

ITALIA CONTI

Extenuation Policy and Procedures HE

Approved by: Academic Quality Board	14 th July 2021
Originated by	Quality Assurance Manager
Updated version checked by:	Head of Quality Assurance
Date:	April 2023
Next Review	31 st August 2025

This policy will be reviewed and approved by the Academic Quality Board annually.

1. Introduction

1.1 Italia Conti operates within UEL's definition of Extenuating Circumstances, as defined in the Manual of General Regulations, Part 6, ¹which defines extenuating circumstances as situations which:

- impair a student's examination performance, prevent them from attending examinations or other types of assessment, **or**
- prevent a student from submitting coursework or other assessed work by the scheduled deadline date, or within 24 hours of the deadline date

1.2 Such circumstances **rarely occur** and would normally be

- **unforeseeable** - in that a student could have no prior knowledge of the event concerned, and
- **unpreventable** - in that a student could do nothing reasonably in your power to prevent such an event, and expected to have a **serious impact** on performance

1.3 Italia Conti allows that the impact of serious personal circumstances may negatively affect a student's performance in assessment and attendance record and has in place various mechanisms to mitigate against this.

1.4 This policy has been drawn up with reference to UEL's overarching principles regarding Extenuation. More information and student guidance notes can be found at:

<https://www.uel.ac.uk/Discover/Governance/Policies-Regulations-Corporate-documents/Student-Policies/Extenuation-Procedures>

1.5 As a collaborative partner of UEL, the **Italia Conti HE courses** are subject to equivalent procedures. the process being administered by, and the panel being held within **Italia Conti**.

1.6 The Italia Conti Extenuating Circumstances policy was initially drawn up in alignment with the standard UEL policy prior to the initial BA Acting validation event. It is broadly in line with the UEL policy and takes into consideration ways that support the nature of study and learning on performing arts courses delivered on the conservatoire model.

1.7 Minor variations to the UEL Extenuating Circumstances and Procedures relate to the specific demands of performing arts training at conservatoire level are detailed in the *Italia Conti Variation to Policy* summary and listed in Appendix C.

1.8 If granted by the panel, **Extenuation can**

- (i) Allow students to hand in coursework up to 7 days late, or, in the case of performance and / or practical assessment, the nearest feasible opportunity as scheduled by the course.

¹ <https://www.uel.ac.uk/about/about-uel/governance/policies-regulations-corporate-documents/student-policies/extenuation-procedures>

or

- (ii) Allow students to proceed to their next attempt uncapped.

Extenuation does not

- Give students more attempts to pass a module
- Reschedule exams
- Uncap a capped module
- Give students a higher mark.
- Allow students to hand in work over 7 days late.

1.8 Extenuating circumstances will be

- Evidentially based
- Handled centrally by a panel of senior staff (not devolved to various parts of the organisation)
- Retain student anonymity where possible

1.9 The extenuation procedures are intended to be used rarely by student and not as a matter of course.

1.10 The basic principle is that extenuation should put a student in the same position that they would have been in had they not missed the exam or handed in the assessment late. It does not confer any advantages.

1.11 While the concept of extenuation is valid, the extenuation panel must consider the potential impact on a student's ongoing performance and holistic development as part of their deliberation.

1.12 Performing Arts courses in a conservatoire context are demanding academically, physically and emotionally, and the faculty recognise that students' personal circumstances have a more significant impact on their learning and development than may be the case in conventional HE courses. The structure of many assessments within the courses are such that they cannot be submitted for reassessment within the time frame of the academic year, and so extenuation is not a straightforward procedure of e.g., an ensemble performance resulting from a term of rehearsal and teaching is not the same as a second chance at an exam. (See examples in [Appendix B](#))

1.13 In exceptional circumstances students may ask for extenuation with reference to the following occurrences:

- Impaired performance in assessment – a failing acting performance, a failed essay
- Prevention of specific attendance for assessment – not taking part in a showing/performance
- Prevention of submission of work by the deadline - coursework not handed in
- General attendance falling below 90%
- Infringement of Code of Conduct / Disciplinary proceedings

1.14 Examples of circumstance which would normally be regarded as serious are:

- a serious personal illness, which is not a permanent medical condition (this is governed by disability procedures).
For example, an illness requiring immediate hospitalisation over the assessment period such as appendicitis.
- the death of a close relative immediately prior to the date of assessment.
- Physical injury impacting on practical assessment, where mitigation is not possible due to health & safety concerns.

