



Tuition Fee and Refund Terms and Conditions

Effective from 1 September 2024

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1. Introduction

These Terms and Conditions provide clear expectations of a student's financial obligations to the ICMT following enrolment to a course.

It also sets out the Withdrawal Standard following a student's withdrawal, outlining fees due or any refund entitlement.

Students agree to be bound by the terms and conditions of this Tuition Fees and Refund Terms and Conditions as part of the Student Agreement. Therefore, the student must understand what is expected of them regarding the payment of fees owed and their options to meet their financial obligations.

Key point summary

This summary is for reference only; it is recommended that students read this document in full.

- It is the student's responsibility to ensure their finances are in order and that they can meet the costs of their fees before enrolling.
- Students have 14 calendar days after they complete enrolment to change their minds and cancel their acceptance by informing the ICMT in writing.
- Withdrawal without formal notification may result in liability of full fees.
- Home students eligible for a student loan must complete and submit their application per the Student Finance Body's terms and conditions. It is a student's responsibility to check their application progress regularly.
- Home students eligible to apply for a student loan and who have successfully applied are responsible for returning the loan agreement declaration to release fee payment to the ICMT.
- Home students who have not been successful in their loan application but wish to continue studying self-funded should notify the ICMT and make fee payment arrangements as soon as possible.
- Students are liable for fees if a sponsor fails to pay.
- Students cannot progress to their next academic year or graduate with unpaid debt.

2. Definitions

Suspended/Suspend	Suspended students attract the following sanctions: • Restricted access to facilities and resources. • Cannot graduate. • Cannot progress/re-enrol.
Registration	The period set by the ICMT for formally registering students on to their course.

Withdrawn	Withdrawn are students are officially not a student, therefore in addition to sanctions for suspension: • Cannot attend or participate in classes. • Cannot receive teaching, supervision or admin services. • Cannot use or view any IT services, including Microsoft Teams and email. • Marks will not be considered at exam boards. • No re-enrolment, progression, award or graduation. • No references from staff. • Visa/UKVI implications for international students.
Home student	A student that is eligible for 'home fee status' as defined in the Education (Fees and Awards) (England) Regulations 2007, the Education (Student Support) Regulations 2011 (as amended) and the Higher Education (Fee Limit Condition) (England) Regulations 2017.
International student	A student falling outside of the eligibility for 'home fee status' as defined in the Education (Fees and Awards) (England) Regulations 2007, the Education (Student Support) Regulations 2011 (as amended) and the Higher Education (Fee Limit Condition) (England) Regulations 2017.
Sponsor/Sponsored	A sponsor is a third party, eligible body or organisation responsible for paying the student's tuition fees. A sponsor will typically be an employer, government body or Embassy/Consular Office. Family members and friends can be sponsors.
Refund	Repayment of money paid to the ICMT for course fees.
Remedy	Action taken (financial or non-financial) to recognise and rectify a loss experienced by the student as a result of action or inaction by the ICMT for either: a) Recompensing the student for out-of-pocket expenses they have incurred for a scheduled activity that did not take place, which was paid to someone other than the ICMT (such as travel costs) b) An amount to recompense for material disadvantage to the student arising from a failure by the ICMT to discharge its duties appropriately.
Student Funding Body	The body from which you are receiving your student funding.

3. Scope

These terms and conditions apply to all students who have accepted an offer of a place with the ICMT and/or have completed registration on a course at the ICMT.

4. Important Information for All Students

You have the right to cancel your acceptance by informing the ICMT in writing within 14 calendar days after accepting your offer. If you cancel within this period, you will be entitled to a full refund of any fees you have paid, excluding any non-refundable deposit. If you cancel after this period, the ICMT retains the right to charge a proportion of the annual course fee. The ICMT's withdrawal process should be followed to communicate your cancellation. The ICMT's refund process needs to be followed, and failure to follow the process may affect any refund amount due.

The ICMT will charge students the tuition fees stated on the course webpage for the first year of study. The ICMT will review tuition fees each year. Note that any increase is expected to be in line with inflation. For undergraduate international students, the ICMT may increase fees for each subsequent year of study. However, such increases will be no more than 5% above inflation.

The ICMT will endeavour to inform you of any changes to tuition fees by email or letter. All students should check their course fees before accepting their offer and registering, ensuring that they can pay for their course. By registering, students are committing to their financial obligations. Re-registration will not be permitted unless the prior year's debt is paid.

