

Department of Media Arts

Staff Handbook – September 2016

**TABLE OF CONTENTS**

Page

[INTRODUCTION 4](#_Toc480880674)

[Head of Department Welcome 4](#_Toc480880675)

[2016/2017 5](#_Toc480880676)

[Autumn term 5](#_Toc480880677)

[Spring term 5](#_Toc480880678)

[Summer term 5](#_Toc480880679)

[Graduation ceremonies 5](#_Toc480880680)

[Department Manager – Jackie Marty 5](#_Toc480880681)

[Undergraduate & Postgraduate Administration Support Office 5](#_Toc480880682)

[TECHNICAL TEAM 5](#_Toc480880683)

[STUDENT SUPPORT 5](#_Toc480880684)

[Admissions: Postgraduate 5](#_Toc480880685)

[Admissions: Undergraduate 5](#_Toc480880686)

[Personal Tutors 5](#_Toc480880687)

[Plagiarism 5](#_Toc480880688)

[Student Handbooks 5](#_Toc480880689)

[Student Records 6](#_Toc480880690)

[Office Hours 6](#_Toc480880691)

[Complaints and Appeals 6](#_Toc480880692)

[TEACHING AND ASSESSMENT 8](#_Toc480880693)

[Annual Review 8](#_Toc480880694)

[Assignments 8](#_Toc480880695)

[Attendance 8](#_Toc480880696)

[Course Outlines 9](#_Toc480880697)

[Course Validation and Amendment 9](#_Toc480880698)

[Validation of a New Taught Programme 9](#_Toc480880699)

[Minor Amendments to Taught Programmes 10](#_Toc480880700)

[Withdrawing a Taught Programme 10](#_Toc480880701)

[Dissertations (Postgraduate) 10](#_Toc480880702)

[Examination Sub-Boards 11](#_Toc480880703)

[Examination Marking 11](#_Toc480880704)

[Examination Papers 11](#_Toc480880705)

[Medical/Special Circumstances Affecting Assessment 12](#_Toc480880706)

[Registration and Pre-Registration 12](#_Toc480880707)

[Registration 12](#_Toc480880708)

[Timetables 12](#_Toc480880709)

[Visiting Examiners 12](#_Toc480880710)

[Workshop/Seminar Allocation 13](#_Toc480880711)

[RESEARCH 14](#_Toc480880712)

[Conference Registration 14](#_Toc480880713)

[Research Publications Database 14](#_Toc480880714)

[Research Grants 14](#_Toc480880715)

[Seminars 14](#_Toc480880716)

[EXTERNAL RELATIONS 14](#_Toc480880717)

[Alumni 14](#_Toc480880718)

[Conference Organising 14](#_Toc480880719)

[Marketing 15](#_Toc480880720)

[Publicity and Promotional Materials 15](#_Toc480880721)

[Web Content 15](#_Toc480880722)

[Advertising 15](#_Toc480880723)

[Student Recruitment 15](#_Toc480880724)

[STAFFING 15](#_Toc480880725)

[Absence (Illness and Leave of Absence) 15](#_Toc480880726)

[Illness 15](#_Toc480880727)

[Leave of Absence 15](#_Toc480880728)

[Employing Casual/Temporary Staff 15](#_Toc480880729)

[visiting staff 16](#_Toc480880730)

[Established Teaching Staff providing Extra-ordinary Services 16](#_Toc480880731)

[Students (including PhD students) 16](#_Toc480880732)

[Staff Appointments 17](#_Toc480880733)

[Promotions for Academic Staff 17](#_Toc480880734)

[Professorial Banding 18](#_Toc480880735)

[HEALTH & SAFETY 18](#_Toc480880736)

[FINANCE 20](#_Toc480880737)

[Conference Registration 20](#_Toc480880738)

[Expenses 20](#_Toc480880739)

[Purchasing 21](#_Toc480880740)

[Research Accounts 21](#_Toc480880741)

[Travel Arrangements 22](#_Toc480880742)

[FACILITIES AND IT/WEB 22](#_Toc480880743)

[Computers 22](#_Toc480880744)

[Contact Details 23](#_Toc480880745)

[Furniture Orders 23](#_Toc480880746)

[Hospitality 23](#_Toc480880747)

[**Offices & Keys** 24](#_Toc480880748)

[**Photocopying and Printing** 24](#_Toc480880749)

[Post and Couriers 24](#_Toc480880750)

[Room Bookings 25](#_Toc480880751)

[Stationery 25](#_Toc480880752)

[DEPARTMENT COMMITTEES 26](#_Toc480880753)

[Department Board 26](#_Toc480880754)

[Research Committee 27](#_Toc480880755)

[Student-Staff Committees 27](#_Toc480880756)

[Appendix 1: RHUL Timetabling Policy 2015/16 29](#_Toc480880757)

[Appendix 4: department of media arts Email Policy 29](#_Toc480880758)

[Appendix 5: Travel, Subsistence and Personal Expenses Policy and Procedures 29](#_Toc480880759)

[APPENDIX 6: Department of media arts IT Policy 29](#_Toc480880760)

[Appendix 7: department of media arts Staff List 31](#_Toc480880761)

[Appendix 8: *The Media Arts Centre* 33](#_Toc480880762)

# INTRODUCTION

## Head of Department Welcome

Dear Colleague,

I would like to warmly welcome you as a new member of our department. We are delighted to have you amongst us.

We pride ourselves on being an open and friendly department and I would like to encourage you to get to know your colleagues. The administrative staff are exceptionally helpful and you should not hesitate to call on their expertise and experience. You will find the departmental office (with its coffee and water machine) a good place to meet other staff and find out what is going on. Please also feel free to come and see me whenever you want. You can make an appointment or just come in, if you see my door open.

I look forward to working with you and I hope you will be very happy here.

James Bennett



The *Staff Handbook* is intended as a guide to where academic staff may obtain support in the department and also to key academic procedures followed at the Department of Media Arts. It should be given to each new member of academic staff and retained as a point of reference. It will be updated annually.

**General Information**

**Contact Details**

Address: Media Arts Centre   
Arts Building   
Royal Holloway University of London   
Egham   
Surrey   
TW20 0EX

Email: [MediaArts@rhul.ac.uk](mailto:MediaArts@rhul.ac.uk)

Web: <http://www.rhul.ac.uk/media-arts/>

Phone: 01784 443734- Fax: 01784 443832

The departments also communicate via social media:

Twitter: @rhulmediaarts #mediaarts

Facebook:<https://www.facebook.com/pages/Media-Arts-at-Royal-Holloway-University-of-London/171271052885337>

<https://www.facebook.com/groups/522129994468186/>

Dates of Term:

## 2016/2017

### Autumn term

Monday 19 September to Friday 9 December 2016 (12 weeks followed by a four week Christmas break)

### Spring term

Monday 9 January to Friday 24 March 2017 (11 weeks followed by a four week Easter break)

### Summer term

Monday 24 April to Friday 9 June 2017 (seven weeks)

### Graduation ceremonies

#### Winter

13-15 December 2016

#### Summer

10-14 July 2017

Please note: All departmental staff are expected to attend at least one graduation ceremony per year.

The administrative staff is divided into the following offices:

## Department Manager – Jackie Marty

(Room AG14)

The Senior Faculty Administrator is responsible for the administrative team and undertakes a number of administrative tasks as outlined in this handbook. Any questions or concerns about the administrative support in the department should be directed to her.

## Undergraduate & Postgraduate Administration Support Office

(Room AG15)

The Administrative Office is responsible for ensuring that the academic staff and students are well supported in all matters related to their undergraduate and postgraduate teaching and that the various College cycles are managed throughout the academic year. The office maintain student records, manages the student assignment and examination processes, and co-ordinates course materials.

Office manages the facilities and resources of the department and the organisation of the reception area.

**ADMINISTRATIVE TEAM**

Department Manager Jackie Marty

Postgraduate/Undergraduate AdministratorAngela Godden

Undergraduate AdministratorMichelle Rogers

## TECHNICAL TEAM

The department’s technical team are managed by Keith Buckman and are based in the Williams Building (Media Arts Centre) for key contacts see [Appendix 7](#_Appendix_7:_department)

# STUDENT SUPPORT

## Admissions: Postgraduate

**Office Responsible: Postgraduate Office, Room AG15**

1. Any requests for prospectuses and application packs should be forwarded to Angela Godden. [angela.godden@rhul.ac.uk](mailto:angela.godden@rhul.ac.uk)

2. The vast majority of decisions are made within the Registry’s Admissions Department with reference to entry criteria supplied by the Department.

3. Non-standard applications may be forwarded directly to the relevant Programme Director.

4. All decisions are communicated to applicants through Admissions/Registry.

5. Admissions circulate weekly reports via <https://dashboards.rhul.ac.uk/qlikview>

## Admissions: Undergraduate

**Office Responsible: Undergraduate Office, Room MB11**

1. All undergraduate applicants apply through UCAS.

2. All prospective students, except BA English & Film Studies, are interviewed by a member of academic staff. All academic staff are required to participate in Applicant Visit, Open Days and interviews (both physical and virtual). An offer of a place of study is usually made when a candidate has met all the course requirements and not during interview. Entry requirements for each course can be viewed under the tab `Find Your Course’ at:

<http://www.rhul.ac.uk/coursecatalogue/home.aspx>

4. Students requesting transfer into the second year of any of our programmes need to send a CV and transcript to the UG Admissions Officer. These are dealt with on an individual basis.

5. Any prospectus enquires should be forwarded to the Media Arts Office. Any general enquiries can be answered by the UG Office. Specific questions should be forwarded to the Media Arts Admissions Tutor.

6. The department holds approximately 7 Applicant Visit Open Days each year between December and April organized by the External Relations team. They are usually arranged for two Wednesdays and two Saturdays.

7. The College holds 4 Open Days during the year, at least two of which are on Saturdays. Enquiries on these dates should be forwarded to the Educational and International Liaison Office at Royal Holloway International.

8. It is the responsibility of the UG Admissions Officer to organize a rota for these events: all academic staff contribute and participate in these events.

## Personal Tutors

1. Allocation of undergraduate personal tutees takes place at the beginning of the Autumn Term. A list of personal tutees is given to each tutor by the end of the second week of the Autumn Term. Any changes to this list should be made through the relevant academic administrative office. Personal tutors should email their personal tutees, inviting them to make an appointment for an initial discussion, should they so wish.

