

**Student & Participant Handbook:**  
**Short Courses & Central for Business**

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# Welcome to Central!

This Student Handbook provides you with important and useful information about your time as a Short Courses student or Central for Business participant with The Royal Central School of Speech and Drama (Central). You should make sure that you retain a copy for reference throughout your studies with us.

Please note that it is your responsibility to familiarise yourself with all the information contained in this handbook – make sure that you read it and that you understand its contents and feel free to ask the relevant staff if you have any questions.

Of course things can change, so occasionally more up-to-date information will be issued, but rest assured that we will always keep you informed of anything you need to know.

We hope that you will find the handbook useful and wish you every success in your studies. Enjoy!

## **Contact Details**

### **Short Courses**

Mairi Hayes

Community Drama and Diploma Manager

E: [short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk)

### **Central for Business**

Anthony Bell

Business & Enterprise Manager

E: [centralforbusiness@cssd.ac.uk](mailto:centralforbusiness@cssd.ac.uk)

## **Section 1 – Terms & Conditions**

### **About us: Short Courses & Central for Business**

Placing students at the centre of its work, Central develops practitioners and researchers who shape the future of theatre and performance across the UK and beyond.

The Short Courses & Central for Business portfolio is a non-accredited learning programme characterised by audience diversity and internationalism and informed by sector market trends and analysis. It reflects Central's specialist knowledge in the performing arts and associated learning and training. It produces a range of outputs relating to theatre and performance learning in the business and leisure sectors.

**Short Courses** refers to our part time non-accredited courses, including our Online Short Courses, Evening Courses, Summer Short Courses, Diplomas and Saturday Youth Theatre and any one-off taster workshops or one/two day courses.

**Central for Business** collaborates with companies and individuals who wish to develop their voice and communication skills. Types of courses include: Bespoke Communication Courses, Communication Open Courses and One-to-One Coaching.

### **What can I expect of Central?**

We will seek to provide a safe, supportive and inclusive environment for you to study in with high standards of teaching and guidance. We will ensure that employees and visiting professionals treat students and colleagues equitably, professionally and respectfully.

We will work hard to support your learning needs, with small group sizes to enable tutors to nurture and develop creativity. Our courses are extremely popular, so we recommend that you book early to avoid disappointment.

### **What are my responsibilities as a student?**

You have a responsibility to abide by all relevant regulations and policies of the School, including the Short Course Student & Central for Business Participant Code of Conduct (Annex A). While you are at Central, you must respect other people's right to work in a safe and secure environment, free from anxiety, fear, intimidation and harassment. You should treat staff, visitors and your fellow students equitably, professionally and respectfully.

It is every student's individual responsibility to familiarise themselves with all policies and regulations that pertain to their time at Central. If you need help in accessing any of these materials, or in understanding them, you should seek advice from the Short Courses Administrator. Through the process of registration, you become contractually obliged to follow all relevant regulations and procedures and are unable to claim ignorance of them in mitigation.

## **How to Apply:**

### **Short Courses**

To book a place on one of our courses, please visit the relevant course page on our website and click on 'Book Now'. This will take you to an Eventbrite online booking page where you can register and pay for the course directly. Once your booking is complete, you will receive a confirmation email from Eventbrite.

Please note that most courses have maximum number limits (as detailed in the prospectus, website and on Eventbrite).

The majority of our short courses are open access and mixed ability, and places are awarded on a first-come, first-served basis. Diploma places are by audition. Please check the individual course for full details.

### **Central for Business**

If you are booking on behalf of a company, please email [\*\*centralforbusiness@cssd.ac.uk\*\*](mailto:centralforbusiness@cssd.ac.uk) with your requirements and a member of the team will be in contact shortly. The same applies for individuals who are interested in one-to-one coaching.

### **Fees:**

Fees and mandatory additional charges for the courses are detailed on our website, in the prospectus and confirmed in your offer. All fees must be paid at the time you book your place. By booking a place and paying the course fee, you enter into a Contract with us.

Please ensure that you read the fee information carefully and are fully aware of your financial responsibilities.

Central may offer a concessionary rate for some short courses as indicated on the website and you may be eligible if you can submit proof with your application form of being an EU citizen in receipt of benefits for unemployment and/or disability in the UK.

For Bespoke Communication Courses, a fee will be agreed in writing with the Business & Enterprise Manager ahead of delivery and will reflect the requirements of the course.

### **International Students:**

All online short courses are open to students regardless of location with no visa required.

To study on an in-person short course at Central, you must be entitled to study with us. As the short courses are non-accredited and part-time, they are not eligible for a Tier 4 Student Visa, however you may still be eligible under the following rules.

If you are a national of a country in the European Economic Area (EEA) and Switzerland you do not currently require a Visa to come to the UK. This may change however, due to the UK's

withdrawal from the EU so we recommend you check up to date advice on the UK Government website before booking: <https://www.gov.uk/check-uk-visa>

If you are an overseas student (non-EU) please check the UK Government website to see whether you'll need a visa as this varies from country to country. It may be that you need to apply for a Short Term Study Visa which lasts for up to six months: <https://www.gov.uk/check-uk-visa>

If you are from Australia, Canada, Japan, New Zealand , Monaco, Hong Kong, Republic of Korea or Taiwan and aged between 18-30 then you may be eligible to come and study under the Youth Mobility Scheme, which allows stays of up to 24 months: <http://www.ukba.homeoffice.gov.uk/workingintheuk/tier5/youthmobilityscheme/eligibility/whocanapply/>

If you are unsure whether you require a visa then you can check on the UK Government website: <https://www.gov.uk/check-uk-visa>

On arrival at Central you must show proof of your eligibility to study in the UK. If you are unable to do so, we reserve the right to cancel your place. In this instance, it would not be possible to refund your place.

