



Tuition Fee, Refund and Cancellation Policy

What you pay, when refunds are available, and how to cancel.

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1. Introduction

The International College of Musical Theatre (the ICMT) is a trading name of Stageworks Productions Ltd, registered in the UK, company number 05553231. In this policy, "we" and "us" mean the ICMT.

This policy sets out what you pay, what you owe if you leave, and how you can cancel and get your money back.

It applies once you have accepted an offer of a place at the ICMT, and it forms part of your Student Agreement. Read it in full before you enrol, so you know what you are committing to.

1.1 This policy at a glance

- Your tuition fee is on the page for your course at theicmt.com and in your offer letter. Check both before you accept.
- You pay a deposit of £250 within 14 calendar days of accepting your offer. It counts towards your fee.
- You can cancel in writing until 14 calendar days after you complete registration, or 14 calendar days after your course starts, whichever is later. This is your Cancellation Period. You get back everything you have paid, including your deposit.
- If you leave after your Cancellation Period ends, you owe part or all of that year's fee. How much depends on your course and the date you leave, and ranges from 25% to 100%. Section 19 has the table for every course.
- If you have to leave because of exceptional circumstances, the Principal can set that liability aside, in whole or in part. Section 20 explains how to ask.
- If we end your place or your enrolment, you get everything back if we do it within your Cancellation Period. After that, you owe the same as if you had left on that day. Section 12 explains it in full.
- Applying for a tuition fee loan is your responsibility, and a loan never covers the whole fee. Only the BA is designated for student support funding. Sections 6 and 17 explain more.
- If you have a sponsor and they do not pay, you remain liable for the fee yourself.
- If you owe tuition fees, we may withhold your course materials, ICMT certificate, transcript, progression and graduation place until you pay. We will never do that for another kind of charge, such as a library fine, and we will not do it at all if you owe less than £500. Section 10 explains this in full.
- If you are under 18 when you accept, a parent or guardian must guarantee that year's fees, including what you would owe if you left partway through it, up to a maximum amount we state before they sign. Nothing new is guaranteed after that year, though they remain responsible for any amounts still unpaid from it. Section 4 explains it in full.
- If you disagree with a decision made under this policy, Section 20 explains how to complain and how to take your case further.

2. Definitions

Term	Definition
Cancellation Period	The period during which you can cancel your acceptance and get a full refund, including your deposit. It runs for 14 calendar days after you complete registration or the first day of your course, whichever is later. Section 12 sets out the full right.
Temporary Withdrawal	Taking an agreed break from your studies with the intention of returning, as set out in Section 13.
Suspended/Suspend	A suspended student has restricted access to facilities and resources, and cannot graduate, progress, or re-enrol. Under this policy, suspension may follow unpaid tuition fees only through the process in Section 10.
Registration	The process of formally joining your course. You complete registration on the day you finish all the steps we ask you to complete, and we confirm that date in writing.
Withdrawn	Once you are withdrawn, you are no longer a student. You cannot attend or take part in classes, receive teaching or supervision, use ICMT IT services, including your ICMT email account, or re-enrol in your course. Section 10 sets out what happens to your ICMT certificate and transcript if you still owe tuition fees when you leave. If you need immigration permission to be in the UK, leaving your course may affect it, so check your position with UK Visas and Immigration.
Guarantor	The parent or guardian who agrees to be responsible for your College charges when you are under 18, when you accept your offer. Section 4 explains when we need one, and Schedule 2 of your Student Agreement sets out what their responsibility covers.
Home student	A student who meets the conditions for the home tuition fee under the Education (Fees and Awards) (England) Regulations 2007. Section 4 explains how we assess your fee status, when we tell you, and what to do if you disagree.
International student	A student who pays the international tuition fee, because they do not meet those conditions. Section 4 explains how we assess your fee status, when we tell you, and what to do if you disagree.
Sponsor/Sponsored	A third party, eligible body or organisation responsible for paying your tuition fees. A sponsor is typically an employer, government body or embassy or consular office. Family members and friends can also be sponsors.
Refund	Repayment of money you have paid the ICMT for course fees.

Remedy	Action the ICMT takes, financial or otherwise, to put right a loss you have experienced because of something the ICMT did or did not do.
Working day	Monday to Friday, excluding English bank holidays and days the ICMT is closed.
Student Funding Body	The body from which you are receiving your student funding.
Withdrawal date	The date the Student Services Manager receives your completed withdrawal form. If you are already on a Temporary Withdrawal when you decide to leave for good, your withdrawal date is the date your Temporary Withdrawal started, because your fee for that year was calculated then, and you have received no teaching since.
Term dates	The published start and end dates of every teaching period, reading week and break in your academic year. We publish them for each course at theicmt.com/term-dates before the start of the academic year.
Scheduled teaching	Everything the term dates published for your course and year of study show as falling within a term, including teaching, reading weeks, assessment periods and any Course Wrap Up. Term breaks, the Christmas and Easter breaks, and public holidays fall outside it.

