

TRINITY LABAN

Requests for Additional Consideration

1 Aims of the Procedure

- 1.1 The aim of this procedure is to give all students a fair opportunity to show that they can meet the academic standards required by their programme, by taking into account requests for additional consideration as a result of unexpected circumstances affecting individuals.
- 1.2 Trinity Laban is committed to ensuring that its assessment practices do not have a significant negative impact on students' wellbeing, however, assessment processes may involve some additional pressure and students will normally be expected to manage this without the need for additional consideration. All students using this procedure will be treated with compassion and in a consistent way that is fair to all. This document has been compiled with reference to the OIA Good Practice Framework, in consultation with students, teachers and professional services staff.

2 Links to other procedures

- 2.1 The additional consideration process is designed to deal with short-term circumstances that have a negative impact on a student's ability to study. Students with a disability or long term or chronic condition¹ who may require changes to assessments (including additional time) are normally considered under Trinity Laban's reasonable adjustments to assessments procedures, supported by Student Services and/or the Learning Advisory Service. Likewise, students with other characteristics protected under the Equality Act 2010, such as pregnancy and maternity or religion and belief, may also require alterations to assessment under the reasonable adjustments procedures.
- 2.2 Where a long term or chronic condition affects a student's learning to the extent that reasonable adjustments alone do not enable them to engage effectively with learning or assessment, the fitness to study procedure may be implemented.

¹ Long term or chronic conditions are defined as those that are expected to last six months or longer

2.3 There are separate procedures for research students who need to extend their candidature or postpone their viva due to mitigating circumstances. Further details are included in the Research Degree Programme Handbook or from the Research Administrator.

3 What is meant by 'additional consideration'?

3.1 When a student is affected by unexpected circumstances either before or during an assessment, they may ask that these 'mitigating circumstances' are taken into account.

3.2 Mitigating circumstances significantly disrupt a student's ability to engage with the assessment process, resulting in:

- Late or non-submission of an assessment task or tasks
- Non-attendance at or participation in an assessment or assessments (including partial completion of an assessment)
- Absence from classes or learning activities where there is a compulsory attendance requirement

3.3 Mitigating circumstances are:

- Unforeseeable in that the student could have no prior knowledge of the event concerned, and
- Unavoidable in that the student could not reasonably have done anything to prevent such an event

4 Circumstances covered by this procedure

All circumstances will be considered on a case-by-case basis with reference to the definitions above. The list below is intended to give students an indication of the type of circumstances that are likely to be acceptable or not but is not definitive. Trinity Laban will carefully consider all circumstances that are likely to have had an impact on a student's ability to engage with the assessment process.

4.1 Examples of circumstances likely to be accepted

- Short term illness or injury
- Unexpected worsening of a disability, or long term or chronic condition
- Symptoms of an infectious disease that could be harmful if passed on to others
- Death of a family member or friend
- A personal or family emergency or crisis (including crises related to accommodation or unexpected caring responsibilities)
- Experiencing trauma (for example witnessing a traumatic event)

- A serious technical or communications network issue that Trinity Laban is responsible for and prevents timely submission of an assessment
- Severe travel disruption
- Being summoned to court hearing
- Being the victim of a crime
- Jury service
- (part time students only) unexpected additional work commitments
- Religious observance (N.B. adjustments will be made wherever reasonably possible to enable students to observe major religious festivals, where a student provides dates to the Registry at the start of the academic year)

4.2 Examples of circumstances likely to be rejected

- Professional engagements or paid employment (with possible exceptions for part time students)
- Lack of awareness of assessment deadlines or requirements (including for reasons of failure to check Trinity Laban emails while abroad or to provide alternative contact details)
- Minor transport disruption (such as late running trains)
- Computer/printer failure where the student should have backed up their work
- Holidays
- Time management issues e.g. having one or more assessment(s) due within a similar timeframe, or not providing sufficient time for uploading assessments
- Minor ailments e.g. colds or stomach upsets (unless the symptoms are likely to significantly disrupt performance)
- Normal assessment stress or pressure
- Financial difficulties²
- Slow internet connection or upload speed³
- Additional performance commitments or extra-curricular projects within the Institution⁴

5 Types of request for additional consideration

5.1 Students may request the following actions in relation to an assessment:

² Students are normally expected to ensure that they can support their studies financially, however support for unexpected financial difficulties, including grants and loans is available from Student Services

³ Students are expected to allow sufficient time for file upload and where possible, are encouraged to upload work while connected to the Trinity Laban network. This does not include serious connectivity issues experienced during synchronous online assessments.

