

ITALIA CONTI

Fee Policy

Version	2526-2.0
Prepared by:	Head of Quality Assurance
Reviewed by:	Director of Finance Principal
Approved by:	Policy Steering Group
Approval date:	10 June 2026
Next review due:	30 June 2027

The Director of Finance owns this policy and is responsible for its operation, with support from the Senior Leadership Team.

The Policy Steering Group oversees policy governance and approves non-material changes, or recommends approval where Board approval is required.

The policy is reviewed annually and updated earlier where required by legal, regulatory, funding, operational, partner-university or governance changes. Any material change must be escalated for Board approval.

1. INTRODUCTION

- 1.1 This Tuition Fee Policy sets out the arrangements for the setting, payment and collection of tuition fees and associated charges, together with information on fee liability, changes in circumstances, and the consequences of non-payment.
- 1.2 The policy is designed to ensure that students are treated fairly, transparently and equitably in relation to tuition fees, direct charges and associated charges, including ancillary services where applicable. It supports Italia Conti's compliance with the Office for Students (OfS) requirements, to treat students fairly in relation to higher education provision and ancillary services, together with applicable consumer protection legislation and the requirements of approving partner universities.
- 1.3 This policy has been written in clear and accessible language and forms part of Italia Conti's student-facing contractual and policy framework where Italia Conti sets or administers fees, charges or local fee-related processes, alongside:
- the Italia Conti Student Terms and Conditions of Acceptance;
 - the Italia Conti Student Protection Plan or student protection arrangements;
 - the Italia Conti Refunds and Compensation Policy; and
 - where applicable, the tuition fee policies of approving universities.
- 1.4 For higher education students registered with the University of East London (UEL), this policy must be read alongside UEL's current Tuition Fee Policy and related student-contract documents. UEL's current fee policy explains fee-status assessment, payment routes, tuition-fee liability, and students' rights and responsibilities. For tuition fees payable to UEL, UEL's current policies and procedures apply. Italia Conti will signpost students to the relevant current UEL process and will ensure local fee information is accurate and consistent.
- 1.5 For higher education students registered with the University of Chichester (UoC), this policy must be read alongside UoC's current Student Tuition and Accommodation Fees Policy and related student-contract documents. UoC's current policy explains student fee collection, payment arrangements, debt-management procedures and the consequences of non-payment. For tuition fees payable to UoC, UoC's current policies and procedures apply. Italia Conti will signpost students to the relevant current UoC process and will ensure local fee information is accurate and consistent. The current applicable fees are available at <https://www.chi.ac.uk/study-us/fees-finance/tuition-fees>.
- 1.6 Before a student accepts an offer, Italia Conti will provide or clearly signpost a complete and current summary of:
- tuition fees;
 - any compulsory and optional additional costs;
 - who each payment is made to; and
 - the applicable terms and conditions governing those payments.

This information will be presented clearly, accurately and consistently across all published materials and contractual documentation.

2. CONTRACTUAL RESPONSIBILITY AND APPLICABILITY OF THIS POLICY

- 2.1 Italia Conti delivers higher education programmes under subcontractual arrangements with approving universities and also delivers professional and diploma qualifications for which tuition fees are paid directly to Italia Conti.
- 2.2 For higher education programmes approved by the University of East London or the University of Chichester the approving university's student contract and tuition fee policy will normally govern tuition fees payable to that university, including tuition fee liability, refunds and adjustments. Italia Conti remains responsible for the services it delivers, the charges it makes directly, the accuracy and consistency of local fee information, and the local implementation of fee-related processes within its control.
- 2.3 For professional and diploma qualifications, including Trinity College London qualifications, where tuition fees are paid directly to Italia Conti, Italia Conti is the contracting provider and is responsible for tuition fee setting, collection, refunds and associated decisions. Students will be clearly informed before enrolment who they are contracting with for tuition fees and to whom payments must be made.

Fee Responsibility Statement

- 2.4 For higher education provision approved by partner universities:
- The approving university is the contracting provider for tuition fees.
 - Tuition fees are set, invoiced and collected by the approving university unless explicitly stated otherwise in written communication to the student.
 - Italia Conti does not charge or collect tuition fees for these programmes unless acting under formal agreement with the university, in which case this is made explicit to students before they accept their offer.
- 2.5 For diploma and professional provision, this means that Italia Conti's offer letter, applicable terms and conditions, published fee schedule and refund arrangements govern tuition fees and direct charges payable to Italia Conti.