2. For postgraduates, the Director of Postgraduate Taught programmes Gillian Gordon ([gillian.gordon@rhul.ac.uk](mailto:gillian.gordon@rhul.ac.uk)) fulfils the role of personal tutor.

## Plagiarism

**Overall Responsibility:**

The department takes plagiarism extremely seriously. Staff who suspects that students have committed acts of plagiarism should contact the UG/PG Office in the first instance; the Office will then run a JISC (a system of electronic coursework submission, which automatically checks for plagiarism via an online database) report on the assignment in question. Should the member of staff suspecting plagiarism wish to proceed on the basis of the JISC report, he/she should prepare a brief written report to go to the Head of Department in accordance with College regulations (copies of the regulations are available from the Office, or consult the link below for more information: <http://www.rhul.ac.uk/Registry/academic_regulations/Index.html>

1. The Head of Department will then arrange a hearing, either personally or by delegating it to senior members of academic staff (usually the Director of Graduate Studies or Academic Co-ordinator as appropriate). This hearing will then lead to a recommendation.

2. The relevant administrative office will provide feedback on the recommendations of the hearing to the student(s) and staff concerned and keep records of upheld plagiarism allegations on file.

3. Staff is also encouraged to be proactive in minimisng the frequency of plagiarism by covering plagiarism issues in their teaching materials and also when acting as personal tutors. Guidance on approved referencing methods is given in both UG and PGT study guides at the start of the year and is reinforced during the induction week.

## Student Handbooks

1. A student handbook is produced for the each undergraduate programme and for each postgraduate programme in each academic year. The handbooks are also made available on the departments Web pages.

2. The handbooks contain information on the department, staff, degree programme structures, organisation of courses, assessment and examination guidelines, welfare information, departmental administrative information, and facilities information. There is also a booklet on essay writing and referencing available.

3. The UG handbooks are compiled by the Senior Faculty Administrator, with contributions from academic staff.

4. The undergraduate handbook is checked by the Head of Department before publication.

5. For postgraduate programmes, the Programme Directors provide the content for each programme when they are first introduced; thereafter, the handbooks are updated annually by the Postgraduate Administrator. Programme Directors check the handbooks before publication.

## Student Records

1. Following College regulations archive hard copy materials are only kept until Easter following the deadline for appeals. For more info on the type of material held see item 4 below.

2. Students wishing to update their contact details are advised to do so via Campus Connect. It is the students’ responsibility to ensure that the College is kept informed of their whereabouts.

3. Course unit marks are held on the college database, Banner. Details and printouts of students’ results may be obtained through the UG/PG Office and are available electronically.

4. Not all students will have dedicated ‘student files’ as in previous years – the creation of such an electronic file will be triggered by the need to store student correspondence/documentation, such as Extenuating Circumstances documentation or invitations to plagiarism proceedings. This documentation will be held in accordance with college regulations as detailed in item 1 above.

## Office Hours

1. At the beginning of the Autumn Term, a request for details of Office Hours is sent to all staff. Staff with extensive administrative or travelling commitments can offer alternative arrangements for student meetings, but only as agreed with the Head of Department. This information is collated and made available to students via the departmental website. At the beginning of the Spring Term, a request is sent to confirm times or provide details of changes.

2. Academic staff should also post their office hours on the noticeboards outside their own offices. The Department office hour’s standard is two hours per week.

3. Staff are asked to phone Reception (01784 443734) if they are unable to make their office hours and also if there are any changes from the normal routine so that callers can be advised when a member of staff will next be available.

4. The office Reception should hold the contact details of all staff (home address, telephone, fax, email) so that enquiries from students, other staff and external callers can be dealt with.

5. Staff are also asked to adhere to the Department’s staff email policy to student emails (see Appendix 4). This includes replying within 2-3 working days.

## Complaints and Appeals

1. The full Complaints Procedure for Students is available for review at the following web address: <https://www.royalholloway.ac.uk/ecampus/academicsupport/academicappealsandcollegecomplaints.aspx>

2. It should be noted that in some circumstances the College can be required to release all documentation relating to a particular student or complaint, including internal memos, file notes and e-mail messages. Therefore care should be taken not to put anything in a document which cannot be substantiated or which may damage the position of the College.

3. Students are advised to resolve a complaint informally with the Academic Co-ordinator or Head of School. Such complaints should normally be responded to within five working days. A record should be kept of such discussions and a copy filed with the Senior Faculty Administrator.

4. If the complaint cannot be resolved informally, the student should complete a complaints form (obtainable from the [web address above](http://www.rhul.ac.uk/For-Students/complaints.html)). This should be submitted to the Head of Department.

5. Receipt of the complaints form should be acknowledged in writing by the Head of School and a copy sent to the College Secretary.

6. The Head of Department should inform any members of staff concerned that a complaint has been received.

7. The Head of Department should investigate the complaint, seeking relevant documentation from any member of staff and, at his/her discretion, call a hearing at which the student and any other persons involved may submit their views. A written decision to the complainant should normally be provided within fifteen working days of receiving a complaint, other than where a hearing is called, in which case a written reply should be made within twenty-five working days.

8. If the complainant is dissatisfied with the outcome, he/she may take the complaint further by referring it to the Principal, who will normally refer it to a Vice-Principal.

**Appeals**

1. Students may make appeals against course unit marks, field of study awarded, progression decisions, termination of study (postgraduate research students) and classification.

2. The relevant College regulations may be found under the UGT/PGT Regulations links as appropriate: <http://www.rhul.ac.uk/Registry/academic_regulations/>

3. There is no provision for the consideration of appeals against the academic judgment of examiners. (See *College Undergraduate Regulations 106*)

4. Grounds for appeals against the outcomes of examinations are as follows:

a) that the student’s performance in the examination was substantially affected by circumstances of which the examiners had not been made aware and which the student could not with reasonable diligence have disclosed before the outcome had been determined;

(b) that there were procedural irregularities in the conduct of the examination, or administrative errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred;

(c) that there is evidence of prejudice, bias or inadequate assessment on the part of one or more of the examiners such that the outcome should not be allowed to stand.

5. Appeals are made in writing to the Head of Academic Development, who investigates the case.

6. All matters relating to student appeals are confidential.

# TEACHING AND ASSESSMENT

## Annual Review

The review and enhancement of provision in academic departments is a continual process carried out through activities such as peer observation of teaching and engagement with student feedback. The Annual Review provides an opportunity to consolidate and reflect upon the overall success of these activities at a strategic point, when information on student progress and achievement becomes available.

1. The Annual Review sheets and Student Feedback Questionnaires are distributed and collected by the relevant teaching administration office. Information about the process will be distributed to academic staff in advance.

2. Course Co-ordinators should write approximately 100 words on the running of the course – whether it achieved its teaching goals and what improvements might be made – annually, at the end of the year.

3. The completed report should be submitted (preferably in electronic format) to the UG Office (by the end of June) or the PG Office (by the end of October).

All documentation related to the annual review process can be obtained from the Media Arts office.

## Assignments

1. All assignments requiring hand-in should be submitted through the Media Arts Office **not directly** to the tutor.

2. After the submission date, the administrative office will e-mail the appropriate teaching staff member to collect the scripts. For group marking the course coordinator will also be included in the correspondence.

3. Allocation of first marking and moderation will be distributed in line with the finalised workload allocation and Faculty/Department Policy. This provides predominantly for moderation, but includes double marking for final year practice work and dissertations.

4. When ALL the first marking and moderation is complete, Course Co-ordinators should return the assignments to the administrative office.

5. Comments may be written in marginalia and **must be provided** on the feedback sheet submitted with the assignment.

***Please note:*** *The Department is committed to meeting a four working week turnaround in marking from submission date to collection of the returned work by the student.*

## Attendance

The Department is committed to monitor the attendance for **all** students. The college is required by the UK Boarders Agency to report on the status of all overseas students. This is achieved through specific reporting points during the Academic year. The Department is wholly responsible for submitting accurate data to a central repository for this purpose.

The timeframe for returning attendance sheets for lectures/workshops is 24 hours (working days only). The attendance administrator (Michelle Rogers) will use the data to complete weekly reports that will identify students that require support and/or reminders/warnings. Attendance sheets for all courses are available from the Attendance Administrator. A summary of minimum requirements and reporting procedures is included as an appendix.

1. Students that fail to achieve the minimum attendance requirement of 80% for a Programme and/or course unit/elective will be sent formal warning(s) as appropriate from the Head of Department. The College has also emphasised the importance of this procedure in terms of fulfilling the responsibility of the department and College to monitor student progress, progression and Degree award.

2. Attendance monitoring will take place in all workshops and in lectures of less than 100 students. The School recognises that monitoring attendance in large class sizes is not always feasible and therefore will implement multiple spot-checks random across programmes. The time and date will be agreed in advance with the tutor.

3. The above includes monitoring the attendance of students with weaker English language skills on any compulsory in-sessional courses run by the Language Centre/Royal Holloway International.

## Course Outlines

1. In August all Course Co-ordinators are reminded to review the Moodle pages where they can find a copy of the previous year’s outline

2. Course Co-ordinators should revise the outline and indicate the start dates of the lectures AND the workshops. They should also indicate the week in which assignments are to be submitted, rather than definite dates (apart from in-class tests) in order that submissions of large courses may be staggered.

## Course Validation and Amendment

For a College Registry perspective, please read in conjunction with:

<https://www.royalholloway.ac.uk/iquad/services/academicqualityassurance/programmevalidation-newprogrammesandmajorrevalidations.aspx>

and

<https://www.royalholloway.ac.uk/iQuad/services/academicqualityassurance/CourseUnitValidationProcess.aspx>

### Validation of a New Taught Programme

1. New taught programmes or substantial amendments to existing taught programmes should be first approved by the relevant Departments Teaching and Learning Committee and thereafter by the Department Board. Any lecturer seeking to introduce a new programme/course should discuss this with the UG or PG TLCs respective Chair as well as the relevant Subject Group at an early stage and seek initial informal guidance.

2. Proposals for a new or substantially amended taught programme should also be notified to the Faculty Board.

3. A Planning Statement should be submitted for approval by *either* the Faculty (where the proposal is within the College and agreed departmental plan) *or* the Academic Development Committee (where the proposal is out with the College or departmental plan, or is a cross-faculty initiative, or if the Academic Development Committee so requires).