1.15 Examples of circumstance which would not normally be regarded as serious are:

- Minor illnesses - even if covered by medical certificates. As stated above these may have some impact but not a serious impact and so would not be regarded as extenuating circumstances.
- Computer failure – e.g., a student's equipment or storage media. Students are expected to take proper precautions and make back-up copies of their data.
- Computer failure of University/Italia Conti equipment or storage media (where failure is less than a continuous 24 hours). Network failures do happen, and students should plan to finish their work before 'the last minute'.
- Transport problems. Students should plan for this possibility.
- Moving to a new house. This is predictable.
- Holidays. This is predictable.
- Inadequate planning, organisation or time management.
- Misreading of assessment timetables.
- Family, work, social, financial or other general problems. This is a large list but covers the sorts of things normally we all have to deal with in everyday life and would not be regarded as extenuating circumstances – we just have to work on through.

2. Requests for extenuation

2.1 Requests for Extenuation must be made prior to the tutorial week within the term (typically prior to the end of week 9) when the assessment occurred (cumulative practice) and within 1 week of the submission/ assessment date (performance, essay, coursework etc)

2.2 Where the reason for extenuation (e.g., hospitalisation) prevents the request being made within this time frame the request must be made as soon as is reasonably possible, subject to the discretion of the panel.

2.3 There are two mechanisms in place at Italia Conti that consider extenuation of various circumstances:

2.3.1 Disciplinary Panel convened by the Faculty with regard to specific students as necessary, following formal disciplinary procedures.

2.3.2 The Disciplinary Panel will consider evidence for extenuation with regard to:

- General attendance falling below 90%
- Infringement of code of conduct/ disciplinary proceedings

2.4 Extenuation Panel - convened as necessary within each term, where a student feels that their circumstances merit extenuation and follows the following procedure:

2.5 The Extenuation panel will consider evidence for extenuation with regard to:

- Impaired performance in assessment – a failing acting performance, a failed essay
- Prevention of specific attendance for assessment – not taking part in a showing/performance
- Prevention of submission of work by the deadline - essay not handed in

3. Procedures for the Submission of Claims for Extenuating Circumstances

3.1 In line with UEL procedures, for an extenuation claim to be considered, it is the student's responsibility to inform Italia Conti as early as possible of any difficulties they have encountered which will affect their ability to submit coursework or attend assessment and ensure that for each component affected they

- submit details of the circumstances via the Course Leader on the relevant proforma, so that this can be supplied to the Italia Conti Quality Assurance Team and the UEL Progression Board
- ensure that details are submitted as soon as possible but, in any event, by the designated date and time
- ensure that details are submitted with accompanying documents and evidence
- ensure that all relevant sections of the form have been completed

3.2 Claims can be submitted before the scheduled date and time for the submission of the assessed work.

3.3 Claims for extenuation will be considered by a panel of at least 3 panel members.

3.4 Where possible the identity of the student is not made available to the panel.

3.5 It is the responsibility of the student to notify the panel, with independent evidential documentary support, of their claim for extenuation.

3.6 The judgement as to whether extenuation is granted is made by a panel of senior persons in the organisation who make this judgement on the basis of the evidence the student provides (not on their knowledge of the student).

3.7 The judgement is made on the basis that the circumstances could reasonably be thought to be the sort of circumstances which would impair the performance of the student etc. The actual performance of the student is not considered and is not available to the panel.

3.8 Procedures for extenuating circumstances are set out in the flow chart in [Appendix A](#)

3.9 Step 1 – Student requests an Initial Meeting with the Course Leader who will use the guidance above to decide whether there are grounds in principle to

consider extenuation. If so, the student will be notified of the requirement to put the matter in writing, after which they will be invited to a meeting.

3.10 **Step 2 - Meeting with Course Leader and any other relevant staff (minimum panel of 3 personnel)** to establish the scope and nature of the circumstance and the assessments and modules that it affects, where the student provides any relevant evidence in writing they wish to be considered.