3. Scope

This policy applies to everyone who has accepted an offer of a place at the ICMT, and to every enrolled student for the year of study they are in.

It does not apply to staff, applicants who have not yet accepted an offer, audition fees, or the Associates Programme or the Graduate Degree Top-Up. If you are taking a break from your studies or leaving, see Sections 12, 13 and 16 for how that affects your fees, and the [Interruption of Studies and Withdrawal Policy](#) for the process itself.

We may publish a new version of this policy for a later year of your course. If we do, the only changes that apply to you are:

- Your tuition fee, and only within the caps in Section 4.
- Changes we have to make because the law, a regulator or your awarding body requires them.
- Changes that leave you better off.
- Changes to names, job titles, contact details, and the titles of documents this policy refers to.

If we ever need to make a change that is not on that list, we will write and tell you before it takes effect. If it affects you and you do not accept it, you may withdraw without any further fee liability.

4. Important information for all students

You have the right to cancel your acceptance by telling the ICMT in writing, within your Cancellation Period. If you cancel within it, you get back everything you have paid, including your deposit, and whatever teaching you have attended. Section 12 sets out the full right, including how the Cancellation Period is worked out.

If you cancel after your Cancellation Period ends, you become liable for a proportion of your annual course fee. Section 19 sets out how much you will pay, depending on your course and when you withdraw.

4.1 If you are under 18

If you are under 18 when you accept your offer, a parent or guardian must act as your guarantor. They do this by accepting the Student Agreement together with you and signing the parent or guardian declaration in Schedule 2 of it.

Schedule 2 sets out what your guarantor is agreeing to. They agree to be responsible, if you do not pay it yourself, for what you owe for the year of study the guarantee covers, including your fee liability under Section 19 if you leave partway through that year.

Your guarantor can tell us in writing that they are withdrawing. Withdrawing does not release them from anything you already owe us on the date they tell us. If you want to stay on your course, you have 14 calendar days from the date we write to you to add another guarantor. If you do, the new guarantor takes over from the date they sign. If you do not, your place ends, you will not owe anything under Section 19 for that year, and we will refund what you have paid, as Section 14 explains.

If you are still under 18 when you enrol for a later year of study, we will ask your guarantor to confirm the guarantee for that year before you enrol. Once you are 18, we stop asking, because nothing new is guaranteed.

If we agree with you on a change that increases what your guarantor is responsible for, we will first ask for their consent.

We will send your guarantor a copy of this policy and of your payment schedule, so they know what they are agreeing to. The Under 18 Policy sets out everything else that applies while you are under 18.

A guarantor is not the same as a sponsor. A sponsor agrees to pay your fees. A guarantor agrees to be responsible for the debt if it is not paid. Section 8 covers sponsors.

Having a guarantor does not change your own rights under this policy. You keep the right to cancel, the right to ask for your liability to be set aside, and the right to complain.

4.2 What your tuition fee covers

Your tuition fee for each year of study is published on the page for your course at theicmt.com, and is stated in your offer letter. Check both before you accept your offer, so you know what you are committing to and that you can afford it. If the two disagree, contact the Student Services Manager before you accept, and we will confirm which is correct. We will not charge you more than the fee published for your course when you applied.

Your tuition fee covers the teaching, learning, and assessment for your course. It does not cover your travel or accommodation.

Term 3 of the International Pathway Musical Theatre Course, and the whole of the 3-Month Musical Theatre Core Skills Course (Hamburg), are delivered in Hamburg. If you are on one of these courses, you are responsible for your own travel to and from Hamburg and for your accommodation while you are there. These costs are not part of your tuition fee.

4.3 Your fee status

Your fee status determines whether you pay the home or international tuition fee. It affects you only if you are on the BA (Hons) Musical Theatre Performance (accelerated).

Your fee status depends on your nationality and where you have lived. The Student Services Manager works it out from your application. We may also ask you for evidence, such as a passport or proof of your address. The rules we follow are set by the government in the Education (Fees and Awards) (England) Regulations 2007.

4.4 If you think your fee status is wrong

Write to the Student Services Manager and say why you think it is wrong. Send us any evidence you have not sent already. Do this within 20 working days of the date on your offer letter if you can. If you need longer, tell us why, and we will still look at it.

The Student Services Manager will review your fee status again and write to you with a decision and the reason for it within 10 working days.

This is our final decision on your fee status. If you are still unhappy, Section 20 explains how to complain and how to take your case further.

