Tuition Fee, Refund and Cancellation Policy

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

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Contents

This policy at a glance

This policy sets out the fees SLP College charges you directly when you pay them and what you get back if you cancel or leave. Part A applies if you are a higher education student on a programme validated by the University of Chichester. Part B applies if you are on one of the College's diploma courses, whether or not you are registered with Trinity College London. Not every fee you pay is the College's: if you are a higher education student, the University sets and charges your tuition fee, and section 3 states who is owed what.

You have a 14-day right to cancel, which arises twice: once when you accept your offer and again when you accept your Student Agreement. If you cancel in time, you get back everything you have paid, with nothing deducted. If you leave after that, how much you owe depends on when you leave, and A6 and B7 set out the amounts.

If you do not pay, the College will write to you, offer you a payment plan, and only then recover the debt. It will not stop your teaching, or withhold your results or your award, because a College charge other than your tuition fee is unpaid; the position on an unpaid tuition fee is firmer, and A9 and B10 explain it.

To ask a question about your fees, or to cancel, contact the Administration Manager at intake@slpcollege.co.uk.

1. Introduction

1.1 What this policy covers

SLP College ("the College") sets out in this policy the fees it directly charges to its students, when they are payable, and when they can be refunded. It also explains what happens to your fees if you cancel, withdraw, defer, or suspend your studies, if the College changes or cannot run your programme, or if you do not pay what you owe.

SLP College is the trading name of SLP Performance College Ltd, a company registered in England and Wales (company number 14497956).

1.2 How this policy fits with your other documents

This policy forms part of your contract with the College. For higher education students, you form that contract when you enrol and accept your HE Student Agreement; for diploma students, when you accept your Diploma Student Agreement. The College gives you this policy with your offer before you enrol, and it applies from the date you accept your offer. Read it alongside your offer letter, which confirms the fees for your programme, and your Agreement.

This policy, your offer letter, and your Agreement each cover a different part of your fees. This policy sets out the College's fees, refunds, and cancellation terms in full for all students. Where a fee is owed to another organisation rather than to the College, section 3 states that plainly and tells you where to find that organisation's own current governing terms.

1.3 Your rights as a consumer

Nothing in this policy affects your legal rights. These include a 14-day right to cancel, which arises twice: once when you accept your offer, and again when you accept your Student Agreement. The College sends you a cancellation notice covering both, setting out each right and its deadline in writing. This policy explains the second at A5 for higher education students and B6 for diploma students. If you have not received that notice, your right to cancel lasts longer, and the College will confirm your position in writing if you ask.

1.4 Questions and other formats

If you have a question about this policy or your fees before you accept your offer, contact the Administration Manager at intake@slpcollege.co.uk. If you need this policy in another format, the College will provide one.

2. Scope and which part applies to you

2.1 Who this policy applies to

This policy applies to students on SLP College's higher education programmes and diploma courses. It applies from the moment you accept your offer. Some of the charges it covers are payable at that point, and your first right to cancel arises then, and remains in effect throughout your studies.

It applies whether your fees are funded (for example, through the Student Loans Company or a Dance and Drama Award), whether you pay them yourself, or are paid by a sponsor.

2.2 What this policy covers

This policy covers the fees the College sets, the refunds available on them, and how cancelling, withdrawing, deferring, or taking an intermission affects what you pay. It also covers what happens to your fees if the College changes or cannot run your programme, and how the College handles charges you have not paid.

It does not set tuition fees for higher education students.

2.3 Which part applies to you

The policy is in two parts, because fees work differently depending on your programme:

- Part A applies if you study on a higher education programme validated by the University of Chichester: the BA (Hons) Musical Theatre (Performance), including the optional Foundation Year, and the one-year Top-Up.
- Part B applies if you are on one of the College's diploma courses: Professional Musical Theatre or Professional Dance. It applies whether or not you are registered with Trinity College London for a Professional Performing Arts Diploma, and whether or not you have a Dance and Drama Award.

If you are not sure which part applies to you, ask the College before you sign this agreement. Your offer letter confirms the programme you have been offered.

2.4 What applies to all students

Sections 1 to 4 apply to all students, and within each Part, the rules apply only to the students that Part covers. Read this policy alongside your other College documents, such as your HE Student Agreement or Diploma Student Agreement, your Course Guide, and the Student Handbook.

3. Fee responsibility statement

This section states who each of your fees is owed to and who governs them.

3.1 If you are a higher education student

The University of Chichester sets your tuition fee, and its own current student contract and fee policy govern how much you owe, when it is due, how it increases, and how it is refunded. This applies whether you have a tuition fee loan and pay the University directly, or you fund your tuition yourself and pay the College. Either way, the University's own schedule decides what you owe. Part A tells you where to find the University's current terms.

The College sets and collects the following in its own right, and states them here in full:

- The supplementary fee (see A2)
- Optional extras, such as SLP Extra and the End-of-Year Show (see A3)

3.2 If you are a diploma student

The College sets your tuition fee, which is payable to the College. The College also administers the Dance and Drama Award (DaDA) funding directly, as the government-approved body for it. Because the College administers DaDA itself, Part B sets out in full how it affects what you owe.

The College sets and collects the following in its own right, and states them here in full:

- Your tuition fee (see B1)
- Your deposit (see B4)

4. Definitions

This policy uses the following terms:

- **The College:** SLP College.
- **The University:** the University of Chichester, which validates the higher education programmes and awards the degree.
- **Trinity College London:** the awarding organisation for the Professional Performing Arts Diplomas, for which students may be registered.
- **Higher education student:** a student on one of the College's higher education programmes validated by the University. Part A applies to you.
- **Diploma student:** a student on one of the College's diploma courses, whether or not you are registered with Trinity College London. Part B applies to you.
- **Tuition fee:** the fee for teaching and assessing your programme or course.
- **Tuition fee contribution:** the part of your tuition fee that you pay yourself. If you do not have a Dance and Drama Award, your contribution is the whole of your tuition fee. If a Dance and Drama Award covers part of your tuition fee, your contribution is the rest. If an Award covers all of it, you have no contribution to pay.
- **Supplementary fee:** the mandatory fee the College charges higher education students each year towards the production costs of their training (see A2).
- **Optional extras:** things you can choose to buy that are not part of your programme and not needed to complete it, such as SLP Extra and the End-of-Year Show (see A3).
- **Dance and Drama Award (DaDA):** a government-funded scholarship scheme that helps pay the fees of some diploma students, which the College administers directly (see B2).

- **Academic year:** your year of study, from the first day of term one to the last day of term three.
- **Term:** one of the three teaching periods in each academic year. The College sends you the dates of each term for your year, and also publishes them on its website.
- **Cancellation period (also called a cooling-off period):** the 14 calendar days during which you can cancel for any reason. It runs from the day after you accept your Agreement, or, if you are under 18, from the day after whichever of you and your parent or guardian accepts later (see A5 and B6).
- **Cancelling:** ending your agreement within the cancellation period.
- **Withdrawing:** leaving your programme for good after the cancellation period has ended.
- **Deferring:** delaying the start of your programme to a later intake, before you begin.
- **Intermission:** an agreed temporary break from your studies that you plan to return from.
- **Termination:** where the College or University ends your contract before you complete your programme, for example, for non-payment or serious misconduct. Where this is for misconduct, the University may call it expulsion.
- **Enrolment:** the point at which you accept your Agreement and your contract with the College is formed (see section 1.2).
- **Parent or guardian:** a person with parental responsibility for you who, where you are under 18, accepts your Agreement together with you.
- **Guarantor:** the person who agrees, in your Agreement, to be responsible for paying the fees you incur with the College, usually your parent or guardian where you are under 18.
- **Payer:** whoever pays a charge: you, your guarantor (usually your parent or guardian) if you are under 18, or a sponsor. Refunds go back to whoever paid.