For undergraduate students, tuition fees include their first attempt at an examination and one resit attempt within the relevant immediate resit period. Where, at the ICMT's discretion, a student is granted the opportunity to repeat a year or a module, a repeat year or module will be subject to an additional fee.

Communication with students:

- a) Correspondence in relation to fees that have become overdue will be sent via email in the first instance, and further communication may include email, letter, and text messages thereafter if payment is not made.
- b) Invoices, credit notes and statements will be sent to the student's ICMT email account, which will be confirmed after registration.
- c) The student is responsible for maintaining, using and regularly checking their ICMT email account throughout their study period.

5. Payment Methods

Fees must be paid by the student, Student Finance Body or a sponsor.

Payments can be made via the following methods:

- Debit/credit card
- Direct bank transfer to the ICMT bank account

Any failed payments may result in the student being suspended or withdrawn and potentially subject to the ICMT's debt collection procedures.

Cash payment of tuition fees cannot be made under any circumstances by the student or any third party. The ICMT requires a clear audit trail of payments to comply with anti-money laundering legislation.

6. Home Undergraduate Loan Scheme

Home students studying for an undergraduate degree may apply for a student loan through the relevant Student Finance Body.

7. Payment Schedules

The payment schedule ensures that tuition fees are paid before the course end date of each academic year, as students cannot graduate or progress to the next stage of their course with unpaid debt.

Details of your payment schedule will be included in your offer letter.

8. Sponsored Students

Students are liable for fees until the ICMT receives payment, even when the student is sponsored.

If a student's sponsor withdraws sponsorship, the tuition invoice will be issued directly to the student for payment.

Any overpayment can only be refunded back to the sponsor. Alternatively, the sponsor must indicate in writing if an overpayment will be credited towards future study.

9. Change of Circumstances

It is the responsibility of the student to inform the ICMT of any changes to the following circumstances:

- a) Address and phone number changes.
- b) Changes to sponsor arrangements or if a sponsor will no longer be supporting tuition fees.
- c) Changes to Student Finance Body payment entitlement.
- d) Complete withdrawal.
- e) Temporary withdrawal.

Withdrawal without formal notification may result in liability of full fees.

10. Consequences of Delayed/Non-Payment

Missed payments or instalments may result in the ICMT applying its debt collection procedures. The ICMT reserves the right to suspend and later withdraw a student if they fail to meet their financial

obligations. Following a student being suspended and withdrawn, the ICMT reserves the right to pass the debt to an external debt collection agency, which may affect the student's future credit rating.

The ICMT reserves the right to withdraw any offer or cancel any accepted place on a course where required payments have not been made before enrolment. The ICMT also reserves the right to withhold course materials, course progression, certificates and graduation until the tuition fee payments have been paid.

Please note that even if someone other than you makes any payment or agrees to make any payment on your behalf, you remain liable for full payment until the ICMT has received cleared funds.

11. Tuition Fee Deposits

Upon accepting an offer to study at the ICMT, students must pay a non-refundable deposit within 14 days to secure their place.

Offer holders who change their minds and decide not to take their place will not be entitled to a refund of the tuition fee deposit.

Deposits paid by international students will be reimbursed in full if evidence of visa rejection is received and verified by the relevant UK Visa Office. However, refunds will not be given if visa rejection is due to the failure to follow UK Visas and Immigration guidance or the submission of fraudulent/inadequate documents.

Refunds will only be made to the individual or organisation who originally paid the deposit.

All ICMT-related fee obligations must be fulfilled before course progression or graduation. The ICMT reserves the right to withhold progression or graduation for non-payment.

The ICMT has the right to refer unpaid debts to external debt collection agencies if a student does not meet their financial obligations and fails to engage with the ICMT to resolve the matter. This may involve recovery via a formal legal process, which may affect your credit rating.

12. Complete Withdrawals

Once a student has accepted the offer of a place on an ICMT course, they have the right to cancel acceptance by informing the ICMT in writing within 14 calendar days after completing the online registration process or 14 calendar days from the official course start date, whichever is later (the "Cancellation Period"). Cancellation within this period will entitle the student to be refunded any fees paid minus any non-refundable deposit. The ICMT retains the right to charge a proportion of the annual course fee for cancellation after this period. Students withdrawing within the Cancellation Period must submit the cancellation form available on the ICMT website.