4. There are two new programme planning and validation cycles, commencing in October and January.

5. Proposal forms are available from the Registry web pages (see above). Please give a copy of submitted proposal forms to the Senior Faculty Administrator - for departmental records.

### Minor Amendments to Taught Programmes

1. Proposals for new or amended courses forming part of a taught programme, or for minor regulatory amendments to taught programmes, should be discussed with the Academic Co-ordinator/Director of Graduate Studies as appropriate. They should be approved by the respective Department UG or PG TLCs and the Department Board, and then may be submitted for approval by the Faculty Board.

2. There are four amendment cycles each academic session for undergraduate programmes and three amendment cycles each academic session for postgraduate programmes. The relevant dates for any particular session are available from the Senior Faculty Administrator.

3. Minor Course Amendment forms are available from the Registry web pages (see above). Please give a copy of submitted amendment forms to the Senior Faculty Administrator for departmental records.

### Withdrawing a Taught Programme

1. Withdrawal of a taught programme should be approved by the Departments respective UG or PG TLCs and Department Board.

2. The decision to withdraw a taught programme should be submitted for approval to the Faculty Board.

3. Withdrawal forms are available from the Registry web pages (see above). Please give a copy of submitted withdrawal forms to the Senior Faculty Administrator for the departmental records.

***Please note:*** *ALL CHANGES to course/programme ASSESSMENT, however minor, must always be approved by the departments respective UG or PG TLCs and the School Board before the amended course/programme is run.*

## Dissertations (Postgraduate)

1. All taught postgraduate students complete a research dissertation as part of their course. For further details please contact the relevant PGT Course Director.

***Please note:*** *The Department is committed to meeting a four week turnaround in marking from submission date to collection of the returned work by the student.*

## Examination Sub-Boards

1. Meetings of the Sub-Boards of Examiners take place in June (for both postgraduate and undergraduate programmes) and in October (for postgraduate programmes).

2. Attendance at all Sub-Board of Examiners meetings is mandatory for Chair, External Examiners, Registry, Programme Directors, and course tutors who taught on the programmes.

3. Membership of the Sub-Board of Examiners consists of the Internal Examiners and the Visiting Examiners (nominated and approved according to the College regulation L6).

4. A pre-sub-board meeting will be held prior to each of the sub- boards to include an external examiner and Registry to review extenuating circumstances.

5. The meeting of the whole Sub-Board of Examiners (including the Visiting Examiners) makes recommendations to the relevant College Board of Examiners for ratification. All results are provisional until confirmed by the College Board.

6. The discussions of Sub-Board of Examiners meetings are strictly confidential. No discussions or recommendations should be communicated to candidates.

7. Degree classifications and results are communicated to undergraduate candidates by hard copy lists in the Department and by means of their College Portal. Postgraduate students receive an email from the Exams Office and student portal.

## Examination Marking

1. When an examination has finished, (First year theory courses only) the scripts are collected from the College Examinations Office by a member of the relevant administrative office.

2. Administrators will notify markers when examination scripts are ready to collect. Any discrepancies between the mark awarded by the first marker and the moderator should be resolved between the two or with the Course Co-ordinator. If agreement cannot be reached, the issue is referred to the Visiting Examiner for mediation.

3. When all the marking and moderation is complete and marks agreed, the scripts should be returned to the relevant administrative office within the **specified marking period**.

## Examination Papers

1. As regards the examinations organised in May, the request for exam questions (First year theory courses only) are sent to all relevant Course Co-ordinators in previous November. The first level of Examination Scrutiny will be performed on the Subject Group level; please see the *Appendix: Examination Scrutiny Process* (see Appendix 1).

2. The deadline for submission of question papers to the Senior Faculty Administrator is mid-February for summer term exams.

***Please note:*** *email is not acceptable****.***

3. Any changes to the format of the previous year’s paper (number of questions to be answered, type of questions – essay, multiple choice, etc.) are to be notified via Moodle.

4. The Internal Scrutiny is carried out in Subject Groups in early February, it is important that all members of the subject group attend. Any changes to the paper can be agreed with the Course Co-ordinator during the meeting.

5. The final version of the examination paper is signed off by the Course Co-ordinator.

6. The final version of each examination paper is submitted to the Exams Office early March.

***It is important that these timelines are adhered to by all academic staff.***

## Medical/Special Circumstances Affecting Assessment

1. If a student is suffering medical or other problems (e.g. family bereavement, harassment) which may be affecting his/her academic performance, he/she should submit documentary evidence of the problem to the Media Arts office address to the UG Chair of the Sub-Board of Examiners or the Director of Graduate Studies for PGT students)

2. Such evidence is kept on the student’s file and in the Medical/Special Circumstances file so it can be included for consideration by the relevant Sub‑Board of Examiners.

## Registration and Pre-Registration

## Registration

1. Registration of students onto Media Arts course units takes place in September (first week of the Autumn Term) and throughout the summer break for returning students via the Portal.

2. Registration is conducted by the Admin team.

3. At the first-year registration event, students are issued with the relevant Student Handbook and timetables

4. Course unit registrations are recorded in the student database.

## Timetables

1. Lectures and workshops are timetabled based on the previous year’s timetable.

2. Rooms are allocated centrally by size and length, the draft timetable is released to staff in July. Any problems should be notified to the timetabling Officer Jackie Marty.

3. The timetables are released to students and staff via the information pages on the Departments website during Welcome Week and via email. Copies are also displayed on the student notices boards located in the foyer outside the main office. (Spring Term timetables are released on the information pages before the end of autumn term).

8. All amendments are requested by email to Jackie Marty.

## Visiting Examiners

1. Visiting Examiners are nominated and approved according to the College regulation L6.

2. There are normally three Visiting Examiners, for the undergraduate programmes. There is usually one Visiting Examiner per programme for the postgraduate programmes.

3. Visiting Examiners receive a sample of marked essay’s and practical assignments from each course for moderation. Any recommended alterations to marks are discussed with the Course Co-ordinator.

5. Visiting Examiners review the work of borderline candidates raised by the Internal Meeting of Examiners (see Examination Boards) and advise the Sub-Board of Examiners of their recommendations.

6. All documentation relating to course unit results and classification recommendations must be signed by a Visiting Examiner as well as by the Chair of the Sub-Board of Examiners.

7. Visiting Examiners also have an important role in programme/course validation: they give comments on proposals for new programmes/courses and also comment any proposed amendments to existing programmes/courses.

## Workshop/Seminar Allocation

All students will normally be allocated their workshops/seminars by the Admin Office where applicable.

Practice workshops are normally limited to 24. Theory seminar groups are limited to 18 (in 3rd year), 15/16 in 1st and 2nd year.

3rd year collaboration courses are limited to 12-14

Workshop lists are emailed to student and Staff, and posted on the student notice boards located outside the Media Arts office and in the Williams Building Student Common Room.

Attendance sheets are place in academic pigeonholes located in the Media Arts Office prior to each class these should be completed and returned to Michelle Roger immediately after class so that the central records can be updated.

# RESEARCH

All research contract staff are provided with a research account. £400 is currently provided each year for each academic. Any unspent funds may be rolled over up to a limit of £800. Staff are not permitted to accrue large pots of individual research funds from the departmental operating budget allocation.

## Conference Registration

Information on conference registration can be found under the Finance Section of this handbook.

## Research Publications Database

It is the responsibility of all faculty members to keep their PURE profiles up to date with respect to publications and to ensure that in doing so they comply with College open access policy which may be viewed here:

<https://www.royalholloway.ac.uk/iquad/news/articles/2014/newrefopenaccesspolicy.aspx>

## Research Grants

1. All research grant applications require the formal support of the College and must first be submitted to the department’s internal review process. This is detailed under the research tab of information for staff at: https://www.royalholloway.ac.uk/mediaarts/informationforstaff/home.aspx

2. Holders of research grants will receive administrative and teaching abatements as detailed under the research tab of information for staff at:

<https://www.royalholloway.ac.uk/mediaarts/informationforstaff/home.aspx>

3. For all matters relating to grant administration, contact the Head of Research, currently Daniela Berghahn, in the first instance, who can put you in touch with the relevant office.

## Seminars

The Department’s research seminars are organized via Daniela Berghahn. Seminars are posted onto the School’s Events website:

<https://www.royalholloway.ac.uk/mediaarts/events/home.aspx>

# EXTERNAL RELATIONS

The External Relations team is responsible for promoting and enhancing the relationship within the Department and prospective students, alumni, external organisations and stakeholders. Everything the team does can be refined into the basic principle of supporting and enhancing the Departments reputation and brand by developing a range of activities in order to attract students, staff, business and public partnerships and to promote employability.

Alumni: The Alumni Officer, in conjunction with the Alumni Office within the External Relations Office (Central College administration), maintains the alumni database. We organise and communicate social events, public newsletters and magazines and provide a variety of benefits and services that help alumni maintain connections with their fellow graduates, the School and the College as a whole.

## Conference Organising

Advice in the hosting of conferences by the department is available from the Head of Department or Head of Research

The Colleges’ Central Sales and Marketing team offer expertise support in the organisation of large conferences: <http://www.rhul.ac.uk/facilities-management/2007/About-Us/salesMark.html>

Residential conferences can be held during vacation periods only.

Marketing: the Communications Manager and Marketing Officer implement the School’s marketing strategy to ensure we maintain the high level of services, information provision and positive brand image as required within the School.

Publicity and Promotional Materials: the department in conjunction with the College’s Central Office, produce publicity materials including posters, brochures, display stands, presentation, filming, and promotional goods.

Web Content: the department is responsible for the look and feel of the Department’s website and its promotional content in line with College guidelines. The team also designs and posts entries as required.

Advertising: the department is responsible for the advertising of the Departments programmes.

Student Recruitment: The team works closely with the Admissions Tutor, it recruit PG and UG students to the school.

# STAFFING

## Absence (Illness and Leave of Absence)

All absence should be notified to the Senior Faculty Administrator (tel. 01784 443916 or 01784 443734).

### Illness

1. In the event of a tutor having to cancel a lecture or workshop, Reception must be notified as soon as possible in order that the students can be informed. Re-scheduled lectures/workshops should also be notified to the Reception.