### **Course Content:**

Our website gives detail on course content and dates. Whilst Central's short courses are not accredited, we are committed to embedding Central's excellent practice across the short course portfolio and seeking to ensure the highest quality of content and delivery.

Central has various procedures in place to ensure that the short courses meet the high standards expected of a world leading institution. These include feedback surveys and evaluation, annual teaching observations, external quality assessments and annual review of the provision portfolio.

To ensure our students receive the best learning experience possible, we will only run courses if we are confident that a sufficient number of students have accepted offers to study on the course. Please see the details on these numbers on individual course pages.

In the event that the minimum number of students required is not achieved by two weeks before the start date of the course we will unfortunately need to cancel the course. You are advised not to incur any additional costs related to the course (e.g. flights, accommodation or technology costs) until after this date (and in the event such additional costs are incurred prior to this date, we will not be liable to refund them should we need to cancel the course).

If we need to cancel a course, we will inform you immediately and you will be entitled to a full refund of the fees you have paid or a transfer to another course (subject to availability and meeting relevant minimum requirements).

## **Changes to content and delivery**

Whilst Central will always try and minimise any disruption or changes to the Student & Participant Handbook, there may be times we need to make changes.

Minor changes to the Courses and/or Student Handbook may include:

- Minor changes to reflect changes in relevant laws and regulatory requirements for example if a change in consumer law affects terms and conditions, we will update the handbook accordingly.
- To implement minor adjustments and improvements in response to feedback. For example, if the room was unsuitable for a student in the group we would endeavour to change the room that the course was delivered in.

Major changes to the Courses and/or Student Handbook may include:

- Removing a course.
- Significantly re-shaping the delivery mode.

In the case of industrial action or other circumstances demonstrably beyond Central's control (when it may be necessary for Central to make reasonable changes to the content, teaching and services provided for any course), Central reserves the right not to accept any complaints that might thereby arise. In such circumstances, however, Central guarantees to do its utmost to minimise any disruption that might arise and to keep students fully informed of any changes.

## **Student & Participant Expectations:**

### **What are my responsibilities as a student?**

You have a responsibility to abide by all relevant regulations and policies of Central identified in section two of this Handbook.

While you are at Central, and in any other organisation you visit as part of your course, you must respect other people's rights to work in a safe and secure environment, free from anxiety, fear, intimidation and harassment. You should treat staff, visitors and your fellow students equitably, professionally and respectfully.

It is an essential part of the specialist training offered at Central that students are punctual and present for all sessions. Lateness and non-attendance may result in you being asked to leave the course. This is due to the collaborative nature of the short courses, as if students fail to attend this will significantly impact on the groups learning.

You must not damage Central's property or facilities, either wilfully or by neglect, or the property or facilities of any other organisation you visit as part of your course. You should return promptly and in good condition any equipment loaned by the institution.

You should take responsibility for managing your own learning: actively engaging in your course; ensuring you spend sufficient regular time in private study, and participating fully in group learning activities.

You must respect the physical environment of the institution and behave respectfully towards members of Central's community and its neighbours as set out in the Short Course Student & Central for Business Codes of Conduct (Annex A). You must not bring Central's name into disrepute.

Not being aware of the detailed information referenced here is not a sufficient or acceptable reason for breaching Central's Codes of Conduct and will not be accepted as mitigation in a disciplinary investigation. Please, therefore, do make sure you know and understand your responsibilities and, if anything is unclear, ask a member of staff for clarification.

### **What can I expect of Central?**

#### **Our obligations**

When studying at Central, we agree to:

- seek to provide a safe, supportive and inclusive environment for you to study in with high standards of teaching and guidance;
- ensure that employees and visiting professionals treat students and colleagues equitably, professionally and respectfully;
- deliver short courses with all reasonable care and skill

#### **Services available**

Students on a short course at Central have access to our building, including the student bar and canteen. Short course students have access to the library, and may read in the library but are not able to take out books and other material. Short course students do not have access to the full range of student wellbeing and disability support services that we offer for full time students. However, Central is committed to supporting all of our students so if you have any concerns about this please do contact [short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk) to discuss before accepting an offer to attend a short course.

#### **What we are responsible to you for**

If Central fails to comply with its obligations under this Contract, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of this Contract or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and us at the time we entered into this Contract.



### **What we are not responsible to you for**

We cannot accept responsibility and we will not be liable to you for:

- any damage to your property unless caused by our negligence;
- personal injury or death except in so far as it is caused by our negligence;
- loss of opportunity and loss of income or profit.

We do not exclude or limit in any way our liability for:

- death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;
- fraud or fraudulent misrepresentation; or
- any other matter which we are not permitted to exclude or limit our liability by law.

Whilst Central undertakes to take all reasonable steps to provide short courses with reasonable care and skill, Central shall not be held responsible for any loss, damage, expense or inconvenience resulting from any delay variation or failure in the provision of short courses relating to any circumstances beyond Central's reasonable control.

### **When we will be permitted to terminate our Contract with you**

We may terminate the Contract on notice to you in the following circumstances:

- if your course does not reach the minimum number of student numbers required;
- if you fail to materially comply with any obligations you have under this Contract;
- if it becomes apparent that the information you have provided to us during your application or at any stage during the term of this Contract is incorrect or misleading;
- your circumstances change so that you no longer have permission to remain/study in the UK;
- if we take disciplinary action against you in accordance with the relevant disciplinary procedure and where we determine as a result of that procedure that you are no longer able to continue with your studies;
- where your attendance drops below the required 80%;
- where you are in serious breach of any of our regulations, policies, procedures and/or codes of conduct;
- for any other reason that in our reasonable discretion means that your continued attendance at Central is inappropriate or unsafe either for yourself or for your fellow students and /or Central staff.