This distinction is reflected throughout this policy and in all published fee information provided to students before enrolment.

3. TUITION FEE CHARGES – GENERAL PRINCIPLES

- 3.1 Tuition fees are course-specific and are determined by the programme of study.
- 3.2 The applicable tuition fee for each year of study is set out in the student's offer letter and confirmed in the Student Terms and Conditions of Acceptance.
- 3.3 Once a student has enrolled, they are responsible for the payment of tuition fees and any associated charges in accordance with the applicable contractual arrangements, including where fees are funded by a third party that subsequently fails to pay.
- 3.4 Where non-payment arises from a third-party funder, sponsor, Student Finance England, partner-university process, or administrative issue, Italia Conti will give the

student a reasonable opportunity to provide evidence and will not apply debt-management restrictions while a credible funding or administrative issue is being actively checked, except where necessary and proportionate under the applicable terms.

3.5 Italia Conti reserves the right to reassess a student's fee liability where new or corrected information becomes available that materially affects the original assessment and will notify the student promptly where this occurs.

3.6 Any reassessment will be based on objective new or corrected information, communicated to the student in writing, and will explain the reason for the change, the evidence relied on, the revised amount, any payment or refund implications, and the route for raising a query or complaint.

3.7 Fee Setting Framework

3.8 For fees and charges set by Italia Conti, fee levels are subject to formal internal approval and periodic review to ensure they remain appropriate, sustainable and fair.

3.9 For higher education tuition fees governed by a partner university's student contract or fee policy, Italia Conti's role is to ensure that any local fee information it publishes or communicates is accurate, clear and consistent with the relevant partner-university arrangements, student funding rules and any applicable OfS fee-limit or access and participation requirements.

3.10 Direct Italia Conti fees and charges

For professional, diploma, extra-curricular, ancillary and other direct charges set by Italia Conti, the applicable fee, charge, liability point, payment route, cancellation rights and refund position will be governed by the relevant Italia Conti terms, published fee schedule and applicable consumer law. Italia Conti will make clear before the student commits to the charge whether it is compulsory or optional, the amount or reasonable estimate, who it is payable to, when it is payable, and how any refund or query will be handled.

4. TUITION FEE PAYMENT TYPES

4.1 Tuition fees may be funded in one or more of the following ways:

- a. **Funded by student loan** – where a student is eligible for a loan covering the full tuition fee;
- b. **Part-funded by loan and part self-financed** – where the loan covers part of the fee and a student self-funds the balance (e.g. some Trinity qualifications or Advanced Learner Loan provision);
- c. **Fully self-financed** – where a student is not eligible for, or elects not to use, public funding;
- d. **Dance and Drama Awards (DaDA)** – government-funded scholarships for eligible Trinity Professional Diploma students.

5. DIPLOMA AND PROFESSIONAL COURSES

(Fees paid directly to Italia Conti)

5.1 Tuition Fee Charges

- 5.1.1 Tuition fees are set annually and confirmed in the student's offer letter.
- 5.1.2 Any additional compulsory course-related charges (such as awarding body registration or costume contributions) are published in advance on the Italia Conti website and in admissions materials.
- 5.1.3 Where awarding body registration or examination fees apply, these are separate from tuition fees unless explicitly stated as included within the published course fee. The nature of the charge, the amount (or reasonable estimate), and who it is payable to will be clearly identified to students before they commit.
- 5.1.4 For courses lasting longer than one academic year, tuition fees may be subject to annual inflationary increases. Any increase will be limited to inflation-linked adjustments and communicated to students no later than the start of the third term of the preceding academic year. Any right to terminate or withdraw in response to an annual fee increase will be as set out in the applicable terms and conditions.
- 5.1.5 Tuition fees normally cover the first attempt and one reassessment of required units within the academic year. Additional reassessments, retakes or repeat years may incur further charges, which will be clearly explained to the student.
- 5.1.6 Tuition fees are payable annually. For student convenience, instalment plans may be offered, subject to the published payment schedule.

