

## Academic Regulations

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# Royal Academy of Dramatic Art Academic Regulations

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## **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 acting on our behalf.
2. 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. King's College London, the awarding body for RADA's degree courses, has approved them.
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 annually. You will be provided with links to the new regulations at the start of each academic year.
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 between 10 & 13 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;
  - b. 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. Due to the curriculum containing adult content, students must be 18 years of age on the first day of the induction week in the year that they start their programme of study. It is not possible to make adjustments for individuals that would exclude all such content..
  - e. You must have an appropriate visa, where applicable;
14. comply with the registration procedure laid down by the Academy. 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 Level B2 in the Common European Framework of Reference Languages (CEFR) scale, which equates to IELTS 5.5.
17. For the MA Theatre Lab you must have achieved IELTS level 7.0 overall with a minimum of 6.5 in all areas or hold ISE III (C1) certification.

### **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.
19. 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 will be selected for admissions by a two stage process involving an interview and a practical workshop.
  - d. You may be asked to submit a portfolio of work at either stage of the admissions process.
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.
  - 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. If you are applying having not completed the RADA FdA TTSM Course \you will require a strong testimonial from at least one of the following: a tutor from the course you studied on, professional work placement, , or other industry specialist who is able to comment on the standard of your work.
  - d. Candidates are asked to show any work that may serve to support their application.
  - e. You will be selected for admission by interview
21. Admission Requirements for Postgraduate Technical Programmes
- a. You must hold an undergraduate degree in a relevant subject and have substantial practical experience gained through study or professional experience or demonstrate prior experiential learning equivalent to a level 6 qualification.
  - b. Candidates are asked to show any work that may serve to support their application.
  - c. 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 an undergraduate degree in a relevant subject and have substantial practical experience gained through study or professional experience, or
  - b. an undergraduate degree in an unrelated subject in addition to substantial practical acting/performance experience, or
  - c. demonstrate prior experiential learning in acting/performance equivalent to a level 6 qualification.
  - d. If you meet the requirements set out in criteria a-c, you will be invited to participate in a selection process comprising an audition, interview and written task

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

23. The period of registration will commence on the date the student enrolls on a programme.
24. 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. The normal period of study will be three academic years over nine consecutive terms. Students will complete 120 credits in each year of study.
  - b. Foundation Degree in Technical Theatre and Stage Management: two academic years, full time. The normal period of study will be two academic years over six consecutive terms. Students will complete 120 credits in each year of study.
  - c. BA (Hons) in Technical Theatre and Stage Management: one academic year full time. The normal period of study will be one academic year over three consecutive terms. Students will complete 120 credits.
  - d. PGDip in Theatre Costume: two academic years, full time. The normal period of study will be two academic years over six consecutive terms. Students will complete 45 credits in year one 105 in year two.
  - e. MA in Theatre Lab: one calendar year from January. The normal period of study will be four consecutive terms. Students will complete 180 credits.

### **Registration and Tuition Fees**

25. 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.
26. We set tuition fees on an annual basis. A schedule of fees is published on our website.

27. 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.
28. 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**

29. We expect you to attend all teaching sessions and to arrive in good time. You must sign in every day you are present at RADA. This is in line with the professional standards.
30. You may not be absent from class without prior permission from the Director of Actor Training, Director of Technical Training, Head of Theatre Lab, Registrar, or other designated senior staff member. Our Attendance Policy sets out further details.
31. We will not grant permission for you to be absent from timetabled classes, rehearsals and assessments unless there are exceptional circumstances, as outlined in our Attendance and/or Mitigating Circumstances Policy.
32. 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.
33. If you are a student on the BA Acting, FdA or BA (Hons) Technical Theatre and Stage Management course, and you are late, without prior permission, we may exclude you from class for the remainder of the session as outlined in our Attendance Policy.
34. If you have a high level of absence, you are unlikely to meet the requirements to pass the continuous assessment elements of the course. Your ability to progress through or complete the course is subject to your overall academic performance, any mitigating circumstances you may submit, and the decisions of the Programme Assessment Board. If there are reasons for your absence for example ill health, the Support for Study procedure may be used to support you to complete your course, including where necessary a period of interruption or other adjustments that extend your total period of study.