If we end the Contract for any reason set out above, you will not be entitled to a refund of any fees you have paid, unless we agree an appropriate refund with you.

In the case of industrial action or other circumstances demonstrably beyond Central's control, Central may also be required to terminate your contract. In such circumstances you will be entitled to a refund calculated on a pro rata basis by reference to the services you have received.

**When you will be permitted to terminate your Contract with us**

In addition to your legal right to cancel your Contract with us with the first 14 days of booking, you have the right to end the Contract in the following circumstances:

- where we are in material breach of our obligations to you (as described above) to provide the short course with reasonable care and skill – (you may be entitled to a proportionate refund of any fees paid in such circumstances);

**Cancellations:**

Please note that to ensure our students and participants receive the best learning experience possible, we will only run certain courses if we are confident that a sufficient number of students have booked. In the event that the minimum number of students required is not achieved by two weeks before the course is due to begin we will unfortunately need to cancel the course.

You are advised not to incur any additional costs related to the course (e.g. flight and/or accommodation costs) until after the specified date (and in the event such additional costs are incurred prior to this date, we will not be liable to reimburse you for them should we need to cancel the course).

If we need to cancel a course, we will inform you immediately and you will be entitled to a full refund of the fees you have paid or a transfer to another course (subject to availability and meeting relevant minimum requirements).

**Refund Policy:**

For all courses booked via Eventbrite (including Online Courses, One-to-One Coaching, Evening Courses, Saturday Youth Theatre, Summer Short Courses, Tasters and One/Two day workshops) we can offer you a full refund up until 7 days before the course begins.

You can request this refund directly via Eventbrite. Once we receive the notification from Eventbrite we will endeavour to process your refund as soon as possible and no later than 10 working days from the point of the request.

Within 7 days of the course beginning, we are unable to offer you a refund of course fees.

For Diploma courses, full payment must be made before starting the course. Any refund requests or payment enquiries should be raised on a case-by-case basis with the Short Courses Administrator, [short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk)

For both Bespoke Bookings and One-to-One coaching, you are able to reschedule a course up to 7 days before the course delivery date. Any cancellations after this 7 day period, will be charged at the full rate and will not be rescheduled.

### **14 Day Legal Right to Cancel:**

In addition to the Refund Policy (above), you also have a legal right to cancel your contract with us within 14 days of booking without giving any reason.

The cancellation period will expire after 14 calendar days from the day of payment.

To exercise the right to cancel, you must inform us of your decision to cancel the contract by email: [short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk) . This must be done before the 14 day cancellation period has expired.

If you cancel your contract within the 14 day cancellation period, we will reimburse all payments received from you. We will make the reimbursement without undue delay, and not later than 14 days after the day on which you inform us of your decision to cancel your contract.

We will make the reimbursement using the same means of payment used for the initial transaction, unless you have expressly agreed otherwise; in any event, the Supplier will not charge any fees as a result of the reimbursement.

If it is more than 7 days before a course begins (excluding Diplomas), you can request a refund via Eventbrite as per the information above.

If you requested to begin the performance of services (i.e. attending the course) during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated to us your cancellation from this contract, in comparison with the full coverage of the contract.

### **Deferrals:**

As of 2019, Central no longer offers deferrals on its short courses. If you are unable to attend, please request a refund at least 7 days before the course begins and then rebook for the future term/date you would like to attend.

### **Other important terms**

Each provision in this section of the Handbook operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining sections will remain in full force and effect.

If you breach the terms of our Contract and Central chooses not to insist that you perform any of your obligations under the Contract, or if we do not enforce our rights against you, or if we delay in doing so, that does not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations.

The Contract is between you and us. No other person will have any rights to enforce any of its terms.

The Contract is governed by English law. You and we both agree that the English and Welsh courts have jurisdiction over any disputes that may arise under this Contract. However, if you

are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.

## Section 2 – Guidance and Procedures

During your time studying with Central, you are required to follow this Student & Participant Handbook and the following policies, codes, procedures and regulations:

- Short Courses Student & Central for Business Participant Codes of Conduct (**Annex A**)
- Disciplinary Procedure (**Annex B**)
- Short Course Complaints Procedure (**Annex C**)
- Online Short Course Policy: Protecting your Security when Using Zoom (**Annex D**)
- Short Courses Privacy Notice

You can see our Code of Conduct at Annex A, our Disciplinary Procedure in Annex B and our Complaints Procedure at Annex C. The Short Courses Privacy Notice can be found [here](#).

Should you fail to comply with your obligations we may take disciplinary action against you. This could result in you being asked to leave the course. In this instance, no refund will be made to you.

## Section 3 – An A – Z of Practical Things

### Accidents and First Aid

If you have an accident or require first aid please report the incident to a member of staff and/or to a member of staff on Reception who will arrange for a trained first aider to respond, and transportation to hospital or emergency ambulance response if necessary. **When first aid is provided this must be recorded by Central in the Accident Book located at Reception.**

In addition to the first aid supplies at Reception there are also supplies located at:

- **Main Building:** Maintenance Workshops;
- **East Block:** Library Counter, Student Bar, Staff Common Room;
- **Embassy Theatre Extension:** Photocopier Room, 4th floor.

You may use these supplies if you are trained to do so, but the incident must still be reported to Reception for inclusion in the Accident Book and to allow supplies to be restocked quickly.