4.5 Fee increases

We review tuition fees every year. Any increase in a later year of a multi-year course is capped by the increase in the Retail Prices Index (RPI) over the preceding 12 months, as follows:

- Home students on the BA (Hons) Musical Theatre Performance (accelerated): no more than the increase in RPI.
- International students on the BA (Hons) Musical Theatre Performance (accelerated): no more than 5% above the increase in RPI.
- Students on the Level 4 Diploma in Musical Theatre Foundation Course, the International Pathway Musical Theatre Course, the 3-Month Musical Theatre Course (London), or the 3-Month Musical Theatre Core Skills Course (Hamburg): no more than 5% above the increase in RPI, because these courses are awarded by the ICMT or by Trinity College London, and are not validated by Coventry University.

We will inform you of any changes to your tuition fees by email or letter. By registering, you commit to paying the fees for your year of study, and re-registration for a later year will not be permitted until the previous year's tuition fees are paid.

Your tuition fee includes your first attempt at each assessment and one resit attempt within the relevant resit period. If we agree that you may repeat a year of study, you will pay an additional fee for that year.

4.6 How we will contact you about fees

If your fees become overdue, we will email you first, and may follow up by letter or text message if you do not pay. Invoices, credit notes, and statements are sent to your ICMT email account, and this is confirmed once you register. It is your responsibility to check it regularly. Once you leave, your ICMT email account is closed, so we use the personal email address you provide on your withdrawal form.

5. Payment methods

You, your Student Funding Body, or your sponsor can pay your fees.

You can pay by:

- Debit or credit card.
- Direct bank transfer to the ICMT's bank account.

We do not accept cash payment for tuition fees from you or from anyone paying on your behalf. We do this to keep a clear audit trail of payments and to protect against fraud. If a payment fails, we will follow the process in Section 10, which sets out what happens if your fees are unpaid and the steps we will take before we suspend or withdraw you.

6. Home undergraduate loan scheme

If you are a Home student on the BA (Hons) Musical Theatre Performance (accelerated), including the Foundation Year, you can apply for a tuition fee loan through your Student Funding Body. That is the only ICMT course designated by the government for student support funding, so if you are on any of our other courses, you cannot apply for a tuition fee loan and will need to fund your fees yourself. If you are not sure which applies to you, contact the Student Services Manager before you accept your offer. Section 17 explains how tuition fee loans work and what happens if your funding is not confirmed or is later withdrawn.

The maximum tuition fee loan is set by the government and is less than the ICMT's tuition fee, so you will need to fund the difference yourself. Your offer letter states your fee, and the Student Services Manager can tell you the current maximum loan for your year of study.

7. Payment schedule

Your payment schedule requires your tuition fees to be paid before the end of your academic year. Section 10 explains what happens if they are not and how we treat charges other than tuition fees.

Your offer letter sets out your payment schedule in full.

8. Sponsored students

You remain liable for your fees until the ICMT receives payment, even if you have a sponsor.

If your sponsor withdraws their support, we will send your tuition invoice directly to you for payment.

We can only refund an overpayment to the sponsor who paid it, unless the sponsor tells us in writing that they want it credited towards your future study.

9. Change of circumstances

Tell the ICMT if any of the following change:

- Your address, phone number or personal email address.
- Your sponsor arrangements, or if your sponsor will no longer support your tuition fees.
- Your Student Funding Body payment entitlement.
- YYu are withdrawing completely.
- You are taking a Temporary Withdrawal.

If you withdraw without formally notifying us, you may be liable for the full year's fee.

10. Consequences of delayed or non-payment

If you miss a payment or an instalment, contact us as soon as you can. If your circumstances have changed, we may be able to agree on a payment plan with you.

If you are under 18, we will notify your guarantor before we start the process below and keep them informed as it progresses.

If your fees remain unpaid and you do not work with us to resolve it, we will invite you to a meeting before taking any further action. We will give you at least 5 working days' notice. The meeting will be held by the Student Services Manager, together with one other senior member of staff who has not been involved in chasing your debt. You may bring someone with you. If you are under 18, you can bring your guarantor, or another parent or guardian.

At the meeting, we will review your circumstances and what you owe. The meeting does not decide the outcome. The Student Services Manager sends what you have told us, and what you owe, to the Principal, who decides one of the following:

- An agreed plan for paying what you owe, which lets you continue on your course.
- Suspension, and, if the fees remain unpaid after that, withdrawal from your course.

The Principal will write to you with the decision and the reason for it within 5 working days of the meeting. We will not suspend or withdraw you for unpaid fees without holding this meeting, or offering it to you and giving you a reasonable chance to attend.

The Principal takes this decision, and does not hold the meeting or chase your debt. This is our final decision under this policy. Section 20 explains what to do if you are still unhappy.