Students who withdraw entirely from the ICMT by submitting the withdrawal form after the Cancellation Period are not expected to return to their course, and any owed refund will be in line with Sections 19, 20 and 21 of these terms and conditions.

It is the student's responsibility to formally notify the ICMT of their withdrawal when they leave the course by completing a withdrawal form.

The ICMT's registered withdrawal date will be when a withdrawal form completed by the student, is submitted to the Student Services Manager.

Failure to complete and submit the withdrawal form to the Student Services Manager in a timely manner may affect any refund due in line with liability points detailed in Sections 19, 20 and 21 of these terms and conditions.

Once a withdrawal has been actioned, any outstanding fees shall remain on the student's account and be pursued by the ICMT or its debt collection agency. If legal proceedings are issued with respect to student debt, the ICMT reserves the right to seek to recover the legal costs from the student. Such processes may affect the student's credit rating. Any remaining credit will offset any debt on the student's account. After that, a refund will be issued.

No refunds are applicable for any previous or part-month payments should a student be withdrawn from the ICMT due to non-payment of fees.

Retrospective withdrawals shall not be permitted. As stated previously, the student must notify the ICMT of their withdrawal at the point at which they intend to leave the course by submitting the withdrawal form. In exceptional mitigating circumstances where it was not possible to notify the ICMT at the correct time, please refer to Section 2, Mitigating Circumstances of this document.

Students receiving a discount or scholarship from the ICMT may have it removed/returned to the ICMT, at the ICMT's discretion, upon temporary or complete withdrawal.

13. Temporary Withdrawals

Students who temporarily withdraw from the ICMT are, by definition, expected to return.

The cancellation period detailed in Section 4 does not apply to temporary withdrawals.

The fee to be paid for the year a student temporarily withdraws will be calculated according to Sections 19, 20 and 21 of these terms and conditions.

Students who temporarily withdraw from their studies remain liable to pay any outstanding fees due to the ICMT before any re-enrolment is permitted. The ICMT reserves the right to suspend a student if they fail to clear any unpaid fees due at the time of withdrawal.

Refunds will not be issued for temporary withdrawals. Any resulting credit will remain on the student's account and be carried forward to the following year to count towards further fees charged.

If a temporarily withdrawn student decides to withdraw entirely, the temporary withdrawal date will be effective as the full withdrawal date, subject to completion of a withdrawal form and approval from the Student Services Manager.

Where students temporarily withdraw part-way through a semester/term, they are expected to re-enrol at the same point of the next academic year (during or after the same week the following year). Students will then be charged for the remainder of their course at the new academic year's fee rate detailed on the ICMT's website. If the full fee was paid the previous year, they must pay any inflationary or statutory increase for the remaining study.

If a student chooses to re-enrol the following academic year earlier than the week they withdrew, the ICMT will charge for the additional semester/term/weeks(s) of study at the new academic year's fees.

If students re-enrol for the full academic year, they will be charged in full at the new academic year's fees.

It is the student's responsibility to make the necessary arrangements with the Student Services Manager, including confirming the intended return date, before they re-enrol.

14. Refunds

Approved refunds will strictly be paid in the same method and to the same account as the money was initially received. This is to comply with Money Laundering Regulations 2017. Evidence of payment and a copy of a bank statement will be required to verify details.

Complete withdrawals:

- a) A refund can only be calculated upon completing the withdrawal process and once the withdrawal date is reflected on the student's record.
- b) Following withdrawal, the standard mechanism for calculating fee refunds is based on the liability table detailed in Sections 19, 20 and 21 of these terms and conditions.

Temporary withdrawals:

- a) Refunds will not be issued for temporary withdrawals.

15. Refunds: International Students

In cases where refunds are approved, the monies will be issued in GBP. In all cases, the student will endure the risk stemming from currency fluctuations/conversions.

In all circumstances, approved refunds will only be paid back in the same method and to the account from where the money was initially received. This ensures that we comply with Money Laundering Regulations 2017 and that no exceptions can be made.

A refund for International Students will not be granted in the following circumstances unless there are exceptional mitigating circumstances at the ICMT's discretion where documentary evidence may be requested:

- A visa application is refused due to the submission of fraudulent/false documents or deception.
- Incomplete or incorrect information has been provided as part of the admissions process.