5.2 Fee Liability and Withdrawal

- 5.2.1 Fee liability is based on enrolment status rather than attendance. Students remain liable for fees until they have formally withdrawn or intermitted in accordance with published procedures.
- 5.2.2 Where a student withdraws from their course, any entitlement to a refund will be determined in accordance with this policy, the Student Terms and Conditions, the Refunds and Compensation Policy, and applicable consumer law, taking account of the timing of withdrawal and services already provided.
- 5.2.3 Students have a statutory right to cancel within 14 days of acceptance. Where cancellation occurs within this period, refunds will be processed in line with consumer law.
- 5.2.4 For extra-curricular, non-qualification, and diploma qualifications where fees are paid directly to Italia Conti, the applicable withdrawal, intermission and fee liability points will be set out in the relevant Terms and Conditions, offer documentation, or published fee schedule. This will explain the point at which liability is incurred, the proportion of fees payable or refundable, and how the student may query or challenge the calculation.
- 5.2.5 Where a deposit is required for a course, the amount, due date, treatment of the deposit and refund or non-refund position will be set out in the offer letter and applicable terms and conditions. Any deposit deduction, set-off or refund must be handled in accordance with those terms and the published refund route.
- 5.2.6 Eligibility for any bursary, scholarship, fee reduction or discount will be determined in accordance with the relevant award terms. Those terms will explain any effect of withdrawal, intermission, exclusion, suspension or non-compliance with award conditions on the award and on any remaining fee liability.

6. HIGHER EDUCATION COURSES

Higher Education Courses Delivered Under Subcontractual Partnership Arrangements with Partner Universities

6.1 Awarding and Registration

6.1.1 Higher education programmes delivered at Italia Conti are delivered under subcontractual partnership arrangements with partner universities. Students are required to enrol with both Italia Conti and the relevant partner university. Where tuition fees are payable to the partner university, tuition fee assessment, liability points, payment schedules, withdrawal, intermission, refunds, adjustments and sanctions for non-payment are governed by the relevant partner university's current student contract, tuition fee policy and applicable funding-body processes. Italia Conti will not override those arrangements.

6.1.2 Failure to maintain registration with the approving university may result in termination of the student's enrolment with Italia Conti.

6.2 Payment of Fees

6.2.1 Where higher education tuition fees are payable to the approving university, they are payable in accordance with that university's current published tuition fee policy and payment arrangements.

6.2.2 Where a programme lasts longer than one academic year, annual fee changes are determined by national policy and the approving university. Students are responsible for submitting timely applications for funding to Student Finance England or other funding bodies.

6.2.3 Students in receipt of loans from Student Finance must re-apply annually for their SLC or other student finance provider tuition fee loan. For more information, visit: [Student Finance](#).

6.2.4 Loan-funded, sponsor-funded, partially funded and self-funded payment arrangements for higher education students will be handled under the relevant partner university's current process and any applicable Student Finance England, Student Loans Company or other funding-body requirements. Students are responsible for applying or reapplying for funding by the required deadlines and for paying any self-funded amount or shortfall by the applicable deadline. Where late, changed or disputed funding creates a local enrolment or payment issue, Italia Conti will signpost the student to the relevant partner-university or funding-body process and will check that any local action is consistent with that process.

6.2.5 Fee liability, refunds and adjustments following withdrawal or intermission are determined by the relevant partner university's policies and, where tuition fees are funded through Student Finance England, the Student Loans Company or another funding body, by the applicable funding-body requirements and processes.

6.3 Extra-curricular courses, events and other direct charges

6.3.1 Where Italia Conti offers optional extra-curricular courses, events or activities, these are separate from higher education tuition fees unless expressly stated otherwise. They are not validated by the partner university, do not carry university

credit, and do not affect tuition fee liability, student funding, progression or award decisions.

- 6.3.2 Where Italia Conti charges students directly for extra-curricular courses or events, deposits, materials, equipment, optional trips or experiences, replacement items, graduation costs, costume items or other course-related charges, the amount or reasonable estimate, due date, payment route, VAT position where relevant, cancellation rights and refund position will be made clear before the student commits to the charge.
- 6.3.3 Refunds of higher education tuition fees payable to an approving university will be handled under the approving university's policy. Refunds of direct charges payable to Italia Conti will be handled under the applicable Italia Conti terms, this policy, the Refunds and Compensation Policy, or any separate published terms applying to the charge.