If you are suspended and then withdrawn, we may pass your debt to an external debt collection agency, which may affect your credit rating. Before we start legal proceedings to recover a debt, we will follow the Pre-Action Protocol for Debt Claims. That means we will write to you setting out what you owe, send you an information sheet and a reply form, and give you at least 30 calendar days to reply. If we then start proceedings, we may ask the court to order you to pay our legal costs. The court decides whether to make that order, and how much it is.

We may withdraw an offer or cancel an accepted place where the required payment has not been made before enrolment. Before we do, we will write to you to tell you what is outstanding and give you 5 working days to pay it or explain why you cannot. The Principal will then decide and write to you with the decision and the reason for it.

Where you owe tuition fees, we may withhold your course materials, your progression to the next year or stage of your course, your ICMT certificate, your transcript and your place at the graduation ceremony until those fees are paid. This applies whether you are still studying with us or have left.

Your award for the BA (Hons) Musical Theatre Performance (accelerated) is made by Coventry University, and your award for the Level 4 Diploma in Musical Theatre Foundation Course is made by Trinity College London. We do not make either award, so what we withhold under this section does not include them, and the awarding body's own terms apply.

We will not withhold anything under this section where you owe less than £500, or while you are keeping to a payment plan we have agreed with you. Once we pass your debt to a debt collection agency, we stop withholding.

Withholding your progression means we will not enrol you on the next year or stage until the fees are paid. It does not mean we keep your marks from you. The Principal decides this, and will write to you saying what we are withholding and why.

We treat charges other than tuition fees differently. These include locker charges, replacement student ID cards, and optional extras you have chosen to pay for separately, such as trips and external masterclasses. If you owe one of these charges, we will suspend or withdraw the same kind of service until you pay it: for example, we may suspend your access to further optional extras. We will never withhold your progression, ICMT certificate, transcript, or graduation because of a charge like this.

Whatever you owe, we will never withhold a result you need for a progression decision or an academic appeal.

If any outstanding fees remain on your account after you withdraw, we will continue to pursue them or pass them to our debt collection agency, as set out above. Any credit on your account will be applied to what you owe before any refund is issued. If you are withdrawn for non-payment after your Cancellation Period has ended, you are not entitled to a refund of any previous payments.

If you disagree with a charge, raise it through the [Student Complaints Procedure](#).

Even if someone else makes a payment, or agrees to make one, on your behalf, you remain liable for the full amount until we have received cleared funds.

11. Tuition Fee Deposits

Once you accept an offer, you must pay a £250 deposit within 14 calendar days to secure your place. Your deposit counts towards your tuition fee for your first year of study. If you do not pay it by then, your place is not secured. Before we withdraw your offer, we will write to you and give you 5 working days to pay or explain why you cannot, and the Principal will then decide, as Section 10 explains. If we withdraw your offer before your Cancellation Period ends, you get back everything you have paid, as Section 12 explains.

If you cancel within your Cancellation Period, you get your deposit back in full, along with everything else you have paid. Section 12 sets out that right.

Once your Cancellation Period has ended, your deposit is non-refundable. If you then decide not to take up your place, or you withdraw, you will not get it back, and we will count it towards whatever you owe under Section 19. The one exception is if the Principal accepts that you had to withdraw due to exceptional mitigating circumstances and sets your fee liability aside. Your deposit is part of your tuition fee, so if your liability is paid in full, your deposit comes back with the remainder. Section 20 explains how to ask.

If you need immigration permission to study with us and your application for it is refused, we will refund your deposit in full. Send us the refusal notice from UK Visas and Immigration. We will not refund your deposit if the refusal was due to your failure to follow UK Visas and Immigration guidance or to your providing false or incomplete information. The Principal will decide this and write to you with the decision and the reason for it.

We can only refund a deposit to the person or organisation who originally paid it.

12. Complete withdrawals

Once you accept an offer of a place, you have the right to cancel your acceptance by telling the ICMT in writing. This right lasts until 14 calendar days after you complete registration, or 14 calendar days after the first day of your course, whichever is later: your Cancellation Period.

Consumer law gives you a statutory right to cancel some contracts within 14 days of making them. This is often called a cooling-off period. Your Cancellation Period is normally longer than that, and we give it to

every student who has accepted their offer. Nothing in this policy affects any statutory right you have, and if a statutory right gives you longer, you can use it. The cancellation notice we send with your Student Agreement explains both.

If you cancel within your Cancellation Period, you get back everything you have paid, including your deposit, whether or not your course has started and whatever teaching you have attended. To cancel, tell us in writing. The quickest way is to email the Student Services Manager at admissions@theicmt.com. You can also write to us at the address in "Where to get help" at the end of this policy. Your cancellation counts from the day you send it, not the day we open it. You can use the Cancellation Form on our [Policies and Procedures](#) page if you prefer, but you do not have to, and you do not have to give a reason.

If you withdraw after your Cancellation Period ends, you are not expected to return to your course, and any refund you are owed is worked out from the fee liability table in Section 19, the mitigating circumstances process in Section 20, and the continuation of study provisions in Section 21.