5. Part A: Higher education students (University of Chichester validated)

A1. Your tuition fee and the University of Chichester

Your tuition fee covers teaching and assessment for your programme. Your offer letter sets out the fee.

The University of Chichester sets your tuition fee and governs how much you owe, when it is due, how it increases, and how it is refunded, under its own current student contract and tuition fee policy. This applies whether you have a tuition fee loan or fund your tuition yourself. The University sets out what you owe if you withdraw part-way through a year in its Student Tuition and Accommodation Fees Policy, published with the University's finance policies at https://www.chi.ac.uk/about-us/policies-and-statements/finance/. The amounts differ depending on whether your fee is paid by student finance or by you. This policy does not change the University's arrangements or override them.

If you are eligible for student finance and take out a tuition fee loan, the Student Loans Company pays your tuition fee to the University on your behalf. If you fund your tuition yourself, you pay it as set out in your offer letter and the acceptance form you signed. You are responsible for making sure your tuition fee is paid, whether or not you have a loan, and to whom you pay it.

If your funding application is refused, or covers less than your full tuition fee, you are responsible for the fee or for the shortfall. Tell the College as soon as you know, and it will discuss with you how and when you pay it, under A4.

If your tuition fee for a year is more than 5% higher than the fee for the year before, and you pay it to the College, you may withdraw before that year begins without owing that year's tuition fee or that year's supplementary fee. Tell the College in writing within 28 calendar days, counting from the day after the College notifies you of the new fee. This right does not apply where your tuition fee is paid to the University, because the University sets and charges it directly.

A2. The mandatory supplementary fee

In addition to your tuition fee, the College charges a mandatory supplementary fee of £500 a year for each year of your programme. You pay this fee to the College, not the University. It is not part of your tuition fee, so no tuition fee loan covers it. Unlike your tuition fee, the supplementary fee does not increase from year to year, and the College will not increase it during your programme.

The supplementary fee contributes to the production costs of the performances, workshops, and other production work that form part of your degree, such as costumes, props, sets, lighting, sound, technical support, rehearsal resources, and the reasonable printing of teaching materials. It does not cover the uniform, dancewear, or the equipment list outlined in A3.

You pay the supplementary fee as a single payment each year. For your first year, it is payable upon acceptance of your offer. For each later year, it is payable by 1 August, before that year begins.

If the fee remains unpaid, the College treats it as a debt (see A9). The College will not withhold your teaching, training, progression, results, or award because the supplementary fee is unpaid.

If your tuition fee for a year is more than 5% higher than the fee for the year before, and you pay it to the College, you may withdraw before that year begins without owing that year's supplementary fee. A1 sets out this right in full, including the deadline for telling the College and when it does not apply.

A6 explains when the supplementary fee is refundable.

A3. Other costs and optional extras

Other costs you may need to meet

Some costs are not part of your tuition or supplementary fees, and you pay them yourself. This list is the College's current statement of those costs. If another College document or webpage describes them differently, this list applies, unless what you were told before you accepted your offer leaves you better off, in which case the College will honour that.

These costs currently include:

- Uniform and compulsory dancewear. The College provides a kit list covering suitable dance shoes, class-specific clothing, and the College uniform, with examples and suggested places to buy them. You choose where to buy and how much to spend.
- Books, stationery, and equipment, including access to a computer or laptop for written work and for viewing recorded performances.
- Equipment for recording self-tape auditions, or access to it.
- In your final year, professional materials such as a professional headshot and registration with Spotlight, the industry casting platform.
- Graduation costs, such as gown hire and ceremony tickets.
- Travel to London in your final year for the London Agent Showcase, which is part of your course and open to all final-year students.

These are costs you meet yourself, not charges the College makes. The College does not set them, does not collect them, and does not require you to buy from any particular supplier.

The College does not provide accommodation. You arrange and pay for your own housing and living costs, and the College can point you towards local landlords.

These costs may change. The College will give you reasonable notice of what you need and when you need it.

Optional extras

Optional extras are activities you can choose to buy. They are not part of your degree, are not needed to complete it, and are not part of your tuition fee, so no tuition fee loan covers them.

They currently include SLP Extra at £1,250 per year, payable in full or by instalments. The College sets out the dates when you sign up and charges no interest or fees for paying by instalments.

They also include the End-of-Year Show, at £250 per year: a full-college production at an external theatre at the end of June. You do not need to be taking SLP Extra to take part in the Show, and you can take either, both, or neither. You sign up before the start of the third term, and the College will contact you during the second term with the sign-up date and instructions.

If you take an optional extra, you tell the College, and it sets out the terms for that extra, including how and when you pay. A separate 14-calendar-day cancellation period applies from the day after you sign up (see A5).

The End-of-Year Show: when you commit, and what you owe if you withdraw

Signing up is your commitment to take part. The College casts the production, books the venue, and plans the show on that basis. Once you have signed up, the £250 charge is one you owe the College, in the same way as any other charge, whether or not you go on to take part.

The teaching year ends in early June, and the production is at the end of June, with rehearsals in between. Taking part, therefore, commits you for around four weeks beyond the end of your academic year. Consider this before you sign up if you are planning summer work or have a job start date.

If you withdraw before rehearsals begin, the College refunds the £250 in full. Once rehearsals have begun, you owe the full £250.

You also have a 14-day cancellation period beginning the day after you sign up, which is separate from and additional to the withdrawal period above (see A5). This matters most if rehearsals begin within your 14 days: the withdrawal position above would otherwise mean you owe the full £250, but your cancellation right still gives you a full refund with nothing deducted, whatever the reason.

The College refunds the £250 in full if the College cannot provide the End-of-Year Show, or if you cannot take part because of your assessments, a resit, or on medical grounds. You are not charged for something the College cannot deliver or that your studies prevent you from doing.

Not paying the £250 does not affect your teaching, assessments, progression, or award (see A9).

A4. Paying your College charges

You can pay the College's charges by bank transfer, by debit or credit card, or by a Stripe payment link. The College does not accept cash. The College does not charge you anything extra for using any of these payment methods, and the price is the same regardless of which you choose.

The supplementary fee and the optional extras have the payment dates set out in A2 and A3. Where you fund your tuition yourself and pay it to the College, you pay it as set out in A1. The College does not charge interest or a fee for late or missed payments.

If you are under 18, your parent or guardian guarantees any charge you owe the College, under your HE Student Agreement, and the College invoices them directly. This covers the supplementary fee, optional extras, and, if you fund your own tuition and pay it to the College, your tuition fee as well, which is by far the largest of these charges. It does not cover tuition fees you pay to the University, because those are not charges you owe the College.

If you are finding it hard to pay

Contact the College as early as you can, and it will work with you on a case-by-case basis to agree on a way forward. Any payment plan the College agrees to will:

- Cover only charges you owe the College, since the College cannot agree on an arrangement for a tuition fee you owe the University.
- Be spread over no more than 12 payments, all falling within 12 months of the date it is agreed.
- Carry no interest, no fee, and no charge of any kind.

If you do not pay a College charge and have not agreed a way forward, the College deals with it as set out in A9.

