Disclaimer

This document was published in September 2016 and was correct at that time. The Department* reserves the right to modify any statement if necessary, make variations to the content or methods of delivery of programmes of study, to discontinue programmes, or merge or combine programmes if such actions are reasonably considered to be necessary by the College. Every effort will be made to keep disruption to a minimum, and to give as much notice as possible.

* Please note, the term ‘Department’ is used to refer to both ‘Departments’ ‘Centres’ and ‘Schools’. Students on joint or combined degree programmes will need to use two departmental handbooks.

An electronic copy of this handbook can be found on your Departmental website https://www.royalholloway.ac.uk/mediaarts/home.aspx where it will be possible to follow the hyperlinks to relevant webpages.
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1 Introduction to the Departments

1.1 Welcome

A Message from the Course Director, Amanda Murphy

Congratulations and a warm welcome to all our new students arriving for the first year of this exciting and innovative course: MA in Media Management. You are now part of the Royal Holloway community as well as its professional network.

We are in a constantly changing and rapidly growing industry that is highly competitive and calls for a greater range of skills, the ability to manage multiple projects across many platforms and the need to be both iterative and fluid. RHUL offers an outstanding course which combines a thorough knowledge of business practices and the management of projects with a detailed understanding of the specific management practices within the media industries. Your knowledge of media management will span traditional media and all levels of projects within it, with digital and marketing skills essential to navigating the bigger media landscape and various business models and audiences.

Strategic government and industry reports have highlighted that learning both creative and business skills is the most effective way to prepare next generation media graduates for the industry. The multi-faceted nature of the media demands a multi-skilled professional and that is what we hope you will grow into through your experience on the Masters.

Royal Holloway is known for its pioneering approach to media arts and it has a phenomenal track record in producing masters graduates who are successful in the industry, many rising to some of the most senior positions.

Following many successful years of the MSc Project Management programme, Royal Holloway has decided to combine these two excellent programmes together to form the MA Media Management programme. The MA Media Management programme offers the best of both worlds with practical media skills combined with knowledge base required to manage media projects to success.

There will be a number of high caliber tutors leading this course, many of whom are presently producing for TV, big screen and publishing notable books. We are also lucky enough to have many industry speakers and guest lecturers who will be joining us throughout the year.

I have worked for over 25 years in TV production and the media industry both in the UK and in the States. I have created successful series such as Supernanny for Channel 4 and ABC America. I produced the first ever UK Big Brother and for the last 10 years have been an Executive Producer working across multiple projects. I have worked in every aspect of production and media management including PR, Brand Management and across Digital platforms.
Much of the information relating to your course schedules, teaching rooms and their location, required reading etc. will be conveyed to you separately. Information will be placed on the online teaching tool Moodle (http://moodle.rhul.ac.uk/), including where possible .pdf files of the core readings. You will also be able to make regular use of Box of Broadcasts (www.bobnational.net) to view TV programmes (and hear radio material).

We look forward to getting to know each and every one of you and hope you will have an enjoyable and inspiring year.

All the best, Amanda

Amanda.murphy@rhul.ac.uk

1.2 How to find us: the Department

The MA in Media Management programme is lead by the Department of Media Arts, and works in association with the Centre for Professional Studies. Your department home is in the Media Arts department, which is located in the Arts Building (College campus map as building 16). But you may also need support from the Centre for Professional Studies in the International Building (IN246).

1.3 Map of the Egham campus
Student parking is limited and a parking permit is required. This can be obtained via Security. You will need proof of insurance and ID before a permit will be issued.

### 1.4 How to find us: the staff

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The Centre for Professional Studies Office is at IN246, International Building.

1.5 How to find us: the Media Arts Departmental office

The department office is located in AG15 on the ground floor of the Arts Building at Egham and the Senior Faculty Administrator’s office is next door in Room AG14. It is normally open between 9am and 4pm. Letters may be left there for members of staff and this is where to deliver your assessment, unless arrangements have been made for the course director to take delivery personally in Bedford Square. Any student, who wishes to, may make an appointment to see the Media Arts Head of Department by going to the Media Arts Office or by telephoning the Office.

1.6 The Department: practical information

The MA Media Management programme is run by both the Department of Media Arts and Centre for Professional Studies, though your main point of call and contact is the MEDIA ARTS DEPARTMENT all contacts above.