12.1 Telling us you are withdrawing

It is your responsibility to tell the ICMT formally when you decide to leave your course by completing a withdrawal form. Submit it at the point you decide to leave. Your ICMT email account will close when you leave, and we will send any information about your fees, liability, and any refund to your personal address. Your withdrawal date is the date the Student Services Manager receives your completed form, and we do not backdate it: see Section 16 if exceptional circumstances made it impossible for you to tell us at the time.

If you do not submit the form in good time, it may affect any refund due to you, calculated on the same basis as above.

If you are receiving a discount or scholarship from the ICMT, the Principal may withdraw it from your withdrawal date and may ask you to repay the portion that relates to teaching you will not now receive. The Principal will write to you with the decision and the reason for it within 10 working days of your withdrawal date. This is our final decision under this policy. Section 20 explains what to do if you are still unhappy.

12.2 If we end your place or your enrolment

We may end your place before you enrol, or end your enrolment after you have started. The grounds on which we can do that, and the process we follow, are set out in the applicable College policy. These are usually the Student Disciplinary Procedure, the Academic Misconduct Policy, the Student Behaviour and Code of Conduct, or the Attendance and Performance Policy, which are found on the [Policies and Procedures](#) page of our website.

The Principal will make the decision and will write to you with the decision and the reason for it. If you want to challenge the decision itself, use the appeal in the policy that applies. This section covers only what you get back; Section 20 covers how you challenge that.

If we end your place or your enrolment before your Cancellation Period ends, you get back everything you have paid, including your deposit.

If we end your enrolment after your Cancellation Period has ended, we treat the date we end it as your withdrawal date and work out what you owe using the fee liability table in Section 19, as if you had withdrawn on that date. We will write to you within 5 working days with the amount, how we calculated it, and whether you owe us anything or we owe you a refund. We pay any refund as set out in Section 14.

We do not keep your deposit as a penalty. Your deposit is part of your tuition fee, so it counts towards whatever you owe under Section 19, and it comes back to you with anything else you have overpaid.

If exceptional circumstances affecting you were part of the reason we ended your enrolment, you can ask for your liability to be set aside under Section 20, in the same way as a student who withdrew. Ask within 20 working days of the date we end your enrolment.

Our decision about what you get back is our final decision under this policy. Section 20 explains what to do if you are still unhappy.

13. Temporary withdrawals

If you take a Temporary Withdrawal, you are expected to return to your course. Your Cancellation Period under Section 12 does not apply to a Temporary Withdrawal.

The fee you pay for the year you take a Temporary Withdrawal is worked out from the fee liability table in Section 19, the mitigating circumstances process in Section 20, and the continuation of study provisions in Section 21.

The Student Services Manager will determine the fee and write to you with the amount and how it was calculated, within 5 working days of your Temporary Withdrawal starting. If the Student Services Manager has a personal interest in your case, the Head of Operations does it instead. This is our final decision under this policy. Section 20 explains what to do if you are still unhappy.

You remain liable to pay any outstanding fees before you can re-enrol. If you do not clear them, we will follow the process outlined in Section 10 before suspending you.

We do not issue refunds for a Temporary Withdrawal. Any credit on your account stays there and counts towards the fees you are charged when you return.

If you decide to withdraw completely while on a Temporary Withdrawal, complete a withdrawal form and send it to the Student Services Manager. Your withdrawal date is the date your Temporary Withdrawal started, because your fee for that year was worked out then.

13.1 Returning from a Temporary Withdrawal

If you take a Temporary Withdrawal partway through the academic year, you are expected to re-enrol at the same point the following academic year: during or after the same week you withdrew. You will then be charged for the remainder of your course at the fee rate for the following year, as published on the page for your course at theicmt.com. If you already paid the full fee before you withdrew, you will pay any inflationary or statutory increase on the remaining part of your course.

If you re-enrol earlier than the point at which you withdrew, we will charge you for the additional period of study at the following year's fees. If you re-enrol for the full academic year, we will charge you the full year's fees.

It is your responsibility to arrange your return with the Student Services Manager, including confirming your intended return date, before you re-enrol.

14. Refunds

We pay approved refunds by the same method, and to the same account from which the money came, unless you ask us in writing to use a different method and we agree. We do this to keep a clear audit trail of payments and to protect against fraud. We may ask for evidence of payment and a copy of a bank statement to verify the details. We do not charge a fee for refunds.

14.1 How long does a refund take

If you cancel within your Cancellation Period, we will refund you within 14 calendar days of the day you tell us in writing that you are cancelling.

In any other case, we will write to you with the amount you are owed, as Section 18 explains, and pay it within 14 calendar days of the date of that letter or email. We record that date, so you can always see when the 14 days started.

