

ITALIA CONTI

Extenuation Policy and Procedures

Version	2526-1.1
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Reviewed by:	Policy Steering Group
Approved by:	Academic Quality Board
Approval date:	31 st August 2025
Next review due:	31 st August 2026

This policy is owned by the Head of Quality Assurance and Academic Partnership Liaison.

The Policy Steering Group and Academic Quality Board will annually review this policy, and additionally where there are relevant legal or operational changes, or where issues arising from its operation indicate a need for earlier review.

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1. Introduction

1.1 Italia Conti recognise that during a student's period of study, they may encounter difficult or challenging circumstances that could impact their ability to engage with their studies and/or assessments. Students are expected to make reasonable plans to take into account commonly occurring circumstances, even those which, on occasion, may have been unforeseeable and unpreventable.

1.2 As a sub-contractual partner of the University of Chichester (UoC) and the University of East London (UEL), and a validated institution for Trinity College London, Italia Conti operates within agreed definitions and frameworks in respect of Extenuating, or Mitigating, Circumstances.

1.3 Extenuating, or Mitigating, Circumstances are circumstances which

- Impair the performance of a student in assessment or reassessment
- Prevent a student from attending an assessment or reassessment
- Prevent a student from submitting assessed or reassessed work by the scheduled date.

Such circumstances rarely occur and would normally be

- **Severe:** the event or circumstance must have had a serious impact on assessment performance
- **Unexpected or unforeseeable:** In most cases the student must have had no prior knowledge that a particular event would occur
- **Unpreventable:** there must have been no reasonable steps that the student could have taken to prevent the event or circumstance from occurring
- **Relevant:** the event or circumstances must have occurred at the time of or during the period immediately leading up to the assessment
- **Corroborated:** the claim must meet the requirements for independent documentary evidence.

1.4 Evidence must be independent, relevant, and cover the period of the claimed circumstances. Self-certification will not normally be accepted.

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

1.6 Students who believe that they are impaired or unable to engage with an assessment (or assessments) and fit within the definitions detailed above can apply for Extenuating or Mitigating Circumstances.

1.7 Additionally, any student who believes that there are circumstances (e.g. ill health or close family bereavement) which have seriously affected their performance in

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assessment is advised to submit a claim so that those circumstances may be taken into account when the Assessment Board meet to discuss candidature, particularly in cases of failure or failure to submit.

- 1.8 As a sub-contractual partner of UEL, the University of Chichester and validated institution for Trinity College, London, the Italia Conti courses are subject to equivalent procedures:

For UEL, the process is administered by, and the extenuation panel held within Italia Conti: UEL Mitigating Circumstances Policy

- For the University of Chichester, the initial request is considered by Italia Conti but may then be referred to the University Mitigating Procedures panel for review and final outcomes, in line with the University of Chichester's procedures. Such cases will require formal submission to the University via Chi View:

University of Chichester Mitigating Circumstances

- For Professional Diploma courses, the initial request is considered by Italia Conti but may be referred to Trinity College, London for review and final outcomes:

Trinity College London Special Consideration Policy

- 1.9 In all cases, records of requests and, where appropriate, approval of requests for extenuation and / or mitigation will be held centrally by Italia Conti and made available to the relevant Assessment Boards and Boards of Examiners, as required.
- 1.10 The Italia Conti Extenuation Policy takes into consideration ways that support the nature of study and learning on performing arts courses delivered on the conservatoire model.
- 1.11 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.
- or
- (ii) Allow students to proceed to their next attempt uncapped.¹
- Extenuation does not;

¹ All panel outcomes will be in line with relevant collaborative partner policies and procedures.

- 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.

All outcomes must be consistent with the relevant awarding body regulations (University of East London, University of Chichester, or Trinity College London, as applicable).

1.12 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
- The extenuation procedures are intended to be used rarely by student and not as a matter of course.

Panel members will act impartially and, where possible, include staff not directly involved in the assessment of the student. Any conflicts of interest must be declared.

1.13 The basic principle is that extenuation / mitigation 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.

1.14 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.

1.15 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.

1.16 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.

- 1.17 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

Claims must normally be submitted:

- Before the assessment date, where reasonably possible
- No later than 7 calendar days after the assessment or submission deadline

2.1 Late claims will only be considered where there is a valid reason and must be submitted before the relevant Assessment Board meets.

2.2 Requests should be made in the first instance using the Extenuating Circumstances form located on ProPortal.

2.3 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.

3. Procedures for the Submission of Claims for Extenuating Circumstances

- 3.1 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 Extenuating / Mitigating

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Circumstances Online Form

- details are submitted as soon as possible but, in any event, by the designated date and time
- details are submitted with accompanying documents and evidence
- all relevant sections of the form have been completed.

