

Student Handbook

Short Courses

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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 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. You can also find the Short Courses Terms and Conditions [on our website](#).

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

Head of Short Course Programmes

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Section 1 – Terms and Conditions

Placing students at the centre of its work, Central develops artists who shape the future of theatre and performance across the UK and beyond. Our Short Courses are non-accredited learning programmes which reflect Central's specialist knowledge in the performing arts and associated learning and training.

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

You should take responsibility for managing your own learning: actively engaging in your course; ensuring you participate 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 [Student Codes of Conduct \(Annex A\)](#).

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?

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;

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.

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.

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 Head of Short Course Programmes 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

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.

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 themselves or others, Central may, at any time, follow the below procedure:

- The student will be required to meet with the Head of Short Course Programmes to ensure that the student's health is not detrimental to their studies or the studies detrimental to the student's health, and to determine what adjustments, or further adjustments, if some have already been put in place, can be sought.
- The student may be asked to provide a Fitness to Study note from their GP
- A review period will be set in discussion with the student to ensure that the student is benefiting from the arrangements made.

Possible outcomes might include:

- A recommendation for the student to withdraw from the course or defer their place to the next year.
- The student has the right to appeal through the procedures set out in Annex B
- Continuation on the course with a support plan in place

Student Services

Short Course students do not have access to [Central's Student Centre](#) (for example counselling and accommodation services) as this is limited to Central's higher education level courses.

Section 2 – Guidance and Procedures

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

Short Courses Student Code of Conduct (**Annex A**)

Disciplinary Procedure (**Annex B**)

Short Course Complaints Procedure (**Annex C**)

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 would be made to you.

Section 3 – COVID-19 Safety Requirements

The safety of our students and staff remains paramount as we respond to the Government's announcement. Please do not attend Central if you test positive or have symptoms. We advise you to self-isolate for 5 days and then continue to follow government guidance. Face coverings are still strongly recommended for adults, and anyone with symptoms should stay at home and not enter campus or take part in any face-to-face activity. You can find our updated COVID safety policy on Central's [website](#).

Section 4 – 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.

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.

Illness

You are required to contact the Short Course Administrator, 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.

Non-Term Time: Monday-Friday 8:00am-9:00pm and Saturdays 9:00am-5:30pm

Summer Time: Monday – Friday, 8:00am – 6:00pm

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.

There are also other days around the year when the building may be closed such as public holidays and school closure days 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.

Emails to short.courses@cssd.ac.uk are monitored Monday – Friday, 9:00am – 5:00pm.

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!

ANNEX A – Short Courses Student Code of Conduct

GENERAL PRINCIPLES

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.

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.

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.

ALCOHOL AND DRUGS

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).

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.

The School also has a requirement to comply with the Licensing Act, 1964 covering bars and the use of public spaces.

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).

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.

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.

ATTENDANCE AND PUNCTUALITY

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.

Students are prohibited from sharing login details, learning materials or recordings from the course.

EQUAL OPPORTUNITIES

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.

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.

The School is committed to taking positive action to promote such equality of opportunity. The policy applies to both students and staff.

The School has published a Single Equality Scheme which can be accessed at: www.cssd.ac.uk/content/equality-schemes#2

BEHAVIOUR

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:

- Failure to comply with Central's COVID policy
- 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.

SOCIAL MEDIA / ONLINE BEHAVIOUR

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.

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.

Any inappropriate or damaging comments or activities undertaken anywhere online that come into the public arena will be subject to formal Student Disciplinary Procedures.

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.

HEALTH AND SAFETY

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;

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:

- 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.
- 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.
- Students must only use equipment and tools for which they have the necessary authorisation.

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.

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.

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).

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.

Students 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.

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.

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

STUDENT CODE OF PRINCIPLES

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. 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.

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 Head of Short Course Programmes.

IMMEDIATE DISMISSAL

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.

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.

DISCIPLINARY PROCEDURE

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 Head of Short Course Programmes or nominee for consideration and/or investigation.

If the Head of Short Course Programmes or nominee receives a report of an alleged disciplinary offence that is demonstrably vexatious or has no evidence-base, then they have the right to dismiss the allegation without taking any further action.

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.

Except in extreme circumstances (such as complete incapacity), students cannot

appoint any third party, including parents, to act on their behalf in these Procedures.

The Head of Short Course Programmes 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.

An investigation of the allegation will take place, which may be referred to the 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.

You will normally be invited to a meeting with the Head of Short Course Programmes 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.

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

APPEALING AGAINST A DISCIPLINARY DECISION

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.

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.

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.

On receipt of an appeal request, the 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.

The 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.

The decision of the 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 Head of Short Course Programmes [mairi.hayes@cssd.ac.uk] or for Central for Business, complaints should be directed to the Business & Enterprise Manager [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 Head of Short Course Programmes and/or the Business & Enterprise Manager. All other sets of documents that relate to a complaint will be destroyed.

Formal Complaints Procedure (Short Courses)

Step One:

- Request a Short Courses Complaint Form from the Short Courses Administrator [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 Head of Short Courses [mairi.hayes@cssd.ac.uk], copying in the Short Course Administrator [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 Head of Short Course Programmes (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]. Complete the Appeal Form and return via email to the Verna Rhodes [verna.rhodes@cssd.ac.uk], Director of Engagement & Enterprise, copying in the Short Courses Administrator [short.courses@cssd.ac.uk]. Please note that you must return this within 10 calendar days of the date of the outcome letter.

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

Student Handbook
Acknowledgement Form

Short Courses

I have reviewed the Royal Central School of Speech and Drama Short Courses Student Handbook.

By signing below, I confirm that I am familiar with the contents of my programme's Student Handbook and I agree to abide by the policies and guidelines listed in therein. I understand the consequences and action(s) that may be taken as a result of my non-compliance with the policies and expectations stated within the programme handbook.

Student Name (Printed)

Student Signature