⁴ When accepting additional performance, project or competition opportunities that fall outside of the main curriculum, students are expected to ensure that they are able to fulfil the normal commitments associated with their programme, including attendance or submission of all assessments.

- **An extension of up to 14 calendar days**

Where Trinity Laban scheduling constraints exist, some extensions may be granted for up to 28 days at the discretion of the relevant tutor and Registry officer. Requests for extensions in relation to live assessments that must be rescheduled (performances, recitals etc) will be treated as a deferral (please see below for details of Deferral requests).

- **Deferral of assessment to a later date**

Where feasible the assessment (or an approved alternative assessment) will be scheduled before the start of the next academic year, however this is not guaranteed. In some circumstances it will not be possible to undertake the assessment within the same academic year and this may result in a delay to the student's progression. In such cases, the student may be placed on a Personal Study Plan to vary the normal pattern of study, or they may be required to interrupt their studies for a period of time. Where the deferral relates to a resit assessment, the mark will be capped at pass mark.

- **Condonement of absence**

This request only relates to programmes, modules or work placements for which attendance is compulsory in order to pass. There are separate procedures for reporting absence in the event of illness and for requesting permission for absence from activities.

- **Repeat**

Students who encounter very serious mitigating circumstances that have resulted in absence from a large number of learning and assessment activities, may request a repeat of whole year or Part of a programme, or one or more whole modules, in the next academic year, or after a period of interruption.⁵ Repeated years or modules will normally result in a cost to the student equivalent to the normal tuition fee for that year (or pro-rata amount for module repeats). Repeating students will not normally be required to retake any modules already passed.

This procedure may not be used to request exemption from an assessment, an increase in the marks awarded for an assessment already attempted, or an uplift to a degree classification.

5.2 Students must demonstrate that they have met the learning outcomes for each of the modules on their programme in order to be awarded the credits associated with those modules. Learning outcomes are evidenced through

⁵ In most cases, students experiencing serious mitigating circumstances will be encouraged to interrupt their studies and to return at an appropriate point in the future.

assessment, therefore it is not possible to request exemption from an assessment on the grounds of mitigating circumstances, or to request a change to the grade received for an assessment already undertaken. A further attempt at an assessment that has already been attempted may be permitted in accordance with the arrangements for late requests as outlined in this procedure, or as outlined in the Academic Appeals Procedure.

- 5.3 Trinity Laban does not have a discretionary borderline for the award of degree classifications within its assessment regulations, therefore it is not possible to request additional consideration in relation to the classification or award made by an Assessment Board.

6 Procedure for making a request for additional consideration

In order to request additional consideration, students should complete an additional consideration request form. The form is available on Moodle (to become student portal) and is appended to these procedures. Students are advised to use the form as it will help them to formulate their request, however requests will be accepted in any written format provided to the Academic Administration team in the Registry. Students are responsible for ensuring that all relevant information and, where relevant, supporting documentary evidence is presented by the deadline.

6.1 Submission of requests

Requests for additional consideration should be submitted to the Registry either by email, or via the Student Enquiries Desk.

Requests for extensions should be submitted no earlier than 14 days before the assessment deadline and by 5pm on the day of the assessment or assessment deadline.

Requests for deferrals should be submitted no earlier than 30 days before the assessment deadline and by 5pm on the day of the assessment or assessment deadline. Circumstances known to the student more than one month in advance that are likely to affect their ability to undertake an assessment, such as ongoing or planned medical treatment, will normally be considered through the reasonable adjustments procedure.

It is expected that requests for condoned absences will be made during the period of absence or on the day of the student's return to classes.

Where a student is taken ill during a practical assessment or examination, they must follow up with a written request for additional consideration as soon as possible and within 7 calendar days of the assessment at the latest.

Requests for repeats will be considered as necessary on a case-by-case basis.

Late Requests

Requests may be considered after the deadline where there is a compelling reason for late submission. Such reasons may include a student being hospitalised or incapacitated, or being so ill or distressed that were unable to engage with the procedure until a later date. You should provide independent documentary evidence which supports your reasons for late submission.

