## RADA

# Academic Regulations and Policies 2020-2021

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Validated by King's College London



### Royal Academy of Dramatic Art Academic Regulations 2019-20

#### Contents

Introduction	3
Admissions and Entry	3
English language proficiency	4
Specific criteria for individual programmes are as follows:	4
Duration of Programme and Mode of Attendance	5
Registration and Tuition Fees	6
Attendance and Conduct	6
Employment outside RADA and Early Release	7
Interruption of Studies (Intermittence)	7
Fitness to Train	7
Programme Content	8
Assessment Framework	8
Overview	8
Revocation of awards	8
Credit Framework	8
Continuous assessment: all awards	9
Academic Progression Requirements	9
BA Acting	9
FdA and BA in Technical Theatre & Stage Management, Postgraduate Diploma Theatrand MA Theatre Lab:	
Award of a degree or other award	10
BA Acting (unclassified honours degree):	11
Foundation Degree in Technical Theatre and Stage Management:	
Postgraduate Diploma awards:	11
MA Theatre Lab	11
Exit awards	11
Exit Award: FdA Technical Theatre and Stage Management	12
Exit award: BA Acting	12
Exit award: MA Theatre Lab	12
Mitigating Circumstances	12
Late Submission of Work	12
Publication of examination results and Issue of certificates	13
Representations concerning decisions of Assessment Boards	13
Academic Appeals	13
Complaints	14

#### Introduction

- 1. In this document "you" and "your" means a student registered at RADA for a qualification at Level 4 and above in the UK Framework for Higher Education Qualifications; "we", "us" and "our" means RADA or, as context requires, an officer of RADA or a member of RADA staff action on our behalf.
- These regulations set out the framework within which we will register you for a higher education qualification at RADA. They form part of the terms and conditions of being a RADA student. They have been approved by King's College London, which is the degree awarding body for RADA.
- 3. The awards covered by these regulations are:
  - a. Bachelor of Arts (BA Hons) in Acting
  - b. Foundation Degree (FdA) in Technical Theatre & Stage Management
  - c. BA (Hons) in Technical Theatre & Stage Management
  - d. Postgraduate Diploma (PgD) in Theatre Costume
  - e. MA in Theatre Lab
- 4. We use the regulations to ensure that we are consistent in our academic judgements and that we treat you fairly and equally.
- 5. We review these regulations at the end of every academic year. We will let you know at reenrolment if there are any changes.
- 6. Some of the words in these regulations have a specific meaning. Where this is particular to a section, the word is defined in that place.
- 7. Some words are used more generally, and their particular meanings are set out here:
  - a. The Academic Year is the period from 1 September to the subsequent 31 August.
  - b. Our academic year is divided into three terms of 12 weeks each.
  - c. Level means a level of the UK Framework for Higher Education Qualifications.

#### **Admissions and Entry**

- 8. You must apply for admission to study a specific programme or programmes using the application form or system set out for that programme. We will consider your application on its individual merits.
- 9. We may ask you to take auditions, interviews, tests or other forms of assessment in considering applications; we will ask you to provide evidence of the qualifications and experience you claim on your application.
- 10. For some programmes we may need evidence of other qualities, such as medical clearance or Disclosure and Barring Service clearance.
- 11. We may offer you a place conditional upon your meeting certain criteria.