If a refund is agreed as the outcome of a complaint, the [Student Complaints Procedure](#) sets the timescale instead.

14.2 Complete withdrawals

We work out your refund from your withdrawal date, using the fee liability table in Section 19, the mitigating circumstances process in Section 20, and the continuation of study provisions in Section 21.

14.3 Temporary Withdrawals

We do not issue refunds for a Temporary Withdrawal. See Section 13.

14.4 Refunds for International Students

If we approve a refund for you, we pay it in pounds sterling. You bear the risk of any currency fluctuation or conversion cost. That is a cost your bank incurs, not one we incur: we do not charge a fee for issuing a refund.

We pay approved refunds by the same method, and to the same account, from which the money came, for the reasons set out in Section 14.

We will not refund you in the following circumstances, unless there are exceptional mitigating circumstances and you can provide the documentary evidence we ask for:

- Your application for immigration permission is refused because you gave false documents or information, or because of deception.
- You gave us incomplete or incorrect information as part of your application to the ICMT.

Immigration permission

The ICMT does not hold a Student sponsor licence, so we cannot issue a Confirmation of Acceptance for Studies (CAS) or sponsor a Student visa. If you need immigration permission to study with us, it is your responsibility to obtain it and to check that it allows you to study on your course for the full duration. Contact the Student Services Manager before you accept your offer if you are not sure what you need.

15. Retrospective Refunds

A retrospective withdrawal is a request to record your withdrawal as having taken effect on an earlier date than the date you told the ICMT you were leaving.

The ICMT does not permit retrospective withdrawals. Your withdrawal date is set as explained in Section 12, so submit your withdrawal form when you decide to leave, rather than afterwards.

There is one exception. If you are already on a Temporary Withdrawal when you decide to leave for good, your withdrawal date is the date your Temporary Withdrawal started, as Section 13 explains. That is not a retrospective withdrawal, because your fee for that year was already worked out when your Temporary Withdrawal started.

If exceptional mitigating circumstances made it impossible for you to tell us at the time, you can ask for those circumstances to be considered under Section 20, Mitigating Circumstances, which explains what is normally accepted, what evidence you need, and who decides.

16. Student Funding Body loans: Home Students

This section applies only if you are on the BA (Hons) Musical Theatre Performance (accelerated), including the Foundation Year, which is the only ICMT course designated by the government for student support funding. If you are on any other course, this section does not apply to you. If you are unsure, contact the Student Services Manager before you enrol.

You must provide evidence that your Student Funding Body is funding your tuition fees by loan or grant, either at registration or as soon as your funding is confirmed. Your Student Funding Body's award letter is enough.

It is your responsibility to apply to your Student Funding Body and to check on the progress of your application. Applying does not guarantee that you will be offered a loan.

You remain liable for your fees until the ICMT receives the funds from your Student Funding Body. If you do not have an approved Student Funding Body loan, contact the Student Services Manager to arrange payment.

A refund of money you paid us yourself does not wait for your Student Funding Body to pay us. We pay it as Section 14 sets out. Money we return to your Student Funding Body is a separate matter, covered below.

If your Student Funding Body decides at any point to stop supporting your loan, you remain liable for your fees and are expected to settle any remaining balance with the ICMT.

If you withdraw completely while your Student Funding Body is funding you, we will keep the funding you were entitled to receive up to your withdrawal date, and return any overpayment to your Student Funding Body.

If you take a Temporary Withdrawal while your Student Funding Body is funding you, we will keep the funding you were entitled to receive up to your withdrawal date. What happens to the rest of your funding entitlement is decided by your Student Funding Body and not by us. Contact them before you take a Temporary Withdrawal, and again before you return, so that you know what funding you will have. You will need to apply for funding again for the rest of your course, and if you come back at a different point in the year from the one you left, you may be liable for fees your Student Funding Body will not fund.

17. How tuition fee liability is calculated

Pay your tuition fees by the dates in your payment schedule. You are normally charged a tuition fee for each year of study. Section 4 explains how, and by how much, your fee may rise in a later year.

Section 19 sets out how much of your fee you are liable for if you withdraw, depending on your course and the timing of your withdrawal.

To work out your own liability: find your course in the table, then read down its rows and stop at the last one whose date has already passed on your withdrawal date. That row gives the percentage of the annual fee you owe. Your term dates tell you when each of those dates falls, and Section 2 explains where to find them. Once we have your withdrawal date, we will write to you within 5 working days with your fee liability for the year, how we calculated it, and whether you owe us anything or we owe you a refund.

We record the date of that letter or email. It starts the 14 calendar days for paying any refund, as Section 14 explains. If you want to ask for your liability to be set aside because of exceptional circumstances, Section 20 explains how, and you must ask within 20 working days of your withdrawal date.