1.7 Staff research interests

https://pure.royalholloway.ac.uk/portal/en/organisations/department-of-media-arts(q8b6ceda-133d-4f03-8df1-fb0423a66b6)/persons.html?filter=current

2 Communication

It is vitally important that you keep in touch with us and we keep in touch with you. Members of staff will often need to be able to contact you to inform you about changes to teaching arrangements, special preparations you may have to do for a class or meetings you might be required to attend. You will need to be able to contact members of the Department for example, if you are unable to attend a class, or wish to arrange a meeting with a tutor or your Personal Tutor.

Email to your College email address is routinely used and you should check regularly (at least daily) if any official communication has been sent to your email address. Do not
ignore the email as it will be assumed that it will have been received by you within 48 hours, excluding Saturdays and Sundays.

You should also make a habit of checking the student pigeonholes in the Department.

### 2.1 Email

The College provides an email address for all students free of charge and stores the address in a College email directory (the Global Address List). Your account is easily accessed, both on and off campus, via the **Student Portal** (Campus Connect) or direct via [Outlook.com](http://outlook.com/). **Email to this address will be used routinely for all communication with students.** Email may be used for urgent communication and by course tutors to give or confirm instructions or information related to teaching so it is important that you build into your routine that you **check your emails once a day.** Email communications from staff and all the Faculty Administrators should be treated as important and read carefully. The College provides a number of PC Labs around Campus for student use, and you can also use your own laptop/smart phone etc., so the Department expects you to check your email regularly. It is also important that you regularly clear your College account of unwanted messages or your in-box may become full and unable to accept messages. **Just deleting messages is not sufficient; you must clear the ‘Sent Items’ and ‘Deleted Items’ folders regularly.** It is your responsibility to make sure your College email account is kept in working order. If you have any problems contact the **IT Service Desk**.

The Media Arts Department will only use the address in the College Global Address List and **does not** use private or commercial email addresses, such as Hotmail or Gmail. Students who prefer to use commercial email services are responsible for making sure that their College email is diverted/forwarded to the appropriate commercial address. Detailed instructions on how to forward mail can be accessed by visiting [http://help.outlook.com/](http://help.outlook.com/) and searching for **forwarding** (you may need to use IE browser to access this as the link does not work on some browsers). This process is very easy, but you do have to maintain your College account. When you delete a forwarded message from, say, Hotmail, it will not be deleted from the Royal Holloway account. **Please ensure you log on to your College account regularly** and conduct some account maintenance or your account may become full and therefore will not forward messages.

If you send an email to a member of staff in the Department during term time you should normally receive a reply within 3-4 working days of its receipt. Please remember that there are times when members of staff are away from College at conferences or undertaking research.

### 2.2 Post

All post addressed to students in Media Arts is delivered to the student pigeonholes (alphabetical by surname) in the Arts Building ground floor. At the end of each term student pigeonholes are cleared of accumulated mail which is then destroyed. Important information from Academic Services is often sent by internal post and tutors sometimes return work to you via the pigeonholes so you are advised to check them regularly.
2.3 Telephone and postal address

Please ensure that your telephone number (mobile and landline) and postal address (term-time and forwarding) are kept up to date on the Student Portal (Campus Connect). There are occasions when the Department needs to contact you urgently by telephone or send you a letter by post.

The Department does not disclose students’ addresses and telephone numbers to anybody else (including relatives and fellow students) without the student’s specific permission to do so.

2.4 Notice boards

There is no official student notice boards in Egham or Bedford Square for Postgraduate Taught student. Information on classes etc. will be posted on Moodle and emailed out to you well in advance, but occasionally changes have to be made at short notice so please check your emails regularly.

It is your responsibility to check the times and venues of all class meetings and of any requirements (eg. essay deadlines) relating to your courses, so, if in doubt, please ask!

2.5 Personal Tutors

A personal advisor is assigned to every student and regular meetings are arranged by the advisors (at least once a term). These meetings will provide an opportunity for students to discuss any matters of concern, whether relating to their academic progress or to other aspects of their life and work in the department. Personal Advisors have a duty of confidentiality about issues raised by their advisees. Your Advisor will have regular office hours which are usually displayed on their office door. You should email them in the first instance and they will arrange a date and time they can see you.