- 12. We take decisions on admission in good faith on the basis that the information you give us is accurate and correct. If we subsequently find out that the information you gave us is untrue or inaccurate, we may refuse admission or terminate your registration.
- 13. You must meet the following criteria to be offered a place at RADA:
  - a. You must satisfy programme-specific entrance requirements for the level and programme of study as set out in paragraphs 18 to 22 below;
  - You must have demonstrated to our satisfaction, taking into account any individual circumstances, the intellectual maturity necessary to gain full advantage from the educational experience offered by the programme of study;
  - c. You must be proficient in spoken and written English to the levels set out in paragraphs 16 or 17 below, as appropriate.
  - d. You must have satisfied us about any arrangements which are considered necessary if you are under 18 years of age;
  - e. You must have an appropriate visa, where applicable;
  - f. You must comply with our registration procedure.
- 14. If you hold alternative qualifications which do not conform to those normally prescribed for the programme for which you are applying we may consider you for admission if your background and experience or general education satisfies us of your fitness to complete the programme of study.
  - English language proficiency
- 15. We teach all parts of all programmes in English; you must have complete fluency in the English language and evidence of this will be explored during the audition process (BA in Acting, MA Theatre Lab) or interview (FdA TTSM, BA TTSM and PgD Courses).
- 16. For all programmes except the MA Theatre Lab you must have achieved a minimum f Level B2 in the Common European Framework of Reference Languages (CEFR) scale, which equates to IELTS 6.5.
- 17. For the MA Theatre Lab you must have achieved IELTS level 8 or ISE level iii for spoken English and IELTS level 7.5 or ISE level iii for written English. These scores are equivalent to Level C1 in the Common European Framework of Reference Languages (CEFR) scale.
  - Specific criteria for individual programmes are as follows:
- 18. Admission Requirements for Bachelor of Arts (Honours) in Acting
  - a. You must have a standard of education, both general and specific to the discipline to be studied, to equip you to benefit from instruction at levels 4, 5 and 6.
  - b. You will be selected for admission by a four-stage audition process.
- Admission Requirements for Foundation Degree in Technical Theatre and Stage Management
  - a. You must have a standard of education, both general and specific to the discipline to be studied, to equip you to benefit from instruction at levels 4 and 5.

- b. You must show us evidence of practical experience of working in a technical area on a theatre production.
- c. You may be asked to submit a portfolio of work and you will be selected for admission by interview.
- 20. Admission Requirements for Bachelor of Arts (Honours) in Technical Theatre and Stage Management (completion award):
  - a. Graduates of the RADA FdA Technical Theatre and Stage Management Foundation Degree will be considered if you have shown a clear suitability for further training at the BA level and have achieved a minimum of 68% (or merit) in the final mark of that programme.
  - b. You will be considered if you have graduated from a programme of study similar in content, commensurate in level of award and result with RADA's FdA in Technical Theatre and Stage Management (ie with 240 credits or equivalent at Level 5 in the FHEQ).
  - c. You will require a strong testimonial from at least one of the following: a tutor, professional work placement, professional student buddy, or other industry specialist who knows the work of the applicant.
  - d. You may be asked to submit a portfolio of work and you will be selected for admission by interview.
- 21. Admission Requirements for Postgraduate Technical Programmes
  - a. You must hold a degree from a UK university or an overseas qualification of an equivalent standard obtained after a programme of study lasting a minimum of three years in a university (or educational institution of university rank), in a subject appropriate to that of the programme to be followed.
  - b. You will be asked to submit a portfolio of work and you will be selected for admission by interview.
- 22. Admission Requirements for MA in Theatre Lab Programme
  - a. You must hold a degree from a UK university or an overseas qualification of an equivalent standard obtained after a programme of study extending over not less than three years in a university (or educational institution of university rank), in a subject appropriate to that of the programme to be followed.
  - b. You must have prior experience of acting at university or amateur level, or sufficient previous theatre experience in another discipline.
  - c. You will be selected by a two-stage audition process.

#### **Duration of Programme and Mode of Attendance**

- 23. The minimum length of study for our programmes, and the mode of attendance, are as follows:
  - a. BA (Hons) in Acting: three academic years, full time
  - b. Foundation Degree in Technical Theatre and Stage Management: two academic years, full time

- c. BA (Hons) in Technical Theatre and Stage Management: one academic year full time
- d. Postgraduate Diploma in Theatre Costume: two academic years, full time
- e. MA in Theatre Lab: one calendar year from September.