A5. Your 14-day right to cancel

Your right to cancel your Agreement with the College

When you, and, if you are under 18, your parent or guardian, accept your HE Student Agreement, you have 14 calendar days in which you can cancel it for any reason. This is your cancellation period (also called a cooling-off period), and it runs from the day after you accept it. If you are under 18, it runs from the day after whichever of you and your parent or guardian accepts later. It covers everything you agree to at that point, including the supplementary fee (see A2).

With your Agreement, the College sends you a cancellation notice explaining this right, and a form you can use, though you do not have to.

A separate right to cancel applies to what you agreed when you accepted your offer, including the supplementary fee at A2 and any optional extras you signed up for at that point. That right normally lasts 14 calendar days. The cancellation notice the College sends with your Agreement covers that right as well, tells you when its 14 calendar days run, and gives you a deadline in writing. If you have not received that notice, your right to cancel lasts longer than 14 calendar days, and the College will confirm your position in writing if you ask.

How to cancel

To cancel, tell the College in writing before your 14 calendar days end. Email intake@slpcollege.co.uk, or write to SLP College, 5 Chapel Lane, Garforth, LS25 1AG. You can use the form the College sent you, but you do not have to: any clear written statement will do. You need to send your cancellation before your 14 calendar days end; it does not have to reach the College by then.

Enrolling for the first time and accepting your HE Student Agreement starts this cancellation period. In later years, reconfirming your acceptance when you re-register does not start a new cancellation period.

Your right to cancel an optional extra

If you sign up for an optional extra later, such as SLP Extra or the End-of-Year Show (see A3), a separate 14-calendar-day cancellation period applies from the day after you sign up. If you cancel in time, the College refunds you in full for that extra and deducts nothing, including where you asked the College to start providing it during that period. Cancelling an optional extra does not change what you owe or get back on your supplementary fee or your tuition fee. Those are dealt with separately: see "What you get back" below if you are within your cancellation period, and A6 if you are not.

What you get back

If you cancel in time, the College refunds you in full for everything you have paid. This includes the supplementary fee and any other College charge. The College does this without undue delay, and within 14 calendar days, and does not deduct anything for what it has already provided. The College refunds each charge to whoever paid it, you, your guarantor, or your sponsor, as A8 explains.

Your tuition fee is refunded by whoever you paid it to. If you have a tuition fee loan, the University will refund it in accordance with its Student Tuition and Accommodation Fees Policy. If you pay your own tuition, the College will refund you.

This full refund applies to any date, whether or not teaching has started. It overrides the amounts set out in A6, which apply only once your cancellation period has ended. If you specifically asked the College to start teaching you early, and you then cancel in time, you are not charged for that teaching either.

If you are a higher education student, you need to tell both the College and the University

Cancelling with the College does not by itself end your registration with the University. Cancelling with the University does not by itself end your Agreement with the College. So you need to do both things:

- Tell the College in writing that you are cancelling, as set out under “How to cancel” above; and
- Tell the University too, through your ChiView account (the University’s student portal), or in whatever other way the University requires, giving your last date of attendance.

Tell the University promptly. Because of how student loan funding works, a delay can mean you are overpaid and then have to repay the difference. Only your own notification to the University starts the process, so telling the College alone is not enough to protect you from this.

The College will also let the University’s Student Records team know when you cancel with it, as a backstop, so your position is not lost between the two organisations, even if you only tell one of them directly. This does not replace your own notification to the University.

A6. Refunds if you withdraw, defer, or take an intermission

The College refunds its own charges as set out below. Your tuition fee works differently: how much of the year’s fee you owe, depending on when you leave, is set by the University’s tuition fee policy, and the refund comes from whoever you paid it to, the University where your fee was paid to, or the College where you funded your tuition yourself (see A1).

The supplementary fee

If you leave partway through your studies, how much of that year’s supplementary fee you owe depends on when you leave. The table below sets out the amount, and the College refunds the rest.

When you leave	Supplementary fee you owe
Within your cancellation period (see A5)	Nil
After your cancellation period has ended, but before your programme starts	£50, towards administration, if you choose to withdraw or defer. Nil if the College or University ends your place.
From the day your programme starts, up to the start of term two	25%

From the start of term two, up to the start of term three	50%
From the start of term three	100%

Liability is worked out by term: if you leave at any point during a term, that term counts as having begun. Your term dates are the ones the College sent you for your year of study. You can also find them on the College website or ask the College for a copy. If the website ever differs from what the College sent you, the dates the College sent you apply.

If you are paying the supplementary fee under an agreed payment plan (see A4), the table above still applies: it sets out what you owe in total, not just what you have paid so far. If you leave before your payments so far add up to that amount, you owe the College the difference. If you have already paid more than the table says you owe, the College refunds the difference in the usual way.

Once your programme has started, the College makes no additional administrative charge; the proportions above are the full amount it retains.

"When you leave" in the table above means the date you tell the College, in writing, that you are withdrawing or deferring. Tell the College at students@slpcollege.co.uk, or write to SLP College, 5 Chapel Lane, Garforth, LS25 1AG. If you tell the University instead, or at the same time, or you stop attending without telling either, the College treats the earliest of the following as the date you left: the date it receives your written notice, the date the University records you as withdrawn, or your last date of attendance. This is so that it is always clear which side of a band boundary you fall on.

The supplementary fee and your tuition fee are worked out separately. The supplementary fee band above begins on the day your programme starts because the College commits to covering the costs of the fee from the start of the year. Your tuition fee liability may begin later (see A1 and your HE Student Agreement). So you may owe nothing towards your tuition and still owe 25% of the supplementary fee. When your tuition liability begins is set by the University, not by the College: see A1 and the University's own fees policy.

The College refunds the supplementary fee in full, with nothing deducted, regardless of the table above, if:

- You cannot take up or continue your place for a reason that is not your own choice, including where you do not meet your offer conditions, where you do not have the right to study, or where medical or other extenuating circumstances prevent you from taking up or continuing the place.
- The College withdraws your offer.
- The College cancels or does not run your programme.
- You withdraw before the year begins because your tuition fee for that year is more than 5% higher than the fee for the year before, and you pay it to the College (see A1).

SLP Extra

If you have signed up for SLP Extra and you withdraw from the College, or stop taking SLP Extra, how much of that year's SLP Extra fee you owe depends on when you leave, in the same bands as the supplementary fee. The table below sets out the amount, and the College refunds the rest.

When you leave	SLP Extra fee you owe
Within your cancellation period (see A5)	Nil

After your cancellation period has ended, but before your programme starts	£50, towards administration, if you choose to withdraw or defer. Nil if the College or University ends your place.
From the day your programme starts, up to the start of term two	25%
From the start of term two, up to the start of term three	50%
From the start of term three	100%

Liability is worked out by term, not by day, in the same way as the supplementary fee above. If you are paying SLP Extra by instalments, the table above still applies: it sets out what you owe in total for the fee, not just what you have paid so far. If you leave before your instalments so far add up to that amount, you owe the College the difference. If you have already paid more than the table says you owe, the College refunds the difference in the usual way.

The College refunds the SLP Extra fee in full, with nothing deducted, regardless of the table above, in the same circumstances as the supplementary fee, listed under "The supplementary fee" above.

Deferring

If the College agrees, you can defer your place to a later year before you begin; it will refund the supplementary fee and any SLP Extra fee you have paid, less £50 towards administration for each. The full fee is payable again when you accept your place for the year you start.

Taking an intermission

If you take an agreed intermission, the supplementary fee, and any SLP Extra fee, for the year in which you pause is not refunded, but the College will not charge either again in full for that year when you return, including where you return to repeat that year. So you pay each fee once for that year, not twice. If you do not return from your intermission, it will be treated as a withdrawal from your last date of attendance, and the tables above apply. The supplementary fee and any SLP Extra fee remain payable in the normal way for each later year of your programme. In genuinely exceptional cases, the College may use its discretion under "Exceptional circumstances" below.