### Childcare Facilities

The School is not able to provide any on-site childcare facilities at any time.

## **Data Protection**

When you register as a student or participant, Central will collect some data about you and you give your consent to the use of this data for statistical monitoring purposes both within Central and through certain other external and statutory bodies. By booking a place to study on a short course at Central you will be agreeing to our [Privacy Policy](#). If you require further information, please contact the departmental administrator.

## **Fire Evacuation Procedures**

As you become familiar with the buildings at Central, please note the location of alarm points, fire exits and firefighting equipment. Please read this section carefully as it could save your life or the lives of others in the event of a fire.

If you discover a fire you must:

- operate the nearest red 'break glass' alarm – these are affixed to the walls and located throughout the building. This automatically raises the alarm with the fire brigade;
- only attempt to put a fire out if you are not putting yourself in danger, feel confident and have access to firefighting equipment and have been trained in their use;
- evacuate the area in which you have raised the alarm;
- go quickly to the bottom of the front steps of the main entrance to the building and await the duty member of staff;
- inform the duty member of staff of the nature and location of the fire and tell them if you have contacted the fire brigade;
- after reporting to the duty member of staff go to the assembly point.
- if you hear a continuous fire alarm and are in a taught or supervised class, you must:
- evacuate the area immediately via the nearest fire exit, on being asked by a member of staff;
- go directly to the assembly point;
- stay at the assembly point and await further instructions.

If you are working unsupervised, you must:

- leave the area where you are working, closing the door after you, and make sure that the area where you have been working is clear;
- go to the assembly point;
- stay at the assembly point and await further instructions.

Assembly points:

All staff and students should assemble on the opposite side of Eton Avenue from the School, at either side of the Hampstead Theatre.

## **Health and Safety**

Please refer to the Codes of Conduct in Annex B.

## **ID Cards**

ID cards are issued to all students upon registration and must be returned upon completion of your course. If you lose your ID card you can obtain a new one from Reception at a cost of £5, but you will be asked to prove that you are entitled to a card. All students and staff must carry and display an ID card at all times. (There are obvious exceptions to this rule, such as when you are involved in a dress rehearsal or performance.)

You need your card for entry to the School's buildings as well as to access certain rooms. The School reserves the right to refuse entry to any student without an ID card.

## **Illness**

You are required to contact the Short Course Administrator, [short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk) as early as possible if you are ill and unable to come into the School for classes.

## **Opening Hours**

The School's normal operating hours are:-

Core Term Time: **Monday – Friday, 8:00am – 10:00pm** and **Saturdays, 9:00am – 5:30pm**.

Performances may run later than the building closure times but in these instances are limited to access to performance spaces and the public foyer. They do not impact on the rest of the School closure times.

Non-Term Time: **Monday-Friday 8:00am-9:00pm** and **Saturdays 9:00am-5:30pm** except for **August** when the building closes at **7:30pm** on weekdays.

There are also other days around the year when the building may be closed such as public holidays, School closure days and Saturdays in August which will be communicated during the year.

Please ensure that you are out of the building promptly **before** the School closing times as this does impact on the work hours for the Estates staff who are trying to lock up at the end of the day.

The opening hours for individual offices vary and are normally displayed on their doors.

## **Publicity**

The School undertakes a range of promotional activities on behalf of its students. You must not embark on any promotional activities without prior approval from the Community Drama and Diploma Manager or Business & Enterprise Manager. Final approval must be obtained from the Department of Engagement and Enterprise (DEE).

Activities which require approval by the DEE include media interviews, internet publications, mail shots, printed materials, sponsorship/fundraising or providing information about the School to any publication. Any publicity which bears the School logo or name must also be approved. This is not an exhaustive list and you should always check whether approval is required. These checks can be made by contacting [short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk)

From time-to-time Central may record images of students and/or their work for use in promotional material, advertisements or on the website. By registering as a Short Course student or Central for Business participant at Central, you are agreeing to have any photographs or videos taken of you used for such promotional activities unless you have opted out at the point of registration.

## **Recycling**

Student engagement is pivotal to creating a sustainable environment at Central. All our community are required to be 'mindful' of the waste they produce, both as individuals and collectively in pursuing their craft.

An expectation of Central is that students make themselves aware and reflect on all possible impacts of their waste; they are then required to mitigate any negative effects by implementing the best environmental option Central makes available to them.

In support of the above requirement, Central has a strong recycling ethos. Central aims to recycle two-thirds of its general waste via conveniently situated (commingled) recycling bins located throughout Campus. A wide variety of waste can be recycled in these bins. A broad list of items includes:

- Mixed paper and card/cardboard
- Food tins and drink cans
- Plastic packaging
- Cartons
- Mixed glass

Specific workshop and set production waste have separate recycling facilities. These are located at the rear of the main site. Items available to recycle at this facility are:

- Wood
- Polystyrene
- Textiles
- Clay
- Plaster
- Metals
- Electronic Waste

- Batteries

## **Security**

If you see anyone acting suspiciously or come across a bag or item that is completely unattended, you should inform Reception immediately.

If you see anyone wandering around the site without an ID card on display you should:

- politely ask if they need assistance and direct them to Reception, if you are confident that you are not placing yourself in danger;
- immediately contact Reception (dial 5000 on any internal phone or 020 7722 8183) to report your concern.

Please follow these procedures to ensure the premises are protected against theft by strangers, who may have gained unauthorised access to Central. Please be vigilant!

## **Smoking and Vaping**

Smoking and vaping is banned throughout the campus. This means that you may not smoke anywhere inside any Central building or in any outside space that is part of the campus. Please note that this includes the front steps leading to the foyer. There is one exception to this, being the designated smoking area outside of the Student Bar after 5:00pm.