#### **Registration and Tuition Fees**

- 24. You must register annually and inform us of both your permanent and term-time residential addresses. So that we can keep in touch with you, you must tell us promptly if you change your address.
- 25. We set tuition fees on an annual basis. A schedule of fees is published on our website.
- 26. Our Fees Policy sets out how you must pay your fees. If you leave early, the Fee Policy sets out what fees will remain owing to us.
- 27. If you do not pay your fees, or agree with us a satisfactory arrangement for the payment of your fees, we may cancel your registration as a RADA student.

#### **Attendance and Conduct**

- 28. We expect you to attend all teaching session and to arrive in good time. You must sign in every day you are present at RADA. This is in line with the professional norms of theatre.
- 29. You may not be absent from class without prior permission from the Director of BA Acting, Director of Technical Training, Head of Theatre Lab, Director of Student & Academic Services, or other designated senior staff member. Our Attendance Policy set out further details.
- 30. We will not grant permission for you to be absent from timetabled classes, rehearsals and assessments apart from in exceptional circumstances outlined in our Mitigating Circumstances Policy.
- 31. You are not permitted to be late for any classes. We expect you to be on time for your call, which is prior to the actual start of the class time. We will record all late arrivals and absences as outlined in our Attendance Policy.
- 32. If you are a student for the BA Acting, or for the FdA or BA (Hons) Technical Theatre and Stage Management, and you are late, without prior permission, we may exclude you from class for the remainder of the session or whole day as outlined in our Attendance Policy.
- 33. If you are absent for more than four weeks of training either consecutively or cumulatively over the academic year, we will not permit you to progress to the next year of the programme. This is subject to your overall academic performance, any mitigating circumstances you may submit, and the recommendation of the Programme Assessment Board.
- 34. 'Four weeks' in working days means the following periods for each programme:

Programme	Usual teaching days per week	Four weeks in days
FdA TTSM	5	20
BA TTSM	5	20
BA Acting	5	20
PgD Theatre Costume	5	20
MA Theatre Lab	4	16

- 35. We expect you to maintain the highest standards of dedication and behaviour as outlined in the *Student Code of Conduct*.
- 36. If you are in breach of this code you may be referred to the *Disciplinary Policy* or the *Fitness to Train Policy*. The Director of the Academy has the power to temporary or permanently suspend or exclude you, in accordance with the *Emergency Powers of Suspension and Exclusion policy*.
- 37. We are opposed to discrimination and discriminatory attitudes. You must have consideration and respect for everyone in the Academy, regardless of race, religion or belief, gender, sexual orientation, age, marital status and social background or any other protected characteristic. If you fail to observe this, we will treat it as a disciplinary offence and deal with it under the terms of the *Disciplinary Policy*.
- 38. We are opposed to harassment in all its forms and it is a disciplinary offence. Harassment can include bullying, insulting comments, offensive behaviour, jokes, threats, and giving people unwanted attention. If you engage in harassment of other students or staff, we may withdraw you from the course. Our *Disciplinary Policy* and our *Respect at RADA* policy contain further information.
- 39. If you are in breach of our regulations, policies and codes of conduct you may be subject to disciplinary sanctions, including expulsion from the Academy.

#### **Employment outside RADA and Early Release**

- 40. You may not undertake any professional engagement for the duration of your training without the permission of the Director of RADA or nominee.
- 41. You may not, whilst you are a student, sign any contract or come to any understanding, with regard to their professional services, with any Artists' Agent or prospective employer without the permission of the Director of RADA.
- 42. Our *Early Release Policy* sets out how, with the specific permission of the Director of RADA, under specific circumstances and at the end of the BA Acting programme, you may substitute professional work for a RADA production and be awarded a degree. Such permission is only given in exceptional circumstances.