3.11 **Step 3- Meeting with Module Leaders and Course Leader** to consider the evidence within the context of the student profile, the impact of extenuating circumstance on the student's holistic capacity to progress and the possible outcomes.

3.12 **Step 4 - Possible outcomes:**

- Coursework submitted up to 7 days late without penalty
- Assessment of repeated work / equivalent work without a capped mark
- Assessment of repeated work / equivalent work with a capped mark
- Student asked to retake the year and all modules at that level
- Work/ attendance stands as submitted and a failing mark is compensated
- Work/ attendance stands as submitted, but with conditions attached for progression
- Allow students to proceed to their next attempt uncapped.

3.13 The Outcome will be communicated in writing to the student.

3.14 Where extenuation for more than one component is sought by a student, extenuation will be considered on a component-by-component basis.

3.15 Claims must be complete and accompanied by evidence at the time of submission. Incomplete claims including those without evidence cannot be submitted and students will be advised to submit the form once it is complete.

3.16 It is recognised that there may be cases where a student is unable to submit a claim for extenuation within the standard time period (e.g., emergency in-patient hospital treatment occurring during the assessment period). In this case, submission of the claim at the earliest opportunity, should be made.

3.17 The decision of the Extenuation Panel is binding on Department and Award boards.

3.18 If claims raise sufficient concerns about a student's ability to manage their studies Italia Conti reserve the right to refer the student to the Support through Studies (Fitness to Study) process.

3.19 Any claim for extenuation which is found to be in any part fraudulent will be considered as a matter of misconduct and dealt with under the student disciplinary procedure.

3.20 Further information and student guidance notes can be found at:

<https://www.uel.ac.uk/Discover/Governance/Policies-Regulations-Corporate-documents/Student-Policies/Extenuation-Procedures>

4. Appeal

4.1 There will be no appeal against the decision of the Extenuation Panel other than on the grounds that an administrative or procedural error has occurred. Appeal will be by the normal academic appeal procedures.

4.2 If students have a valid reason for not having claimed extenuating circumstances by the published deadline, they can appeal using the academic appeal process.

5. Professional Extenuation (Level 6 only)

5.1 At **Level 6 only**, students may request **Professional Extenuation**. This is defined as follows:

5.2 A graduating student is offered professional performance work of a calibre that is equivalent or superior to an assessed performance component at level three, and this work conflicts with a specified performance component in terms of the date of assessment.

5.3 Under certain circumstances Italia Conti may permit the substitution of this professional work for assessment or reassessment in the following year under the following caveats:

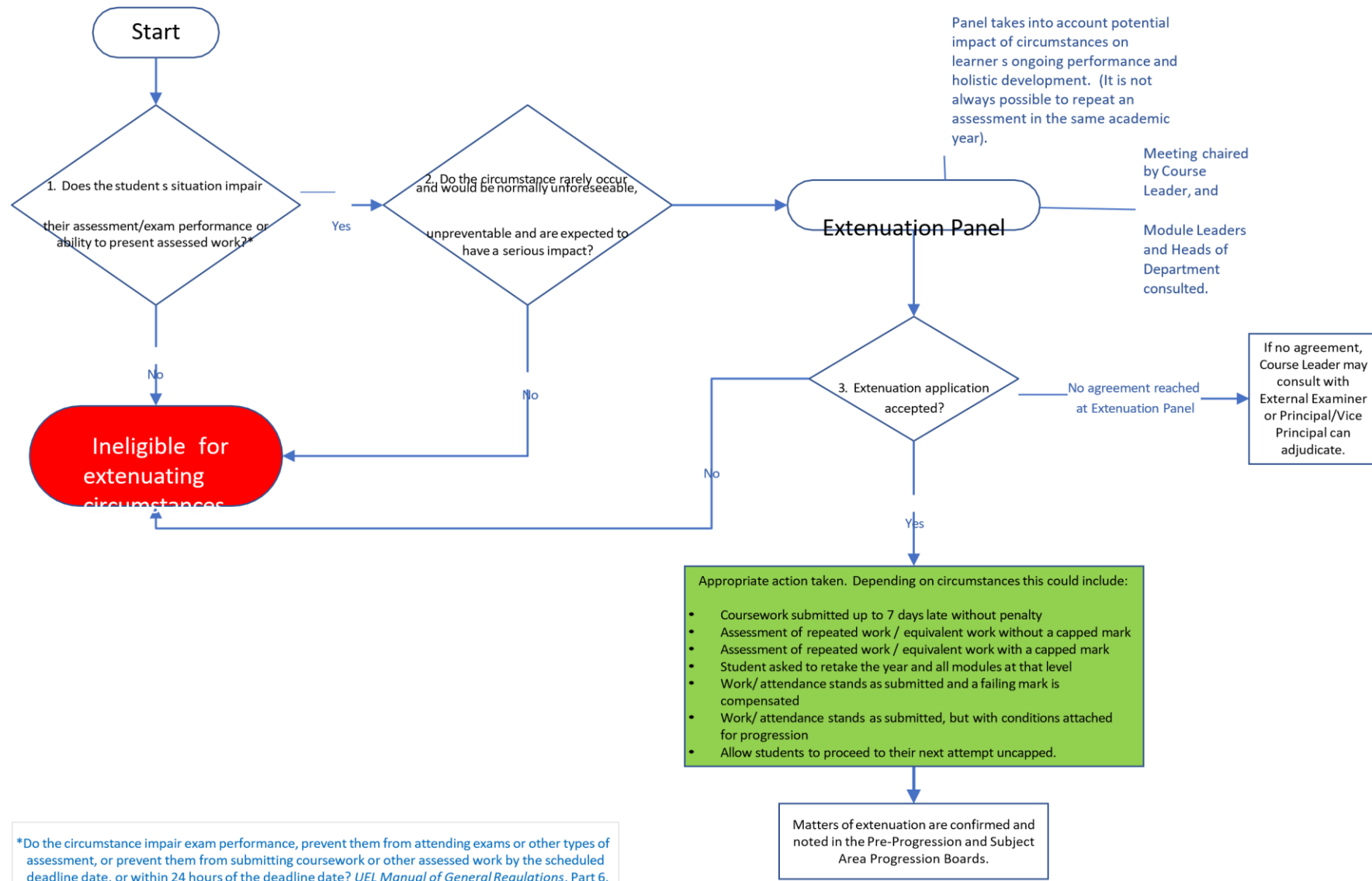
- The professional work is of a suitable nature for equivalent assessment, and can be supplied/attended in a format/medium that is appropriate and timely for the purposes of assessment
- The work is of a significant professional calibre in terms of required skills and learning outcomes.
- Undertaking the work will in no way compromise their overall learning and development, and refusing it may have an impact on their professional development in the future
- The professional work can only be substituted for 1 single component of performance within either performance or Film Project modules.
- All other components for assessment must be completed within the academic year timeframes

5.4 Students should be aware that:

5.4.1 The alternative assessment may result in marks being recorded in the subsequent academic year, and so correspondingly graduation will also occur in the subsequent academic year.

- 5.4.2 Substituted assessment may result in a fail mark being recorded, and this may not be retrievable without re-enrolment for an additional year.
- 5.4.3 Every request is considered on a case-by-case basis and no precedent should be assumed.
- 5.4.4 Students who take professional work without permission may be liable to disciplinary proceedings or termination of studies.

Appendix A: Extenuating Circumstances Flow chart



Appendix B : Case studies

Example 1:

*A student who has suffered a serious medical emergency and because of this has missed a substantial part of cumulative practice or a critical performance assessment point within a component that cannot be reassessed in the same academic year, may, **however valid** their extenuating circumstances, still be asked to **repeat the year**, as the impact of physical rehabilitation on their holistic development would be too significant to ignore.*

Example 2:

*For a student who has made good formative progress towards achieving the learning outcomes specific to all modules and has a valid extenuating claim with reference to a summative assessment point in just one component, the most likely outcome would be to recommend to the Progression Board that the failure be **compensated**, because the holistic progress was at a sufficient standard across the majority of the programme in order to progress to the next level.*