Exceptional circumstances

In genuinely exceptional cases, such as serious illness or a bereavement in the opening weeks of the year, the College may refund or reduce a College charge that would otherwise be non-refundable. This is a matter of goodwill, decided on a case-by-case basis, and is not something you are entitled to.

If the College or University ends your place

If your contract is ended by the College or the University, for non-payment, misconduct, or another reason (see "Termination" in section 4), the supplementary fee and any SLP Extra fee are dealt with in the same way as a withdrawal under the tables above.

Your tuition fee is calculated according to the University's schedule at A1 and handled by whoever you paid it to.

Other optional extras are refunded under their own terms (see A3).

A7. Refunds if the College changes or cannot run your programme

If the College or the University has to withdraw your programme, or makes a change that has a significant and negative effect on you, the College will tell you as soon as it can and talk through your options. These may include taking an alternative the College offers, or deciding not to take up or not to continue your place.

If a change like this, or a programme not running, means you decide not to take up or not to continue your place, the College refunds the fees you have paid to the College for the part of your programme you will not now receive, including your tuition fee if you pay it to the College, the supplementary fee, and any optional extras. Where your tuition fee is paid to the University, the University's own tuition fee policy governs what you are owed if it cannot deliver your programme, including whether you are entitled to a refund and to compensation. You can find the Student Tuition and Accommodation Fees Policy with the University's finance policies at https://www.chi.ac.uk/about-us/policies-and-statements/finance/.

This is different from the rules that apply if you choose to leave (see A6). If your programme has to close or cannot continue, your interests come first: the College will make all reasonable efforts to enable you to complete your programme with as little disruption as possible. Your HE Student Agreement sets out what that commitment means where the College's arrangement with the University ends, what your options are where a change has a significant and negative effect on you, and what happens when the cause is an event outside the College's control. The University's commitments in this situation are set out in its Student Protection Plan, and your HE Student Agreement explains how to access it.

A8. How refunds are made and who receives them

When the College makes a refund, it pays it to whoever paid the charge: you, your guarantor (usually your parent or guardian) if you are under 18, or your sponsor. The College refunds using the same method as the payment was made. This applies to the College's own charges and, where you fund your tuition yourself and pay the College, to your tuition fee as well.

Where your tuition fee was paid to the University, the University makes any refund of it under its own Student Tuition and Accommodation Fees Policy, including how quickly. That policy is published with the University's finance policies at https://www.chi.ac.uk/about-us/policies-and-statements/finance/. It returns payments to the source, so a refund goes back the same way the money came in. If a tuition fee loan paid your fee, the University will tell you where your refund goes.

The Principal approves refunds made by the College. The College makes refunds without undue delay, and within 14 calendar days.

If you cannot take up your place because you do not have the right to study in the UK, A6 explains what the College refunds, and it applies to your supplementary fee and any SLP Extra fee.

A9. If you do not pay

The charges covered here are the supplementary fee, any optional extras, and your tuition fee where you fund it yourself and pay it to the College. If your tuition fee is paid to the University and is not paid, the University deals with that under its own policy.

The College would rather help you stay on track than let a debt build up. If you are struggling to pay, contact the College early (see A4), and it will try to agree a fair way forward, such as a payment plan.

If you pay your tuition fee to the College and do not pay it when it is due, the College will write to you, give you a fair opportunity to pay or to agree a payment plan, and set a reasonable deadline. If it is still unpaid after that, the College may decline to enrol you for the next year of your programme, and may recover the debt together with its reasonable costs of doing so. Wherever the College recovers a debt under this section, those costs are limited to what the College actually and reasonably spends on recovering the debt and will not exceed 10% of the amount you owe or £250, whichever is lower. The College will not charge interest or a late payment fee.

Where the College has agreed a payment plan with you under A4, no charge of any kind arises under that plan, including if you miss a payment under it. The cap described above applies only to a sum that was due and unpaid outside such an arrangement. The College will act in proportion to what you owe and take account of your circumstances, including where you are under 18.

If a College charge is overdue, the College may contact you to discuss payment and agree a plan, pause an optional extra you have not paid for, and, as a last resort, recover the debt through a debt collection agency. If it does, the College will tell you first and will share with the agency only the information it needs to recover the debt.

Charges you owe the College

The College will not stop your teaching, training, or progression, and will not withhold your results or your award, because you have not paid the supplementary fee or an optional extra. What it will do is set out above: write to you, offer a payment plan, and, if that does not resolve it, recover the debt, including, as a last resort, through a debt collection agency. The College may also decline to sell you a further optional extra. The College does not control your award; the University awards your degree, and the College will not ask the University to withhold anything because of a debt you owe the College.

If you fund your own tuition and pay it to the College, and you do not pay it, the position is firmer, reflecting the size of that debt.

The College will not suspend you or end your place while you are keeping to a payment plan it has agreed with you.

If your tuition fee remains unpaid after the steps outlined above, the College may suspend your teaching and training until it is paid. Before it does, the College will write to you setting out what you owe, the date any suspension would start, and what it would mean, and will give you at least 14 calendar days from the date of that letter to pay or to agree a payment plan. A suspension for non-payment is not a disciplinary finding against you.

A suspension ends as soon as you pay what you owe or agree on a payment plan. While it lasts, the College will review it with you at least once every 10 working days, and it will not last longer than 30 working days in total. At the end of that period, the College will either lift the suspension or decide whether to end your place, and will write to you either way.

While you are suspended, you remain enrolled, and your fee liability continues. A suspension does not reduce what you owe.

If your fee remains unpaid after that, the College may end your place with the College. Ending your place does not by itself end your registration with the University, and A6 explains what happens to your fees.

If you think a decision to suspend you, or to end your place, is wrong, A10 explains how to complain. Where your complaint disputes whether you owe the money, or how much, the College will pause any suspension or decision to end your place until the complaint is resolved.

Tuition fee you owe the University

Where your tuition fee is paid to the University and it is not paid, that is between you and the University. Its terms cover your registration and re-registration, your progression, your award certificate and your place at graduation, and recovery of the debt through the courts.

The University's position on non-payment is in its Student Tuition and Accommodation Fees Policy, published with the University's finance policies, and in its Academic Regulations.

The University's terms also state that it will not permanently withhold your award if you have met all academic requirements, though certification and graduation may be delayed.

If a county court judgment is registered against you, it can affect your ability to get credit, a mobile phone contract, a mortgage, or a tenancy in future. If you are having difficulty with a tuition fee owed to the University, contact the University early and tell the College as well, so it can help you reach the right person.

A10. Complaints about fees and refunds

If you think a fee or refund decision is wrong, or that the College has not applied this policy correctly, tell the College. Many questions can be sorted out quickly by contacting the Administration Manager at students@slpcollege.co.uk.

If that does not resolve it, you can make a formal complaint. A complaint about a fee the College charges, or about a refund the College makes, goes through the College's Student Complaints Procedure. It has three stages, and you should normally complain within 42 calendar days of the matter you are complaining about, though the College can accept a later complaint where there is a good reason for the delay. Ask the College for a copy of that policy. A complaint about the University, including how it has applied its own tuition fee policy, goes through the University of Chichester's own complaints procedure, and A1 tells you where to find the University's current terms; tell the College as well, and it will help you find the right route. Your HE Student Agreement explains how the two procedures fit together. The University's own deadline is also 42 calendar days under its Academic Regulations. Check the University's current regulations, which prevail over this summary.