2.6 Questionnaires

Questionnaires related to courses you are taking will be distributed to students at certain points in the course. These evaluations provide valuable feedback to the staff of the department and time you put into filling them out is much appreciated. Each year issues raised in the questionnaires are taken into account when planning the following year’s courses.

3 Teaching

3.1 Dates of terms

Term dates can be found on the College website here.
You are expected to be in the UK and engaging with your studies during term time. In the case of an emergency which requires you to leave the country and/or miss lectures/seminars/practical’s etc., you are expected to keep your department informed and fill in a Notification of Absence Form (see 3.3 below). During the summer term, after the summer examination period, you are expected to attend all required academic activities organized by your department(s) and to be available should you be required to meet with College staff for any reason. Furthermore, as Master’s programmes run for one calendar year from September to September you are required to engage with your studies and be available to meet with staff after the end of the Summer Term until your programme end date in September. For Master’s programmes there is no summer vacation period.

### 3.2 Academic Timetable

Your individual timetable is available to see online via Campus Connect. You can download this to a personal calendar if you wish. You should check your timetable regularly as it links to the live Timetabling system, so will update automatically to reflect any changes. Timetable changes within two working days will be notified by email to your RHUL account. You will receive separate communications by email and on Campus Connect about exactly how to access and download your timetable.

### 3.3 Reading weeks

Not applicable to all Post Graduate courses unless your tutor advises.

### 3.4 Attending classes and engaging with your studies

The College has a responsibility to ensure that all students are attending regularly and progressing with their studies. While it is essential that you attend all the compulsory learning activities related to your programme of study, the College understands that emergencies may occur at any time throughout the year. In light of this, the Media Arts Department has set a minimum attendance level at 80%. You should be aware that you may also study courses that have different and specific course attendance requirements, particularly if you are taking courses in another department, so it is essential that you check all programme and course handbooks to ensure you are fully aware of the requirements.

Your regular attendance in class and consistent engagement with your studies are fundamental requirements of your learning experience with the College. As such, failure to attend and/or absence without permission can result in serious consequences and may lead to disciplinary action, including the termination of your registration (see 3.3.6 below). Your ‘classes’ are any learning or teaching activity deemed essential to your programme of study. The term is used to encompass a variety of different activities, including lectures, seminars, tutorials, workshops, field work, laboratory work, and meetings your Personal Tutor.

It is vital that you manage your time effectively, so that any paid employment, voluntary work, extracurricular activities or social commitments do not interfere with periods where
you are required to attend classes. With regard to paid employment during the course of your programme of study with the College, the Postgraduate Taught Regulations stipulate that the amount of paid work undertaken by a student enrolled with the College on a full-time basis shall not exceed 20 hours per week during term time. No student may undertake paid work which may conflict with his/her responsibilities as a student of the College.

If you face difficulty in attending any classes or undertaking an assessment it is very important that you inform the department(s) in which you are studying as early as possible, citing the reasons for your non-attendance. The department will make a decision on whether or not to authorize your absence. If you are experiencing such difficulties on an ongoing basis, please contact your Personal Tutor or Year Tutor. In addition, an extensive range of additional support, guidance and advice is readily available from the College's Welfare & Wellbeing services (Academic Services Directorate) (https://www.royalholloway.ac.uk/students/help-support/help-and-support.aspx). The Students' Union also operate an Advice and Support Centre, details on which can be found here http://www.su.rhul.ac.uk/advice/.

3.4.1 Your responsibilities in relation to attendance

The Master’s programme is delivered over one year of full-time study (52 weeks) and assumes that students will be resident in the UK for this period.

Your responsibilities around attendance and engagement include:

- attending all classes necessary for the pursuit of your studies (including lectures, seminars, practicals and personal tutorials);
- undertaking all summative and formative assessment requirements for your courses;
- attending all meetings and other activities as required by the department(s) in which you are studying;
- where you experience any form of difficulty in attending classes, for whatever reason, contacting the department(s) in which you are studying to notify them of your circumstances at the earliest possibility.

You are expected to fully engage in your classes, undertaking any reading, research or further preparation identified between these sessions alongside punctual attendance. It is essential that you make suitable arrangements for travel to your classes and plan to arrive in good time, as teaching starts on the hour and finishes at ten minutes before the hour. You will be marked absent if you turn up late without good reason.