### **Conduct**

35. We expect you to maintain the highest standards of dedication and behaviour as outlined in the *Code of Conduct*.
36. If you are in breach of this code you may be referred to the *Non-Academic Misconduct Policy* or the *Support for Study Policy*.
37. RADA will not tolerate 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 *Non-Academic Misconduct Policy*.
38. RADA will not tolerate harassment in any 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 will start disciplinary proceedings, which may result in RADA withdrawing you from the course. Our *Non Academic Misconduct Policy* and *Sexual Misconduct, Bullying and Harassment 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 in accordance with the relevant policy or the *Emergency Powers of Suspension and Exclusion policy*.

### **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 Principal of RADA or nominee.
41. You may not, whilst you are a student before the signing date, sign any contract or come to any understanding, with regard to your professional services, with any Artists' Agent or prospective employer without the permission of the Principal of RADA or nominee.
42. Our *Early Release Policy* sets out how, with the specific permission of the Principal of RADA or nominee, under specific circumstances and at the end of the BA Acting programme, BA (Hons) Technical Theatre and Stage Management you may substitute professional work for a RADA production and be awarded a degree, subject to successful completion of the required number of assessment points for your course. Such permission is only given in exceptional circumstances.

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

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 Principal or nominee.
44. The maximum period you are allowed to Interrupt is normally two years with the exception of courses under 4 terms. .
45. Below shows the maximum number of years you have in order to complete your degree this is taken from the date you started.

Course	Minimum length to complete the course	Maximum length to complete the course
FdA Technical Theatre and Stage Management	Two years	Four Years
BA Technical Theatre and Stage Management	One Year	Two Years
BA Acting	Three Years	Six Years
PgDip Theatre Costume	Two years	Four Years



MA Theatre Lab	4 Terms (one calendar year Jan-Dec)	8 Terms (two calendar years)
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46. If you are absent for more than permitted, you will be withdrawn from the course only in exceptional circumstances may this be extended Exceptions may be approved by Course Director and Registrar.
47. Where a student interrupts their studies during the first year of their course and return to begin the course from the first term again then new commencement date will be used not the original commencement date prior to their interruption.

### **Support for Study**

48. The *Support for Study policy* is to enable you to succeed and progress with your studies in a supportive environment as well as ensuring that your safety and wellbeing, and that of other members of the RADA community, is maintained.
49. In cases where you do not meet these expectations you may be declared unfit to continue with your training (either temporarily or permanently) under the terms of the *Support for Study policy*.

### **Programme Content**

50. You will follow the complete programme of study outlined in the relevant Programme Specification and Course Document.
51. You do not have a choice in the selection of your teachers, including visiting professionals.
52. You have no right to demand a specific part or show role in any production, project or assessment.
53. In cases of long term 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.
54. We may make adjustments to the programme content that reflect developments in theatre practice. You will be consulted before any significant adjustment to your programme is made during your period of study.

### **Assessment Framework**

#### Overview

55. Our programmes lead to awards made by King's College London (King's). King's is responsible for assuring the quality of the qualifications that it awards and approves these academic regulations in the context of its own assessment regulations on an annual basis.

#### Assessment Boards

56. RADA Assessment Boards are responsible for ensuring that the examination and assessment procedures for the award(s) for which it is responsible are carried out in accordance with the regulations governing the programme(s) and award(s) concerned and other relevant Academy regulations and in a fair and impartial

manner. Assessment boards make decisions on student progression, award, or withdrawal due to academic failure, based on consideration of assessment outcomes for each student.

57. Assessment Boards conduct their business according to the following terms of reference:
- a. to agree the grades awarded for each assessment and any aggregate marks calculated;
  - b. to consider any recommendations arising from mitigating circumstances procedures;
  - c. make decisions on each student's progression or final award in accordance with the requirements set out in the programme specification, course document and academic regulations including;
    - whether a student may proceed to the next stage of a programme
    - whether a student is permitted to retrieve or repeat an assessment, module or stage of a programme
    - whether a student is required to withdraw due to academic failure
    - the award of credit, degrees or diplomas and, where relevant, the classification of these awards
  - d. to consider initial comments from the External Examiner;
  - e. to note any adjustments made as a result of the implementation of emergency assessment regulations;
  - f. to ensure a proper record is kept of the proceedings and decisions, and that the confidentiality of these is preserved.
58. Assessment Board membership consists of the Director/Course leader of the course under consideration, a Director/Course Leader from another course, Internal and External Examiners, King's Chair of the School of Arts and Humanities Undergraduate/Postgraduate Faculty Assessment Sub-Committee; Registrar or Deputy Registrar.

