

DIPLOMA
STUDENT HANDBOOK

Introduction

Welcome to Central!

The Short Course Student Handbook will provide you with useful information about your time as a Short course student at the School. You should make sure that you have a current copy available 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 feel free to ask relevant staff questions about anything that you do not understand. 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.

I do hope that you will find the Short Course Student Handbook useful and wish you every success in your studies. Enjoy!

Mairi Hayes
Community Drama and Diploma Manager

Section One - The Basics

Placing students at the centre of its work, The Royal Central School of Speech and Drama (Central) develops practitioners and researchers who shape the future of theatre and performance across the UK and beyond. The Short Course 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.

What can I expect of Central?

We will 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.

Course content

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

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

What are my responsibilities as a student?

You have a responsibility to abide by all relevant regulations and policies of the School, including the Student Codes of Conduct and the Equal Opportunities Policy. 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 the School'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 the School's community and its neighbours as set out in the Short Course Student Codes of Conduct (Annex B). You must not bring the School's name into disrepute.

Not being aware of the detailed information referenced here is not a sufficient or acceptable reason for breaching the School'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.

Changes to content and delivery

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

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

1. 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.
2. 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:

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

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

Can you tell me about fees?

Fees for the courses are detailed on our website and in the prospectus. All fees should be paid before the course starts. You can read all refund, deferral and payment details on our Application and Payment information Annex A.

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

Section Two - Guidance and Procedures

Application and Payment (Annex A)

Please find information on application and payment for the courses in Annex A. This also details cancellation and deferral procedures.

Payment Code of Conduct (Annex B) and Disciplinary Procedures (Annex C)

During your time as a Short Course Student at Central you are expected to follow Central's Code of Conduct. If you do not comply with the Student Handbook, we may take disciplinary action against you which could result in you being asked to leave the course. You can see our disciplinary procedure in Annex C.

Complaints Procedures (Annex D)

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. The Student Complaints Procedure can be found in Annex D. 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 the School.

Section Three - 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 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, the School will collect some data about you and you give your consent to the use of this data for statistical monitoring purposes both within the School and through certain other external and statutory bodies. 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) 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.

Students may still access student resource areas such as the Library, the Computer Room, the Student Advice Service during vacation periods.

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

Personal Property

The School cannot accept responsibility for personal items which are lost, stolen or destroyed. Do not bring personal property into the School unnecessarily. It is worth asking your insurance company about an add-on cover for personal possessions outside your home.

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. 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.

From time-to-time the School 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 at the School, 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

For more detailed information please email the Environment and Safety Manager, Susanne Page (Susanne.page@cssd.ac.uk)

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 the School. Please be vigilant!

Smoking and Vaping

Smoking and vaping is banned throughout the campus. This means that you may not smoke anywhere inside any School 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 may cause disruption to other members of the School or has the potential to cause harm to him/herself or others, the School may, at any time, require the student to leave the course.

ANNEX A - Application and Payment Information

Our Diploma courses offer places only after a candidate successful audition. Candidates are only able to audition once in any academic year. Diploma courses are extremely popular and places will only be offered to suitable candidates.

How to Apply

WE are looking for Applications that

- Demonstrate commitment to the subject
- Can work well within a team
- Are passionate about theatre
- Are willing to work independently
- Show an understanding/respect for rehearsal room etiquette e.g. time keeping, discipline etc.
- Want to progress and learn about acting in a practical way.

If You are Offered a Place

Please submit your application directly to the School by completing the [online application form](#).

Once your application has been processed, you will receive a registration email with your Student ID number and account details. You will need to quote your Student ID Number when you contact us to pay and confirm your place on the course.

Please note that your application and payment must be received by the last Thursday before the course start date, however the course may fill up before then:

Payment

Credit/Debit Cards

You can pay by credit/debit card over the telephone on +44 (0)20 7722 8183*.

Alternatively, you can pay by cash, credit or debit card at Central's Reception between 9am - 5pm, Monday to Friday.

Terms and Conditions

Right to Cancel

1. You have the right to cancel this contract within 14 days of the deposit being paid without giving any reason.
2. The cancellation period will expire after 14 calendar days from the day of the conclusion of the contract (which will be the date upon which deposit payment is made).
3. 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 7722 8183*, Email: short.courses@cssd.ac.uk) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or e-mail). You may use the [Model Cancellation Form](#) but it is not obligatory.

4. 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.
5. If the conclusion of the contract (when you sign up for the course) is less than 14 days before a course start then you forfeit the right to cancel, you will be made aware of this before payment is taken.

Effects of Cancellation

If you cancel your contract within the 14 day cancellation period, we will reimburse all payments received from you.

1. 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.
2. 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.
3. If you requested to begin the performance of services 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.

Refunds

Due to the nature of this course, once your deposit has been paid and the 14 day right to cancel, has expired we aren't able to offer other refunds of any kind.

Bursaries

Central offers a limited number of bursary places each year. In order to apply, candidates must come from a low income household (below £25,000) and be able to provide proof of this through either a p60, or provide evidence of job-seekers allowance. Priority will go to our partners from Clean Break and Generation Arts. Once applications are submitted, the results are combined with audition scores. Please note that candidates who meet the criteria are not guaranteed a bursary as there are limited places.

ANNEX B - 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 expected 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 may not be permitted to attend studies at the discretion of the Course Leader.
- 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 the School liable to legal prosecution will be treated 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, as described in their Course Handbook. 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.