Once marks and feedback have been released requests for special consideration will only be accepted through the Academic Appeals procedure. Appeals made on the ground of mitigating circumstances will only be considered where the student can demonstrate why the request for additional consideration could not reasonably have been made known to the Assessment Board before it sat for a demonstrated, valid and over-riding reason, and satisfies other criteria related to the grounds for appeal.

A lack of awareness of the procedure or dissatisfaction with the outcome of an assessment (e.g. where a student does not realise that their performance has been affected until receiving their results) will not be accepted as grounds for a late request or an academic appeal.

Where a request is rejected due to late submission, an email will be sent to the student explaining why the request has not been considered.

6.2 Self-certification

Trinity Laban acknowledges that mitigating circumstances such as sudden or minor illnesses, or short-term personal or family crises may be difficult to evidence without placing undue pressure on the NHS or other public services.

Self-certified requests may only be made for:

- Extensions to assessment deadlines of up to 14 calendar days
- Condoned absence of up to 7 calendar days

Self-certified requests must include a statement describing how the mitigating circumstances have impacted the student's ability to complete the assessment or to attend on the required date(s). Independent evidence will normally be required to support late requests.

Where a student is taken ill during a practical assessment or examination, they should report this to a member of staff who will record the incident and submit written confirmation to the Registry. The student is responsible for ensuring that a full request for additional consideration is submitted to the Registry within 7 calendar days.

Individual students will be permitted to make a maximum of three self-certified requests for additional consideration in each academic year.⁶ Independent evidence will be required in order to support any further requests.

Students suspected of misusing the self-certification process will be investigated under the Academic Misconduct Procedures.

Students submitting numerous requests for additional consideration will be asked to meet with their personal tutor or a member of the Student Services team, to ensure that any ongoing barriers to study are identified. Where multiple requests are made in relation to the same condition or the request indicates that a student has a previously undisclosed disability, the student will be referred to Student Services for further advice.

6.3 Independent Documentary Evidence

Independent documentary evidence must accompany requests for:

- Deferral of assessment to a later date
- Full repeat of an academic year
- A continuous absence of over 7 calendar days
- Any request for additional consideration where the maximum number of self-certified requests has been exceeded

The evidence must date from the time that the mitigating circumstances occurred, unless there is a good reason why it was not possible to obtain evidence at the time, or that the impact of the circumstances on the student did not become clear until a later date.

Documentation must be from a verifiable source (either from a verifiable email address or a signed document on letterhead) and either be written in English, or accompanied by an accurate translation.

Copies of evidence may be submitted, however Trinity Laban may check the authenticity of any documents provided and reserves the right to request the original

⁶ Each individual request form and associated set of circumstances will constitute a single request. For example if a student is absent for one week due to illness, the single request may relate to all assessments and compulsory attendance requirements within that week.

or to contact the evidence provider for confirmation. Students suspected of providing fraudulent evidence will be investigated under the Academic Misconduct Procedures.

Where it is not possible to provide evidence by the deadline for requests, evidence may be provided up to 14 calendar days after the submission of the request form.

Examples of acceptable evidence

The table below indicates the types of evidence that may be provided in support of a request for additional consideration. This is not an exhaustive list and any reasonable form of evidence that corroborates the mitigating circumstances or where appropriate, their impact on the student, will be considered.

Mitigating circumstance	Evidence
Physical illness or injury	Fit note or letter from a GP, consultant, physiotherapist or other recognised medical professional Evidence of a clinic or hospital appointment or admission Test results corroborating a diagnosis or indicating infectious disease
Unexpected worsening of a disability or chronic condition	Fit note or letter from a GP or other recognised medical professional Evidence of a clinic or hospital appointment or admission Written confirmation from the Student Services team
Failure of or delay to the reasonable adjustments required to enable a disabled student to fully participate in an assessment	Written confirmation from the Student Services team or Learning Advisory Service
Poor mental health, mental illness or psychological trauma	Fit note or letter from a GP, recognised therapist or counsellor (including the Trinity Laban Counselling Service), or evidence from a self-referral service (such as IAPT)
Death of a close friend or family member	Death certificate Order of service from a funeral or funeral notice Letter from a GP, recognised therapist or counsellor confirming the impact of the bereavement