#### **Interruption of Studies (Intermittence)**

- 43. If illness, disability or other personal circumstances prevent you from effectively pursuing your training you may apply to interrupt your training for a period agreed by the Director of RADA.
- 44. The maximum period you are allowed to intermit is two years. If you are absent for more than two years you will be withdrawn from the course.
- 45. The maximum amount of time you may take to complete your degree including intermittence is five years.

#### **Fitness to Train**

- 46. Fitness to Train is defined as your ability to engage positively and fully with your studies and to fulfil the expectations of the course without negative impact on students or staff. In cases where you do not meet these expectations you may be declared unable to continue with your training under the terms of the *Fitness to Train* policy.
- 47. The maximum amount of time you may interrupt your training under the *Fitness to Train* policy is two years. After that period you will be withdrawn from the course.

#### **Programme Content**

- 48. You will follow the complete programme of study outlined in the relevant programme specification and Course Document.
- 49. You do not have a choice in the selection of your teachers, including visiting professionals.
- 50. You have no right to demand a specific part or show role in any production, project or assessment.
- 51. In cases of staff absence or changes, we may need to make some adjustment to the programme, in line with the programme specification, and following consultation with the students affected.
- 52. We may make adjustments to the programme content that reflect developments in theatre practice. You will be consulted before any adjustment to your programme is made during your period of study.

#### **Assessment Framework**

Overview

53. Our programmes lead to awards made by King's College London (KCL). KCL sets out the procedures which are used to make those awards; details are set out in our Assessment *Procedures*.

Revocation of awards

- 54. King's College London may revoke any degree, diploma, certificate or other award granted by King's College London in accordance either with the Charter and Statutes of King's College London and all privileges connected therewith, if it shall be discovered at any time and proved to the satisfaction of King's College London that:
  - a. There was an administrative error in the award made under the procedures required by King's College London regulations; or
  - b. Subsequent to award, a Faculty Assessment Board, having taken into account information which was unavailable at the time its decision was made, determines that a candidate's classification should be altered.

Credit Framework

- 55. The KCL Credit Framework is applicable to all full-time taught programmes offered by RADA and validated by King's College as listed in paragraph 3 above (with the exception of the BA in Acting programme which is a non-credit weighted programme).
- 56. A full explanation of the KCL Credit Framework is included in our Assessment Procedures.
- 57. We do not permit credit transfer between our programmes. Each programme has to be studied in total and completed in total for you to be eligible for an award.
- 58. All modules within the Foundation Degree, BA in Technical Theatre, Postgraduate Diplomas and MA programmes are considered core modules, and hence must be taken and passed.

Continuous assessment: all awards

- 59. We will assess you by a joint process of continuous assessment and specific assessment points, as outlined in the individual programme specification.
- 60. Exceptionally, we may make provision for you to undertake an alternative form of assessment where it is impractical for you to be assessed or reassessed at the end of the module; provided that you are assessed on equal terms with other students. Our Mitigating Circumstances Policy set out further information.

#### **Academic Progression Requirements**

BA Acting

- 61. You must pass every assessment point in the 1st and 2nd year to progress to the 3rd year.
- 62. During the third year you may fail or miss one assessment.
- 63. If you are in danger of failing an assessment, during a cumulative assessment term, the tutor(s) concerned will inform the Director of Actor Training who will agree with them the strategy for informing you.
- 64. You may only miss an assessment if Mitigating Circumstances or interruption under the Fitness to Train policy have been approved.
- 65. If you fail or miss an assessment you will be given one opportunity to retrieve the mark by one of the following methods:
  - a. For an individual exercise within the cumulative assessment in years 1 and 2 the Director of Actor Training (i.e. the Assessment Board Chair) may offer you the opportunity to repeat that exercise at a later date. In cases where disability, illness or injury prevent you from taking the original assessment, reasonable adjustment will be made to allow you to be assessed by alternative means.
  - b. When the failed or missed assessment in Years 1 or 2 is a presentation in a play or other group-dependent exercise, you will be permitted to retrieve your assessment at the next available opportunity, in accordance with the retrieval schedule outlined in the Programme Specification.
  - c. When the failed or missed assessment is a performance in a play or other group dependent exercise, you will be assessed on the rehearsal/process alongside your documentation of the project/production.
  - d. In cases where you have missed an entire module and its corresponding assessment point(s) (for example, being absent for four weeks or more) the Director of RADA, in consultation with you, will consider if you can continue on the programme in the current year or whether you should interrupt your studies. If you interrupt your studies you may re-join at the appropriate term in the following year to retake the assessment. If you are allowed to continue on the programme in the current year an aggregate of your previous marks will be used. See also paragraph 33 above.
- 66. If you fail the attempt to retrieve the failed or missed assessment then you may not progress with your studies and must withdraw from the course.

