries and scholarships are limited and are subject to published criteria. Details of the bursaries and scholarships which may be available to you will be set out in your offer letter 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 or ambassadorial activity. 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.

4. Deposits and Refunds

4.1. Refunds of HE tuition fees are handled by the University under its tuition fees policy. Refunds of AVT fees are set out in Section 3.

- 4.2. A deposit may be required to secure your place on the programme. The amount and due date of any applicable deposit will be stated in your offer.
- 4.3. 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(s).
- 4.4. The deposit is normally returned in the final term of your programme(s), subject to any outstanding debt or charges.
- 4.5. If you cancel your contract within the 14-day statutory cancellation period, any fees and deposits paid by you will be refunded in full. Aside from this, the deposit is non-refundable if you do not enrol, withdraw before the end of your programme, or you are withdrawn by the University or Italia Conti under these Terms, the Policies and Procedures, or the University's Student Contract.
- 4.6. 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 with Italia Conti and the University of Chichester 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. The University may also take action under its Student 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 ("Policies and Procedures"). Italia Conti's Policies and Procedures are available at <https://www.italiaconti.com/about-us/policies>.
- 7.2. By accepting your offer, you also agree to abide by the regulations of the University. Further information on the University of Chichester's policies and statements is at <https://www.chi.ac.uk/about-us/policies-and-statements/>. The University's policies and academic regulations set out above apply to your HE programme only.
- 7.3. Key provisions of the Policies and Procedures and, for HE programmes, the University's regulations which you should be aware of include:
 - The attendance, academic diligence, conduct and programme requirements are set out in Italia Conti's Student Code of Conduct, Programme Handbooks and other Italia Conti policies and apply to all Italia Conti activity, including AVT sessions. For HE programmes, the University of Chichester's academic regulations also apply to the HE elements only – tuition, assessment, progression and award.
 - The rules regarding academic misconduct, including plagiarism and use of text-matching tools, as set out in Italia Conti's Academic Misconduct policy and the University's

academic regulations for assessed HE work. AVT is not University-assessed, but misconduct in relation to the AVT is managed under Italia Conti's relevant conduct and disciplinary policies.

- Expectations of student behaviour as set out in Italia Conti's Code of Conduct and Disciplinary Policy. Breaches of these expectations may result in sanctions up to and including expulsion from Italia Conti. This applies to HE programmes, and to AVT sessions.
- Italia Conti's Support Through Studies (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 in the programme.
- Complaints about your HE programme follow the University and Italia Conti processes set out in your Programme Handbook. Complaints about AVT are dealt with under Italia Conti's complaints process. The University's academic appeals procedure does not apply to AVT.
- 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.
- Italia Conti's Code of Practice on freedom of speech which sets out Italia Conti's expectations in relation to upholding freedom of speech and academic freedom within the law and the arrangements for events on Italia Conti premises. Failure to adhere to the Code of Practice may result in disciplinary action.
- Italia Conti's Harassment, Sexual Misconduct and Sexual Violence policy, which sets out the procedures for reporting and dealing with allegations of harassment and sexual misconduct against members of staff and students.

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; and/or
 - improve clarity or consistency.
- 8.3. Changes will normally take effect at the start of the next academic year. However, changes may be introduced during the academic 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 reasonable notice of the changes before they take effect, or by phasing the changes in, where appropriate.
- 8.4. Updated Policies and Procedures will be published on Italia Conti's website and may also be notified to students 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 may 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 HE activity and to AVT 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 Italia Conti's Attendance Policy and your Programme(s) Handbook. Failure to meet these requirements may mean you are not permitted to progress or receive an award under the University's academic regulations. See the Attendance Policy at <https://www.italiaconti.com/about-us/policies>

10.2. Attendance expectations also apply to AVT sessions. Persistent non-attendance may lead to removal from AVT under Sections 12. Tuition fee and AVT fee liability are set out in Section 3.

10.3. Performance-training programmes are full time. Sessions may run between 07:45 and 20:15, Monday to Saturday, usually 5 days in 6.