If you have already paid more than your liability under Section 19, we will refund you the difference. Section 14 explains how we pay refunds.

18. Tuition fee liability tables

You can find your course term dates on the [Term Dates](#) page on our website.

BA (Hons) Musical Theatre Performance (accelerated) – Foundation Year	
Confirmed withdrawal date	Fee liability
Up to and including 14 days from the course start date.	0%
On or after 15 days from the course start date	25%
On or after the first day of Spring Term	50%
On or after the first day of teaching after the Spring Term reading week	75%
On or after the first day of Summer Term	100%

BA (Hons) Musical Theatre Performance (accelerated) – Years 1 & 2	
Confirmed withdrawal date	Fee liability
Up to and including 14 days from the course start date.	0%
On or after 15 days from the course start date	25%
On or after the first day of Spring Term	50%
On or after the first day of Summer Term	100%

International Pathway Course	
Confirmed withdrawal date	Fee liability
Up to and including 14 days from the course start date.	0%
On or after 15 days from the course start date	25%
On or after the first day of Term 3	50%
On or after the first day of Hamburg Term 1	100%
Level 4 Diploma in Musical Theatre Foundation Course (awarded by Trinity College London)	
Confirmed withdrawal date	Fee liability
Up to and including 14 days from the course start date.	0%
On or after 15 days from the course start date	25%
On or after the first day of Spring Term	50%
On or after the first day of teaching after the Spring Term reading week	75%
On or after the first day of Summer Term	100%
3-Month Musical Theatre Course (London)	
Confirmed withdrawal date	Fee liability
Up to and including 7 days from the course start date.	0%
On or after 15 days from the course start date	50%
On or after the first day of Term 2	100%
3-Month Musical Theatre Core Skills Course (Hamburg)	
Confirmed withdrawal date	Fee liability
Up to and including 7 days from the course start date.	0%
On or after 15 days from the course start date	50%
On or after the first day of Term 2	100%

19. Mitigating circumstances

If you have to withdraw because of exceptional mitigating circumstances, the Principal can set aside the fee liability in Section 19, in whole or in part, and refund you accordingly. Your deposit is part of your tuition fee, so if your liability is set aside in full, your deposit comes back too.

We consider each case on its merits. Academic and financial difficulties are not normally accepted as grounds for a refund on this basis. The table below sets out what we normally accept and what we do not.

These grounds normally apply where the circumstance happened in the month before your withdrawal date. If it happened longer ago than that and it is still the reason you are leaving, tell us, and we will consider it.

19.1 How to ask, and how long it takes

Send your request to the Student Services Manager in writing via email to london@theicmt.com, within 20 working days of your withdrawal date, with the evidence set out in the table below. If you could not have sent it in time, tell us why, and we will still consider it.

We will acknowledge your request within 5 working days. The Principal will decide it within 20 working days of receiving everything needed, and will write to you with the decision and the reason for it. If we need longer, we will tell you why and give you a new date.

19.2 Normally accepted

Circumstance	Detail
The recent death of a close relative	"Close" means a parent or guardian, a child, a brother or sister, or a husband, wife or partner. It can also include a grandparent, grandchild or in-law who was a significant part of your life, for example, someone you lived with or who helped bring you up. It does not normally include aunts, uncles or cousins. Send us a copy of the death certificate or the order of service, and tell us how you were related.
A diagnosed illness or serious accident affecting you	This must be an incapacitating illness or unexpected deterioration affecting your studies. You need medical certification: self-certification isn't accepted. Evidence must have the GP's stamp or be on headed paper. We may verify it with the practice.
A serious illness affecting a close relative	"Close" has the same meaning as in row 1. Send us evidence of the illness, and tell us how you were related and how it has affected you.
Refusal of the immigration permission you need to study with us	Send us the refusal notice from UK Visas and Immigration. Section 15 sets out the two cases where we will not refund you.

19.3 Not normally accepted

Circumstance	Detail
Minor ailments and other conditions	Minor ailments where symptoms may be relieved by over-the-counter medication, sprains, or long-standing medical conditions for which you

could have made special arrangements or anticipated treatment. Accidents or illness affecting relatives or friends, unless serious or you are their sole carer.

Social circumstances	Difficulty settling in at the ICMT, homesickness, or a decision to take up employment rather than continue studying.
Non-serious personal or domestic events you could have anticipated or planned	Moving house, holidays, weddings, religious festivals, or other events where you control the date or could choose not to attend. A change of job or ordinary job pressure, though an exceptional crisis at work, might be accepted.
Study-related difficulties	A decision to transfer to another institution. Computer difficulties, late distribution of materials by the ICMT, or delays in printing or photocopying. Issues with pre-set timetabling.

19.4 Challenging any decision under this policy

This applies to every decision made under this policy, not only to mitigating circumstances.