- 3.2 Italia Conti accepts that in exceptional circumstances, it may not be possible to apply for a claim before an assessment. In such circumstances, if a student applies for a late claim after an assessment date, they should do so within ten days, and at the very latest before the Assessment Board for the programme meets.
- 3.3 Once an Extenuating / Mitigating Circumstances form has been received, the Course Leader may provisionally accept the claim if it appears sufficiently robust and therefore likely to be approved by the Panel. Please note that this is not a confirmed outcome until it has been formally ratified by the Panel.
- 3.4 Once an Extenuating / Mitigating Circumstances form has been received, the Course Leader may provide contextual information in support of the claim. Course Leaders do not determine outcomes.
- 3.5 Claims for extenuation will be formally considered by a central Extenuating Circumstances Panel consisting of a minimum of three members, including a Chair. All claims will be considered in reference to the specific Extenuating Circumstances procedures pertaining to our subcontractual partner universities (UoC and UEL), and may be referred to the relevant university panel, as appropriate.
- 3.6 All decisions relating to Trinity College London qualifications will align with Trinity College London Special Consideration policies and may require external approval where specified.
- 3.7 The remit of the Panel is to review claims for Extenuating/ Mitigating Circumstances and to ensure a consistency of approach.
- 3.8 Where Extenuating / Mitigating circumstances have been submitted for more than one component, mitigation will be considered on a component-by-component basis.
- 3.9 Students will be informed of the outcome in writing via their institutional email within a reasonable timeframe, including a clear explanation of the decision.
- 3.10 The decision of the Extenuating / Mitigating Circumstances Panel is noted at the Assessment and Award boards.
- 3.11 For undergraduate students, Extenuating / Mitigating Circumstances will be taken into account when making a progression decision. In some instances, this may mean a student is still unable to progress on their course if they have not achieved sufficient credit and/or Mitigating Circumstances have not had a detrimental impact

on all of their modules studied.

- 3.12 The Extenuating / Mitigating Circumstances Panel can put forward recommendations to the Assessment Board if they feel that the student may have been impacted on their course by the Mitigating Circumstances submitted, e.g., a student not to be given a withdrawal progression decision.
- 3.13 If a claim raises sufficient concerns about a student's ability to manage their studies, Italia Conti reserves the right to refer the student to the Support Through Studies process.
- 3.14 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.
- 3.15 All recommendations are subject to confirmation by the relevant Assessment Board in accordance with awarding body regulations.
- 3.16 The detailed process for submission and consideration of claims is outlined in Appendix A. All decisions are made by the Extenuating / Mitigating Circumstances Panel and formally recorded.

4. Appeal

- 4.1 Students may appeal the outcome of an Extenuating or Mitigating Circumstances decision on the following grounds:
 - There has been a material procedural irregularity
 - Relevant new evidence has become available which could not reasonably have been submitted at the time
 - There is evidence that the decision was unreasonable or that due consideration was not given
- 4.2 Appeals must be submitted in accordance with the institutional Academic Appeals Procedure.
- 4.3 If students have a valid reason for not having claimed extenuating circumstances by the published deadline, they may submit this as part of an academic appeal, in line with the Appeals Policy.

5. OIA and Completion of Procedures

- 5.1 If the appeal is not upheld; this will be communicated to the student in writing. Italia Conti will issue a Completion of Procedures letter as soon as possible, or within 28 days of the appeal outcome, if requested.

5.2 The Completion of Procedures letter will include a clear explanation and outline the reasons for the decision. The decision should also advise the student about:

- their right to submit a complaint to the OIA for review.
- the time limit for doing so.
- where and how to access advice and support.

5.3 Information and eligibility rules are available at: oiahe.org.uk

This process applies to higher education students in line with OIA requirements.

6. Professional Extenuation (Level 6 only)

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

- 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.

6.2 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

6.3 Students should be aware that:

- 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.
- Substituted assessment may result in a fail mark being recorded, and this may not be retrievable without re-enrolment for an additional year.
- 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.

7. Links to other Policies and Procedures

- Support Through Studies Policy and Procedure
- Attendance Policy
- [UEL Mitigating Circumstances Policy](#)
- [University of Chichester Mitigating Circumstances](#)
- [Trinity College London Special Consideration Policy](#)

END

Appendix 1 Sample Form

Students can access this form electronically via their Italia Conti Proportal account.

Following initial review by Italia Conti, students registered with the University of Chichester may also need to request a claim for mitigation via their Chi View account.

PERSONAL DETAILS

First name	Last name
Italia Conti 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">• 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 and date 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/policies²

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.

Date:

Signed:*

Appendix 2 Flow Chart