FdA and BA in Technical Theatre & Stage Management, Postgraduate Diploma Theatre Costume and MA Theatre Lab:

- 67. You must pass every assessment point to successfully complete the programme.
- 68. For the MA Theatre Lab and Year 1 of the FdA Technical Theatre and Stage Management and Year 1 of the PgD Theatre Costume you may only miss an assessment if Mitigating Circumstances have been approved or interruption under the Fitness to Train policy have been approved. You will be required to retrieve the missed assessment.
- 69. For Year 2 of the FdA Technical Theatre and Stage Management, Year 2 of the PgD Theatre Costume and the BA Technical Theatre and Stage Management, you may only miss an assessment if Mitigating Circumstances have been approved or interruption under the Fitness to Train policy have been approved. You may not be required to retrieve one assessment missed where Mitigating Circumstances or interruption under the Fitness to Train policy have been approved.
- 70. If you fail or miss an assessment you will have one opportunity to retrieve the mark. Where possible you will be assessed by repeating the same activity. Where not possible, you may be required to carry out a separate piece of work in place of the original assessment. In cases where disability, illness or injury prevent you from taking the original assessment reasonable adjustment will be made to allow you to be assessed by alternative means
- 71. We will second mark any failed work. For the MA Theatre Lab, the failed work must be agreed by the External Examiner.
- 72. If you need to extend the length of your registration to retrieve failed/missed marks it is at our discretion whether additional fees will be charged.
- 73. If you fail the attempt to retrieve the failed or missed assessment then you may not progress with your studies and must withdraw from the course.
- 74. In exceptional circumstances you may be permitted to take an extended placement. We will count the successful completion of this placement as two assessment points. You will normally be assessed by RADA tutors during an extended placement.

#### Award of a degree or other award

- 75. We will recommend to KCL the award to you of a degree or other qualification when you have:
  - completed to the satisfaction of the relevant teaching staff the programme of study prescribed in the programme specification and Course Document for which you are registered;
  - successfully completed all modules prescribed for the award in the programme specification and have demonstrated a competence in all required aspects of the programme;
  - c. successfully completed all parts of the assessment prescribed for the award and have demonstrated a competence in all required aspects of the programme.
- 76. At the completion of your final year we will consider your total assessment record and assess you for an award in line with the following criteria:

BA Acting (unclassified honours degree):

- 77. You will be assessed for award according to the following criteria:
  - Pass: you have met the learning outcomes of the programme to a satisfactory standard.
  - b. Fail: you have failed to meet the learning outcomes of the programme.

You must meet the minimum pass mark of 40.

Foundation Degree in Technical Theatre and Stage Management:

- 78. You will be assessed for award according to the following criteria:
  - a. You will be eligible for the award of the Foundation degree if you have achieved an average of 40 over the final year of the programme.
  - b. If you achieve an average between 68 and 77 inclusive you will be eligible for the award of the Foundation degree with Merit
  - c. If you achieve an average of 78 or over you will be eligible for the award of the Foundation degree with Distinction.