2. All absences are recorded by the department and submitted to Human Resources monthly. Further information can be found on their website under `Absence Management’:

<http://www.rhul.ac.uk/humanresources/policiesproceduresandforms.aspx>

3. After 3 days’ absence a self-certificate should be provided. After 7 days’ absence a certificate signed by a Doctor is required for submission to the Senior Faculty Administrator.

### Leave of Absence

1. Absences of more than one week and all overseas trips must be approved by the Head of Department on a Leave of Absence form, obtainable from the HR website. This should be submitted for the Dean’s authorisation at least 5 working days before departure to allow time for the form to be returned to you.

2. All absences, particularly during term-time, should be notified to the main office.

### Employing Casual/Temporary Staff

1. The Department of Media Arts adheres to strict legislative procedures when asking any individual to carry out work in exchange for payment. **Please note:** **Under no circumstances should anyone be asked to work on a ‘cash in hand’ basis.**

2. There are several categories of people who are asked to do occasional work for the department. The most common types are the following:

*Non-Established Teaching Staff (NETs)*

This generally means qualified teaching staff who occasionally carries out teaching duties on a regular basis but who are not set up on the RHUL payroll.

*Established Teaching Staff providing Extra-ordinary Services*

This would include staff from other departments who carry out work for the Department and also existing departmental staff who are carrying out work over and above their workload allocation.

*External Resources*

This includes people who provide a service to the Department but who are not necessarily teaching staff and who have no other connection with the College.

*Students (including PhD students)*

This includes any student, irrespective of whether they normally belong to the Department of Media Arts or to another department.

The above list is not exhaustive. Queries about the category of the resource in question and how to proceed should be addressed to the Senior Faculty Administrator. See below for procedures relating to these different categories of staff.

3. In all cases appropriate budget-holder’s approval must be obtained before work may be offered to temporary personnel. Once the terms have been agreed, a formal letter, which constitutes a contract of employment, must be drawn up and signed by both parties (except in the case of casual student help).

4. There is only one method of reimbursing a resource and this is through the online [MyView payroll](https://myview.rhul.northgate-is.com/rhvl/Portal/) system.

**Please note:** *Individuals who require reimbursement on invoice must be able to show on request that they are compliant with Inland Revenue legislation in connection with tax and National Insurance payments.*

### visiting staff

1. All VTs staff are arranged by the Head of Department in conjunction with the Senior Faculty Administrator.

2. A formal offer letter will be drawn up by the HR Department.

3. When the work has been completed, staff will claim on line via the MyView payroll facility.

### Established Teaching Staff providing Extra-ordinary Services

1. Obtain prior approval from the budget holder or Head of Department that the work is in excess of the workload model allocation.

2. Complete an Ad Hoc Payment form (available from the Senior Faculty Administrator) and obtain the budget holder’s signature.

3. Submit the completed form to the Senior Faculty Administrator for processing. Ad Hoc payments are made through the payroll. Please note that there is no guarantee that a form received partway through a month will be included on that month’s payroll.

### Students (including PhD students)

1. Obtain prior approval from the budget holder before securing the services of an external resource, including a student.

2. Advise the Senior Faculty Administrator of the terms and conditions which will apply, including the rate of pay. A formal offer letter will then be drawn up for signature by the Head of School. One copy of this letter will be forwarded to Human Resources and one copy retained on file.

3. Establish whether the resource has previously received payment from RHUL through the payroll.

4. If the student has received a previous payment, go to step 6.

If the student has not received a previous payment, he/she should complete a Personal Details form and a P46 or a P38 form.

5. Submit the Personal Details and tax forms to the Senior Faculty Administrator for processing and for forwarding to the Payroll Office.

6. When the work has been completed, a claim for the hours worked should be made on a weekly timesheet or by completion of an Ad Hoc Payment form (available from the Senior Faculty Administrator). The appropriate documentation should then be submitted to the Senior Faculty Administrator for processing. Payments on timesheets and Ad Hoc payments are made through the payroll. Please note that there is no guarantee that a form received partway through a month will be included on that month’s payroll.

### Staff Appointments

1. For each proposed post, a requisition form, person specification form and job description should be submitted through the Head of Department to Human Resources. There is one requisition form for established posts and one for grant-supported posts. There are different forms for Academic and Administrative appointments. Requisition forms are available from the Human Resources webpage at: <http://www.rhul.ac.uk/Personnel/pages/forms.htm>

2. Such requisitions are considered by the College’s Resources Sub-Group every fortnight.

3. Approved posts may be advertised through Human Resources in local or national media as appropriate. Copy for the advertisement should be submitted to Human Resources.

4. Applications are forwarded to the department for online shortlisting. Shortlisting should be undertaken by at least two people and follow the guidelines provided by Human Resources. The shortlist is returned to Human Resources, with a date, venue and timetable for the interviews and the membership of the interview panel.

5. Any requirements in the Department (e.g. refreshments, room for presentations, data projector, lap-top, meeting of staff, distribution of applicants’ CVs, etc.) should be given to the Senior Faculty Administrator at least a week before the interview day.

6. Human Resources provide each member of the interview panel with a set of application materials from the shortlisted applicants, along with guidelines for the conduct of the interview.

7. The chair of the interview panel should complete the decision form provided by Human Resources, have it signed by all members of the panel and return it to Human Resources, retaining a copy for departmental; records.

8. The chair of the interview panel may contact applicants informally to discuss the outcome of the interview process. Any offers should be discussed with Human Resources prior to such contact. The formal offer or rejection letters are sent by Human Resources.

## Promotions for Academic Staff

Academic Promotions are considered on an annual basis by the Academic Staffing and Titles Committee (ASTC). **Please note**: the annual closing date for applications is usually mid- October.

Website link: <https://www.royalholloway.ac.uk/humanresources/payandbenefits.aspx>

All the relevant forms and guidance, including details of the criteria for promotion, can be found on the following website: <https://www.royalholloway.ac.uk/humanresources/payandbenefits.aspx>

[Human Resources](https://www.royalholloway.ac.uk/humanresources/home.aspx) (Staff Development) have introduced workshops for staff wishing to apply for academic promotion to assist with understanding the promotion process and criteria, as well as assist with presenting an application as effectively as possible:

**Academic Promotion (excluding teaching focused promotion)**

Facilitator: Professor Katie Normington, Vice Principal Staffing

**Teaching Focused Promotion**

Facilitator: Professor Rosemary Deem, Vice Principal Education

## Professorial Banding

The updated Professorial Banding Scheme 2014 and associated documentation are below. Please check the annual Professorial Banding Timetable for deadline dates.

Any individual circumstances should be submitted directly to Human Resources using the form provided by the same date.

Website link: <https://www.royalholloway.ac.uk/humanresources/payandbenefits.aspx>

* [Professorial Banding 2014 Timetable](https://www.royalholloway.ac.uk/iquad/documents/doc/humanresourcesdocs/professorialbanding/timetableprofessorialbanding2014.docx)
* [Professorial Banding Scheme](https://www.royalholloway.ac.uk/iquad/documents/doc/humanresourcesdocs/professorialbanding/professorialbandingscheme2013.docx)
* [Form 1 - Professorial Banding Application Form](https://www.royalholloway.ac.uk/iquad/documents/doc/humanresourcesdocs/professorialbanding/form1applicationforprofessorialbanding.docx)
* [Form 2 - Application for Consideration of Individual Circumstances](https://www.royalholloway.ac.uk/iquad/documents/doc/humanresourcesdocs/professorialbanding/form2individualcircumstancesform.docx)
* [Template CV](https://www.royalholloway.ac.uk/iquad/documents/doc/humanresourcesdocs/professorialbanding/templatecv.docx)
* [Professorial Banding Criteria Matrix](https://www.royalholloway.ac.uk/iquad/documents/doc/humanresourcesdocs/professorialbanding/professorialbandingcriteriamatrix.docx)
* [Guidelines for Heads of Departments on completing HoD Reports](https://www.royalholloway.ac.uk/iquad/documents/doc/humanresourcesdocs/professorialbanding/guidelinesforthecompletionofheadofdepartmentsectionforprofessorialbanding.docx)
* [Professorial Banding Appeals Procedure](https://www.royalholloway.ac.uk/iquad/documents/doc/humanresourcesdocs/professorialbanding/professorialbandingappealsprocedure.docx)

# HEALTH & SAFETY

1. All staff are responsible for maintaining a safe working environment. Any matters of concern should be reported to the Health and Safety Co-ordinator Keith Buckman, which will make appropriate arrangements.

2. Where a problem persists and/or no action has been taken, the matter should be referred to the Health and Safety Officer.

3. The department has designated fire marshals and first-aid officers. If a situation arises where a first-aid officer is required, you should initially contact the Media Arts office. Alternatively, the individual requiring help can be referred to the College Health Centre.

4. If a fire alarm rings, staff must leave the building immediately and congregate at the designated emergency point until it is safe to return. Please note: testing of the fire alarms are undertaken on a weekly basis, for the Arts Building this is done at 8:30am on Thursday mornings.

5. Should any emergency services be required, please advise College Security (Ext 3063) in order that they can be appropriately directed on arrival.

For more information on health and safety please see [appendix 8](#_Health_and_Safety)

**Lone Office Working**

Staff must take responsibility for their own health and safety whilst working alone on college premises outside of normal office hours. The head of department must therefore make sure that all relevant staff, postgraduates and undergraduates are aware of the issues connected with lone working and be familiar with the College’s [Lone Working Policy](http://www.rhul.ac.uk/iquad/services/healthandsafety/policiesandprocedures/loneworking.aspx).

In general terms, anyone lone working should keep in mind the following:-

* Alert friends/family to the fact that you are working alone - that is, when you are working at a time when others may not be around in the event of sudden illness, an accident etc.
* In the absence of the above, phone College Security (Ext 3063) to let them know that you are working alone.
* Anyone with mobility issues should also ring Security (Ext 3063) to alert them to where you are working.
* Contact College Security (Ext 3063) should you know or suspect an intruder is in the building. Do not confront the intruder, lock your door and await the arrival of Security.
* Anyone with any medical condition should make sure that they have any necessary medication with them at all times.
* All staff/students should take due care of their safety on leaving the building.