Complete withdrawal

A refund of fees for International Students sponsored for a Student Visa by the ICMT who have completely withdrawn or failed to enrol within the deadline on their CAS:

- Will not be paid or authorised until the ICMT has evidence that the International Student has returned to their home country or been granted a new period of leave by the Home Office (documentary evidence may be requested).

Temporary withdrawal

Refunds will not be issued for temporary withdrawals. Any remaining credit will stay on the student's account and be used to offset further fees charged upon their return.

16. Retrospective Withdrawals

Retrospective withdrawals shall not be permitted.

17. Student Funding Body Loans: Home Students

The ICMT must receive satisfactory evidence of financial assistance from the student.

Funding body towards the cost of tuition fees by loan or grant at registration or as soon as the funding is confirmed.

The student will be liable for fees until the ICMT receives the funds from the Student Funding Body. Students who do not have an approved Student Funding Body loan will be required to contact the Student Services Manager to make fee payment arrangements.

No refund shall be made to the student until the ICMT has received the appropriate fee from the Student Funding Body and the student has completed a refund form.

If the Student Funding Body decides at any point to no longer support a student loan application, the student will remain liable for fees and will be expected to settle any remaining balance with the ICMT.

Students who are repeating fully without attendance or deferred fully without attendance will need to establish any funding entitlement (e.g. maintenance or tuition) with the Student Funding Body directly, as often students will not be able to obtain a maintenance loan from a Student Funding Body for living costs or tuition fee loan when studying without attendance.

The ICMT will retain the Student Funding Body loan for students who are Student Funding Body funded and decide to withdraw completely. A complete withdrawal assumes a student will not return to study on the same course. The complete withdrawal will be classed as a year's worth of funding used. Any overpayment from the Student Funding Body will be returned to the Student Funding Body.

For students who are Student Funding Body funded and decide to withdraw temporarily, the ICMT will retain the Student Funding Body loan payment that the student is eligible to receive up to the point of their withdrawal. A temporary withdrawal assumes a student will return a year later during the week they withdrew in order for the Student Funding Body to continue to fund the remaining study. On return, the student will need to apply for Student Funding Body funding for the remaining study at any inflationary fee increase. If the student returns earlier than the point at which they withdrew, they may be liable for fees that the Student Funding Body may not fund.

Please note that the Student Funding Body tuition funds cannot be used for previous year's outstanding tuition fees or carried forward to subsequent years as the Student Funding Body pay for specific study with a specific amount of funding for each academic year. The temporarily withdrawn year will be seen as a year's worth of funding used, normally known as the gift year.

18. Tuition Fee Liability

Tuition fee liability amounts can be found in this section. Tuition fees must be paid by the dates outlined in the payment schedule.

A refund of tuition fees, less the non-refundable deposit amount, will be made if the fees paid exceed the calculated liability.

Where fees are payable by a third party, students remain personally liable for fees notified to them.

Tuition fees are normally charged annually, so for a course being delivered over, for example, two years, a student can expect to pay a tuition fee for each year of study.

Tuition fees will generally increase annually in line with inflation. Any rise in tuition fees will occur before the student starts their course but not during it.

Refunds will only be made to the individual or organisation who originally paid the tuition fees. If a third party has paid the fees on behalf of the applicant, we cannot refund the fees directly to the applicant.

19. Tuition Fee Liability

BA (Hons) Musical Theatre Accelerated Degree	
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	33%
On or after the first day of the Spring term	67%
On or after the first day of the Summer term	100%
Professional Development Musical Theatre Course (incl. EU Bespoke)	
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	37.5%
On or after the first day of Term 3	75%
On or after the first day of Term 5	100%
One-Year Diploma in Musical Theatre Foundation 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	37.5%
On or after the first day of Term 3	75%
On or after the first day of Term 5	100%
Three-Month Top-Up Musical Theatre Course (September entry)	
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	50%
On or after the first day of Term 2	100%
Three-Month Top-Up Musical Theatre Course (January entry)	
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	50%
On or after the first day of Term 2	100%

20. Mitigating Circumstances

For all students, in addition to the mechanism for fee refunds set out in Section 20/21, consideration shall be given to making complete refunds to students who have to withdraw due to exceptional mitigating circumstances.

The ICMT shall consider each case on merit; however, please be aware that academic and financial difficulties are not normally regarded as acceptable reasons for any refund.

Please refer to the table below for acceptable and non-acceptable mitigating circumstances. Such cases must be submitted to the Principal.