Postgraduate Diploma awards:

- 79. You will be assessed for award according to the following criteria:
  - a. If you have achieved an average of 50 over the last three terms of the programme you will be eligible for the award of a Postgraduate Diploma (PgD).
  - b. If you have achieved an average between 68 and 77 inclusive you will be eligible for the award of PgD with Merit.
  - c. If you have achieved an average of 78 or over you will be eligible for the award of PgD with Distinction.

MA Theatre Lab

- 80. You will be assessed for award according to the following criteria:
  - a. Pass: You have met the learning outcomes of the programme to a satisfactory standard.
  - b. Fail: you have failed to meet the learning outcomes of the programme.

You must meet the minimum pass mark of 50.

#### **Exit awards**

- 81. We offer exit awards for the following programmes:
  - a. FdA in Technical Theatre and Stage Management
  - b. BA Acting

- c. MA Theatre Lab
- 82. There are no exit awards for any other of our programmes. If you have failed to satisfy all the elements of an award, and have used all of your reassessment opportunities, then no transfer of credit is permitted, and no alternative exit award is offered.
  - Exit Award: FdA Technical Theatre and Stage Management
- 83. If you have successfully completed all modules and credit for the first year of the programme (Level 4) but have not completed the Foundation Degree in Technical Theatre and Stage Management as a whole, we may award a Certificate of Higher Education.
  - Exit award: BA Acting
- 84. If you have successfully completed the first year of the programme (Level 4) but have not completed the BA Acting as a whole, we may award a Certificate of Higher Education.
  - Exit award: MA Theatre Lab
- 85. If you have achieved 120 credits in modules other than the Dissertation, we may award a Postgraduate Diploma, using the same assessment criteria as the MA Theatre Lab course.

#### **Mitigating Circumstances**

- 86. You are required to take your assessments at times we prescribe. However, there may be exceptional occasions when you are unable to meet those requirements. Such circumstances may include bereavement, serious short-term illness affecting you or close members of your family, deterioration of a long term physical or mental health condition, other serious unforeseen factors. If you wish to defer an assessment to retake at a future point you must apply for Mitigating Circumstances.
- 87. If we approve mitigating circumstances then
  - a. in the case of an individual exercise, you will be allowed to retrieve the original assessment
  - in the case of a performance in a play, or other group dependent exercise, you may
    then be offered an alternative method of retrieval by the Chair of the relevant
    Programme Assessment Board.

#### **Late Submission of Work**

- 88. We will apply an automatic penalty to your assessed work if:
  - a. you fail to submit coursework for assessment
  - b. you submit after the deadline, and have not had mitigating circumstances approved.
- 89. The automatic penalty will be in line with the following:
  - a. If you submitted your work within 24 hours of the deadline it will be marked, but the mark awarded will be capped at the pass mark.
  - b. If you submit your work after the 24-hour deadline you will, subject to the agreement of the Programme Assessment Board, be permitted to attempt the coursework again if the regulations for the programme permit such reassessment. The mark awarded

will be capped at the pass mark. This will not apply where the work submitted is a written retrieval for a practical or performance-based assessment as a second attempt.

- 90. If you submit a mitigating circumstances form (including the granting of an extension) before the published coursework submission deadline and, as a result of your mitigating circumstances, submit work after the published deadline, your work will be marked without penalty, provided that
  - a. the Chair of the Programme Assessment Board is satisfied that your circumstances meet the conditions in Regulation 86 above; AND EITHER.
  - b. The Chair of the Programme Assessment Board must be satisfied that the mitigating circumstances would prevent or have prevented you from sitting the examination or submitting the assessment within the given timeframe; OR
  - c. The Chair of the Programme Assessment Board must be satisfied that the mitigating circumstances would have or have had a significant and adverse impact on your performance in the assessment.
- 91. Under no circumstances may marks be raised due to mitigating circumstances in relation to your performance in an assessment.