# FINANCE

## Conference Registration

1. Funding for conferences must be pre-approved by the Director of Research before any expenses are incurred. To request funding a conference application form can be downloaded from the Departmental Web page under information for staff. <https://www.royalholloway.ac.uk/mediaarts/informationforstaff/home.aspx>
2. The form must be submitted to the Director of Research 6 weeks prior to the conference. This applies to all conferences except where the conference is being funded from a staff member’s personal research account.
3. PhD students can request funding to attend conferences where they are presenting a paper. Authorisation must first be obtained from the individual’s supervisor before completing a Research Allowance application which can be downloaded from departmental website. <https://www.royalholloway.ac.uk/mediaarts/informationforstaff/home.aspx>
4. Once completed, this form is sent into the Director of Research for funding approval. A notice period of 6 weeks prior to the conference is required.

3. As the department has a credit card, it is possible to register for conferences online staff wishing to do this should contact Jackie Marty.

## Expenses

1. All staff with an employee number must submit their expenses through Agresso. Visitors and PhD’s who are not employed through the college can submit using a hardcopy Expense Claims form which can be downloaded from the departmental web page under Information for staff. <https://www.royalholloway.ac.uk/mediaarts/informationforstaff/home.aspx>

2. Expense Claim forms are for reimbursement of items purchased wholly in connection with employment by the School of Management and paid for by the individual staff member.

3. All expenditure reclaimed on an Expense Claim form must be fully supported by receipts for each item claimed, including taxi fares (this must be an actual receipt not a credit card voucher). Failure to do this may result in the claim being rejected. In limited circumstances, self-certification may be allowed at the discretion of the Head of School; however, it cannot be guaranteed that self-certificated items will be reimbursed.

4. All Expense Claim forms must be pre-approved by the budget holder before being submitted for processing, with the exception of claims being offset against the personal research allowance. Significant purchases must be made through the Finance and Facilities Office. All equipment must be bought through the Department and remains the property of the Department even if the money has come from a research budget or from a personal research allowance. Books can be purchased and claimed back through expenses, or bought through the Department, and these too remain the property of the Department. Travel arrangements can be made by the individual and claimed back via Agresso with supporting documents showing comparable quotes when using airlines outside the colleges preferred suppliers (Also see travel arrangement)

5. In limited circumstances, an advance against expenses likely to be incurred may be possible. In all cases where this occurs, the advance will have to be accounted for by receipts. Any part of the advance that cannot be supported by receipts will be fully repayable to the College. Any request for an advance of expenses must be made through Agresso at least seven working days before the advance is required.

6. The above procedures apply to all expense claims.

7. Claims submitted through Agresso can be tracked through the Agresso system using the workflow charts. Once Central Finance has processed the claim payment will be made directly into your bank account.

## Purchasing

1. All requests for goods, equipment and services should be made through the Senior Faculty Administrator. There may be circumstances when this is not practical and a purchase can be made and reclaimed on expenses (see Expenses above).

2. Unless the purchase is being funded from the personal research allowance, approval from the budget holder must be obtained before the request is submitted.

3. Books for research can be ordered on your behalf from the senior faculty administrator and charged to your £400 personal research allowance. Please provide the link of the book you wish to be purchased and e-mail it to [Jackie.marty@rhul.ac.uk](mailto:Jackie.marty@rhul.ac.uk)

4. All items must be purchased from the College’s preferred suppliers list. If you wish for a supplier to be added please contact the senior faculty administrator.

## Research Accounts

1. Established members of teaching staff and Teaching & Research Associates within the department of Media Arts have access to an amount of money that can be used for research-related expenditure. The amount is set at the beginning of each academic year and may be used without prior approval from a budget holder.
2. The account should be used for research-related items, such as photocopying, academic conferences, hospitality (when claims are made guests should be named), RA costs, travel expenses and software programmes. Research related books may be purchased through this scheme but remain the property of the Department rather than the individual and may be donated to the College Library should the member of staff cease to be employed by the College.
3. Please remember that any items purchased against your research allowance are formally the property of the College and have been acquired for use in your research. All items of capital equipment should be recorded and entered in the Departments fixed inventory. Obviously you may use the items at home or when travelling, but check your personal insurance as all equipment is subject to a £2000 excess on the College insurance policy when off-site.
4. Any unspent funds may be rolled over up to a limit of £800. Staff are not permitted to accrue large pots of individual research funds from the departmental operating budget allocation. The cap on rollover funding is reviewed annually be research committee.
5. There are two ways in which purchases can be made and offset by using an Expense Claim form or requesting the senior faculty administrator to make the purchase giving at least 14 days’ notice.

In either case, it should be made quite clear that the amount of money is to be offset against the personal research account also known as the £400 research free spend.

## Travel Arrangements

1. Approval from the budget holder, or the Director of Research, must be obtained before making any travel arrangements, with the exception of travel arrangements being funded from a personal research account. Failure to secure appropriate authorisation could result in an Expense Claim form being rejected (see Expenses above).
2. The College’s preferred suppliers for flight and hotel bookings are Key Travel. Please obtain a quote from Key Travel. You can use alternative companies but you will need to obtain a quote from Key Travel first to prove your provider offers a more competitive rate. This can be paid for by you and claimed back through expenses. Key Travel can be reached at 0845 122 0106 or email [gold@keytravel.co.uk](mailto:gold@keytravel.co.uk). Alternatively, you can send the details through to the senior faculty administrator who will book the travel on your behalf using the departmental credit card.

3. Please note that the College Policy is that all travel will be standard class, not Business or First Class.

4. If hotel accommodation is required, please choose and pay for this yourself and claim the money back afterward. Usually hotels wish to see the credit card used to pay for the accommodation. Alternatively, you can book accommodation through Key Travel.

5. Unless the arrangements are being funded from a personal research account, approval should be obtained from the budget holder. No arrangements will be made without appropriate approval.

# FACILITIES AND IT/WEB

## Computers

1. All staff are automatically assigned an e-mail account when their College user account is set up. The central College and internal departmental communications or notices are often sent via e-mail, and e-mail accounts should therefore be checked on a regular basis. For instructions on how to access your College e-mail account remotely go to: <https://www.royalholloway.ac.uk/iquad/services/itforstaff/email-staff.aspx>

2. All staff are provided with a PC for their use within the department. No modifications to the PC hardware provided should be made without the approval.

3. Software requirements should be discussed with the IT Support Analyst in the first instance and also with the Academic Resources Officer. Packages can be installed on machines only with the appropriate approval. Failure to acquire this approval may result in breach of licence agreements.

4. In accordance with the colleges IT Policy, any software purchased with money provided by the department is to be installed only on equipment owned by the department – not laptops staff have bought themselves or PCs they may have at home (exception to this: where our licence permits home use i.e. staff may have one copy of the software at home if it is installed on their PC). However, staff can access software programs installed on their office machines remotely via the VPN. The IT Support Analyst or the IT Service desk can provide advice if required.

5. Printing facilities are available through a Multifunction Machines (networked photocopiers) located outside the main office, the machine having the capacity to undertake additional functions such as scanning and stapling. If you require assistance in the use of the Multifunction Machine from your desktop, you should contact the Media Arts office.

7. Suggestions and queries concerning the departmental Website should be directed to the senior faculty administrator.

## Contact Details

The main office should hold the contact details of all staff (home address, telephone, and mobile numbers) in order to deal with enquiries from students, other staff and external callers.

The office should be informed of any changes from the normal routine, particularly during term-time – e.g. UK and overseas travel – in order that callers can be told when a member of staff is next available.

## Furniture Orders

1. All requests for new items of furniture should be e-mailed to the senior faculty administrator.

2. Furniture can be purchased only through the central Facilities Department, and there are certain restrictions on the suppliers to be used. Under no circumstances should items of furniture be purchased externally for use within the department.

3. Any requirements for specialised, non-standard items of furniture should be discussed with the Senior Faculty Administrator.

## Hospitality

1. Internal catering is requested by any of the administrators. Please send your requests via e-mail at least 7 days before catering is required. Please provide the following details; date, room, number of covers, function name, type of booking (details of catering required) and sub-project code.

2. The office can also book tables at the SCR

3. External hospitality should be paid for and claimed back through expenses, all hospitality receipts should include the names of the people attending and the reason for the meal.

4. With all hospitality, the budget holders approval must first be obtained before arrangements are made, unless this is being funded by from a staff member’s personal research account.

**Offices & Keys**

1. Each member of staff should have a key to his/her own office. A spare key for each office is kept in AG15

***Please note:*** *outside office hours the security alarms are normally enabled and will be activated if you do not use the correct entrance.*

4. The security alarm system in the Arts Building is activated when individual office doors are locked. Although the system is normally disabled during office hours, this is not always the case and therefore office doors should not be locked from the inside, as it may trigger the alarm system.

5. Office space is generally in short supply within the College. Any new space requirements (e.g. to accommodate Research Assistants) should be discussed with the Head of Department at the earliest opportunity.

6. The College has a central pool of rooms for which bids are made once a year, but these have to be justified and assessed in competition with the needs of other departments.

**Photocopying and Printing**

1. During normal term time, the majority of requests for routine bulk photocopying can be dealt with within the department. In cases where the volume required is exceptionally high and/or the output is to be bound and covered, the job is usually outsourced.

2. At times of high demand (e.g. the beginning of term), staff will be asked to complete relatively small and uncomplicated jobs themselves.

3. In cases where the work is to be done internally, at least 48 hours’ notice is required. In cases where the work will obviously have to be outsourced (i.e. binding is required), five working days’ notice is needed.

4. Any Bulk Photocopying Requests should be e-mailed to: [m.rogers@rhul.ac.uk](mailto:MNFinanceandFacilities@RoyalHolloway.ac.uk) or [angela.godden@rhul.ac.uk](mailto:angela.godden@rhul.ac.uk) and must include as much information as possible, such as the deadline date, number of copies to be made, if stapling is required.

## Post and Couriers

1. All outgoing post should be placed in the appropriate basket. All external post should have the number 47 in the bottom left hand corner of all envelopes. External post will be sent first class only when this is stipulated.

2. Staff post is distributed via the pigeonholes in the Arts Building – AG15. Parcels will be left on the bench beneath the pigeonholes for collection.

3. Please contact Michelle or Angie if you need to send a parcel via a courier service. We have accounts with CIC Worldwide for UK deliveries and FedEx for overseas deliveries. Parcels must be packaged and addressed ready to go and must reach the office in good time. Special Instructions must be specified and a sub-project code provided.