## **Student Health**

Students must be in an adequate state of physical and mental health to enable them to pursue their studies. If a student shows signs of ill health that may prevent them from satisfactorily completing their studies or may cause disruption to other members of Central or has the potential to cause harm to him/herself or others, Central may, at any time, require the student to leave the course.

# **ANNEX A – Short Courses Student & Central for Business Participant Codes of Conduct**

## **1. GENERAL PRINCIPLES**

- 1.1 These codes of conduct define the standards of behaviour that are required of all students during their time as a registered student of The Royal Central School of Speech and Drama (Central). What follows is not an exhaustive list of all behaviours that would contravene the Student Codes of Conduct, but is intended to give key headline areas, alongside illustrations of the kinds of behaviour that may result in the Student Disciplinary Procedures being triggered.
- 1.2 The Student Codes of Conduct apply to all student activity related directly or indirectly to being a registered student at Central, including both academic and social contexts.
- 1.3 All students at Central are required to conduct themselves in a professional, courteous and inclusive manner. Any behaviours which negatively impact on the people that make up the Central community (and all those who come into contact with it) or the physical environment of the campus will not be tolerated.



## **2. ALCOHOL AND DRUGS**

- 2.1 As a community, students and staff can expect to work, study and socialise together in a reasonable manner, free from the effects of alcohol, drugs and other intoxicating substances and within a safe environment (in line with the School's Health and Safety Policy).
- 2.2 Under the Misuse of Drugs Act, 1971, it is an offence for the School knowingly to permit certain activities such as the smoking of cannabis, the possession of illegal drugs or the supply of controlled drugs to take place on its premises.
- 2.3 The School also has a requirement to comply with the Licensing Act, 1964 covering bars and the use of public spaces.
- 2.4 Students who are suspected of being under the influence of drugs and/or alcohol will not be permitted to attend studies at the discretion of the Course Leader (or nominee).
- 2.5 Students must not drink alcohol before taking any active part in any performance or production on Central's premises or on offsite projects or placements.
- 2.6 Activities rendering Central liable to legal prosecution may result in you being asked to leave the course. Serious offences may be referred to the police.

## **3. ATTENDANCE AND PUNCTUALITY**

- 3.1 All students at Central are expected to maintain full attendance to all aspects of their course. It is an essential part of the specialist training offered at Central that students are punctual and present for all sessions. Lateness and non-attendance may result in you being required to leave the course.

## **4. EQUAL OPPORTUNITIES**

- 4.1 The Royal Central School of Speech and Drama aims to be a community where staff and students are treated on the basis of their intrinsic value as human beings and where opportunities are available for all to use and develop abilities in order to realise potential. The School considers that equality and diversity are enriching, both collectively to Central's community and individually to the student. It aims to create and sustain a study and working environment in which true equality for all is created through understanding and behaviour. This includes fostering equality of opportunity through promoting good relations among and between staff and students.
- 4.2 The School is committed to equality of opportunity for all, irrespective of gender, race, age, colour, ethnic or national groups, marital status, sexuality, disability, religion, political belief or trade union activity.
- 4.3 The School is committed to taking positive action to promote such equality of opportunity. The policy applies to both students and staff.
- 4.4 The School has published a Single Equality Scheme which can be accessed at: [www.cssd.ac.uk/content/equality-schemes#2](http://www.cssd.ac.uk/content/equality-schemes#2)

## **5. BEHAVIOUR**

- 5.1 Following is an indicative list of behaviours that may result in Central implementing [the short course student disciplinary procedures] against you and you being asked to leave a Short Course. This list is not

exhaustive, but is intended to give an overview of the kinds of behaviour that may result in the disciplinary procedures being implemented and your registration at Central being at risk:

- Repeated breaches of course discipline, despite course-level warnings;
- Conduct which prevents or disrupts teaching, learning, assessment or research at the School or in a placement organisation, or the School's administration, or the orderly conduct of any meeting or activity of the School or involving Central;
- Conduct likely to cause loss, damage or harm to the School, its staff or students or members of the public on School premises, or to their property or safety or Central's property;
- Serious, wilful or recurrent disregard for the School's Health and Safety procedures;
- Behaviour which breaches the Central's equal opportunities policies;
- Aggressive, threatening, indecent, disorderly, offensive, bullying or other unreasonable behaviour or language, whether expressed orally or in writing (including electronically and on social networking websites) whilst on the Central's premises or engaged in activity associated with Central (this includes the Student Union Bar and any occasions away from the campus where you are interacting with members of the School community);
- Misuse or unauthorised use of the Central's premises, facilities or property, including misuse of a computer or networks in breach of the relevant IT and library regulations and policies;
- Misappropriation of funds or assets belonging to Central or the Students' Union;
- Any criminal offence committed on the Central's premises;
- Any criminal offence committed outside Central which, in the judgement of the Principal or his/her designate, is detrimental to the School, or to any student or member of staff or governor of the School.

## **6. SOCIAL MEDIA / ONLINE BEHAVIOUR**

- 6.1 All students have a responsibility to conduct themselves in a professional, courteous and inclusive manner – this includes in connection with all online and virtual spaces and all types of social media.
- 6.2 Central will not tolerate online bullying or other activities undertaken on the internet that have a damaging or pernicious effect on other individuals or on the college.
- 6.3 Any inappropriate or damaging comments or activities undertaken anywhere online that come into the public arena will be subject to formal Student Disciplinary Procedures.
- 6.4 For the avoidance of doubt, this includes emails whether sent from a Central or other account, Facebook, Twitter and any other such internet tool or social media platform.