3.4.2 Departments’ responsibilities for monitoring attendance

Both departments will monitor your attendance at Lectures/Workshops/Seminars. It is your responsibility to complete any attendance register that is circulated and to make sure that your attendance has been noted. The activities at which your attendance is monitored may vary depending upon the discipline in which you are studying or the department in
which you are taking courses in the case of electives, for example.

It is important that you attend all the learning activities related to your programme of study. Whilst attendance is compulsory at all learning activities, it is recognised that emergencies may occur at any time throughout the year and therefore as indicated above a minimum attendance requirement has been set.

You will be contacted in the event that:

i. you fail to attend for two weeks without providing notification of your absence;

ii. you display a pattern of absence that the department feel is affecting or is likely to affect your work

iii. you display a pattern of absence that the department feel is a cause for concern over your wellbeing or may point to a disability which you may not have disclosed.

3.4.3 College’s responsibilities for monitoring attendance

The College has a number of important obligations in relation to monitoring your attendance and engagement, including legal responsibilities under the Equality Act (2010). As a result, the College may adjust the attendance requirement for your programme but will only do this when such adjustment does not compromise competence standards or your ability to reach the learning outcomes of your programme. Any need to adjust attendance requirements will be treated case by case and discussed by the department with the Disability and Dyslexia Services (DDS) and Academic Quality & Policy Office (AQPO).

The College also has obligations places on it by UK Visas and Immigration (UKVI) – (see 3.3.7 below).

3.4.4 Missing classes

If you are unable to attend College for whatever reason you must advise the department in which you taking the course(s) in question and complete the relevant Notification of Absence Form, which is available online. [https://www.royalholloway.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx](https://www.royalholloway.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx)
This must be submitted to the relevant department(s) together with the relevant supporting documentation either before your absence or within five working days of the end of the period of absence.

You should ensure:

a. that you advise the departments(s) by phone 01784 444629 or email (angela.godden@royalholloway.ac.uk)
b. that you complete the Notification of Absence Form, copies of which are also available from the Health Centre.
c. that you submit the paperwork to your department(s) either before your absence or within FIVE working days of the end of the period of absence. Failure to do so may result in the absence being counted as unacceptable and counting against the minimum attendance level. This documentation should be sent to Angela Godden angela.godden@rhul.ac.uk by email to or hard copy submitted to the department office in Egham.
d. that you meet any departmental requirements concerning notification of absence or request for leave of absence as you may be required to meet formally with an academic tutor. Requests should be made in writing to the Programme Convenor.

This table shows the documentation that is required should you be absent for any reason.
### Reason for absence | Documentation required
--- | ---
Illness up to and including 5 consecutive term-time days (excluding Saturdays and Sundays) | Completed Notification of Absence Form – Self Certification
Illness for more than 5 consecutive term-time days (excluding Saturdays and Sundays) | Completed Notification of Absence Form - Self Certification plus Formal Medical Certification signed by your GP or hospital consultant
Unrelated to sickness | Notification of Absence Form plus supporting evidence
Leave of absence request | Notification of Absence Form plus any departmental requirement must be met

Note:

- If you are absent for a prolonged period it is essential that you keep in touch with the Department (e.g. through regular emails with your Personal Tutor).
- The Department will monitor the frequency of self-certified absences and the Head of Department may request a doctor’s medical certificate from you in the event of multiple and/or sustained instances of self-certified illness.
- The departments in which you are studying are responsible for monitoring your attendance and engagement, and deciding whether a period of absence is deemed acceptable or unacceptable (for further information please refer to the online guidance [http://www.rhul.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx](http://www.rhul.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx) for details of what constitutes ‘acceptable’ and ‘unacceptable’ circumstances relating to absence). If deemed unacceptable the absence will be recorded as such and will count against your minimum attendance level.

#### 3.4.5 Missing an examination

In the event that you are unable to attend an exam (e.g. through reasons of sudden illness), it is essential that you notify Student Administration at the very earliest possibility. Wherever possible, please try to ensure you contact them via e-mail at student-administration@rhul.ac.uk before the scheduled start of the exam with your name, student ID and confirmation of the exam that you are unable to attend. Please include a brief explanation within the email outlining the reasons for the non-attendance.

This notification will then be forwarded by Student Administration to your department so that they are aware of your non-attendance.