## 

## Room Bookings

1. All room bookings are controlled by the College. Regular (teaching timetable) bookings should be made at the appropriate time of year through the Senior Faculty Administrator. One-off room bookings should also be made through the Senior Faculty or Faculty Administrators; seven working days are required where possible.

2. When requesting a room booking, please state the date and times, the number of people, the purpose of the booking and the preferred room type – seminar room/tiered lecture theatre etc.

3. If there are any other requirements (e.g. catering, computer resources), these can be arranged through Senior Faculty or Faculty Administrators.

4. The room should be left clean and tidy and if the layout has been changed the room should be returned to the correct layout.

5. For evening (6pm – 10pm) and weekend bookings over a capacity of 50 the college operates a bid process for key space. Requests for key space can be submitted by completing the form on the following link: [www.rhul.ac.uk/ecampus/academicsupport/examinations/examinations/roombookingapplication.aspx](http://www.rhul.ac.uk/ecampus/academicsupport/examinations/examinations/roombookingapplication.aspx)

## Stationery

1. A range of stationery items are kept in the main office or the stationary cupboard.

2. A key to both rooms is issued to all members of staff. The large stationary cupboard should be kept locked at all times. If you take the last item or an item is out of stock, please inform a member of the admin team.

3. Requests for special orders are made via the admin team. ‘Special orders’ include items not kept as regular stock and items for which a large quantity is required at one time. Please make sure any specific requirements are ordered in a timely manner to allow for delivery times on items.

# DEPARTMENT COMMITTEES

The Department Calendar of Meetings is usually circulated by the Senior Faculty Administrator prior to the beginning of the Autumn Term. A copy will also be available on the department shared space within office 365.

|  |  |  |
| --- | --- | --- |
| **Committee** | **Board’s Secretary** | **Chair** |
| Department Board | Department Manager | Head of Department |
| Research | Faculty Administrator PGT/PGR | Director of Research |
| Student-Staff (undergraduate) | Department Manager | Academic Co-ordinator |
| Student-Staff (postgraduate) | Faculty Administrator PGT/PGR | Director of Graduate Studies |
| UG Teaching and Learning Committee | Department Manager | Head of Theory / Head of Practice |

## Department Board

1. All staff are members of the department Board. The Chair of the meeting is the Head of Department. All other sub-committee decisions and major departmental changes should be presented to the Board.

2. Meeting dates are circulated as an outlook appointment at the start of the Academic year. Requests for agenda items are issued to all staff, normally two weeks before the scheduled date of the meeting, together with a copy of the minutes of the last meeting.

3. Apologies should be passed to the Board’s Secretary prior to the meeting.

4. All agenda items should be passed to the Board’s Secretary at least one week before the meeting, together with a written report where appropriate, for inclusion on the agenda.

5. The agenda is split into two sections: matters for discussion and matters for report. Those members of staff with the following administrative responsibilities are required to submit a written information report to each meeting:

|  |  |
| --- | --- |
| * Research * Undergraduate Theory * Postgraduate Practice * Admissions | * Library * Exams * Student Staff UG and PG * Careers |

6. The agenda and reports are normally distributed one week prior to the meeting.

1. Additional items may be added to the agenda, under Any Other Business, at the discretion of the Head of Department.

8. Copies of any additional papers circulated at the meeting should be provided for the Board’s Secretary for inclusion in the formal records.

9. The minutes are circulated with the notice of the next meeting and are included on the agenda of the following meeting to be confirmed as an accurate account or amended as appropriate.

## Research Committee

1. The Chair is the Research Director. The Secretary is the faculty administrator for PGT/PGR.

2. A notice of meeting and request for agenda items is issued to the members of the Committee normally two weeks before the scheduled date of the meeting, together with a copy of the minutes of the last meeting.

3. Apologies should be passed to the faculty administrator for PGT/PGR prior to the meeting.

4. All agenda items should be passed to the chair or faculty administrator for PGT/PGR at least one week before the meeting, together with a written report where appropriate, for inclusion on the agenda.

5. The agenda and reports are formally approved by the Research Director, and they are dispatched to all members of the Committee, normally one week prior to the meeting.

1. Additional items may be added to the agenda, under Any Other Business, at the discretion of the Research Director. It is helpful if as much notice as possible can be given to the faculty administrator for PGT/PGR, together with any appropriate documentation, in order that the item can be properly raised and copies made available for all staff present at the meeting.

7. (Preferably electronic) copies of any documents tabled at the meeting should be provided to the Committee Secretary for retention with the formal records.

8. The minutes are circulated with the notice of the next meeting at the latest and are included on the agenda of the following meeting to be confirmed as an accurate account or amended as appropriate

## Student-Staff Committees

1. The Postgraduate Student-Staff Committee of the Department of Media Arts consists of the Director of Graduate Studies (Chair), Student representatives, Head of Department, all Postgraduate Programme Directors, PG Administrators. The PhD programme has a separate meeting with the PhD Director supported by the faculty administrator for PGT/PGR.

2. The Undergraduate Student-Staff Committee of the Department of Media Arts consists of the Academic Co-ordinator, Head of Department, Head of Theory, Head of Practice, Student representatives, Library representative, Head of Production Facility and Senior Faculty Administrator. The student posts for the Undergraduate Committee are as follows: First Year Representative, Second Year Representative, Final Year Representative, Single Honours Representative(s) and Joint Honours Representative(s).

4. The student posts for the Postgraduate Committee are as follows: At least one representative from each postgraduate programme.

5. The student posts for the PhD Programme are as follows: At least one representative from each year and one student at the writing up stage.

6. Advertisements are placed on the noticeboards and announcements made in core lectures and/or on email in September asking for students to nominate candidates for the Committees, Undergraduate and Postgraduate. Students are advised to email their nominations/votes. Results are to be finalised before the end of October.

7. Each committee is held at least twice and usually three times a year. UG Committee meets once in Autumn Spring and Summer Term).

9. A reminder is sent two weeks in advance and then the agenda a week prior to the meeting.

10. The minutes are published on the UG SCC web pages no more than one week after the date of the meeting and are included on the agenda of the following meeting to be confirmed as an accurate account or amended as appropriate.

11. Any action points are also listed along with the action taken on the UG SCC web pages no longer than one month after the date of the meeting.

## Appendix 1: RHUL Timetabling Policy 2015/16

A copy of the RHUL Timetabling policy for 2015/2016 can be found on the website at: <https://www.royalholloway.ac.uk/restricted/contensis/exams/documents/pdf/timetablingpolicy201516.pdf>

## Appendix 4: department of media arts Email Policy

**Maximum response time to student emails**

**Responding promptly and the `Out of Office’ facility**

Students generally anticipate a rapid response when sending email, although this expectation may be unreasonable. To manage this expectation, ensure it is reasonable and then meet students’ reasonable expectations, the Department Board approved a maximum response time for replying to e-mails from students, including mandatory indication of an extended response time through the `out-of-office’ facility.

* The agreed maximum response time for responding to HoD or Admin e-mails is 24 hours.
* The agreed maximum response time for responding to colleague e-mails is 2 working days.
* The agreed maximum response time for responding to student e-mails is 2-3 working days
* When a response time is likely to go beyond the maximum stated above due to conferences, periods of leave, large blocks of teaching and other large blocks of time for duties associated with teaching and research, staff must set an `out-of-office’ message to indicate when a response is likely to be received
* For more complex queries that require a longer period of time, please acknowledge the correspondence and include a likely time period for response.
* Please be aware that you may receive correspondence from a student that may include welfare issues; where welfare issues appear to be urgent staff should endeavor to respond immediately, or refer the issue to an appropriate member of staff. For confidential issues you will need approval from the student for referral.
* Use reasonable formality – language or circumstance more suited to face-to-face contact can lead to misunderstanding or repeated e-mail correspondence with no conclusion; An appropriate response to protracted email correspondence from a single student or group of students on a single issue is usually to arrange a meeting with the student through office hours or a mutually convenient time.

## Appendix 5: Travel, Subsistence and Personal Expenses Policy and Procedures

Due to the length of the document, the Travel, Subsistence and Personal Expenses Policy and Procedures can be viewed on the School’s website: <https://www.royalholloway.ac.uk/management/documents/pdf/travel-and-expenses-policy.pdf>

### APPENDIX 6: Department of media arts IT Policy

Staff will be allocated a networked computer to use in their office. Computers are replaced on a four year cycle with a standard desktop (or standard iMac or laptop if required). Any laptops or iPads assigned to staff remain the property of RHUL, and must be handed back before staff leave.

Should staff require any upgrades to the specification of a new computer (more memory, storage etc.) this will have to be paid for out of their research allowance or scholarly budget. N.B. any contribution by IT towards the cost of such non-standard replacement computers, remains at their discretion.

Software will include Microsoft Office plus any other software they need that the School or College has a license for. Staff choosing to have a Mac will not have Windows installed as well: if they require Windows to run specific software, they will be provided with a PC instead.

