

ROYAL CENTRAL

SCHOOL OF SPEECH & DRAMA

UNIVERSITY OF LONDON

A Guide to Parent Communication

Background Information

Your child has chosen to study at the Royal Central School of Speech and Drama here in the centre of London, Central stands at the forefront of training and research in the Dramatic Arts. Graduate employment statistics are amongst the highest in our sector, and our research has recently been assessed as 'World Leading' – and is unique in the realm of drama conservatoires.

Students arrive at Central ready to embark upon a journey of discovery to learn about who they are and what they are capable of. They have chosen to do this in an independent environment and as an adult learner we hope that they will be able to contribute to our community and develop positive working relationships with our staff, who will work closely with your child to help them fulfill their potential.

For them this all signals the start of an exciting new phase in their life, but we understand that this transition can be difficult for you as the parent as well as for them. With the information below we want to help guide you through what we in the University can, and cannot, do to help.

Privacy rights of the student

We strongly believe in developing independence of our students. The staff working with students here strive to develop positive professional working relationship based on mutual trust. This ethos prevents us from betraying that confidence by giving out our students' personal information to anyone else and, in this context, parents are no different from other students,

friends, family members, carers or husbands/wives/ partners. It's worth remembering even if you are covering the cost of tuition fees:

Our contract is with the student – both financially and operationally.

The Data Protection Act 2018

Both to ensure we respect the privacy of all students and to comply with the Data Protection Act (2018) please note that Central staff cannot normally discuss any matters relating to a student's registration at the college with a third party, even where this third party is a close relative, friend or parent. We realise that this can feel frustrating for you but it is a legal obligation and in the student's best interests.

Given the legislation outlined above, if you wish to know about the private details of any student, then the only legitimate way for you to get an answer is to ask them yourself.

Releasing information to parents/third parties as part of a identified support need

On an exceptional basis we may agree to share information with a parent or third party, but this will only be agreed where it clearly represents a reasonable adjustment in support of a formally identified need and we will only ever share information after receiving written consent directly from the student using the Third Party Consent Form available from the Student Advice Service.

It worth noting that third parties are not usually permitted to communicate or otherwise act on behalf of the student and approval of this Consent Form does not represent the agreement of Central to respond to, or otherwise interact with, third parties beyond the automatic sharing of relevant information.

If your child wants the University to share information with you we ask that the student themselves contact the Student Advice Service to set up an appointment to discuss the matter (contact details below).

Releasing information in an emergency

The Data Protection Act does permit the University to disclose information in certain exceptional circumstances; these are usually life or death situations.

In such cases, the routine need to obtain consent before disclosing personal data may be waived if a student is in immediate, grave risk.

For example, where a student has been reported missing and is believed to be at risk, where a student is unresponsive and has been taken by emergency transportation to hospital, where a student is mentally incapacitated and at extreme risk, or in the rare event of a student's death. On these rare occasions we may contact you if the student has identified you as their Next of Kin during the Registration process. Not all students provide us with details of a Next of Kin.

Our Wellbeing and Support to Study procedures

We want to reassure you that Central is committed to supporting students and recognises the importance of a student's health and wellbeing in relation to their academic progression and wider college experience.

The School has a responsibility to support students to feel and function well in order to maximize their potential whilst at the School. Our Wellbeing Procedures are intended as a supportive process which can be used by staff when a student's health, wellbeing and/or behaviour is having a detrimental impact on their ability to progress academically or having a negative impact on those around them.

If during this process the student is experiencing difficulties and they, or the University, determine that input from the Next of Kin could be helpful, we shall ask the student's permission to make contact. If the student agrees, the Emergency Contact will be contacted, usually with the student present.

How can we help if you have serious concerns?

There may be circumstances when you may have major concerns about your child- perhaps you have not heard from them for months or maybe you are concerned over a serious (but not vital) medical condition they have or possibly you have received a worrying message about them in some way.

In such cases, if you leave your contact details and a message with us in the Student Advice Service we will take action on the information you give us and endeavour to pass them on your message to the student (assuming the individual is a student at the University).

Avenues of Student Support

If you know that your child is finding University life difficult, please encourage them to get in touch with one of our support services.

This might include making an appointment with their tutor to discuss issues on the course or their Programmes Officer for guidance on the academic regulations and their progress. They could make an appointment with one of our Disability Coordinators in the Student Centre, seek guidance from our Student Advice Service team, make an appointment with one of our trained Counsellors or contact the Students Union. Each course group also has a Student Representative who may be able to help.

Support Service Contact details

Each course has a dedicated Programmes Officer who can be contacted via email.

The Student Centre is a friendly, student-centred service. It has several specialist areas of support including:

The Student Advice Service. The team are equipped to provide students with information on all their non-academic needs including: Accommodation, Money Matters, Information on Health and Wellbeing and International Student matters. To contact the Student Advice Service, email SAS@cssd.ac.uk.

The Neuro-Inclusion and Disability Service. The Neuro-Inclusion and Disability Service (NDS) is a well established Team at Central. We welcome and celebrate students with disabilities believing student diversity contributes to a healthy, dynamic and interesting student population. We provide advice, support and guidance for students with disabilities on their learning journey at Central. This includes students with physical and sensory impairments, mental health conditions and neurodiverse learners including dyslexia, dyspraxia and those with other ranges of specific learning differences. To contact the NDS, email NDS@cssd.ac.uk.

Central offers a free onsite Counselling Service which is dedicated to the pastoral welfare of all students. Counselling sessions can provide students with an opportunity to talk with a trained professional in confidence about any issues that may cause concern. These may include; how we feel about ourselves, relationships with partners, families and friends, managing stress and anxiety, adjusting to our new life and environment, how we feel about our bodies and food. Students can enquire about this service by emailing counselling@cssd.ac.uk.

Central Students' Union is the collective name for all the students at Central and as a student group they organise their own representation, welfare and entertainment. Click [here](#) for further information and contact details.