10.4. Evenings and weekends may be used for sharings and performances. We will give reasonable notice.

10.5. For online programmes/sessions, scheduled times and deadlines use UK time (Europe/London).

10.6. For online programmes/sessions, attendance means joining live sessions on time and completing set online tasks by the stated deadlines.

10.7. 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. You are encouraged to promptly disclose information about any disability, long-term condition or material change to your health that could affect your studies or participation. Early notice helps us to provide support and, where needed, to implement reasonable adjustments.

11.3. We will consider any support requirements under our Support Through Studies and Fitness to Train procedures and the University's regulations. We will assess risk, consult where appropriate, and put in place reasonable adjustments.

11.4. Where, after assessment, it is not reasonable 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. These principles also apply to AVT sessions.

11.5. Non-disclosure, late disclosure, or escalation of a condition may lead to delays in the implementation of reasonable adjustments and as a result support may not be implemented until after the programme commences.

11.6. Personal data about your health will be processed in line with our Privacy Notice, available at: <https://www.italiaconti.com/about-us/policies>.

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 as required for the programme 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. These standards are set out in the Code of Conduct, Programme(s) Handbooks, Programme Specifications, Schemes of Work, and studio notices.

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
- for HE programmes, refer academic concerns into the University's regulations and decision routes
- restrict access to spaces or activities where risk is identified
- end your participation in AVT or, for serious or sustained concerns, end your enrolment on the HE 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 or the University's regulations.

12.4. Fee liability follows Section 3 for both HE and AVT.

13. Events outside our control

13.1. We will use all reasonable endeavours to provide your programme(s) and related services and facilities in accordance with the description given for the academic year in which you began the programme. 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 of the HE programme or the AVT and other services and facilities as described.

13.2. Examples include (but are not limited to):

- 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
- the unanticipated and/or unavoidable absence or departure of key members of staff or specialist staff
- insufficient uptake of a programme to guarantee a high quality student experience on that programme.

13.3. If such events occur, we will notify you and take reasonable steps to minimise disruption, for example by:

- offering the opportunity to transfer to another programme where reasonably possible
- deferring the start date for the HE programme or AVT

- delivering the HE programme or AVT from another location or online, or at another time
- delivering a modified version of the HE programme or AVT
- assisting you to transfer to complete the programme at another provider
- delivering other services and facilities in a different way or online

13.4. If you are not satisfied with any such steps to minimise the disruption caused by Events Outside Our Control, 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](#).

13.5. If Events Outside Our Control occur and we cannot reasonably take steps to minimise disruption, neither you nor we will be liable for breach of this contract, for further performance of the contract (including further tuition or services) or for payment of further fees, refunds or other losses or damages of any kind.

14. Changes to programmes and modules

14.1. We will use reasonable endeavours to deliver your programme as described for the academic year in which you begin. We may make reasonable changes to your programme or to related and other facilities where this will deliver a better quality educational experience or is otherwise necessary.

14.2. Reasons for such changes may include:

- to ensure that we are continuing to provide the programme to you lawfully and/or to maintain academic standards and quality;
- to reflect changes and developments in teaching to ensure that your programme is relevant and up-to-date;
- to improve the quality of our educational and pastoral services or in response to student or external examiner and assessor feedback, or to reflect best practice across the sector;
- in response to the long term leave or departure of key staff; and/or
- in response to relevant professional or accrediting body requirements or guidance.

14.3. 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

14.4. We will aim to keep changes to the minimum necessary to achieve the required quality of student experience and will notify and consult with 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.

14.5. In exceptional circumstances, Italia Conti may discontinue a programme or decide not to run a programme in a particular academic year where the numbers recruited to it are so low that it is not possible to deliver an appropriate quality of education. In such circumstances, Italia Conti will use its reasonable endeavours to assist you to transfer to an appropriate alternative programme or to another provider. These provisions apply to HE and, where relevant, to AVT delivery.

