

ROYAL CENTRAL

SCHOOL OF SPEECH & DRAMA

UNIVERSITY OF LONDON

**BUSINESS SHORT COURSE
HANDBOOK**

Introduction

Welcome to Central.

We are delighted to be welcoming you to study on a Business Short Course. The Business Short Course Handbook provides you with important and useful information about your time as a Business Short Course participant at 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.

Our Business Short Course portfolio includes: Bespoke and Business Training, Full-Day Workshops and One-to-One Training. Your place on the course is confirmed once payment has been made. At the point payment is accepted, a legal Contract is formed between you and Central. The Contract between you and Central incorporates the following Terms & Conditions set out in Section 1 of this Handbook.

Please note that it is your responsibility to familiarise yourself with all the information contained in this Handbook before you make payment for a course. Please email centralforbusiness@cssd.ac.uk if you have any queries.

We do hope that you will find the Business Short Course Handbook useful and wish you every success in your studies. We look forward to working with you!

Verna Rhodes
Head of Outreach and Business Training

Section One - Terms & Conditions

Founded in 1906, The Royal Central School of Speech and Drama is an internationally renowned specialist college of the University of London. Central is committed to high quality enhancement and application of knowledge about theatre and performance techniques within local, national and international businesses.

Central trainers are experts in the transfer of voice and communication skills to the business community and for individuals. Specialist areas include: vocal power, storytelling, presentation skills, leadership, interview skills, conquering nerves, creative facilitation personal impact and courageous conversations.

Our Business Short Courses are all open access and mixed ability and places are awarded on a first-come, first-served basis. Business Short Courses at Central refers to our part time non-accredited courses, including our Bespoke and Business Training, Full-Day Workshops and One-to-One Training. We work hard to support students' learning needs with limited group sizes and individual feedback where possible.

Payments & Fees

Fees and mandatory additional charges for the courses are detailed on our website, in the prospectus and confirmed in your offer. Please ensure that you read the fee information carefully and are fully aware of your financial responsibilities. Our contract with you is formed once payment for your course has been accepted.

Payments can be made by Credit/Debit Cards, cash or invoice. Invoice requests need to be raised via email to centralforbusiness@cssd.ac.uk or via phone on 020 7559 3960.

Cancellations and Deferrals

14 Day Legal Right to Cancel

You have a legal right to cancel your contract with us within 14 days without giving any reason. 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.

The cancellation period will expire after 14 calendar days from the date of payment. If you make payment less than 14 days before a course starts, then you forfeit the right to cancel.

To exercise the right to cancel, you must inform us (The Royal Central School of Speech and Drama, University of London, Eton Avenue, London NW3 3HY, UK, Tel: +44(0)20 7559 3960, Email: centralforbusiness@cssd.ac.uk) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or e-mail). To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

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, we will not charge any fees as a result of the reimbursement.

Requests for Deferrals

If requested, we may defer your place to the next term. To request a referral, you must contact us no later than 14 days prior to the course starting. Please note we only offer deferral once (per course and per student across any courses) and you will only be permitted to defer to the following term.

Once a course has started we are unable to offer any deferrals, so please make sure your schedule will allow you to attend all sessions.

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 any of the conditions set out in our offer are not met, or cease to be met at any time after the date that our Contract is formed (including, but not limited to, your Visa status where applicable);
- 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 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.

Please also note that to ensure our students receive the best learning experience possible, we will only run certain courses if we are confident that a sufficient number of students have accepted offers to study on the course (as detailed in the prospectus, website and

offer correspondence). In the event that the minimum number of students required is not achieved two weeks before the course date 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).

When you will be permitted to terminate your Contract with us

In addition to your legal right to cancel your Contract with us, 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
- at any time without reason - should you wish to cancel your Contract with us without reason after your 14 day legal right to cancel has expired, we will offer you a refund, minus a 15% cancellation fee. Please however note that this refund will only be available in circumstances where you decide to withdraw from a course no later than 14 days before your course starts.
- Unfortunately, we are unable to offer any refunds where you wish to withdraw from the course less than 14 days before the course start date (where such cancellation is outside of the 14 day statutory cancellation period).

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.