6.4 Oversight of Subcontracted Financial Arrangements

- 6.4.1 Italia Conti maintains oversight of the financial arrangements associated with subcontracted higher education provision. This includes:
- monitoring the flow of tuition fee income between partner universities and Italia Conti;
 - ensuring that financial arrangements support high-quality delivery and represent value for money;
 - alignment with the Subcontractual and formal partnership agreements; and
 - regular review by Senior Leadership Team, with escalation to the Board where financial, student protection or regulatory risk is material.

These arrangements are designed to ensure appropriate accountability, transparency and risk management in line with regulatory expectations.

7. NON-PAYMENT OF FEES AND DEBT MANAGEMENT

- 7.1 Italia Conti expects students to meet their fee obligations in accordance with agreed payment arrangements.
- 7.2 Where fees remain unpaid, Italia Conti will seek to resolve matters constructively and proportionately, taking account of individual circumstances.
- 7.3 Where necessary, proportionate measures may be taken after reasonable notice. Any restriction will be limited to measures set out in the applicable Terms and Conditions, approving university policy, or separate published terms for the relevant direct charge. Italia Conti will not prevent a student from accessing complaints, appeals, wellbeing support, or information needed to resolve the fee issue. Decisions affecting enrolment, re-enrolment, certification, references, continuation, or access to optional extra-curricular activity will be taken through the relevant published process and communicated in writing.
- 7.4 Where fees remain unpaid, Italia Conti may restrict access to teaching, training, study, assessment, re-enrolment, certification, references, continuation, or optional activities only where this is expressly permitted by the applicable Terms and

Conditions, partner-university policy, or published terms for the relevant charge, and where the restriction is lawful, proportionate and applied after reasonable notice and consideration of the student's individual circumstances. Italia Conti will not restrict access to complaints, appeals, wellbeing support, or information reasonably required to resolve the fee issue.

7.5 Before any restriction affecting enrolment, re-enrolment, continuation, certification or references is applied, the Director of Finance must confirm the contractual basis, amount due, notices issued, individual circumstances considered, any funding-body or partner-university delay, and whether the matter should be escalated to SLT, the Principal/AQB, the partner university or the Board because of student protection, academic, regulatory or material financial risk. The decision and reasons must be recorded and communicated to the student with the relevant query, complaint and escalation route.

7.6 Outstanding debts may, where appropriate, be referred to an external debt recovery agency, in line with data protection and consumer law requirements.

8. REFUNDS AND COMPENSATION

8.1. Requests for refunds and compensation relating to direct Italia Conti fees or charges are considered in accordance with the Italia Conti refunds and compensation policy, which applies alongside this tuition fee policy. Requests relating to higher education tuition fees payable to a partner university will be handled under the relevant partner university arrangements.

8.2. That policy explains student entitlements, decision-making processes, and routes of complaint, including circumstances where the student protection plan or student protection arrangements is triggered.

8.3. Where tuition fees have been funded through student finance England, the student loans company, an advanced learner loan, or another public funding body, any refund, reduction or adjustment will normally be processed in accordance with the relevant funding-body and partner-university requirements. This may include adjustment of the student's loan or funding liability rather than a payment directly to the student. Refunds of amounts paid directly by the student will be handled in accordance with the applicable refund terms.

8.4. For each category of payment covered by this policy, the applicable refund and compensation route must identify the circumstances in which a refund or compensation may be due, the approach to calculating the amount, the decision-maker, and the route for query, complaint or escalation. Where the relevant calculation is contained in a partner university policy or separate Italia Conti terms, this policy must signpost the current source before the student commits to the fee or charge.

8.5. Should student protection arrangements be activated (for example, due to course closure, material change, or the withdrawal of a partner university), financial arrangements including refunds, compensation or continuation funding will be managed in accordance with the student protection plan or applicable partner-university arrangements.

8.6. In the event of any such situation, Italia Conti will ensure that students are clearly informed of any financial implications and available options.