*Please note, this notification is not a substitute for formally notifying your department of Extenuating Circumstances. It is essential that you inform...*
your department and Chair of the Sub-board of Examiners by completing the Extenuating Circumstances form. For further information, please refer to the website https://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/extenuatingcircumstances.aspx.

In the event that you do not complete the Extenuating Circumstances form, your department will be unable to consider the reasons for your non-attendance at your departmental Sub-Board of Examiners.

3.4.6 Consequences of failing to attend
As indicated in 3.3.2 above the Department may contact you if there are concerns about your attendance.

Departments to adjust if preference is to outline specific departmental practice.

Should it become apparent that there are no acceptable reasons for your non-attendance and/or general lack of engagement with your studies, the Department may issue you with a formal warning which can escalate to the termination of your registration at the College. You are strongly advised to read the guidance on the formal warning process and the consequences of receiving such a warning on http://www.royalholloway.ac.uk/ecampus/academicsupport/formalwarnings/formalwarnings.aspx and in the relevant regulations http://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx.

In situations where you are experiencing documented severe difficulties the Department and College will make every effort to support you and counsel you as to the best course of action. However, there may be cases where, although non-attendance is explained by an acceptable reason, your level of attendance falls to a level which compromises educational standards and/or your ability to reach the learning outcomes of the course. In such cases it will be necessary to implement disciplinary procedures as detailed above.

3.4.7 Missing an examination

In the event that you are unable to attend an exam (e.g. through reasons of sudden illness), it is essential that you notify Student Administration at the very earliest possibility. Wherever possible, please try to ensure you contact them via e-mail at student-administration@rhul.ac.uk before the scheduled start of the exam with your name, student ID and confirmation of the exam that you are unable to attend. Please include a brief explanation within the email outlining the reasons for the non-attendance.
This notification will then be forwarded by Student Administration to your department so that they are aware of your non-attendance.

Please note, this notification is not a substitute for formally notifying your department of Extenuating Circumstances. It is essential that you inform your department and Chair of the Sub-board of Examiners by completing the Extenuating Circumstances form. For further information, please refer to the website https://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/extenuatingcircumstances.aspx.

In the event that you do not complete the Extenuating Circumstances form, your department will be unable to consider the reasons for your non-attendance at your departmental Sub-Board of Examiners.

3.4.8 Consequences of failing to attend

As indicated in 3.3.2 above the Department may contact you if there are concerns about your attendance.

Should it become apparent that there are no acceptable reasons for your non-attendance and/or general lack of engagement with your studies, the Department may issue you with a formal warning which can escalate to the termination of your registration at the College. You are strongly advised to read the guidance on the formal warning process and the consequences of receiving such a warning on and in the relevant regulations.

In situations where you are experiencing documented severe difficulties the Department and College will make every effort to support you and counsel you as to the best course of action. However, there may be cases where, although non-attendance is explained by an acceptable reason, your level of attendance falls to a level which compromises educational standards and/or your ability to reach the learning outcomes of the course. In such cases it will be necessary to implement disciplinary procedures as detailed above.

3.4.9 Withdrawal of visa

If you are sponsored by Royal Holloway on a Tier-4 (General) Visa, should your registration at the College be terminated for non-attendance or a general lack of engagement with your studies, you will be reported to the UKVI and your Tier 4 visa will be withdrawn. Alternatively, in line with the College’s legal obligations to UKVI, if you fail to meet the requirement of your Tier 4 visa to attend classes and complete assessments, the College may terminate your student registration without following the disciplinary procedures outlined in the Academic Regulations and the decision is not open to appeal.

Please see the College Postgraduate Taught Regulations.
4 Degree Structure

Full details about your programme of study, including, amongst others, the aims, learning outcomes to be achieved on completion, courses which make up the programme and any programme-specific regulations are set out in the programme specification available through Course Finder or the Programme Specification Repository.

MA Media Management programmes are as follows:

The programmes are taught entirely by staff at Royal Holloway, University of London, and the Masters leads to an award of the University of London. The Postgraduate Diploma and Postgraduate Certificate lead to an award of Royal Holloway and Bedford New College.