Whilst at Central, or at any of our external host venues, 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 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 Code 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

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

What we are responsible to you for

If Central fails to comply with its obligations under this Contract, we are responsible for any 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 unforeseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and Central 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 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.

Course Content

Our website gives detail on course content and dates. Whilst Central's Business Short Courses are not accredited, we are committed to embedding Central's excellent practice across the Business Short Course portfolio and seek 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 participant feedback surveys and evaluation, annual teaching observations, external quality assessments and annual review of the provision portfolio.

Changes to content and delivery

Whilst Central will always try and minimise any disruption or changes to the Business Short Course 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 participant 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**.

Data Protection

Central may use and process personal data or information about you whilst you are a participant of Central and after you have left Central. By accepting an offer to study on a short course at Central you will be agreeing to our data protection policy (<https://www.cssd.ac.uk/sites/default/files/Data%20Protection%20and%20Records%20Retention%20Policy.pdf>) If you require further information, please contact the departmental administrator.

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 Business & Enterprise Manager. Final approval must be obtained from the Department of Development and External Affairs (DEA).

Activities which require approval by the DEA 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 centralforbusiness@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 Business Short Courses student at Central, you are agreeing to have any photographs or videos taken of you used for such promotional activities unless you have opted out by contacting centralforbusiness@cssd.ac.uk.

Opening Hours

The Short Courses departments operating hours are: Monday – Friday 9am – 4.30pm

You can contact the Business Short Courses team on 020 7559 3960 or centralforbusiness@cssd.ac.uk

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 Two - Guidance and Procedures

During your time as a Short Course Student at Central you are required to follow this Student Handbook and the following policies, codes, procedures and regulations:

- Short Course Student Code of Conduct
- Disciplinary Procedure
- Short Course Complaints Procedure
- Data Protection Policy

You can see our Code of Conduct at Annex A, our disciplinary procedure in Annex B and our Complaints Procedure at Annex C. Please see this link for the Data Protection Policy <https://www.cssd.ac.uk/sites/default/files/Data%20Protection%20and%20Records%20Retention%20Policy.pdf>

Should you fail to comply with your obligations, we may take disciplinary action against you, which could result in you being asked to leave the course.

ANNEX A – Short Course Student 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 will 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

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 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) 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.
 - 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 Conduct

- 1.1 The Short Course Student Code 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 Short Course Student 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 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 Business & Enterprise Manager for consideration and/or investigation.
- 3.2 If the Business & Enterprise Manager 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 Business & Enterprise Manager 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 Business & Enterprise Manager, 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 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 Short Course Student 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 Head of Outreach and Business Training, 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 Head of Outreach and Business Training 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 Head of Outreach and Business Training 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 Head of Outreach and Business Training will be final and a completion of procedures letter will be issued detailing the decision.

ANNEX C – Short Course Student 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 do 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.

Who can complain?

We hope very much that it will not be necessary for any of our students to make complaints during their time at Central, but sometimes things do go wrong and we therefore have a formal Short Course Student Complaints Procedure to deal with the situation efficiently and fairly. It is the right of every student to make a formal complaint. If a student has a particular problem with something (or someone) during their studies at Central, they should follow the steps set out in this complaints procedure.

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.

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.

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

When to make a complaint

If a student does have an individual complaint, in the first instance, they should **always try to resolve it through prompt informal discussion** with the staff or student(s) directly concerned, before using the procedure described here. 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, in writing, to the Business & Enterprise Manager.

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 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.

Business Short Course Student Formal Complaints Procedure

Step One: Request a Student Complaint form

Request a Student Complaint form from the Short Courses Administrator, centralforbusiness@cssd.ac.uk.

Step Two: Submit the completed form via email

Complete the Short Course Student Complaint form and return via email to the Business & Enterprise Manager, copying in the Short Course Administrator. **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 Student 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 will respond in writing with the outcome of your complaint normally 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

Request an Appeal Form from the Short Course Administrator, centralforbusiness@cssd.ac.uk. Complete the Appeal form and return via email to the Head of Outreach and Business Training, verna.rhodes@cssd.ac.uk, copying in the Short Course Administrator. **Please note that you must return this within 10 calendar days of the date of the outcome letter.** The Head of Outreach and Business Training 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 of the Head of Outreach and Business Training'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**.