## **7. HEALTH AND SAFETY**

- 7.1 Central takes Health and Safety (H&S) seriously, because we believe that:
  - Everyone has a right to a healthy and safe learning environment;
  - Good H&S is an integral part of best practice in all our activities;
  - It is an essential part of being a good employer and quality educational establishment.
- 7.2 Students have a responsibility to contribute to Central's healthy and safe learning environment. Following are some principles that all students are expected to follow:

- a) There's no such thing as a stupid question. If a student is unsure of how to do something or use any equipment, they should ask for help or guidance.
- b) All students should ensure that they understand any requirements or procedures that are relevant to what they are doing and should follow them. Central aims to only stipulate rules when necessary and to protect students' health and safety – it is not just for the sake of it. If these aren't clear, see point (a).
- c) Students must only use equipment and tools for which they have the necessary authorisation. If in doubt, see point (a).
- d) A safe and healthy environment starts with taking personal responsibility. If a student is using a space, they should think of the obvious hazards over which they have some control (e.g. slips and trips, sharp edges, space to move freely, falls from height) and do something about them to minimise the risk of injury or ill-health.
- e) Embrace risk assessment! If a student is doing something slightly different, spend a few minutes thinking about what extra hazards this might create that may not have been covered by existing arrangements. Work out what needs to be done and then do it. This will be integral within some courses, but it is relevant to everything and everybody.
- f) Try not to introduce any new hazards into spaces unwittingly or unnecessarily – for example, if a student is using their own equipment, check that this is appropriate first and always give things a visual inspection before use (e.g. 80% of all electrical problems are preventable by checking things like cables, plugs and connections before use).
- g) If there is something not quite right with a space and the student is unable to fix it, speak to the relevant course team or to the Estates Team as soon as possible so that the issues can be resolved.
- h) Student must report any health and safety incident that they witness or are involved in, however trivial. Central can only learn how to prevent things going wrong if we have enough information. Our reporting and investigation procedure is based on the principle of considering incidents as learning opportunities, not shooting the messenger.
- i) If a student sees good practice, then they should share it. Learning from good practice is just as useful as learning from when things go wrong.

7.3 Remember that whatever you might read or hear, good health and safety – the kind we aspire to at Central – is about enabling all students to achieve their potential and is never about preventing or constraining their learning or self-expression.

## **ANNEX B – Disciplinary Procedure**

### **1. STUDENT CODE OF PRINCIPLES**

- 1.1 The Code of Conduct in Annex A provides more details on the standards of behaviour required whilst you are registered to study at Central and the kinds of behaviour that will result in these Disciplinary Procedures being triggered.

- 1.2 It is your responsibility to be familiar with the contents of these documents and to conduct yourself at all times in a professional, courteous and inclusive manner according to the principles contained therein.
- 1.3 If you are subject to these procedures, any claim that you were unaware of, or did not understand the Code of Conduct will not be accepted as mitigation or otherwise. If you need help accessing or understanding any formal School documentation, please seek advice from the Community Drama and Diploma Manager or Business & Enterprise Manager.

## **2. IMMEDIATE DISMISSAL**

- 2.1 It is a requirement that you attend all sessions. If your attendance drops below the required 80% of the course you will be immediately dismissed and are not eligible for a refund. This is due to the collaborative nature of our courses; it would be detrimental to other students' learning.
- 2.2 If you commit a serious disciplinary breach you will also be required to leave the course immediately and will not be eligible for a refund. This would normally only occur where the alleged offence was of a criminal nature or Central's community or infrastructure was demonstrably at risk.

## **3. DISCIPLINARY PROCEDURE**

- 3.1 If a member of staff [or student] believes that you have been involved in a disciplinary offence, then they have a responsibility to report this matter to the Community Drama and Diploma Manager, Business & Enterprise Manager or nominee for consideration and/or investigation.
- 3.2 If the Community Drama and Diploma Manager, Business & Enterprise Manager or nominee receives a report of an alleged disciplinary offence that is demonstrably vexatious or has no evidence-base, then s/he has the right to dismiss the allegation without taking any further action.
- 3.3 When implementing these disciplinary procedures, Central will be mindful of its obligation under the Equality Act 2010 to make reasonable adjustments in respect of students with disabilities.
- 3.4 Except in extreme circumstances (such as complete incapacity), students cannot appoint any third party, including parents, to act on their behalf in these Procedures.
- 3.5 The Community Drama and Diploma Manager, Business & Enterprise Manager or nominee will contact you to inform you of the allegation of a disciplinary offence. You will receive a written explanation of the disciplinary offence which is being investigated and a copy of these procedures.
- 3.6 An investigation of the allegation will take place, which may be referred to the Deputy Director of Engagement and Enterprise or nominee, and there will be an attempt to resolve the matter through mediation and the agreement of all parties who are involved.
- 3.7 You will normally be invited to a meeting with the Community Drama and Diploma Manager or Business & Enterprise Manager as part of the investigation into the alleged disciplinary offence. Meetings will normally take place within 10 working days of an alleged disciplinary offence. Attendance is compulsory at any such meeting. Non-attendance may result in Central reaching conclusions without your involvement. You will normally be given at least 48 hours' notice of your requested attendance.
- 3.8 If the investigation confirms that your behaviour was a breach of Central's standards of behaviour as per the Code of Conduct, one or more of the following penalties/outcomes may be imposed:

- to take no further action;
- to issue an oral or written warning;
- to pay the cost of any damage caused as a result of the offence;
- a written apology to the injured party, provided willingly by you;
- if the offence is a serious one, termination of the student's registration and Contract with the effect that the student is required to leave the course immediately.