Mitigating circumstance	Evidence
Unexpected caring responsibilities	<p>Letter from a medical professional or confirmation of medical appointments indicating illness of a family member, close friend or dependent</p> <p>Evidence of withdrawal of normal care arrangements (e.g. closure of a school, nursery or day centre)</p>
Accommodation or housing issues	<p>Eviction notice</p> <p>Receipts for emergency repairs or fumigation</p> <p>Evidence of insurance claims</p>
Victim of crime	<p>Crime number</p> <p>Police report</p> <p>Letter or email from a GP, recognised therapist or counsellor confirming the impact of the crime</p> <p>Letter or email from a victim support organisation</p>
Being charged with or detained for investigation of a crime	<p>Charge sheet</p> <p>Police letter</p> <p>Solicitor's letter</p> <p>Letter or email from a GP, recognised therapist or counsellor confirming the impact of the charges</p>
Severe transport disruption	<p>Written confirmation of disruption from a transport provider (e.g. train company or airline)</p> <p>News report confirming widespread disruption</p>
Jury service	Jury summons
Probation requirements	Letter from Probation Officer
Court summons	Summons letter
Religious observance	Written confirmation from a religious official

Mitigating circumstance	Evidence
Unexpected additional work commitments (part time and distance learning students only)	A letter or email from the employer confirming the reasons for the additional commitments Written evidence from a client (for self-employed students)
Serious technical or A serious technical or communications network issue that Trinity Laban is responsible for that and prevents timely submission of an assessment	Communication from a network provider Screen shots indicating connectivity issues

Supporting statements from personal tutors or other teachers will not normally be accepted as independent evidence, except where it is not possible to gain evidence from another source.

6.4 Group requests for additional consideration

Where a group assessment (such as a performance or group presentation) is unavoidably delayed or cancelled due to mitigating circumstances affecting one group member, the other group members may submit a claim for mitigating circumstances on this basis. Where independent documentary evidence is required (for example where deferral of the assessment is requested), other group members should refer to the affected student's request in their own supporting statement, as an alternative to providing the evidence themselves. Alternatively, the group may submit a single, combined request for additional consideration, along with the supporting evidence.

Should the affected student's request for additional consideration be declined, the other group members' requests may still be accepted on the basis that for them, the circumstances surrounding the delay to or cancellation of assessment were unforeseen and unavoidable.

6.5 Working with performers

In cases where a student is working with an unassessed performer (for example a choreographer or composer working with students from other programmes) who is unable to perform due to mitigating circumstances, the student being assessed should obtain a statement from the performer confirming the reasons for their absence. Where this is not possible, a supporting statement from a teacher or other appropriate member of staff may be acceptable.

6.6 Support for making a request

Reasonable adjustments may be made to this procedure for students with disabilities or additional needs. Such adjustments may include allowing additional time for the submission of a request.

Students who need support to complete the request form or to obtain supporting evidence, should contact Student Services for assistance from a Student Advisor. Where necessary, the request form may be completed by a third party acting on the student's behalf, with the student's prior consent.

7 Widespread disruption to assessment

- 7.1 Where all students or the majority of students are affected by circumstances that affect their ability to engage with an assessment, Trinity Laban will normally take action to resolve this without the need for each student to request additional consideration. Such circumstances may include a problem with the assessment venue, a technical issue affecting Moodle, or absence or lateness of an examiner. In such circumstances Trinity Laban will explain what it is doing to take account of the disruption.
- 7.2 More severe and long lasting disruption, for example resulting from industrial action of public health emergency, that has an impact on learning and assessment, will normally result in the implementation of the institution's emergency assessment regulations. These regulations are appended to the Assessment Regulations for Taught Programmes and allow the institution to vary methods of assessment or to change the way in which award classifications are calculated in order to ensure that students are not disadvantaged by the circumstances.

8 Consideration of requests

Self-certified requests will normally considered by the designated officer within the Registry, with advice from the Registrar where required.

Requests that require the submission of independent documentary evidence, such as requests for deferral, full repeat or where the maximum number of self-certified requests have been exceeded, will be considered by an Additional Consideration Panel.

The Panel reports to the Assessment Board for the relevant programme. It is responsible for determining the validity of requests for additional consideration and for recommending appropriate outcomes for confirmation by the Assessment Board. The panel Chair and Secretary are jointly responsible for ensuring that the Panel acts in a fair, consistent and objective manner.