#### Revocation of awards

59. 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.

#### Award of credit

60. Credits are awarded for the programmes listed in paragraph 3 above, The level and volume of credit associated with each course and module is outlined in the programme specification.
61. Credit transfer between our programmes or module exemptions based on prior learning is not permitted.
62. All modules which are considered core must be taken and passed.

#### Continuous assessment: all awards

63. We will assess you by a joint process of continuous assessment and specific assessment points, as outlined in the individual programme specification.
64. 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 sets out further information.

#### **Academic Progression Requirements**

65. If you are in danger of failing an assessment, the tutor(s) concerned will inform the course Director who will agree with them the strategy for informing you.
66. You may only miss an assessment if Mitigating Circumstances has been approved.
67. If you interrupt your studies you may re-join at an appropriate point as agreed with the Course Leader/Director. This may result in you completing the course part-way through an academic year.
68. If you fail 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 adjustments will be made to allow you to be assessed by alternative means.
69. All work receiving a failing grade from the first marker will be second-marked and shared with the External Examiner for the course.
70. If you need to extend the length of your registration to retrieve failed assessments you may be liable for additional fees at RADA's discretion.
71. You will only be permitted one opportunity to retrieve a failed assessment, unless mitigating circumstances apply.
72. An attempt to retrieve an assessment that has been missed due to mitigating circumstances will be treated as a first attempt. If you fail an attempt to retrieve a

missed assessment, you may be permitted one further attempt to retrieve the failed assessment by the Assessment Board.

73. FdA TTSM, BA TTSM students may in exceptional circumstances 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.
74. BA Acting year 3 students may in exceptional circumstances be permitted to undertake a Professional Placement ACT606. We will count the successful completion of this placement as one assessment point.

#### **Award of a degree or other award**

75. We will recommend to King's the award to you of a degree or other qualification when you have:
  - a. 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.
  - b. successfully completed all assessments or elements prescribed for the award in the programme specification and have met all intended learning outcomes for the programme.
76. At the completion of your final year the Assessment Board will confer awards in line with the following criteria:

Bachelor of Arts with Honours (BA (Hons)) Acting (awarded without classification):

77. An award will be made 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.

78. For the purposes of determining progress and achievement, numerical marks are awarded for each assessment in year three and pass/fail for years one and two. You must meet the minimum overall pass mark of 40 in order to qualify for the award of BA (Hons).

Foundation Degree of Arts in Technical Theatre and Stage Management (FdA):

79. An award will be made according to the following criteria:
  - a. You will be eligible for the award of the Foundation degree if you have achieved a minimum average mark of 40 over the final year of the programme.
  - b. If you achieve an average between 60 and 70 inclusive you will be eligible for the award of the Foundation degree with Merit
  - c. If you achieve an average of 70 or over you will be eligible for the award of the Foundation degree with Distinction.

80. Borderline consideration will be made where a student is within 2% below the threshold and shows at least two grades in the higher range and exit velocity.

Bachelor of Arts with Honours (BA (Hons)) in Technical Theatre and Stage Management:

81. An Award will be made according to the following criteria:

- a. You will be eligible for the award of BA (Hons) if you have achieved an average of 40 over the final year of the programme.
- b. If you achieve an average between 40 and 49 inclusive you will be eligible for the award of BA (Hons) with Third
- c. If you achieve an average between 50 and 70 inclusive you will be eligible for the award of BA (Hons) with Second
  - i. 50-59 2:2
  - ii. 60-69 24:1
- d. If you achieve an average of 70 or over you will be eligible for the award of BA (Hons) with First.

82. Borderline consideration will be made where a student is within 2% below the threshold and shows at least two grades in the higher range and exit velocity.

Postgraduate Diploma Theatre Costume award:

83. An award will be made 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 with Pass).
- 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.