3.9 You have the right to appeal against the outcome of a disciplinary investigation.

#### **4. APPEALING AGAINST A DISCIPLINARY DECISION**

- 4.1 If you wish to request an appeal of a disciplinary decision made pursuant to section 4, you must make your appeal request in writing to the Deputy Director [verna.rhodes@cssd.ac.uk] within 10 calendar days of the date of the decision letter.
- 4.2 Appeal requests received later than 10 calendar days will not normally be accepted and evidence would need to be provided for exceptional consideration to be given.
- 4.3 The only grounds for appeal are:
- That there has been a material irregularity in the procedures leading to the decision; and/or
  - That the decision is demonstrably unreasonable and/or any penalty disproportionate.
- 4.4 On receipt of an appeal request, the Deputy Director (or nominee) will consider the appeal and review the decision. Consideration of the appeal will [normally] be a paper-only review without a hearing.
- 4.5 The Deputy Director (or nominee) will reject or uphold the appeal in part or in whole, and may refer the matter or any aspect of it back for further or fresh consideration under section 4.
- 4.6 The decision of the Deputy Director (or nominee) will be final and a completion of procedures letter will be issued detailing the decision.

### **ANNEX C – Complaints Procedure**

We hope very much that it will not be necessary for any of our students to make any complaints during their time at Central, but sometimes things can go wrong and we therefore have a formal Student Complaints Procedure to deal with any such situation efficiently and fairly.

Please note that a formal complaint must be made within 10 calendar days of the incident(s) to which it refers; complaints made after this time will not normally be accepted or considered by Central.

Complaints will normally only be accepted from a student, not from any third party (including parents or guardians). Exceptions will only ever be considered where a student is under 18 years of age (in particular for students on the Saturday Youth Theatre programme) and/or is unable to act themselves due to particular and extreme circumstances (e.g. complete incapacity). The third party will be required to provide evidence of the student's inability to act on their own behalf. If a student submits a request to the School for a third party to act on their behalf, they will be deemed to be able to act themselves and any such request will therefore be rejected.

Complaints from former students will not normally be accepted. Anonymous complaints will not normally be investigated.

### **When to make a complaint**

If you do have an individual complaint, in the first instance, we ask you to try and resolve this through informal discussion with the relevant staff and student(s) concerned. Informal resolution often produces a positive outcome quickly and with the minimum of effort and time for the complainant and anyone else involved. If informal resolution is not desired, appropriate or successful, then it is proper to make a formal complaint. For Short Courses, complaints should be directed to the Community Drama and Diploma Manager [[mairi.hayes@cssd.ac.uk](mailto:mairi.hayes@cssd.ac.uk)] or for Central for Business, complaints should be directed to the Business & Enterprise Manager [[anthony.bell@cssd.ac.uk](mailto:anthony.bell@cssd.ac.uk)]

### **Confidentiality**

Complaints will be treated on a 'need to know' basis, involving only such persons as are required to enact these procedures. Once a final decision has been taken, one full set of documentation will be retained electronically for record and audit purposes by the Community Drama and Diploma Manager and/or the Business & Enterprise Manager. All other sets of documents that relate to a complaint will be destroyed. All members of staff and students involved in any part of the complaints process are required to adhere to the 'need to know' approach.

## **Formal Complaints Procedure (Short Courses)**

### **Step One:**

**Request a Short Courses Complaint Form** from the Short Courses Administrator [[short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk)]

### **Step Two:**

#### **Submit the completed form via email**

Complete the Short Courses Complaint Form and return via email to the Community Drama and Diploma Manager [[mairi.hayes@cssd.ac.uk](mailto:mairi.hayes@cssd.ac.uk)], copying in the Short Course Administrator [[short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk)].

**Please note that you must return this within 10 calendar days of the incident that you are complaining about.**

A student must make it clear on the submitted Short Courses Complaint Form what they would consider to be a satisfactory outcome. This will only be taken into consideration by Central if the complaint is upheld and the proposed outcome is considered reasonable and proportionate in the circumstances.

### **Step Three:**

#### **Outcome of your complaint**

The Community Drama and Diploma Manager (or nominee) will respond in writing with the outcome of your complaint within 10 working days of the date of your complaint being submitted. This will enable us to carry out a detailed investigation.

### **Step Four:**

**If you are dissatisfied with the outcome**

You are able to request an Appeal Form from the Short Courses Administrator [[short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk)]. Complete the Appeal Form and return via email to the Verna Rhodes [[verna.rhodes@cssd.ac.uk](mailto:verna.rhodes@cssd.ac.uk)], Deputy Director of Engagement & Enterprise, copying in the Short Courses Administrator [[short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk)]. **Please note that you must return this within 10 calendar days of the date of the outcome letter.**

The Deputy Director (or nominee) will review the complaint outcome in light of the appeal and either uphold (in whole or in part) the decision detailed in step three or reconsider it. You will be notified by the Deputy Director (or nominee's) response in writing via email normally within 10 working days of the appeal letter being received.

## **Formal Complaints Procedure (Central for Business)**

### **Step One:**

**Request a Short Courses Complaint Form** from the Short Courses Administrator [[centralforbusiness@cssd.ac.uk](mailto:centralforbusiness@cssd.ac.uk)]

### **Step Two:**

#### **Submit the completed form via email**

Complete the Short Courses Complaint Form and return via email to the Business & Enterprise Manager [[anthony.bell@cssd.ac.uk](mailto:anthony.bell@cssd.ac.uk)], copying in the Short Course Administrator [[centralforbusiness@cssd.ac.uk](mailto:centralforbusiness@cssd.ac.uk)].