Non-exhaustive table of acceptable/non-acceptable mitigating circumstances (resulting in a complete withdrawal).

a) Normally acceptable

1. Recent (<1 month) death of a close relative.	“Close” means parents (and guardians), children, siblings, and a spouse/partner. It may include in-laws, grandparents and grandchildren if it can be shown that the relationship was very close, but not normally aunts, uncles, cousins, etc.
2. Recent (1< month) diagnosed illness or serious accident of the student.	Illness or accident affecting study. It should be an incapacitating illness or an unexpected deterioration in an ongoing illness or medical condition. Medical certification must be obtained. Self-certification is never acceptable as evidence of mitigating circumstances. Medical evidence must bear the GP’s practice stamp and/or be on headed paper. The ICMT reserves the right to verify the medical certification with the relevant medical practice.
3. Recent (1< month) serious illness of a close relative.	See notes about the definition of “close”.
4. Visa related	Refer to the related section above.

b) Not acceptable

1. 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 special arrangements could have been made or treatment anticipated and taken. Accidents/illness affecting relatives or friends (unless serious or the student is the sole carer).
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2. Social	Difficulty integrating into life at the ICMT or homesickness. The decision to commence with employment rather than academia.
5. 3. Non-serious domestic or personal disruptions which could have been anticipated or planned	Moving house, holidays, weddings, religious festivals or other events where the student has control over the date or may choose not to participate. Change of job or “normal” job pressure (exception crises at work might be acceptable), illness or death of pets.
6. Study-related	The decision to transfer to an alternative institution. Computer difficulties, late distribution of materials by the ICMT, and delays in printing and photocopying. Issues with predefined timetabling.

21. Non-continuation of Study

The ICMT has published a Student Protection Plan designed to assure current and future students that the ICMT has appropriate measures to ensure the continuation of study should the need arise. The ICMT’s Student Protection Plan identifies the risk of being unable to protect the continuation of study as unlikely. However, it recognises that refund and/or remedy solutions would need to be considered for affected students if this situation occurs.

This section details the circumstances in which a refund or remedy may be applied in the unlikely event that the ICMT cannot provide continuation of study. It should be noted that the ICMT is committed to ensuring that all students are able to complete their studies wherever possible.

This section does not apply to changes or terminations of programmes where all registered students who would normally have expected to complete at the date of termination have done so. It will not normally apply to individuals who have completed their studies at the ICMT.

The ICMT recognises that there may be occasions when closing a course or a programme is necessary. In such circumstances, the ICMT will use reasonable endeavours to enable enrolled students to continue their studies via teach-out of the course or programme.

Where such teach-out arrangements are not appropriate or reasonably practicable, the ICMT will seek to identify and implement another remedy to facilitate the continuation of studies for the students affected. See Programme closure, suspension and changes Policy.

The risk of an enrolled student being unable to continue their studies due to a failure of the ICMT to perform its contractual obligations is very low. However, if this situation occurs, the ICMT will make provision for the refund of a proportion (or all) of the tuition fees that have been paid by or on behalf of the affected student and/or will make a payment in relation to any wasted or additional costs which have been or will be incurred by the affected student.

The amount of tuition fees refunded and the amount of any wasted or additional costs that will be paid will be calculated using the principles of consumer and contract law. For example, if a course closes part way through year 2, and the student is only able to transfer onto a course at a different institution at the start of year 2, then the ICMT will refund any tuition fees paid in relation to year 2 onwards and compensate the affected student for wasted maintenance costs.

22. Breach of Contract by the ICMT

The ICMT recognises that there may be rare instances where it fails to meet a contractual obligation it owes to a student. In such circumstances, the ICMT and the affected student will seek to work together to remedy the issue. In most cases, the remedy will not involve financial compensation. For example, if a substandard service has been delivered, the student may be offered a repeat performance at a reduced price.

Where appropriate, in accordance with the principles of consumer and contract law, the ICMT may refund a proportion (or all) of the tuition fees that have been paid by a student and/or make a payment to compensate the student for loss or damage suffered as a result of the ICMT's failure to meet its contractual obligations. Compensation will be considered on a case-by-case basis but may be triggered through:

- Additional travel costs for students affected by a change in their course location.
- Maintenance costs and lost time where it is not possible to preserve the continuation of study.
- Tuition and maintenance costs where students have to transfer courses or provider.
- Commitments to honour student bursaries.
- The ICMT's inability to deliver material components.