When the procedure you have used is complete, the College will send you a Completion of Procedures letter within 28 calendar days, even if the University dealt with part of your complaint. You can then normally take your complaint to the Office of the Independent Adjudicator for Higher Education (OIA), which runs a free and independent scheme for student complaints. The College is a qualifying institution for the OIA scheme because it delivers higher education leading to an award granted by the University of Chichester, so you have access to the OIA. You have 12 months from the date of your Completion of Procedures letter to take your complaint to the OIA. Some matters are outside the scope of what the OIA can consider, and your Completion of Procedures letter will explain which ones. The OIA is at PO Box 3362, Reading RG1 9UF, and at https://www.oiahe.org.uk.

The College and the University are both bound by the rules of the OIA scheme.

Making a complaint in good faith will not affect how the College treats you.

6. Part B: Diploma students

B1. How your tuition fees work

Your tuition fee covers teaching and assessment for your course. You pay it to the College, which sets it and collects it directly. Your offer letter confirms the tuition fee for your course, and you pay it as set out in your offer letter and the acceptance form you signed.

Trinity College London charges the College a fee for each candidate it registers and assesses. Where a Dance and Drama Award (DaDA) covers your tuition fee, in whole or in part, that fee also covers your Trinity registration and assessment fee. If you fund your own tuition, you pay this fee yourself, in addition to your tuition. Trinity sets this fee and can change it. For a three-year Diploma, the fee is £274 per year of your course for the period 1 January 2026 to 31 December 2026. The College will tell you the amount before you have to pay it. Trinity publishes its current fees on its Fee Information page.

Some diploma students receive a Dance and Drama Award (DaDA), a government scheme the College administers directly. B2 explains this in full.

Your tuition fee may increase in each subsequent year. Any increase is capped: your fee will not rise by more than the increase in the Consumer Prices Index (CPI) over the 12 months to the preceding March, as published by the Office for National Statistics. The College will tell you the fee for a year at least 28 calendar days before that year begins.

If the amount you owe towards your tuition fee increases for a later year, because the College has increased its fee or because your Dance and Drama Award has been reassessed, you may withdraw. Tell the College in writing within 28 calendar days, counting from the day after the College tells you the new amount. If you do, you owe nothing for that year, and the College refunds in full anything you have already paid towards it, with nothing deducted.

B2. Dance and Drama Awards (DaDA)

Some diploma students receive a Dance and Drama Award (DaDA), a government scheme funded by the Department for Education (DfE) and administered directly by the College.

DaDA can help with three separate things: your tuition fees, your living costs while you study, and, if you have a disability, a mental health condition, or a specific learning difficulty, any extra costs connected to that.

Eligibility

To be considered for DaDA, you must be enrolled on a qualifying Trinity College London Diploma and meet the scheme's age and residency conditions. For dance and musical theatre courses, the scheme requires you to be aged 16 to 23 at the start of the academic year.

You must also meet the scheme's residency conditions, which cover UK and Irish nationals, certain family members, and some other specific circumstances. The College checks the scheme's age and residency conditions as part of assessing your application, and will tell you if you do not meet them. More information can be found here on the Government website, Dance and Drama Awards: funding for students.

Meeting the age and residency requirements does not, by itself, guarantee an award. The College uses its audition process to assess which students have the greatest potential to succeed in the profession and offers DaDA funding only to eligible students it selects on that basis, up to the funding available for the year.

How the College works out how much you get

DaDA funding depends on your household income. The College assesses your household income against income bands set nationally by the DfE (Dance and Drama Awards: income scales). The assessment uses your household income for the tax year before the academic year begins, and the College will tell you which tax year that is. You provide evidence of your income as part of your application, such as a P60, the record of pay and tax your employer gives you after the end of each tax year, or evidence of self-employment, and the College's decision is based on that evidence.

If there isn't enough funding for everyone

Sometimes the College does not have enough funding remaining in its annual allocation to give every student the full amount their income band allows. Where that happens, the College may offer you part of it instead. If it does, it will tell you, and your parent or guardian, the full amount your assessment entitled you to, that it is offering part of it only, and how much it is offering. The College does this only after it has assessed everyone who has applied.

Once your support is set

The income assessment carried out at the start of your first year normally fixes the level of tuition fee support for your whole course. If you are eligible for living cost support, the amount is recalculated each year. “How DaDA pays your living costs” below explains what you need to do.

If your household circumstances change

The College can reassess your tuition fee support at the start of an academic year if your household circumstances have changed significantly and you can show evidence of the change. A significant change might be a divorce or relationship breakdown, a change in employment, a marriage, or someone moving in. You and your parent or guardian must tell the College as soon as possible if something like this happens.

Reassessment during the year, in exceptional circumstances

During a year, the College reconsiders your tuition fee support only in exceptional circumstances, such as disability or the death of a parent or carer. The College can also use its discretion where something has happened that seriously affects your ability to keep going on the course, for example, where a change in your family’s finances would otherwise force you to drop out. The same discretion applies to your living cost support. Ask the College whether this applies to you. The Principal decides, and these decisions are always at the College’s discretion and are not something you are entitled to.

Becoming independent, or a medical condition

There are two other situations where the College can reassess you. The first is if you become independent of your parents partway through your course, for example, if you marry, become a parent yourself, have supported yourself financially for three years or more, have no living parents, or are estranged from your parents. If you can show that one of these applies, the College assesses you on your own household income, and your partner’s if you have one, instead of your parents’. The second is where you have a medical condition covered by the Equality Act 2010. If either might apply to you, tell the College.

Confirming your award

The College will make you a provisional offer of DaDA funding based on the information you give it, before you have submitted your full application. This provisional figure is not guaranteed. Your final award is only confirmed once you have accepted your place, submitted the full DaDA application with the required evidence, and the College has completed its assessment. The College will confirm your final award to you in writing, including the qualification it relates to, the length of your course, the total funding you are entitled to, any additional funding the College is giving you from its own resources, when and how the College will pay you, and, if you must contribute towards your tuition fee yourself, the amount and when it is due.

Apply by the date the College gives you. If your application arrives late, the scheme only allows the College to backdate your funding to the beginning of the term in which it receives your application, not to the start of the academic year, so a late application costs you funding for the preceding terms. Once an academic year has ended, the scheme does not allow the College to accept or assess applications for that year.

If the College decides not to offer you DaDA funding, offers you less than you expected, reassesses your funding, or withdraws it, it will write to you explaining why. You can appeal in writing within 14 calendar days, counting from the day after the date of that letter. Your appeal is decided by the Principal, or by the Head of Operations if the Principal is unavailable or made the original decision.

How DaDA affects your tuition fee

Where DaDA covers all of your tuition fees for the year, you owe nothing towards them. Where DaDA covers only part of it, you owe the remainder as your own contribution. Your funding confirmation states the amount and the due date. B1 explains how your tuition fee works, and this contribution is paid and refunded in the same way as the tuition fee owed by a self-funding student.

Your own contribution does not go up with inflation, and the College will not raise it of its own accord. It changes only if your tuition fee support is reassessed.

If your household income has fallen, your support goes up, and your contribution goes down. If your household income has risen, your support goes down, and your contribution goes up. An increase applies only from the start of an academic year, never partway through one, and the College will tell you the new amount at least 28 calendar days before that year begins. If your contribution goes up, you may withdraw instead, and B1 sets out that right and what you get back. If you think a reassessment is wrong, you can appeal it, as set out under "How the College works out how much you get" above. If you are worried about paying, B5 explains how to agree on a payment plan.