**Please note that you must return this within 10 calendar days of the incident that you are complaining about.**

A student must make it clear on the submitted Short Courses Complaint Form what they would consider to be a satisfactory outcome. This will only be taken into consideration by Central if the complaint is upheld and the proposed outcome is considered reasonable and proportionate in the circumstances.

### **Step Three:**

#### **Outcome of your complaint**

The Business & Enterprise Manager (or nominee) will respond in writing with the outcome of your complaint within 10 working days of the date of your complaint being submitted. This will enable us to carry out a detailed investigation.

### **Step Four:**

#### **If you are dissatisfied with the outcome**

You are able to request an Appeal Form from the Short Courses Administrator [[centralforbusiness@cssd.ac.uk](mailto:centralforbusiness@cssd.ac.uk)]. Complete the Appeal Form and return via email to the Verna Rhodes [[verna.rhodes@cssd.ac.uk](mailto:verna.rhodes@cssd.ac.uk)], Deputy Director of Engagement & Enterprise, copying in the Short Courses Administrator [[short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk)].

**Please note that you must return this within 10 calendar days of the date of the outcome letter.**

The Deputy Director (or nominee) will review the complaint outcome in light of the appeal and either uphold (in whole or in part) the decision detailed in step three or reconsider it. You will be notified by the

Deputy Director (or nominee's) response in writing via email normally within 10 working days of the appeal letter being received.

### **Monitoring and audit of appeals and complaints**

Central will review the complaints policy annually and will make any changes accordingly.

## **ANNEX D - Online Short Course Policy - Protecting your Security when Using Zoom**

Effective from 20 April 2020

### **What are we doing to protect your security when accessing Zoom meetings?**

- All classes will be scheduled in advance via Zoom and a link will be emailed to the student two hours before the class begins at the latest.
- Tutors are teaching from a virtual classroom provided by Central's Zoom for Education login and monitored by Central's Short Courses staff.
- Students will require a password to access a lesson. This will only be emailed to students participating in that lesson.
- Students entering the password will be required to stay in a waiting room until the tutor has verified that they are eligible to enter the class.
- The tutor has the ability to remove and if appropriate block any unwanted user who tries to gain admittance to a lesson fraudulently.
- Even if well intentioned, students should think twice about screen sharing or uploading material of a personal nature (e.g. images, documents) if there is a possibility it will reveal personal/private information. If in doubt, consult the tutor first.

### **Why are we doing this?**

There has been some concern in the press (March 2020) about 'Zoom bombing' and historical lack of end to end 3rd party encryption of Zoom meetings. Zoom made considerable adjustments to its platform security in March 2020, and Central is taking the position of being over-secure as it develops its online provision and while Zoom enhances its own already rigorous security policies.

### **Why are we recording the lessons?**

Currently, Central intends to record all classes conducted on Zoom and associated Chat. We will also generate an audio transcription. We are doing this for the following reasons:

- safeguarding purposes;
- for quality assurance purposes;
- for selected Visiting Lecturers and Central staff to learn about the developing online platform (e.g. by viewing an example lesson before teaching one for the first time).

### **What are we doing to protect your security in Zoom recordings?**

- Students will be notified that a class is being recorded and will be asked to confirm they consent to this before joining a class.
- Students will be asked to change their identification label to their initials or other simple identifier rather than print their whole name.



- We would advise students to arrange a neutral background for themselves as much as possible to protect their privacy and visibility of personal items. If this is impossible and there are concerns about privacy, students may, in agreement with the tutor, replace the background of their workspace with a neutral virtual background. This may affect the effectiveness of the student's work as the virtual background functionality can sometimes obscure the participant's body, so please use this as a last resort.
- Students should notify all other people living in the place where they are working when they are on a Zoom meeting and that it is being recorded so that they do not unintentionally enter the shot and become visible to others/get recorded.
- The tutor will spotlight their own video (i.e. mute other participants' feeds) for as much of the lesson as is practical. Students should be aware that a small thumbnail of their video feed may be visible throughout the recording. Students should be aware that their video feed will need to be seen in full screen by all for certain kinds of exercise, such as shared scene work or monologues.
- Not all parts of a lesson will be recorded, e.g. when divided into breakout rooms, the recording will follow the host (i.e. the tutor) as they move from room to room, rather than recording all rooms simultaneously.
- The Zoom host (i.e. the tutor) is the only person with the administrative ability to record lessons. Permission will not be granted to Zoom participants (i.e. students) to make their own local recording of a class.
- Please note that, no matter how well intentioned the student may be, it is prohibited to take screenshots of the class or to make any offline recording of the class with a secondary device and/or to post such material publicly.
- Recorded classes will now be stored as a streamable file on Zoom's secure server, rather than placed locally on a tutor's computer or on public web platforms like Youtube or Vimeo.

### **Ongoing development of this policy**

- Central's Short Courses department reserves the right to amend and update this policy at any time as their online provision develops. An up to date version of this document will be hosted on Central's website.
- This policy is pertinent to online classes within Central's Short Courses Department only and should not be regarded as representative of the policies of other courses at Central which are also using Zoom.

### **If you have a concern**

- If you are concerned about anything you see or experience during an online session, you should speak to your tutor initially or email the short courses department on [short.courses@cssd.ac.uk](mailto:short.courses@cssd.ac.uk) to express your concerns. They/we will discuss with you how to resolve the situation.
- If you do not feel comfortable talking with your tutor, you can discuss your concerns with Verna Rhodes, Deputy Director, Department of Engagement and Enterprise by emailing [verna.rhodes@cssd.ac.uk](mailto:verna.rhodes@cssd.ac.uk)