Master of Arts in Media Management

MA in Media Management (3038)

Postgraduate Diploma in Media Management

PG Diploma in Media Management (3039)

Postgraduate Certificate in Media Management

PG Certificate in Media Management (3040)

Assessment of knowledge and understanding is undertaken through seminar presentations, writing exercises, and coursework essays. For the final course, Media Industries Report, each student will be responsible for their own report. Full details of the assessments for individual courses can be obtained from the Department of Media Arts and Centre for Professional Studies.

Students must take the following mandatory courses:

(i) MA5900: Structures of Broadcasting (40 credits) [condonable]
(ii) MA590X: Production Study 1 (20 credits) [condonable]
(iii) PM5001: Introduction to Project Management (10 credits) [condonable]
(iv) PM5003: Information Technology and Project Management (10 credits) [condonable]
(v) PM5005: Advanced Applied Project Management and Planning (10 credits) [condonable]
(vi) PM5009: Managing and Financing Projects in the Film & TV Industries (10 credits) [condonable]
(vii) MA5XXX: Digital Media Marketing: Mobile, Social Media & Strategy (20 credits) [condonable]
(iv) MA590X: Media Industries Report (60 credits) [non-condonable]

4.1 Course registrations

Any courses that you wish to take on an extracurricular basis (that is, as extra and not counting towards your degree) must be identified at the start of the academic year or
before any assessment has been completed for the course.

5 Facilities

5.1 The Library

The Library at Egham is housed in the Emily Wilding Davison Building.

Details, including Library Search, dedicated subject guides and opening times can be found online from the library home page: http://www.royalholloway.ac.uk/library/home.aspx

The Ground Floor of the Library contains a High Use Collection bringing together much of the course reading into one area. The rest of the library collections are on the upper floors. There are plenty of study areas and bookable rooms to carry out group work as well as many areas to work on your own. The Library contains a large number of PCs and has laptops to borrow to use in other study areas.

If you cannot find the specific items that you require in the library, it is possible order an Inter-Library Loan or to gain access to the online resources of Senate House Library as well as access to use the library’s physical collections or other university libraries. You can obtain further information on this here: https://www.royalholloway.ac.uk/library/usingourlibraries/otherlibraries/using-other-libraries.aspx . The Information Consultant for Media Arts is Rachel White, who can be contacted at rachel.white@rhul.ac.uk .

The Library provides a range of training sessions designed to enhance your existing library and research skills. These are available in both class-based and self-study formats. For information on available sessions and to book a place, go to: http://www.royalholloway.ac.uk/library/helpandsupport/findinginformation.aspx

You can also use Senate House Library, located at Senate House Malet St, London WC1E 7HU

5.2 Photocopying, printing and computing

5.2.1 Photocopying

The departmental photocopier is in constant use by office staff and lecturers. For this reason, we are unable to allow postgraduate students to use it. You can use copier-printers (MFDs) located in the Library, the Computer Centre and many PC labs, which will allow you to make copies in either black and white or colour. Further information is available online: https://www.royalholloway.ac.uk/it/printing/home.aspx

If you require copying to be done for a seminar presentation, you need to give these materials to your tutor to copy on your behalf. Please make sure that you plan ahead and give the materials to your tutor in plenty of time.
Students can copy at Senate House Library, but cannot use their RH Student cards, you will need to get a Senate House Library Card. You are able to copy using your RH cards at Bedford Square.

5.2.2 Printing

Many of the PC labs are open 24 hours a day, 7 days a week. Alternatively, there are computers available for your use in the Library and Computer Centre.

Departmental staff are unable, in any circumstances, to print anything out on your behalf. Copier-printers (MFDs) are located across the campus in the PC labs, the Library, and Computer Centre. Further information on printing is available online: http://www.royalholloway.ac.uk/it/printing/home.aspx

Students can use the printers in Senate House Library. They can add credit to their Senate House Library card. You will be given details on how and where you can print at Bedford Square.

5.2.3 Computing

The Computer Centre provides a range of IT training sessions designed to enhance your current IT skills. These are available in both class-based and self-study formats, and successful completion of the course is rewarded by a College IT Skills certificate. To participate in these sessions, go to: http://www.royalholloway.ac.uk/it/training/home.aspx

6 Coursework Essays and Dissertation

For a more detailed account of the conventions relating to formatting and presenting coursework, including audiovisual file formats and submission process and bibliographic style, outlined below see the Media Arts Style Guide, available from our website. https://www.royalholloway.ac.uk/mediaarts/informationforcurrentstudents/home.aspx

6.1 Coursework essay

In written work of any kind, one of the criteria for assessment is clarity of expression and appropriate written style. If work is marred by poor spelling, punctuation, unclear expression, or does not conform to the Department's rules for presentation, it will be penalised. This penalty can be up to 20% of the mark initially awarded, and you are strongly urged to check your work for correct grammar, spelling and style.