## Appendix 7: department of media arts Staff List

**Department Staff**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Surname** | **Office** | **Tele** | **Email Address** | **Building** | **Rm** | **Title** |
| James | Bennett | 44 | 3940 | [James.Bennett@rhul.ac.uk](mailto:James.Bennett@rhul.ac.uk) | Arts Building | G9 | Head of Department / Head of Theory |
| Daniela | Berghahn | 44 | 3838 | [daniela.berghahn@rhul.ac.uk](mailto:daniela.berghahn@rhul.ac.uk) | Arts Building | G21 | Reader / Head of Research |
| Manishita | Dass | 41 | 4034 | [manishita.dass@rhul.ac.uk](mailto:manishita.dass@rhul.ac.uk) | Arts Building | G4 | Lecturer / Head of Film Studies |
| Rhys | Davies | 41 | 4110 | [rhys.davies@rhul.ac.uk](mailto:rhys.davies@rhul.ac.uk) | Arts Building | G10 | Senior Lecturer / Head of UG Admissions |
| Mike | Dormer | 27 | 6562 | [mike.dormer@rhul.ac.uk](mailto:mike.dormer@rhul.ac.uk) | Arts Building | G22 | Senior Teaching Fellow / Admissions: Local Outreach |
| John | Ellis | 44 | 3831 | [john.ellis@rhul.ac.uk](mailto:john.ellis@rhul.ac.uk) | Arts Building | G12 | Professor / Course Director MAITI / Principal Investigator ERC ADAPT Project |
| Adam | Ganz | 44 | 3147 | [adam.ganz@rhul.ac.uk](mailto:adam.ganz@rhul.ac.uk) | Arts Building | G20 | Lecturer / Head of Practice |
| Gillian | Gordon | 27 | 6562 | [gillian.gordon@rhul.ac.uk](mailto:gillian.gordon@rhul.ac.uk) | Arts Building | G22 | PGT Course Director / Director of Graduate Studies |
| George | Guo | 27 | 6216 | [george.guo@rhul.ac.uk](mailto:george.guo@rhul.ac.uk) | Arts Building | F6 | Lecturer in Broadcast Media / Admissions: Film Studies |
| John | Hill | 41 | 4684 | [john.hill@rhul.ac.uk](mailto:john.hill@rhul.ac.uk) | Arts Building | F8 |  |
| Marc | Isaacs | 44 | 3919 | [marc.isaacs@rhul.ac.uk](mailto:marc.isaacs@rhul.ac.uk) | Arts Building | G8 | Lecturer / Faculty Research Committee |
| JP | Kelly | 44 | 3005 | [jp.kelly@rhul.ac.uk](mailto:jp.kelly@rhul.ac.uk) | Williams | F12 | Dr / Student Experience: Staff Student Liaison officer |
| Barry | Langford | 44 | 3833 | [b.langford@rhul.ac.uk](mailto:b.langford@rhul.ac.uk) | Arts Building | G11 | Professor / Research: Impact Officer |
| Jacob | Leigh | 41 | 4121 | [jacob.leigh@rhul.ac.uk](mailto:jacob.leigh@rhul.ac.uk) | Arts Building | G5 | Lecturer / Library Liaison |
| Ivan | Levene | 44 | 3839 | [ivan.levene@rhul.ac.uk](mailto:ivan.levene@rhul.ac.uk) | Arts Building | G19 | Teaching Fellow / MASFIR Course Director |
| Helen | Littleboy | 44 | 3919 | [helen.littleboy@rhul.ac.uk](mailto:helen.littleboy@rhul.ac.uk) | Arts Building | G8 | Lecturer / Student Experience, degree show organiser |
| Victoria | Mapplebeck | 41 | 4412 | [victoria.mapplebeck@rhul.ac.uk](mailto:victoria.mapplebeck@rhul.ac.uk) | Arts Building | F4 | Course Director MA Doc |
| Steven | Marchant | 27 | 6376 | [steven.marchant@rhul.ac.uk](mailto:steven.marchant@rhul.ac.uk) | Arts Building | F7 | Lecturer / Head of Exams |
| Mandy | Merck | 41 | 4456 | [m.merck@rhul.ac.uk](mailto:m.merck@rhul.ac.uk) | Arts Building | G7 | Professor / Director of Postgraduate Research |
| Gail | Pearce | 41 | 4334 | [g.pearce@rhul.ac.uk](mailto:g.pearce@rhul.ac.uk) | Arts Building | G17 | Senior Lecturer / Student Experience Co-ordinator |
| Jonathan | Powell | 44 | 3839 | [jonathan.l.powell@rhul.ac.uk](mailto:jonathan.l.powell@rhul.ac.uk) | Arts Building | G19 | Professor / Work Placement Officer |
| John | Roberts | 44 | 3941 | [John.Roberts@rhul.ac.uk](mailto:John.Roberts@rhul.ac.uk) | Arts Building | G6 | Teaching Fellow / Employability: Alumni Officer |
| Chris | Townsend | 41 | 4335 | [c.townsend@rhul.ac.uk](mailto:c.townsend@rhul.ac.uk) | Arts Building | G16 | Professor / UG Film Studies Admissions |
| Neve | Cunningham |  |  | [Neve.cunningham@rhul.ac.uk](mailto:Neve.cunningham@rhul.ac.uk) | Arts Building | G13 | Lecturer |
| Joan | Soler-Adillon | 44 | 3471 | [joan.soler-adillion@rhul.ac.uk](mailto:joan.soler-adillion@rhul.ac.uk) | Arts Building | G23 | Lecturer in Digital Media |
| **Administration Staff** | |  |  |  |  |  |  |
| Jackie | Marty | 44 | 3916 | [jackie.marty@rhul.ac.uk](mailto:jackie.marty@rhul.ac.uk) | Arts Building | G14 | Senior Faculty Administrator / Study Aboard Co-ordinator |
| Angie | Godden | 41 | 4629 | [angela.godden@rhul.ac.uk](mailto:angela.godden@rhul.ac.uk) | Arts Building | G15 | Faculty Administrator PG/UG |
| Michelle | Rogers | 44 | 3734 | [m.rogers@rhul.ac.uk](mailto:m.rogers@rhul.ac.uk) | Arts Building | G15 | Faculty Administrator Part Time - Mon, Tues & Wed am |
| **Technical Staff** |  |  |  |  |  |  |  |
| Keith | Buckman | 44 | 3269 | [keith.buckman@rhul.ac.uk](mailto:keith.buckman@rhul.ac.uk) | Williams | W0-13 | Head of Production Facility |
| Neil | Smith | 41 | 4462 | [n.smith@rhul.ac.uk](mailto:n.smith@rhul.ac.uk) | Williams | W0-16 | Digital Media Technician |
| Sarah | Peacock | 41 | 4461 | Sarah.Peacock@rhul.ac.uk | Williams | W0-18 | Art and Design Technician |
| James | Davis | 44 | 3733 | [james.davis@rhul.ac.uk](mailto:james.davis@rhul.ac.uk) | Williams | W0-29 | Media Arts Technician |
| Helen | Adams | 41 | 4461 | [helen.adams@rhul.ac.uk](mailto:helen.adams@rhul.ac.uk) | Williams | W0-18 | Art and Design Technician |
| Ella | Riden | 44 | 3733 | Ella.riden@rhul.ac.uk | Williams | W0-29 | Location Store Technician |
|  |  |  |  |  |  |  |  |
| Research Only Staff | | | |  |  |  |  |
| Nick | Hall | 27 | 6216 | [nick.hall@rhul.ac.uk](mailto:nick.hall@rhul.ac.uk) | Arts Building | F6 | Research Officer |
| Les | Cooke |  |  | [Lez.cooke@rhul.ac.uk](mailto:Lez.cooke@rhul.ac.uk) |  |  | Senior Research Officer |
| Billy | Smart |  |  | [Billy.smart@rhul.ac.uk](mailto:Billy.smart@rhul.ac.uk) |  |  | Research Officer |
| Amanda | Murphy |  |  | [Amanda.murphy@rhul.ac.uk](mailto:Amanda.murphy@rhul.ac.uk) |  |  | Digital Producer |

# Appendix 8: The Media Arts Centre

The Media Arts Centre comprises the Williams Building and adjacent television studio. It is staffed by the technical support team and offers students a range of production facilities and learning resources. The building normally operates on a 24-7 basis with members of the support team normally being available during office hours.

The team is proactive in running media skills training as an integral component of our practice courses, throughout their duration, and liaises closely with practice teaching colleagues to ensure appropriate and timely delivery of training sessions and tutorial support. Our favoured approach is to team-teach with as much opportunity for hands-on practical experience as possible, in a way that enables students to interrogate the process and apply new knowledge in subsequent practice work. Most of us have previous industry experience, often with ongoing links, and have taken the College’s INSTIL teaching certificate course. We also have many and varied personal creative interests which inform our work.

|  |  |
| --- | --- |
| The **Location Store opening times** (Mondays to Fridays) are: | |
| Mornings | 09.30 – 11.00 |
| Lunchtimes | 13.00 – 14.30 |
| Afternoons | 15.00 – 16.00 |
| The Location Store is closed at weekends | |

**Security**

The Media Arts Centre is a high risk area and all students and staff are expected to abide by the Centre’s rules. All students are required to sign a copy of the Media Arts Centre Agreement (appended) and you can assist us in reinforcing good practice by reminding students of the rules if you encounter potential infringement and also by operating the following procedures:

* The Williams Building has an access control system and you will need an RHUL ID card to gain access at certain times of the day and to certain rooms of the building. Don’t forget to bring it! If you have not already been issued with a card, then please contact Jackie Marty.
* Keep secure any Media Arts Centre keys issued to you, whether on long term loan (normally arranged through John), or for particular classes or events (through the Location Store).
* By default, all rooms must be kept locked when unoccupied, so if you find a room open and unattended, please lock it and report the incident to a member of the Media Arts Centre team.
* The Teaching Resources Room contains two other rooms, so please ensure these are vacant before locking the door, otherwise the occupant will trigger the intruder alarm system when they move.
* At the end of your class or session, ensure the students have left the room, secure all windows, close the blinds, switch off the lights and lock the door.
* Please note, unlike the Arts Building, if you hear a high pitch buzz when you lock a door this means the movement detector is still charged. Please wait for a moment, then unlock and relock the door so there is no buzz at all. Otherwise the room is not alarm protected.
* Do not lock any rooms from the inside as this will also trigger a false alarm. We normally charge students a £25 fine for false activations caused this way.
* Please be aware of others present in the building, especially during evenings and weekends and, if you are suspicious or concerned, contact Security. It is useful to have the number programmed into your mobile (01784 443888), but there is also an emergency phone in the foyer where you can key 444 to seek assistance.

Health and Safety

The Head of Department is responsible to the Dean of Arts for implementing College Health & Safety policy at department level. The College policy is published at [www.rhul.ac.uk/health-and-safety/policies-and-procedures.html#policy](http://www.rhul.ac.uk/health-and-safety/policies-and-procedures.html#policy) . The Department Policy is published at [www.rhul.ac.uk/Media-Arts/facilities/Departmental\_policy.pdf](http://www.rhul.ac.uk/Media-Arts/facilities/Departmental_policy.pdf) and is also appended in this handbook.

All staff and students are required to comply with the respective policies. Please allow some time to read these policies and to ensure you are familiar with them. You should also be aware there are general risk assessments covering various departmental work activities and associated instructional information, which can be downloaded from the Media Arts website.

Keith Buckman acts as the department’s Health & Safety Coordinator. The role of departmental coordinators is to assist heads of department in implementing policy at operational level and to liaise with the College Health & Safety Advisor. In addition, Keith acts as the Faculty of Arts representative on the College Health & Safety Committee. If you have any health & safety concerns you are obliged in the first instance to draw these to the attention of your line manager, but Keith is often able to act in an advisory capacity when required.