Appendix C:
Variations to UEL policy summary: Extenuating Circumstance and Procedures

Italia Conti –Policy Variations - Extenuation Policy

UEL Extenuation Policy	Italia Conti Extenuation Policy	Rationale
<p>1 Definition of extenuating circumstances Those which impair performance, prevent attendance and prevent submission</p>	<p>Extenuation also covers attendance</p>	<p>90% attendance rate means that procedure needs to exist in order to manage mitigation in these areas formally.</p>
<p>2 Procedures for submission of requests Completed pro-forma through relevant helpdesk</p> <p>Specified timeframes around assessment dates/ period.</p>	<p>Local management in line with UEL Manual of Regulations, Part 6, Paragraph 8 (Extenuation Circumstances)</p> <p>Discussion with the Course Leader, formal notification in writing to Course Leader, provision of evidence as appropriate.</p> <p>For Distance Learning students, Part 6, Paragraph 7 (Extenuation Circumstances) of the UEL Manual of Regulations, applies; but documentation is submitted to the Italia Conti Course Leader, not UEL</p> <p>All students: all requests for Extenuating circumstances are recorded at the relevant Assessment Board and notified to the Italia Conti QA team. Notification is sent to UEL via the IC QA team to the UEL collaborative partnership manager.</p> <p>Extenuation can be considered by panel when necessary (e.g., with reference to attendance issues), to be ratified by appropriate boards.</p>	<p>Much assessment is practical involves others (e.g., group / ensemble performance) and so discussion must consider impact on more than just the individual student.</p> <p>The physical nature of some subject areas means that the timescale for recovery from health or injury issues may not be possible in standard timeframes and should be considered on a case-by-case basis. Equally, the impact of resubmission on other students must be considered. The restaging an entire performance project for an ensemble may not be viable just for one student.</p>

3 Procedures for consideration of Extenuating Circumstances	Local panel- in line with UEL Manual of Regulations, Part 6, Paragraph 8 (Extenuation Circumstances)	The small size of the courses both in terms of teaching faculty and student
<p>Panel Constituting Chair, minimum 3 members of staff</p> <p>Fixed points of meeting</p> <p>Student Identity is not available</p>	<p>Local Panel – Course Leader, at least 2 further relevant subject staff</p> <p>Convened as necessary. May occur within routine departmental meetings. Ratified by the Subject area Board.</p> <p>Student Identity is available, and overall progression and profile is considered.</p>	<p>body means that considering cases of extenuation is impractical on an anonymous basis. Moreover, it is Italia Conti's policy that cases should be considered from a holistic perspective, and extenuation should be considered in the light of maximising the student's capacity to learn, develop and progress through their course, most especially with reference to the impact of post illness rehabilitation on the physical learning.</p> <p>Informed and enabling judgements regarding extenuation can then be made because of the faculty's knowledge of the student's work and profile.</p>

<p>4 Extenuation outcomes Reassessment, capping etc</p>	<p>Coursework submitted up to 7 days late without penalty</p> <p>Assessment of repeated work / equivalent work without a capped mark</p> <p>Assessment of repeated work / equivalent work with a capped mark</p> <p>Student asked to retake the year and all modules at that level</p> <p>Work/ attendance stands as submitted and a failing mark is compensated</p> <p>Work/ attendance stands as submitted, but with conditions attached for progression</p>	<p>A majority of assessments cannot be reassessed within the same year and cannot be taken alongside study at the next level, and the holistic development across all modules is a significant consideration (e.g., impact of physical rehabilitation post operation) – therefore a wider range of outcomes is necessary.</p> <p>The nature of the vocational training means that the policy also needs to consider professional extenuation (See below)</p>
<p>No equivalent</p>	<p>Mitigating circumstances for injury</p> <p>Coursework submitted up to 7 days late without penalty</p>	<p>The impact of physical rehabilitation post operation, or impact of physical</p>