Each decision is taken by one named person, who will write to you with the decision and the reason for it. This is our final decision under this policy. If you are unhappy with it, you can lodge a complaint under the [Student Complaints Procedure](#). If you are still unhappy after that, you can ask the [Office of the Independent Adjudicator for Higher Education](#) (OIA) to look at your case. We will give you a Completion of Procedures letter at the end of our own procedure, which you will need to go to the OIA.

If the person who would normally decide has a personal interest in your case, the next most senior person decides instead. Where that person is the Principal, there is no further internal review, and you can complain under the [Student Complaints Procedure](#) straight away.

20. Refunds and remedies where the ICMT cannot provide continuation of study

If we are unable to continue offering your course, our primary goal is to assist you in completing your studies through a teach-out or transfer. Refunds and compensation are only considered if these options are not possible.

If we need to close a course or programme, we will use reasonable efforts to help you continue your studies through a teach-out. Where a teach-out is not appropriate or practicable, we will look for another way to help you continue your studies. See the [Programme Closure, Suspension and Changes Policy](#).

If we cannot ensure your continued studies, we will refund or compensate you as set out in our [Student Protection Plan](#). It covers tuition fees, and where a refund alone does not put things right, costs such as additional travel, maintenance, and the cost of transferring to another provider. It applies to whoever pays your fees, including where they are paid by your Student Funding Body or a sponsor. We will pay any refund or compensation under this section within 30 calendar days of the date we agree that a payment is due, as set out in our [Student Protection Plan](#).

This section does not apply to a change to, or closure of, a course where every student who would normally have expected to complete it by then has already done so, and it does not normally apply once you have completed your studies at the ICMT.

The [Student Protection Plan](#) and the [Programme Closure, Suspension and Changes Policy](#) govern our decision-making. The Principal decides what we will refund or pay you, and will write to you with the decision and the reason for it within 20 working days of the date we tell you we cannot preserve your continuation of study. That letter or email records the day we agree a payment is due, which is when the 30 calendar days above start.

21. If we do not deliver what we promised

If we fail to meet an obligation we owe you under your Student Agreement, tell us, and we will put it right.

21.1 Your rights under consumer law

If we have not delivered part of your course with reasonable care and skill, you can ask us to deliver it again. We will do that at no cost to you, within a reasonable time, and without causing you significant inconvenience.

If delivering it again is impossible, or you asked us to and we did not do it within a reasonable time or without significant inconvenience to you, you can ask for a reduction in your fee instead. That reduction is worked out against what went wrong, and, where appropriate, it can be the whole of the fee. Where a reduction means we owe you money back, we will pay it within 14 days, starting on the day we agree you are entitled to it.

Nothing in this policy affects those rights, or any other right you have in law.

21.2 Compensation

We may also pay you compensation for loss or damage caused by our failure, and we will refund tuition fees where that is the right outcome. We decide this case by case, because what you have lost depends on what happened. Where you cannot continue your studies with us, Section 21 and the [Student Protection Plan](#) set out what we will do.

The Principal decides what we will do, and will write to you with the decision and the reason for it within 20 working days of you telling us. This is our final decision under this policy. Section 20 explains what to do if you are still unhappy.

22. Related documents

Reference	Document Title	Why it matters to you
POL-014	Student Agreement	Your contract with us. This policy forms part of it.
POL-018	Student Complaints Procedure	How to complain about a decision made under this policy.
POL-011	Interruption of Studies and Withdrawal Policy	How to take a break from your course or leave it. This policy covers the fees; that one covers the process.
POL-021	Student Protection Plan	How we protect your studies if we cannot continue to deliver your course.

POL-008	Programme Closure, Suspension and Changes Policy	What happens if we have to close your course.
POL-061	Under 18 Policy	What applies while you are under 18.
	Cancellation Form	You can use this to cancel inside your Cancellation Period, though you do not have to.
POL-012	Admissions and Audition Policy	Applying, auditioning, and offers. It covers applicants who have not yet been accepted.
POL-015	Student Transfer Arrangements Policy	Moving to another course or another provider.

We publish these on our [Policies and Procedures](#) page at theicmt.com. If you cannot find one, ask the Student Services Manager, and we will send it to you.

23. Where to get help

Email info@theicmt.com or call 0207 253 3118. You can also write to us at the International College of Musical Theatre, 68 Wallis Road, London, E9 5LH.

If you are unhappy with a decision under this policy, Section 20 explains how to complain and how to ask the [Office of the Independent Adjudicator for Higher Education](#) to look at your case. You can find the OIA at oiahe.org.uk.

Change log

Version	Date	Summary of change	Approved by
1.0	4 September 2026	First version under the ICMT-POL-013 reference. Replaces "Tuition Fee and Refund Terms and Conditions", effective 1 September 2024, withdrawn 4 September 2026.	Principal