DaDA and student finance

The scheme does not allow you to hold a Dance and Drama Award and a higher education student loan at the same time, and the College cannot vary that rule. Your Award funds your diploma course.

The College's one-year Top-Up is a separate higher education programme, taken after your diploma course rather than alongside it, and Part A of this policy applies to it. If you plan to go on to the Top-Up, tell the College before you apply for student finance, so it can confirm that your Award and your student finance do not overlap.

How DaDA pays your living costs

Living cost support is meant to help with your day-to-day costs while you train and is paid directly to you by the College. The College pays it every half term over the academic year, rather than as a single lump sum, so that you do not receive money you are not entitled to if your circumstances change.

Living cost support may affect the benefits you claim in your own right. If your DaDA application shows that you claim benefits for yourself, the College will tell you that your payments may affect them and will point you to your local benefits office for advice. The College cannot advise you on the benefits itself.

You must apply again for living cost support for each academic year, so the College can assess your household income for that year. The amount can go up or down from one year to the next, depending on that assessment. The College will tell you when to apply and what evidence to send. If you do not apply, the College cannot carry out that assessment and cannot pay you living cost support for that year.

Continuing to receive DaDA, for both your tuition fee support and your living cost support, depends on you meeting the standards set by the College, including attendance, behaviour, and progression on your course.

If the College is concerned that you are not meeting those standards, it will discuss this with you first and tell you what needs to change. If matters do not improve, it will give you a formal written warning. The College can only withdraw your DaDA funding after both of those steps, and it will write to you explaining why.

Disabled Students' Allowance

If you have a disability, mental health condition, or specific learning difficulty, you may be able to get a [Disabled Students' Allowance (DSA)] to help with the extra study costs this causes you, such as specialist equipment, study skills support, or a general allowance. DSA does not cover costs unrelated to your studies or costs that any student might incur.

DSA works differently from the rest of your DaDA support. You must already be assessed as eligible for DaDA for your tuition fees, living costs, or both before you can apply for DSA. The DfE, not the College, assesses your DSA application and decides what support you are entitled to. Once the DfE has approved your application and confirmed what you are entitled to, the College pays for your agreed DSA support from its DaDA funding, paying suppliers, assessment centres, and study skills providers directly rather than paying money to you. You must not arrange or pay for any DSA-related support yourself before the DfE has approved your application and you have your Assessment of Needs report; the College cannot reimburse you for anything arranged before approval.

To apply for DSA, contact the College, which will tell you how to apply and what evidence you need. If the DfE decides not to approve your DSA application, or approves less support than you asked for, the College will tell you the outcome and explain what you can do next. The decision is the DfE's, not the College's, so the College cannot change it, but it will help you raise it with the DfE. If you think the College has handled or delayed your application badly, that is a complaint about the College, and you can make it under the College's Student Complaints Procedure.

If you are overpaid

If you are paid more DaDA funding than you were entitled to, for example, because information changed and was not passed on in time, the College must recover the difference. It may ask you to repay the amount, or deduct it from a later payment you are due to receive. The College will explain clearly why an overpayment has arisen and how it will be recovered. Where the College has reason to believe the information provided on a DaDA application was false, it will investigate, recover any overpayment, and may address the matter under the Student Code of Conduct and Disciplinary Procedure.

DaDA and a repeated or deferred year

DaDA does not fund a repeated year or a deferred year. If you need to repeat a year, for example, because the Board of Examiners requires it, or you defer a year, you do not receive further DaDA support for that year.

You can receive DaDA support only once throughout your studies. In narrow circumstances, you may be considered for a second award: if you were prevented from completing your course, or needed to defer, for reasons outside your control, such as illness or injury, or if it becomes clear early in your training that a different course would suit your development better. The College decides second awards on a case-by-case basis, in line with the DfE's rules for the scheme. Under those rules, a second award cannot give you more than four academic years of training with DaDA support in total, and it must be paid from the College's DaDA allocation for that year, so it depends on funding being available. You will not normally be considered for a second award if you have already completed a course with DaDA support, or if DaDA support has been withdrawn from you. Where the second award is for a different course, the change should normally happen in your first year of training. A Dance and Drama Award applies to your course at this College. It does not transfer with you if you move to another institution, and the scheme does not allow you to move to another institution and continue or restart the same course with DaDA support.

If you leave your course

If you leave your course, your entitlement to DaDA funding ends from your last date of attendance. B7 explains what this means for what you owe or are refunded on your tuition fee.

B3. Other costs

Some costs are not included in your tuition fee, and you pay them yourself. A3, under "Other costs you may need to meet", sets these out in full, and the same costs and the same approach apply to you. Where A3 refers to the HE Student Agreement, the same point applies to your Diploma Student Agreement, and the same applies to any reference in your Course Guide or the Student Handbook: if one of these says something different, A3 is the one to rely on.

These are costs you meet yourself, not charges the College makes. The College does not set them, does not collect them, and does not require you to buy from any particular supplier.

The College does not provide accommodation. You arrange and pay for your own housing and living costs, and the College can point you towards local landlords.

These costs may change. The College will give you reasonable notice of what you need and when you need it.

B4. Deposit

If you fund your own tuition, you pay a deposit of £600 to secure your place. The College deducts your deposit from your invoice for the final term of your final year, so it ultimately counts towards your tuition fee. You do not pay a deposit if you have applied for a Dance and Drama Award (DaDA), or if a DaDA covers your tuition fee in whole or in part.

If you have already paid a deposit and you then apply for a DaDA, the College refunds your £600 within 14 calendar days of your application, unless you ask it to keep the money and put it towards any tuition fee contribution you are later assessed as owing. If your application is unsuccessful or you withdraw it, the deposit becomes payable, and the College will inform you of the amount and due date, giving you at least 14 calendar days to pay.

If you defer or take an intermission, the College holds your deposit and carries it forward to whatever becomes the final term of your final year. If the College cannot run your course before you reach your final year, B8 explains your right to a full refund, including your deposit.

If the College is unable to issue your final invoice in the normal way, for example, because of insolvency or a closure not otherwise covered by B8, your deposit is treated as a debt the College owes you. The College does not currently hold your deposit separately or insure it against this risk, so if this happens, your deposit ranks alongside other money the College owes at that time.

B6 explains your right to cancel and to receive a full refund if you cancel in time. If you leave before completing your course, B7 explains how your deposit is set against what you owe.

B5. Paying your fees

You can pay the College's charges by bank transfer, by debit or credit card, or by a Stripe payment link. The College does not accept cash. The College does not charge you anything extra for using any of these payment methods, and the price is the same regardless of which you choose.

The tuition fee you owe, whether that is your whole fee or a contribution towards it, and your deposit, if you pay one, have the payment dates set out in B1, B2, and B4. The College does not charge interest or a fee for late or missed payments.

If you are under 18, your parent or guardian guarantees any charge you owe the College, under your Diploma Student Agreement, and the College invoices them directly. Because your tuition fee, any tuition fee contribution, and any deposit you pay are all paid to the College, this covers everything you owe under this policy.

If you are finding it hard to pay

Contact the College as early as you can, and it will work with you on a case-by-case basis to agree on a way forward. Any payment plan the College agrees to will:

- Be spread over no more than 10 payments, all falling within 12 months of the date it is agreed.
- Carry no interest, no fee, and no charge of any kind.

If you do not pay a College charge and have not agreed a way forward, the College deals with it as set out in B10.