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 the college community and individually to the college member. It aims to create and sustain a 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 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 will put a student's registration at the School 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 the School.
 - 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 the School's property;
 - Serious, wilful or recurrent disregard for the School's Health and Safety procedures;
 - Behaviour which breaches the School's equal opportunities policies;
 - Aggressive, threatening, indecent, disorderly, offensive or other unreasonable behaviour or language, whether expressed orally or in writing (including electronically and on social networking websites) whilst on the School's premises or engaged in activity associated with the School (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 School'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 the School or the Students' Union;
 - Any criminal offence committed on the School's premises;
 - Any criminal offence committed outside the School 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 all online and virtual spaces and all types of social media.
- 6.2 The School 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.

7.2.1 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.

7.2.2 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 7.2.1.

7.2.3 Students must only use equipment and tools for which they have the necessary authorisation. If in doubt, see point 7.2.1.

7.2.4 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.

7.2.5 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.

7.2.6 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).

7.2.7 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.

7.2.8 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.

7.2.9 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 C - Disciplinary Procedure

1. Student Responsibilities

1.1 The Short Course Handbook sets out what you can expect of Central and what Central expects of you.

2. Student Code of Conduct

3. The Short Course Student Code in Annex B provides more details on the expected standards of behaviour whilst you are registered to study at Central and the kinds of behaviour that will result in these Disciplinary Procedures being triggered.
4. It is your responsibility to be aware of these documents and to conduct yourself at all times in a professional, courteous and inclusive manner according to the principles contained therein.
5. If you are subject to these procedures, any claim that you were unaware of, or did not understand in the Short Course Student Code of Conduct will not be accepted as mitigation. If you need help accessing or understanding any formal School documentation, please seek advice from the Community Drama and Diploma Manager.

6. Immediate Dismissal

- 6.1 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.
- 6.2 If you make a serious disciplinary breach you will be asked 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.

7. Disciplinary Procedure

- 7.1 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 for investigation.
- 7.2 If the Community Drama and Diploma Manager receives a report of an alleged 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.
- 7.3 Where necessary, reasonable adjustments will be made to the student disciplinary procedures in respect of any illness or disability experienced by the student.
- 7.4 Except in extreme circumstances (such as complete incapacity), students cannot appoint any third party, including parents, to act on their behalf in these Procedures.

- 7.5 The Community Drama and Diploma Manager will contact you to inform you that they have received an 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.
- 7.6 An investigation of the allegation will take place, which may be referred to the Head of Central Outreach, and there will be an attempt to resolve the matter through mediation and the agreement of all parties who are involved.
- 7.7 You will normally be invited to a meeting as a part of the investigation into the alleged offence. Meetings will normally take place within 10 days of an alleged disciplinary offence. Attendance is compulsory at any such meeting. Non-attendance will result in it being necessary for the School to reach conclusions without your involvement. You will normally be given at least 48 hours' notice of your required attendance.
- 7.8 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, but was not a criminal offence, one of the following penalties may be imposed:
- to take no further action;
 - to issue an oral or written warning;
 - if applicable, your agreement to pay the cost of any damage caused as a result of the offence;
 - if applicable, a written apology to the injured party, provided willingly by you;
 - if the alleged offence is a serious one, you may be asked to leave the course immediately.
- 4.9 You have the right to appeal against the outcome of a disciplinary investigation.

8. Appealing against a decision made after a disciplinary investigation

- 8.1 If you wish to appeal against the decision made following a disciplinary investigation, you must make your appeal in writing to the Head of Central Outreach within 10 calendar days of the date of the Completion of Investigation letter.
- 8.2 Appeals received later than 10 calendar days will not normally be accepted and evidence would need to be provided for exceptional consideration to be given.
- 8.3 The possible grounds for appeal are:
- That there has been a material irregularity in the procedures leading to the outcome;
 - That the outcome is demonstrably unreasonable.
- 8.4 On receipt of an appeal, the Head of Central Outreach will review the investigation and either uphold the decision or reconsider it.
- 8.5 The decision of the appeal will be final and a completion of procedures letter will be issued detailing the decision

ANNEX D - Complaints Procedure

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 policy.

Complaints can 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 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 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 stress for the complainant and anyone else involved. If informal resolution is not desired, possible or successful, then it is proper to make a formal complaint, in writing, to the Community Drama and Diploma Manager.

In the case of industrial action or other circumstances demonstrably beyond the School's control (when it may be necessary for the School to make reasonable changes to the content, teaching and services provided for any course), the School reserves the right not to accept any complaints that

might thereby arise. In such circumstances, however, the School guarantees to do its utmost to minimise any disruption that might arise and to keep students fully informed of any changes.

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. 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 expected to adhere to the 'need to know' approach.

SHORT COURSE STUDENT COMPLAINTS PROCEDURE

- **Step One:**

Request a Student Complaint form

Request a Student Complaint form from the short course administrator, short.courses@cssd.ac.uk.

- **Step Two:**

Submit the completed form via email

Complete the Short Course Student Complaint form and return via email to the Community Drama and Diploma Manager, mairi.hayes@cssd.ac.uk, 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 the School if the complaint is upheld and the proposed outcome is considered reasonable and proportional in the circumstances.

- **Step Three:**

Outcome of your complaint

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

- **Step Four:**

If you are unsatisfied with the outcome

Request an Appeal form from the short course administrator, short.courses@cssd.ac.uk. Complete the Appeal form and return via email to the Head of Central Outreach, verna.rhodes@cssd.ac.uk, copying in the short course administrator. **Please note that you must return this within 10 calendar days of receiving the outcome.** The Head of Central Outreach will review the investigation and either uphold the decision detailed in step three or reconsider it. You will be notified of The Head of Central Outreach's response via email within 10 working days of the appeal letter being received.

MONITORING AND AUDIT OF APPEALS AND COMPLAINTS

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