Essays, dissertations, etc., should be typed and double-spaced, with margins of at least one inch on all sides. Each new paragraph should be indented from the margin. Titles of films, books, and television programmes or series should be italicised or underlined; articles and individual TV episodes should be placed in double quotation marks (“ ”). References to critical texts, etc., are made by giving the author’s surname, followed by the year of publication, in parentheses following the reference, e.g. (McBride 1992), see below; this
refers the reader to an entry in your bibliography. Should there be more than one text written by the same author in the same year in your bibliography, they should be differentiated as: Smith 1985a, 1985b, etc. If your reference includes a direct quotation, you should add a page reference, e.g. (Ray 1985: 215), see below. Quotations of less than three lines should be integrated into the text; extended quotations (to be used sparingly) should be single-spaced blocks; indented from the rest of the text (see below). Always remember to proofread your work carefully before submitting it. Beware of plagiarism, which will mean automatic disqualification from the assessment or examination. Academic plagiarism is defined as knowingly passing off the work of others as your own, whether by direct quotation or paraphrase. Material used in one essay should not be duplicated in another so be careful when choosing your essay topics that you will not be in danger of wanting to use the same material in two or more essays; any duplication will be given a mark of zero.

Frank Capra’s *It’s a Wonderful Life* (1946) is a salutary reminder of how slender is the thread which separates that Norman Rockwell vision from its *noir* Other, the infernal Potterville of George’s nightmare vision: ‘that almost everyone cried at the end suggested the audience’s sense of how narrow the escape had been’ (Ray 1985: 215). Yet that desperately fine balance of Utopia and dystopia - a problem rooted in the contradictions of Capra’s own biography (see McBride 1992) - is itself key to that potent ideological and affective charge to which the audience’s tears bear witness. The film’s populism has, as Zinn (1980) shows, characterised American political discourse since the colonial era, serving to buttress the existing structure of social and power relations by playing off an inclusive if forever illusory embourgeoisement against the extremism of both ends of the economic scale, and recalling the class anxieties and resentments so presciently espied by Tocqueville amongst the American bourgeoisie of the mid-nineteenth century:

> men whose comfortable existence is equally far from wealth and poverty set immense value on their possessions. As they are still very close to poverty, they see its privations in detail and are afraid of them; nothing but a scanty fortune, the cynosure of all their hopes and fears, keeps them from it. (Tocqueville 1969: 636)

It is an attitude moreover entirely characteristic of Hollywood in the studio era.
6.2 The dissertation supervisor
Your department will assign you a dissertation supervisor who will oversee your work. In most cases students are happy with the supervisory relationship. However, there are occasions where for some reason the supervisory relationship does not work and breaks down. If this happens, you should speak as soon as possible with the Programme Director or your Personal Advisor to see whether the problem can be resolved informally, e.g. through mediation, changing supervisor. You should not wait until after you have received your final degree results to raise the matter as it is very difficult for the College to resolve such matters or take remedial action at that point.

6.3 Presentation
There is a tolerance of 10% either side of the published word count for any coursework. Therefore the minimum acceptable length for an essay stipulated at 2,500 words is 2,250, the maximum 2,750; for 5,000 words the minimum would be 4,500, the maximum 5,500. The minimum acceptable length for an undergraduate dissertation stipulated at 10,000 words would be 9,000 and the maximum 11,000.

In addition to the text, the word count should include quotations and footnotes. Please note that the following are excluded from the word count: candidate number, title, course title, bibliography and appendices. Appendices are only accepted in dissertations (MA3061) and then only with the prior agreement of the supervisory tutor.

6.1 Referencing style
The department uses the Harvard referencing system, which works through the correlation of a short reference in the text with a bibliographic reference at the end of the essay. The reference in the text carries minimal information, sufficient only to enable the reader to identify the full source details included in the bibliography. Full details of how to reference and format your bibliography are provided in the Media Arts Style Guide. http://www.rhul.ac.uk/mediaarts/informationforcurrentstudents/home.aspx

Please note, failure to follow referencing and bibliography requirements may lead to the loss of marks or allegations of plagiarism.