#### Publication of examination results and Issue of certificates

- 92. Pass lists will be published and marks issued by us under delegated authority from King's College London.
- 93. The 'date of the award' shall normally be the first day of the month following the date of the meeting held to ratify the results. For clarity, the date of award is not the same as the date of publication, for the purposes of appeals.

#### Representations concerning decisions of Assessment Boards

- 94. Except as provided for by the King's College London Regulations, we cannot modify any decision of a properly convened and constituted Assessment Board acting in accordance with these and any other relevant Academy or College Regulations.
- 95. We will not consider representations concerning decisions of Assessment Boards which are based solely upon a challenge to the academic judgment embodied in any decision.

#### **Academic Appeals**

- 96. An Academic Appeal is defined as a request for a review of an academic decision made by the Programme Assessment Board in relation to progression within a programme of study, assessments and awards.
- 97. If you fail an assessment after attempting retrieval (see *Academic Progression Requirements* above), you may have the right to appeal. You can only make an appeal after the relevant RADA Programme Assessment Board, with the King's Faculty Assessment Board Chair present, has agreed the mark and you have been formally notified of the outcome.
- 98. RADA is bound by King's College London appeals process for all academic appeals. There are two principal grounds stated in the King's regulations:

- a. There is evidence that your examination may have been adversely affected by mitigating circumstances which you were unable, or for valid reasons unwilling, to divulge to the Assessment Board before its decision was reached.
- b. There is clear evidence of a significant administrative error on the part of the Academy or in the conduct of the examination and that this accounted for your performance.
- 99. You have NO right of appeal on the following grounds:
  - a. Challenges to the academic or professional judgment of examiners on an assessment outcome, mark or the level of the award recommended or granted.
  - b. Claims that your academic performance was adversely affected by factors such as ill health, where there is no contemporaneous, independent, medical or other evidence to support the application.
  - c. Appeals that are based on circumstances which, without good reason, you did not bring to the attention of the Programme Assessment Board at the appropriate time.
- 100. If you wish to make an appeal, you should first discuss the issue with the Course Director, who will refer to the informal process for considering any challenge to a mark or comment (see *Appeals Policy and Procedure*, bearing in mind the provisions of paragraph 99 above). You should also take advice.
- 101. After discussion with the course director, you must submit your appeal to King's College London within 21 days of the formal notification of the decision of the Programme Assessment Board, using the King's College London appeal form, which is available from the Student Conduct and Appeals Office at King's College London.
- 102. The full Appeals Procedure and guidance is available from <a href="https://www.kcl.ac.uk/aboutkings/orgstructure/ps/acservices/conduct/academic-appeals">https://www.kcl.ac.uk/aboutkings/orgstructure/ps/acservices/conduct/academic-appeals</a>.

#### **Complaints**

- 103. We want to provide you with the best experience possible, and give you a remedy if things go wrong. Our *Complaints policy and procedure* set out how we will deal with a complaint.
- 104. Grounds for complaint may include:
  - a. Matters seriously undermining the quality of learning provision or support we provide, contrary to what you were led to expect;
  - The absence, inadequacy or withdrawal of a service or facility which you were led to expect, including in respect of adjustments made, or not made, in accordance with the Equality Act 2010.
- 105. Complaints must normally relate to what you have been led to expect, normally through information which we have given to you. You cannot complain about the lack of a service which you were never led to expect, even if it is available in another school or college with which you are familiar.
- 106. There may be occasions when services or learning opportunities are adversely affected by unforeseen circumstances. When this happens, you are entitled to expect that steps will be taken promptly to solve the problem or make alternative arrangements. Complaints will not

- normally be upheld if they concern specific short-term shortfalls in arrangements which otherwise accord with what you have been led to expect.
- 107. You will never be disadvantaged as a result of making a complaint in good faith.
- 108. Further details on the procedures for making a complaint can be found in the Complaints Policy and Procedures.

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