84. There is no borderline consideration for Post Graduate Technical Theatre courses.

MA Theatre Lab

85. For the purposes of determining progress and achievement, numerical marks are awarded for each assessment. You must meet the minimum overall pass mark of 50 in order to qualify for the award of MA

86. An award will be made 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.

### **Exit awards**

87. We offer exit awards for the following programmes:
- a. FdA in Technical Theatre and Stage Management
  - b. BA (Hons) Acting
  - c. MA Theatre Lab
  - d. PgDip Theatre Costume

88. There are no exit award for BA in Technical Theatre and Stage Management..

Exit Award: FdA Technical Theatre and Stage Management

89. 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, you will be eligible for the award of Certificate of Higher Education.

Exit award: BA (Hons) Acting

90. 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.
91. If you have successfully completed the first and second years of the programme (Levels 4 and 5) but have not completed the BA Acting as a whole, we may award a Diploma of Higher Education.

Exit award: MA Theatre Lab

92. If you have achieved 120 credits in modules we may award a Postgraduate Diploma.

Exit award: PgDip Theatre Costume

93. If you have achieved 60 credits in modules, we may award a Postgraduate Certificate.
94. ~~If you have achieved 120 credits in modules we may award a Postgraduate Diploma.~~

### **Mitigating Circumstances**

95. You are required to take your assessments at the times we prescribe. However, there may be exceptional occasions when you are unable to meet those requirements. If you need an extension to a deadline or wish to defer an assessment to a future point you must apply for Mitigating Circumstances.
96. If we approve mitigating circumstances then
- a. in the case of an individual exercise, you will be allowed to retrieve the original assessment
  - b. 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.

97. Mitigating circumstances will be approved where the Course Director, acting under delegated authority from the Assessment Board, is satisfied that the circumstances evidenced have either;
- a. prevented you from completing all or part of the assessment within normal timescales, or;
  - b. would have had a significant or adverse impact on your performance in the assessment.

### **Late Submission of Work**

98. 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.
99. 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.
100. If you submit a mitigating circumstances form (requesting 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 the mitigating circumstances claim is approved.
101. Under no circumstances will marks be raised due to mitigating circumstances in relation to your performance in an assessment.

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

102. Pass lists will be published and marks issued by us under delegated authority from King's College London.
103. 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. The 'date of publication' is the date on which you are notified of the decision of the Assessment Board.

### **Representations concerning decisions of Assessment Boards**

104. 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.

105. 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**

106. 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.
107. If you are dissatisfied with the outcome of an assessment board you have the right to appeal on the grounds outlined in paragraph 109. 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.
108. RADA's courses are subject to the King's College London academic appeals procedures. King's Assessment regulations (T44) state that a student may appeal on either or both of the following grounds:
- a. Where there is evidence that assessment(s) may have been adversely affected by mitigating circumstances which the student was unable, or for valid reasons unwilling, to make known before the original decision was reached.
  - b. Where there is clear evidence that assessment(s) may have been adversely affected by a significant administrative error on the part of [the Academy] or in the conduct of the assessment.
109. You have no right of appeal on the grounds of challenge to the academic judgement of an assessor or assessors.
110. If you wish to make an appeal, you should first discuss the issue with the Course Leader/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 109 above). Advice is also available from Student and Academic Services.
111. After discussion with the Course Director, you must submit your appeal to King's College London within 15 working 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.
112. Where you have been withdrawn from a programme due to academic failure, you will not normally be permitted to continue with your studies or to progress to the next stage of your programme pending the outcome of an appeal.
113. The full Appeals Procedure and guidance is available from <https://www.kcl.ac.uk/aboutkings/orgstructure/ps/acservices/conduct/academic-appeals>



## **Complaints**

114. 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.
115. 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;
  - b. 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.
116. RADA sets out what services, facilities and learning opportunities it will provide in its terms and conditions, policies, procedures and programme information. These documents form a contract between RADA and its students. Complaints about differences in provision between RADA and other similar institutions or organisations will not normally be considered under the student complaints procedure where such provision is not outlined in our contract with you.
117. 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 RADAs contractual obligations to you.
118. You will never be disadvantaged as a result of making a complaint in good faith.
119. Further details on the procedures for making a complaint can be found in the *Complaints Policy and Procedures*.