	<p>Assessment of repeated work / equivalent work without a capped mark</p> <p>Assessment of repeated work / equivalent work with a capped mark</p> <p>Student asked to retake the year and all modules at that level</p> <p>Work/ attendance stands as submitted, but with conditions attached for progression</p>	<p>injury where health & safety considerations circumstances limit safe participation and mitigation through adapted tasks mean a wider range of outcomes is necessary.</p> <p>Many assessments cannot be reassessed within the same year and cannot be taken alongside study at the next level.</p> <p>The holistic development across all modules is a significant consideration</p> <p>Due to the nature of injury, this should be assessed on a case-by-case basis, including risk assessment where appropriate.</p>
--	--	--

<p>No equivalent</p>	<p>Professional Extenuation</p> <p>At Level 6 (3-year performance courses only) students may request PROFESSIONAL EXTENUATION. This is defined as follows:</p> <p>A graduating student is offered professional performance work of a calibre that is equivalent or superior to an assessed performance component at level six, and this work conflicts with a specified performance component in terms of the date of assessment.</p> <p>Under certain circumstances the Academy may permit the SUBSTITUTION of this professional work for assessment or REASSESSMENT in the following year under the following caveats:</p>	<p>The Level 6 work includes contact with professionals such as agents, who engage students as clients. In doing so, they from time to time may receive an offer of professional work which could conflict with some assessment activity.</p> <p>By allowing a formal consideration of this that does not prevent students from embarking on professional work OR progressing to their degree award and meeting the required standards, we reduce the possibility of students not completing their degree.</p> <p>As the profession does not assume a BA qualification as a pre-requisite, it is important that both the professional and</p>
----------------------	---	---

	<p>The professional work is of a suitable nature for equivalent assessment, and can be supplied/attended in a format/medium that is appropriate and timely for the purposes of assessment</p> <p>The work is of a significant professional calibre in terms of required skills and learning outcomes.</p> <p>Undertaking the work will in no way compromise their overall learning and development, and refusing it may have an impact on their professional development in the future</p> <p>The professional work can only be substituted for 1 single component of performance within either PERFORMANCE or FILM PROJECT modules. All other components for assessment must be completed within the academic year timeframes</p> <p>Students should be aware that: The alternative assessment may result in marks being recorded in the subsequent academic year, and so correspondingly graduation will occur in the subsequent academic year.</p> <p>Substituted assessment may result in a fail mark being recorded, and this may not be retrievable without re-enrolment for an additional year.</p> <p>Every request is considered on a case-by-case basis and no precedent should be assumed. Students who take professional work without permission may be liable to disciplinary proceedings or termination of studies.</p>	<p>academic outcomes can be supported in this programme.</p>
--	---	--



Italia Conti – Extenuating Circumstances Form

Personal Details

First name	Last name
------------	-----------

UEL student number	
Email address	
Telephone	
Date of Birth	
Course	

Assessment of Extenuation claim

Coursework	Yes/ No
Class assessment	Yes/ No
Sharing / Performance	Yes/ No
All	Yes/ No
Module(s)	
Further information regarding the Assessment type(s)	

Details of the Extenuating circumstances

Reason for your claim (tick or highlight all that apply) <ul style="list-style-type: none">• Covid 19• Bereavement• Acute / chronic medical conditions• Trauma• Other (please specify)
Please describe the relevant circumstances of why you are applying for extenuation and how your performance was impaired.
If this is due to injury, please give details here.
When did this happen – please give exact dates or periods when you were impaired

Declaration

Please read the statements below and sign the declaration at the bottom

I have completed this form clearly explaining the grounds of my claim. I have attached all additional sheets and documentary evidence available. The details on this form are correct to the best of my knowledge. I acknowledge that the decision of the extenuation panel is final and that no correspondence will be entered into, or information given on this decision.

Any personal data that you provide in submission of this form will be processed in line with the Data Protection Act 2018. We will share the data you provide with relevant areas of Italia Conti and, where appropriate, the University of East London, in order to assess your extenuation submission. For full details on how we process your personal data please visit our data protection and privacy notice on pages on the Italia Conti website by clicking www.italiaconti.com/policies¹

By signing here, you confirm that you agree with the above statements and give your consent for the information provided to be used in the ways detailed above.

Signed:*

¹ For UEL Data Protection policies, please see <https://www.uel.ac.uk/about/about-uel/governance/information-assurance/dataprotection>