All new staff must on their first day of employment see their Departmental Health & Safety Coordinator for an induction, which normally takes about half-an-hour and is a documented meeting. If it is expected you will be spending at least one hour a week using a computer, then arrangements will also be made for you to have a workstation assessment with one of our trained assessors.

Please ensure you familiarize yourself with your workplace surroundings and are aware of emergency exit routes, call points and designated Assembly Points. There is a summary table appended giving advice on what to do in case of emergency, but please be aware this only covers departmental areas so you also need to familiarize yourself with any other areas on campus you will be working in so you may direct your students accordingly in case of emergency.

If you are likely to be working alone in office or post production areas out of office hours or during ‘quiet’ periods of the year, while these are considered to be relatively low risk, you should ensure you are able to contact someone in an emergency should you be taken ill or an emergency develops in the building. You can contact emergency services via Security on extension 444 or 01784 443888.

If you are a new mother or become pregnant during your employment with the College, it is essential you notify your line manager as soon as possible so a detailed risk assessment can be conducted in relation to your work activities and appropriate control measures initiated.

At the time of writing the designated first aiders in the department are Keith Buckman, Sarah Peacock and Neil Smith in the Williams Building and John Roberts in the Arts Building.

If you or any of your students are involved in a College-related incident which has caused or has the potential to cause injury this must be reported as soon as possible using one of the Accident/Incident report forms kept in the Department Office.

Be aware that smoking is prohibited either inside or within 5 metres of any buildings, so please assist in enforcing this policy if you see anyone who is failing to observe it. Special provision is made for

Smoking as part of a dramatic performance and this is subject to standing risk assessment procedures. There are smoke alarms in most areas, so special arrangements need to be made for temporary deactivation of the system and alternative procedures implemented to raise the alarm in the event of a fire outbreak.

All members of practice teaching staff are responsible for ensuring their students are able to work safely in relation to course projects and exercises, so please consider the hazards and risks associated with planned teaching activities and monitor class work to ensure safe practice. In some cases, this may require specific risk assessment and the Health & Safety Coordinator is able to advice on this process. We have produced some guides for students in relation to certain media practice activities and it is suggested that you read these so you may communicate consistent working arrangements to your students. These are also published on the Media Arts Centre website.

The Practice Support Team provides students with initial safety training so they have the foundation skills to begin to take responsibility for their own safe working outside of class, especially as an activity may affect other participants and bystanders. However, safe working practice needs continual reinforcement from all practice teaching colleagues throughout the course as students develop relevant skills and experience that will serve them when they leave.

For any location filming, students are required to do a risk assessment using the department’s Location Safety Form (LSF), which can be found on the department’s website. Students need to complete a form for each location and email it to their practice course tutor for consideration and, if required, feedback. If approved, the tutor forwards the form to [locationsafety.media-arts@rhul.ac.uk](mailto:locationsafety.media-arts@rhul.ac.uk) with a covering email message, which is prerequisite to the student being allowed to book and borrow the required equipment Please note we are in the process of introducing a version of the LSF specifically for documentary productions.

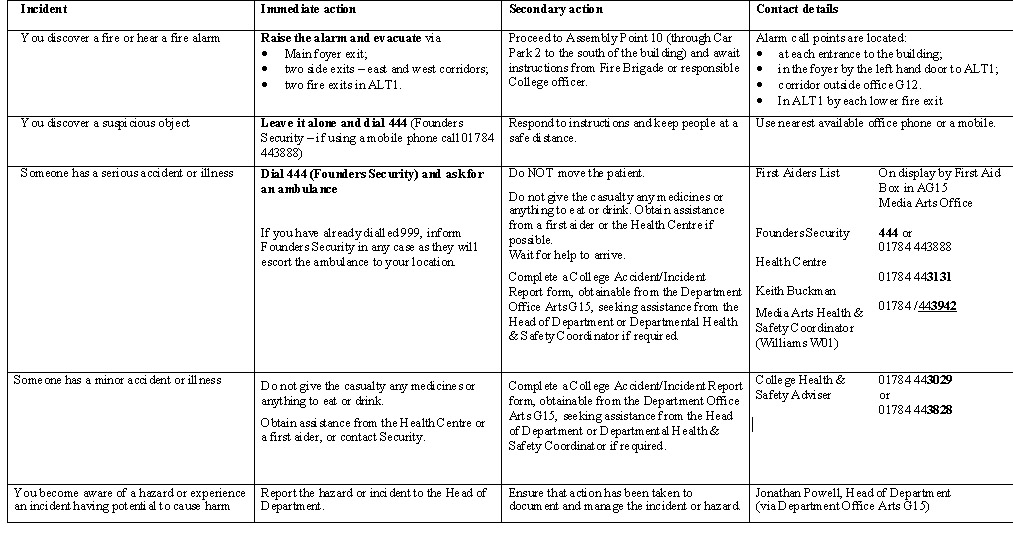
|  |
| --- |
| **What to do next:**   1. Arrange a meeting with Keith Buckman to receive Health & Safety induction 2. If you are likely to use a computer for more than one hour a week, arrange to have a workstation assessment with one of the department’s trained assessors. 3. Familiarize yourself with the rooms you will be working in, including classrooms, and ensure you are aware of all emergency exit routes and assembly points. 4. Read the College Health & Safety policy and policies on manual handling, lone working, using display screens, smoking and reporting accidents or incidents. 5. Identify work activities you are likely to be performing or supervising and read the relevant general risk assessment and related instructional information. 6. If you have a medical condition, or are a new or expectant mother, you should observe the relevant guidance in the department’s risk assessment and instructional documents in relation to lone working, manual handling and other work activities where the level of risk becomes higher than usual. 7. Some activities, particularly in practice work, will require specific risk assessment. This includes student production work. If you are undertaking or supervising any activities requiring specific risk assessment, you should see Keith Buckman to arrange the required level of training in the department’s operating procedures. 8. During practice classes, please refer to and use the various guides we have published to ensure students work safely in accordance with the department’s approved work methods (see <http://www.rhul.ac.uk/media-arts/facilities/health.shtml> ). |

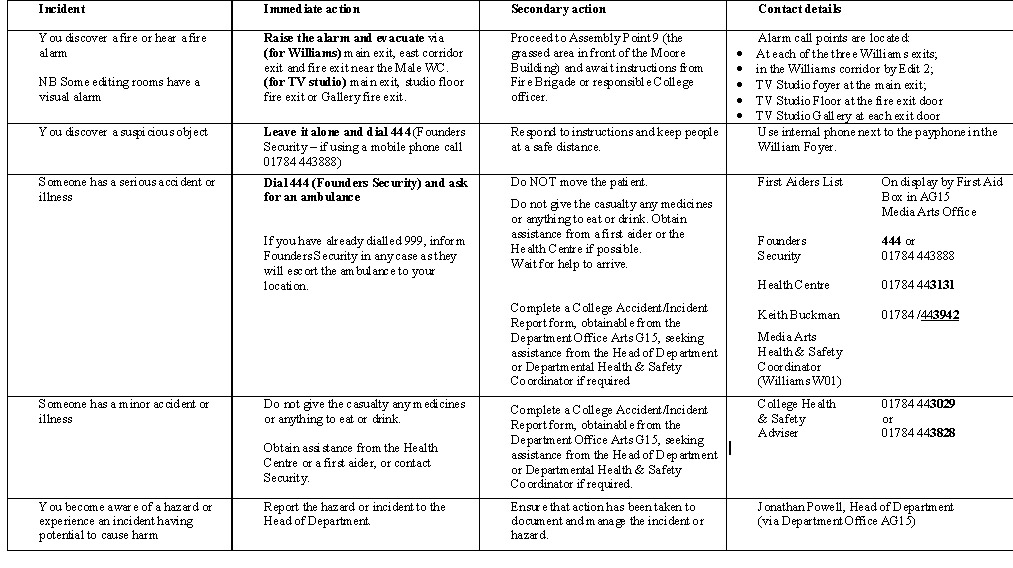
**Health & Safety resources**

* Media Arts – Health & Safety website - <http://www.rhul.ac.uk/media-arts/facilities/health.shtml> - the department’s own website offering information and guidance specific to the department.
* Small, Robin Production Safety for Film, Television and Video (Focal Press, 2000)
* [www.hse.gov.uk/pubns/leaflets.htm](http://www.hse.gov.uk/pubns/leaflets.htm) - free leaflets on various health and safety topics, many particularly relevant to the film & television industries (see under the Entertainment and Leisure section). The HSE site also contains information about their publications.
* <http://www.rhul.ac.uk/health-and-safety/> - the College Health & Safety Office website, which contains information about the College’s health & safety policies, procedures, contact details, etc.
* [www.skillset.org](http://www.skillset.org) - Skillset is the Sector Skills Council for the Audio Visual Industries – the website contains information about various safety training courses relevant to film & television production practice.
* <http://www.filmlondon.org.uk> – Film London offers a wealth of information including downloadable lists of local authority and police contacts – this is essential when filming outside in public areas in Greater London.
* [www.screensouth.org.uk](http://www.screensouth.org.uk) – for information about filming in the South of England, including local towns in Surrey and Berkshire.
* [www.nhs.uk](http://www.nhs.uk) – has a search engine to find the nearest Accident & Emergency Department when planning location filming
* Media Arts Student Handbook (notably the Media Arts Centre agreement, which includes our rules)
* Health and Safety and the Law notice (in Williams Foyer opposite Location Store)
* Location safety notice board (opposite Williams Practice Teaching Space)
* Our Location Safety Form can be downloaded from the Department website at: <http://www.rhul.ac.uk/Media-Arts/facilities/SafetyFormweb.doc>

There are some useful contact details on display in our Location Store for location filming in the local area.

How to respond to incidents and emergencies – Arts Building



How to respond to incidents and emergencies – Williams Building and

Notes



**Department of Media Arts**

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**Egham Hill, Egham**

**Surrey, TW20 0EX**

**Telephone +44 (01784) 443734**

Email:[**mediaarts@royalholloway.ac.uk**](mailto:mediaarts@royalholloway.ac.uk)

[**www.royalholloway.ac.uk/mediaaratshome.aspx**](http://www.royalholloway.ac.uk/mediaaratshome.aspx)