8.1 Additional Consideration Panel Membership

Membership will consist of:

- Chair: A senior academic
- Secretary: Registrar's representative
- Clerk: Secretary's nominee
- Members of teaching and professional services staff: From an approved list

The quorum comprises of the Chair, the Secretary and one other member.

Chairs will be nominated by the Artistic Director or Deputy Director (Learning & Teaching) . To ensure consistency of approach, the same member of staff will normally act as Chair for the full academic year.

The Registrar's representative will serve as a full member of the Panel and as Secretary, acting as a source of guidance for the panel on the Additional Consideration Procedure and the Assessment Regulations. The Registrar's representative may be assisted by a Clerk who will act as administrator and minute secretary to the Panel.

The other members of the panel will be drawn from a list agreed annually by the Panel Chair and Secretary. All panel members will be briefed on their responsibilities by the Chair before participating in panel meetings.

Conflicts of interest

If a student is known to a member of the Panel other than in a professional capacity, the member must declare an interest to the Chair prior to the assessment of the student's request and must not participate in the discussion. The declaration of interest must be noted in the proceedings of the panel.

8.2 Outcomes of requests for additional consideration

Requests for additional consideration are not a substitute for academic performance, therefore marks or classifications may not be raised in order to mitigate against unforeseen circumstances. Where a request is accepted, the Additional Consideration Panel or (for self-certified requests) Additional Consideration Officer may recommend the following outcomes:

i. Extension (or condoned late submission) for an uncapped mark

This outcome normally only relates to the first attempt at an assessment or a previously deferred assessment.

A maximum extension of 14 calendar days from the original assessment date or submission deadline will normally be permitted. For written assessments submitted through Moodle, a 14 day extension will be applied and will be reflected in the deadline displayed against the relevant assessment task. For other types of assessment, the

Module or Component Leader will be responsible for setting the new deadline, which may be before the two week extension period has expired. Practical assessments that cannot be organised within the normal extension period due to Trinity Laban scheduling constraints, may exceptionally be extended for a further 14 days with the permission of the relevant Module or Component Leader. All extensions should be completed within a maximum of 28 calendar days.

Students seeking a condoned late submission (i.e. where an extension is granted retrospectively) by making a late request for additional consideration (see late requests above), should ensure that they submit within 14 days of the original deadline, otherwise this must be dealt with as a request for a deferral.

It is not possible to extend the deadline for all types of assessment. Due to their nature some assessments (for example live recitals) may only be deferred. Where a request for an extension is made for such an assessment, it will automatically be considered by an Additional Consideration Panel as a request for deferral and the student will be asked to supply further evidence where required.

ii. Extension (or condoned late submission) for a capped mark

This outcome will only be the result of a request for additional consideration made in relation to a resit. The same timescales apply as for an extension for an uncapped mark, but the mark will be capped at the pass mark for the module.

iii. Recommendation of deferral of assessment to a future assessment point

The Additional Consideration Panel may recommend to an Interim Assessment Panel or an Assessment Board that a student is granted a further opportunity to complete the assessment at a later date. The Interim Assessment Panel or Assessment Board will be responsible for setting this date and communicating it to the student.

The length of time between the Interim Assessment Panel or Assessment Board and the deferred assessment date or deadline will depend on the nature of the assessment and the study profile of the student, but will be a minimum of two weeks and a maximum of one academic year.

Where possible the assessment (or an approved alternative assessment) will be scheduled before the next academic year. Where it is not possible to undertake (re)assessment within the same academic year, the Panel may recommend to the Assessment Board that the assessment is deferred to the next iteration of a module or component. This will normally necessitate either the approval of a Personal Study Plan or a period of interruption.

Where the original assessment has been attempted and marked, if a further opportunity is permitted following a request for additional consideration, the mark for the deferred assessment will stand and the earlier mark for the same assessment will be removed from the student's record.

iv. Condoned absence

This outcome only applies where a minimum level of attendance is required in order to pass a module or component of a module (including placements or work-based learning). Students who exceed the level of permitted absence (as confirmed by the Registry) should request additional consideration where this is the result of mitigating circumstances.

v. Recommendation to repeat a module or year

Where a student has missed a significant amount of tuition due to their circumstances and is not in a position to pass a deferred assessment or assessments, the Additional Consideration Panel may recommend to the Assessment Board that the student be given an opportunity to repeat either a whole year, or one or more modules. Where it is only necessary to repeat a proportion of the modules in a Part or year of a programme, a Personal Study Plan will normally be required. Alternatively, the student may be required to study for an additional year in part time mode (where available) or to interrupt studies for part of the following academic year.