B6. Your 14-day right to cancel

Your right to cancel

When you, and, if you are under 18, your parent or guardian, accept your Diploma Student Agreement, you have 14 calendar days in which you can cancel it for any reason. This is your cancellation period (also called a cooling-off period), and it runs from the day after that acceptance. If you are under 18, it runs from the day after whichever of you and your parent or guardian accepts later. It covers everything you agree to at that point, including your deposit (see B4).

Accepting your Diploma Student Agreement starts this cancellation period. In later years, reconfirming your acceptance when you re-register does not start a new cancellation period.

A separate right to cancel applies to what you agreed when you accepted your offer, including your deposit at B4. That right normally lasts 14 calendar days. The cancellation notice the College sends with your Agreement covers that right as well, tells you when its 14 calendar days run, and gives your deadline in writing. If you have not received that notice, your right to cancel lasts longer than 14 calendar days, and the College will confirm your position in writing if you ask.

How to cancel

To cancel, tell the College in writing before the 14 calendar days end. Email intake@slpcollege.co.uk, or write to SLP College, 5 Chapel Lane, Garforth, LS25 1AG. You can use the form the College sent you, but you do not have to: any clear written statement will do. You just need to send your cancellation before the 14 calendar days end; it does not have to arrive by then.

Telling the College is enough. If you are registered with Trinity College London, you do not need to notify Trinity separately: the College handles your registration with Trinity itself.

What you get back

If you cancel within the cancellation period, the College refunds you in full for everything you have paid. This includes your tuition fee, any tuition fee contribution you have paid, and your deposit. The College does this without undue delay, and within 14 calendar days, and does not deduct anything for what it has already provided.

This full refund applies whether or not teaching has started within the cancellation period. It overrides the amounts set out in B7, which apply only once your cancellation period has ended.

If you have already received a Dance and Drama Award living-cost payment, cancelling it ends your entitlement to it from that point. Any payment you have already received becomes an overpayment, and the College recovers it in the same way as any other DaDA overpayment (see B2).

B7. Refunds if you withdraw, defer, or take an intermission

Your tuition fee

If you leave partway through the year, how much of that year's tuition fee contribution you owe depends on when you leave. The table below sets out the amount, and the College refunds the rest. This applies to whatever you personally owe: if a Dance and Drama Award (DaDA) covers your tuition fee in full, you owe nothing towards it, so nothing changes when you leave. If DaDA covers only part of your tuition fee, the table below applies to your own contribution, not to the part DaDA pays.

When you leave	Tuition fee contribution you owe
Within your cancellation period (see B6)	Nil
After your cancellation period has ended, but before your course starts	£50, towards administration, if you choose to withdraw. Nil if the College ends your place. Nil if you have applied for, or have, a Dance and Drama Award, as you do not pay a deposit.
Within the first 14 calendar days after your course starts for that year	Nil
After those 14 calendar days, up to the start of term two	25%
From the start of term two, up to the start of term three	50%
From the start of term three	100%

Apart from the first 14 calendar days above, liability is worked out by term, not by day: if you leave at any point during a term, that term counts as having begun. Your term dates are the ones the College sent you for your year of study. You can also find them on the College website or ask the College for a copy.

Once your course has started, the College makes no additional administrative charge; the proportions above are the full amount it retains. "Your deposit" below explains what happens to your deposit.

"When you leave" in the table above means the date you tell the College, in writing, that you are withdrawing or deferring. Tell the College at students@slpcollege.co.uk, or write to SLP College, 5 Chapel Lane, Garforth, LS25 1AG. If you stop attending without notifying the College, it treats your last date of attendance as your date of departure. This is so that it is always clear which side of a band boundary you fall on.

The College refunds your tuition fee contribution in full, with nothing deducted and regardless of the table above, if you cannot take up or continue your place for a reason that is not your own choice, including where you do not meet your offer conditions or a medical or other exceptional circumstance prevents you from doing so, or if the College withdraws your offer or cancels or does not run your course. The College also refunds in full, with nothing deducted, where you withdraw under B1 because the amount you owe towards your tuition fee has increased.

Your deposit

Your deposit counts towards what you owe. Where you leave partway through and owe an amount under the table above, the College sets your deposit against it. If your deposit is more than you owe, the College refunds the difference. If it is less, the balance remains payable. Where you owe nothing, because you cancelled in time, because the College could not run your course, or because your fee increased and you withdrew, your deposit is refunded in full. If you defer or take an intermission, the College holds your deposit and carries it forward as described in B4. In genuinely exceptional cases, the College may refund your deposit under “Exceptional circumstances” below, in the same way as any other charge.

Deferring

If the College agrees, you can defer your place to a later year before you begin. The College refunds the tuition fee contribution you have paid so far, less £50 towards administration, and holds your deposit and carries it forward as described in B4. If you have a Dance and Drama Award, the College does not make the £50 charge. Your fee is payable again for the year you start.

Taking an intermission

If you take an agreed intermission, your tuition fee contribution for the year in which you pause is not refunded, but the College will not charge it again for that year when you return, including where you return to repeat that year. So you pay your contribution once for that year, not twice. If you do not return from your intermission, it is treated as a withdrawal from your last date of attendance, and the table above applies to it. Your tuition fee contribution remains payable in the normal way for each later year of your course. In genuinely exceptional cases, the College may use its discretion under “Exceptional circumstances” below.

Exceptional circumstances

In genuinely exceptional cases, such as serious illness or a bereavement in the opening weeks of the year, the College may refund or reduce a charge that would otherwise be non-refundable. This is a matter of goodwill, decided on a case-by-case basis, and is not something you are entitled to.

If the College ends your place

If your contract is ended by the College, for non-payment, misconduct, or another reason, your tuition fee contribution is dealt with in the same way as a withdrawal under the table above. So if your place ends partway through term one, you owe 25% of your contribution, and the College refunds the rest.

B8. Refunds if the College changes or cannot run your course

This section is about whether the course itself is changing or not running. It is different from B7, which covers your choosing to leave, and from the “If the College ends your place” position in B7.

If the College has to withdraw your course, or makes a change that has a significant and negative effect on you, it will tell you as soon as it can and talk through your options. These may include taking an alternative course the College offers, or deciding not to take up or not to continue your place.

If a change like this, or a course not running, means you decide not to take up or not to continue your place, the College will refund the fees you have paid it for the part of your course you will not now receive, in full and with nothing deducted. This includes your tuition fee contribution, your deposit, and any other College charges you have paid for that part of your course.

If your course has to close or cannot continue, your interests come first: the College commits to making all reasonable efforts to enable you to complete your course with as little disruption as possible, including by helping you find a place on an equivalent course elsewhere where it cannot offer you one itself.

Some events are outside the College's control, such as a fire, flood, pandemic, or a strike affecting the College or Trinity College London. Where an event like this prevents the College from running your course or a significant part of it, the College will still tell you as soon as it can, help you access an alternative where possible, and apply the refund position set out above for any part of your course you will not receive.

B9. How refunds are made and who receives them

When the College makes a refund, it pays it to whoever paid the charge: you, your guarantor (usually your parent or guardian) if you are under 18, or your sponsor. The College refunds using the same method the payment was made, unless you agree otherwise.

This applies to your tuition fee contribution, your deposit, and any other College charges you have paid.

The Principal approves refunds made by the College. The College makes refunds without undue delay: within 14 calendar days.

If you cannot take up your place because you do not meet your offer conditions, including where a right-to-study bar applies, the College treats this as covered by B7 and refunds your tuition fee contribution in full.