15. Requirements for EU and overseas students

15.1. At the time of publication, Italia Conti is not registered with the Office for Students and cannot accept students who require Student visa sponsorship. We are pursuing registration; until we confirm otherwise in writing, international recruitment and visa sponsorship are

unavailable. This section is included for future reference only and does not constitute an offer to sponsor visas.

15.2. You must have, and maintain, the right to study in the UK for the full duration of your HE programme and any AVT you take. You must provide evidence of your status on request.

15.2.1. **EU, EEA and Swiss nationals**

15.2.1.1. 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.

15.2.1.2. If you do not hold such permission, you will be treated as an overseas student and may need a visa.

15.2.1.3. Irish citizens' Common Travel Area rights are unaffected.

15.2.2. **Overseas students and visas**

15.2.2.1. You may need a Student visa to take up your place.

15.2.2.2. It is your responsibility to obtain and maintain valid immigration permission, comply with its conditions, and tell us promptly about any change.

15.2.2.3. 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.

15.2.3. **Sponsorship**

15.2.3.1. 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.

15.2.3.2. Until we confirm otherwise in writing, applicants who require sponsorship cannot be enrolled at Italia Conti.

15.2.4. **Status changes and fee liability**

15.2.4.1. If your immigration status prevents you from enrolling or continuing, fee liability follows Section 3 for both HE and AVT.

15.2.4.2. Funding eligibility and fee status may differ by immigration status and domicile. Check your funding body's rules and award letter.

15.2.5. **Right to study checks**

15.2.5.1. We will carry out right to study checks at enrolment and may repeat them during your studies.

15.2.5.2. Failure to provide satisfactory evidence may prevent enrolment or continuation.

15.3. AVT cannot be taken if your immigration permission does not allow it.

15.4. AVT is not eligible for Student visa sponsorship and cannot be used to obtain or extend immigration permission.

16. Complaints

16.1. If you have a complaint relating to admissions issues, please write to the Director/Head of School first, via Admissions@italiaconti.co.uk.

16.2. If you have a complaint relating to the programme and our services while enrolled as a student, please follow the process as set out in Italia Conti's Complaints Policy and Procedures: <https://www.italiaconti.com/about-us/policies>

16.3. If your complaint relates to an academic decision for the HE programme – please use the Italia Conti (first instance) and University of Chichester's academic appeals and complaints routes. We will signpost you to the correct University process.

16.4. If your complaint relates to the AVT, please use Italia Conti's Complaints Policy.

16.5. If you have completed Italia Conti's internal complaints procedures and, where relevant, the University of Chichester's procedures for your HE programme, you may be able to refer your complaint to the Office of the Independent Adjudicator for Higher Education (OIA). The OIA scheme applies to higher education programmes only. Further information is available at <https://www.oiahe.org.uk/>.

17. Enrolment

17.1. Italia Conti reserves the right to refuse enrolment, withdraw or rescind an offer, cancel your accepted place on the programme 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
- you are unable to enrol with the University of Chichester when required
- 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 or the University of Chichester into serious disrepute (for example credible evidence of violent or threatening behaviour, harassment or hate speech, or you are found guilty of a criminal offence or sanction that is judged to impact on your ability to become or remain a student)
- 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

17.2. In making any decision 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.

17.3. 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 fees in advance, the deposit will be non-refundable.

18. Cancellation rights

18.1. 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.

18.2. 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 but are not required to do so.

18.3. To meet the deadline, send your cancellation before the 14-day period ends. If you accept an AVT place at a different time, a separate 14-day cancellation period applies to the AVT agreement from the date at which you accept the place on the AVT programme.

18.4. 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.

18.5. For HE tuition fees paid to the University of Chichester, refunds are handled by the University under its policy.

18.6. If you cancel after the 14-day period, Italia Conti will not refund payments we have received from you, unless set out in these Terms or under our Policies and Procedures.

18.7. If your AVT 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.

18.7.1. For HE tuition fees, any proportionate charges are applied by the University in line with its policy.