Additional tuition fees will be normally payable for repeated modules or years. This will be either the full year's fee or the module retake fee, as published on the Trinity Laban website. The amount payable will be confirmed by the Registry alongside the outcome of the Assessment Board.

vi. Further evidence required

Where the Additional Consideration Panel requires additional evidence in order to make an informed decision, it may request further information or independent documentary evidence from a student. In such cases a deadline will be set for the provision of the additional evidence.

vii. Rejection

A request may be rejected by the Additional Consideration Panel or Officer where the impact of the mitigating circumstances have not been sufficiently demonstrated by the supporting statement or, where the request requires independent documentary evidence, the evidence does not adequately support the request. Late requests may also be rejected where there is no good reason for the delay.

Where a request for additional consideration is rejected, that original assessment mark(s) will stand and the normal reassessment regulations/late submission penalties will apply. Students will be notified of the reasons for rejection.

viii. Referral to the Fitness to Study Procedure

Where serious mitigating circumstances are disclosed that have the potential to have a severe impact on a student's ability to engage with the programme over an extended period, the Additional Consideration Panel may recommend to the Head of Student Services and Accessibility that the Fitness to Study process is initiated. In such cases the original request(s) and any supporting evidence will be sent to Student Services for review.

8.3 Notification of outcomes

Students submitting self-certified requests for additional consideration will normally be notified of the outcome by the Registry within 7 calendar days. Requests considered by an Additional Consideration Panel, will be notified of the outcome within 7 days of the panel meeting. The dates of panel meetings will be published on Moodle at the start of each academic year.

All outcomes will be communicated by email, sent to the student's Trinity Laban email account. The outcome email will explain the reasons for the decision, any next steps and the process for appeals. For deferred assessments and repeats, further confirmation of the decision and new deadline will follow once confirmed by the Interim Assessment Panel or Assessment Board. In such cases the next steps will be outlined in a result letter sent by email, post or published securely online.

9 Appeals against the outcome of a request

- 9.1 Students may appeal against the outcome of a request for additional consideration through the Academic Appeals Procedures if they have reason to believe that these procedures have not been fully followed. An appeal, with appropriate evidence, must be submitted to the Registrar's nominee within 28 calendar days of the release of results following an Assessment Board meeting.
- 9.2 Support for students needing to make an appeal is available from the Student Services team.

10 Records and Confidentiality

All personal details included in requests for additional consideration will be treated in confidence and only shared with those members of Trinity Laban staff responsible for making decisions or for managing the associated processes. Request forms and associated correspondence will be held securely by the Registry for the duration of the

current academic year plus six months (or for an additional 12 months where a completion of procedures letter is issued following an appeal). Information about each request will also be held securely on the student's record.

In order to support students' wellbeing, it may be necessary for decision makers to review previous requests for additional consideration. Where multiple requests indicate a potential ongoing issue that could affect a student's ability to engage with their studies, or where a previously undisclosed disability is brought to the attention of the Institution through a request for additional consideration, details of the student's circumstances will be shared with the Student Services team.

Summary minutes of all Additional Consideration Panel meetings, including details of attendees, a brief outline of the proceedings and a record of the decisions taken (including reasons for these) will be retained by the Registry for up to 6 years. In addition, a summary spreadsheet will be maintained for the purpose of notification to relevant assessment boards, and to relevant members of staff responsible for rescheduling assessments or making adjustments to teaching arrangements.

10.1 Statistical Monitoring

Trinity Laban collects data on its additional consideration processes in order to identify potential issues with particular programmes, modules, components or types of assessment. The monitoring process is also used to identify whether particular groups of students are making disproportionately high or low numbers of requests. The monitoring process is overseen by the Academic Board.

Statistics shared internally in order to identify and address issues related to assessment or to the Requests for Additional Consideration Procedure itself, will not contain any personal or sensitive information about the students making requests.