B10. If you do not pay

The College would rather help you stay on track than let a debt build up. If you are struggling to pay, contact the College early (see B5), and it will try to agree a fair way forward, such as a payment plan.

This section works in two parts. First, the general rules that apply to any unpaid College charge. Then, further down, what happens if your tuition fee contribution specifically stays unpaid, which the College treats more firmly because of the size of that debt.

If you do not pay a charge when it is due, the College will write to you, give you a fair opportunity to pay or to agree a payment plan, and set a reasonable deadline. If it is still unpaid after that, the College may recover the debt together with its reasonable costs of doing so. Those costs are limited to what the College actually and reasonably spends on recovering the debt and will not exceed 10% of the amount you owe or £250, whichever is lower. The College will not charge interest or a late payment fee.

Where the College has agreed a payment plan with you under B5, no charge of any kind arises under that plan, including if you miss a payment under it. The cap described above applies only to a sum that was due and unpaid outside such an arrangement. The College will act in proportion to what you owe and take account of your circumstances, including where you are under 18.

If a charge is overdue, the College may contact you to discuss payment and agree on a plan, and, as a last resort, recover the debt through a debt collection agency. If it does, the College will tell you first and will share with the agency only the information it needs to recover the debt.

Your deposit and other College charges

The College will not stop your teaching, training, or progression, and will not withhold your results or your award, because you have not paid your deposit or another College charge. What it will do is set out above: write to you, offer a payment plan, and, if that does not resolve it, recover the debt, including, as a last resort, through a debt collection agency.

The tuition fee you owe

If you do not pay your tuition fee contribution, the position is firmer, reflecting the size of that debt.

The College will not suspend you or end your place while you are keeping to a payment plan it has agreed with you.

If your contribution remains unpaid after the steps outlined above, the College may suspend your teaching and training until it is paid. Before it does, the College will write to you setting out what you owe, the date any suspension would start, and what it would mean, and will give you at least 14 calendar days from the date of that letter to pay or to agree a payment plan. A suspension for non-payment is not a disciplinary finding against you.

A suspension ends as soon as you pay what you owe or agree on a payment plan. While it lasts, the College will review it with you at least once every 10 working days, and it will not last longer than 30 working days in total. At the end of that period, the College will either lift the suspension or decide whether to end your place, and will write to you either way.

While you are suspended, you remain enrolled, and your fee liability continues. A suspension does not reduce what you owe.

If your contribution remains unpaid after that, the College may end your place. B7 explains what happens to your fees if your place ends this way.

If you think a decision to suspend you, or to end your place, is wrong, B11 explains how to complain. Where your complaint disputes whether you owe the money, or how much, the College will pause any suspension or decision to end your place until the complaint is resolved.

B11. Complaints about fees and refunds

If you think a fee or refund decision is wrong, or that the College has not applied this policy correctly, tell the College. Many questions can be sorted out quickly by contacting the Administration Manager at students@slpcollege.co.uk.

If that does not resolve it, you can make a formal complaint under the College's Student Complaints Procedure. It has three stages, and you should normally complain within 42 calendar days of the matter you are complaining about, though the College can accept a later complaint where there is a good reason for the delay. For a complaint about a fee or a refund, the College's decision at the end of that procedure is the final step, and Trinity College London does not offer a further route.

Questions about an assessment are different. If you want to challenge a mark or the result of your Trinity qualification, that is not a complaint under this policy or under the Student Complaints Procedure. Trinity College London has its own procedures for enquiries about results and for appeals, and you can use them directly; the Student Complaints Procedure tells you where to find them. Where a matter you raise with the College should be dealt with under Trinity's procedures, the College tells Trinity promptly and helps Trinity deal with it, as its agreement with Trinity requires.

A10 explains the student complaints scheme run by the Office of the Independent Adjudicator for Higher Education and how it applies to the College's higher education students. The College is confirming with the OIA whether students on the Diploma can use the scheme, and will update this policy once it has an answer. When your complaint is concluded, the College will inform you in writing of any further avenues available to you.

If your complaint is about a Dance and Drama Award (DaDA) funding decision, including your tuition fee support or your Disabled Students' Allowance, B2 explains the appeal route for that decision, which is separate from this section. If your complaint is about how the College has administered your Award, it goes through the College's Student Complaints Procedure in the same way as any other complaint about the College, and the Department for Education does not normally have a role in it. A complaint about the rules of the scheme itself, rather than how the College has applied them, is for the Department for Education; the College will tell you how to raise it.

Making a complaint in good faith will not affect how the College treats you.

7. Related documents

The documents that form your contract with the College. Your Student Agreement, your offer letter, the cancellation notice and the model cancellation form the College sends with your Agreement, and this policy. If you are a higher education student, your Programme Key Facts are among them as well. Your Student Agreement explains how these fit together, and which one applies if they differ.

Other College documents. The Student Complaints Procedure sets out how to file a complaint, the three stages it goes through, and the applicable deadlines, and is available on the College website. The Student and Applicant Privacy Notice explains how the College uses your personal information; the College will provide a copy on request.

Other organisations' documents. If you are a higher education student, the University of Chichester's Student Tuition and Accommodation Fees Policy governs your tuition fee, and its Student Protection Plan sets out what happens if your programme cannot continue; A1 tells you where to find its fee policy, and A7 and your Student Agreement explain how to reach its Student Protection Plan. If you receive a Dance and Drama Award, the Department for Education publishes information about the scheme at gov.uk, and B2 links to it.

8. Contacts

For a question about a fee, a refund, or this policy, or to cancel under your right to cancel (A5 or B6), contact the Administration Manager at intake@slpcollege.co.uk or on 0113 286 8136. Once you are enrolled, use students@slpcollege.co.uk to make a complaint about a fee or refund decision. You can also write to the College at SLP College, 5 Chapel Lane, Garforth, LS25 1AG.

9. Fee and charges schedule

This schedule sets out the College's current fees and charges. Amounts that arise only if you withdraw or defer are set out in A6 and B7 rather than here, apart from the administration charge below. It does not replace the policy above: where this schedule and the rest of this policy describe the same charge differently, the policy above governs, and the College will correct this schedule to match it.

Higher education students (Part A)

Charge	Current Amount	Where explained
Tuition fee	Set by the University of Chichester; see your offer letter	A1
Supplementary fee	£500 per year	A2
SLP Extra (optional)	£1,250 per year	A3
End-of-year show (optional)	£250	A3

Administration charge if you withdraw or defer before your programme starts	£50, deducted from what the College refunds you, not charged on top	A6

Diploma students (Part B)

Charge	Current Amount	Where explained
Tuition fee	£12,000 per year, the College's standard fee. Your offer letter confirms the fee for your course, including any scholarship.	B1
Trinity registration and assessment fee	£274 for each year of a three-year Diploma, set by Trinity College London (self-funding students only)	B1
Deposit	£600, which counts towards your tuition fee rather than being charged on top (self-funding students only)	B4
Administration charge if you withdraw or defer before your course starts	£50, deducted from what the College refunds you, not charged on top. The College does not make this charge if you have a Dance and Drama Award.	B7

The College reviews this schedule each year (see "Annual review") and will inform students of any changes before they take effect.

10. Annual review

The College reviews this policy each academic year, and sooner if a material change affects its content, such as a change to the University of Chichester's tuition fee policy, Trinity College London's requirements, the Dance and Drama Awards scheme, the Competition and Markets Authority's consumer law guidance, or the College's registration with the Office for Students. The Principal approves this policy and any revision to it.

Change log

Version	Date	Summary of change	Approved by
1.0	1 September 2026	First issue	Principal