8.7. If a student is not satisfied with a decision about fees, payment arrangements, refunds or sanctions for non-payment, the applicable complaints route will depend on the fee

or charge concerned. Diploma students should use the italia conti complaints procedure. Higher education students registered with uel or uoc should use the relevant partner university complaints procedure for tuition-fee decisions governed by that partner's documents. Where the decision concerns a direct italia conti charge, the student should raise the matter through the italia conti complaints procedure unless the partner arrangements require otherwise (University of East London - [uel complaints procedures](#); University of Chichester - [complaints policy](#))

- 8.8. After completion of the applicable internal or partner procedure appeals, higher education students may be able to refer eligible complaints to the office of the independent adjudicator.

9. ASSOCIATED COSTS

- 9.1. In addition to tuition fees, students may need to pay course-related or ancillary costs. Italia Conti will state, before the student commits to the course or charge, whether each cost is compulsory or optional, the amount or reasonable estimate, who it is payable to, when it is payable, and whether separate cancellation or refund terms apply. These costs may include (where applicable):

- awarding body registration fees;
- required dancewear or equipment;
- books and learning materials;
- professional headshots;
- Spotlight registration;
- graduation attire or photography services;
- costume contributions.

- 9.2. A single published fee and additional-cost schedule will be maintained by the Director of Finance. Before publication, it must be checked with the Head of Quality Assurance and relevant course, admissions and marketing owners. The schedule must identify, for each item, whether the cost is compulsory or optional, the amount or reasonable estimate, who it is payable to, when it is payable, the payment route, cancellation/refund terms, and the webpage or document where the information is published. Superseded versions and approval evidence must be retained.

10. REVIEW OF POLICY

- 10.1. This policy is reviewed annually to ensure continued compliance with regulatory requirements, consumer law, and partner university expectations.
- 10.2. As part of the annual review, Italia Conti will check this policy against offer letters, published fee information, HE Terms and Conditions, Diploma Terms and Conditions, extra-curricular sign-up terms, programme handbooks, the Refunds and Compensation Policy, student protection arrangements, and approving university fee policies to ensure that fee information is accurate, clear and consistent. This review will ensure that a consistent and accurate "total cost of study" is presented to students across all information sources.
- 10.3. The annual review must be evidenced through a fee-information consistency check covering the website, offer letters, terms and conditions, programme

handbooks, partner university fee policies, additional-cost schedules, refund and compensation routes, and student protection arrangements. The check must record the documents reviewed, version/date, reviewer, outcome, actions, owner and deadline. Material inconsistencies must be escalated to SLT and, where regulatory, financial, student protection or reputational risk is material, to the Board.

- 10.4. The Director of Finance will retain evidence of approved fee levels, published fee schedules, fee income assumptions, refunds, fee waivers, bursaries or scholarships, debtor balances and material adjustments sufficient to support audited financial statements, OfS financial and student-number returns, Annual Financial Return data, and SLT/Board assurance. Material inconsistencies or errors in fee information must be escalated through SLT and, where material, to the Board.

APPENDIX: FURTHER INFORMATION AND USEFUL CONTACT DETAILS

Italia Conti

info@italiaconti.co.uk

admissions@italiaconti.co.uk

safeguarding@italiaconti.co.uk

invoices@italiaconti.co.uk

University of Chichester

[Student Tuition and Accommodation Fees Policy.](#)

The current applicable fees are available at: <https://www.chi.ac.uk/study-us/fees-finance/tuition-fees>.

Paying your fees if you are self-funding or partially funded: <https://www.chi.ac.uk/study-us/fees-finance/tuition-fees/how-pay-tuition-fees>

Payments can be made via the University's payments webpage at <http://onlinepayments.chi.ac.uk/> or contact the Finance Department on salesledger@chi.ac.uk.

Students registered with the University of Chichester who anticipate (or are experiencing) difficulty making payments should contact the Sales Ledger Team within the Finance Department as soon as possible by writing to salesledger@chi.ac.uk

University of East London

Student Money Advice & Rights Team (SMART), [webpage](#): Advice and Guidance | University of East London (uel.ac.uk), telephone: +44 (0)20 8223 4444.

Student Hub helpdesk located at Docklands (East Building) and Stratford (University House).

Continuing students can also visit [MyPortal](#) (uel.ac.uk).

For further details on how UEL assess fee status please visit [Fee status assessment](#) | University of East London (uel.ac.uk).

Student Finance

<https://www.gov.uk/student-finance>.