6.2 Bibliography
All production papers, essays, reports and dissertations, etc., should include a bibliography. Do not cite household reference works such as dictionaries, encyclopaedias, etc. The bibliography should be single-spaced and conform to the following style.

For books provide the author, title, place of publication, publisher, and year of publication. Be sure to include names of translators, editors of editions, etc., as applicable (words such as Ltd, Inc, Publishers, may be omitted; University Press may be shortened to UP):


For articles, provide the author, title of article, name of journal, volume number and year of the journal, and page references:


6.3 Referencing style

Please use the Harvard system. For books provide the author, date, title, place of publication, publisher. Be sure to include names of translators, editors of editions, etc., as applicable (words such as Ltd, Inc, Publishers, may be omitted; University Press may be shortened to UP):


For articles, provide the author, date, title of article, name of journal, volume and number of the journal, and page references, as above.

When referencing a book, then provide author, date, title, place of publication and publisher, thus:


When referencing a chapter from an anthology, then provide author, date, editors of anthology, title of anthology, place of publication and publisher. You may wish to add page numbers as well:


If you use information from the Internet, cite the URL of the page, and give the date when you accessed the page. You should also state briefly what the website is:


If you have done interviews, reference them with the name of the interviewee. The place where you did the interview and the date of the interview.

Interview with Tony Garnett World Productions London. 15th July 2005.
If the interviews are confidential and you cannot reference them in this form, supply full details of them in an envelope with your assessed work. This will be handed to the external examiner for verification.

Guidelines on Audiovisual Citation: http://bufvc.ac.uk/projects-research/avcitation

6.4 Marking criteria

ESSAYS AND PAPERS

80 - 100% . Distinction – work of an outstanding quality.
This work shows a deep understanding of the subject area and a near comprehensive, precise grasp of the subject, addresses it directly and keeping it in focus throughout. It should show significant originality of interpretation and analysis. It provides a sophisticated account of the material, revealing evidence of original thought. It demonstrates an ability to construct an exceptionally lucid and cogent argument, anchored in extensive and independent research. It brings a broad range of secondary reading/research (critical, theoretical, film/television industry commentary) to bear on the argument. It is coherent in structure, shows evidence of reading in depth, and has excellent presentation with referencing and bibliography of an exemplary standard. It reveals an advanced command of the language by expressing ideas in clear, fluent prose and uses technical terms in their correct meanings.

70 – 79% . Distinction – Work of excellent overall quality.
The work is outstanding in most respects and may contribute some creative or original thought. It demonstrates a mature, accurate grasp of the issues raised by the question or brief as well as an excellent knowledge of appropriate texts. It shows evidence of independent research as well as a knowledge of appropriate techniques and relevant conceptual perspectives. It conducts a sustained and coherent argument in a fluent style and should demonstrate good skills in marshalling appropriate evidence. It has a good standard of referencing and bibliography ans uses technical terms appropriately.

65 - 69% - Merit
This work shows a clear understanding of the subject and tackles it effectively. It provides a well thought through account of the material, demonstrating good powers of analysis and interpretation, and revealing evidence of independent thought. It exhibits an ability to construct a clear argument backed up by relevant textual evidence, bringing evidence of secondary reading (critical, theoretical, film/television industry commentary) to bear on the argument. It has a coherent structure and well presented with acceptable referencing and bibliography. It reveals an acceptable style and command of the language by expressing ideas with clarity.

50 - 64 % - Pass.
This work demonstrates a basic understanding of the subject and shows a reasonable competence in addressing it, delivering an acceptable account of the material which demonstrates some powers of analysis and interpretation. It demonstrates an adequate structure with arguments that may fall short of clarity and coherence and not be
sufficiently supported by textual evidence. It shows some evidence of secondary reading being brought to bear on the subject together with anything from a limited to an acceptable bibliography. It reveals a fair but limited command of the language and a range of writing styles from adequate to sketchy.

40 - 49% - Marginal fail.
This work reveals an inadequate understanding of the subject and proves less than competent in addressing it and keeping it in focus. It delivers a rudimentary or incomplete account of the material, which betrays poorly developed powers of analysis and interpretation; constructs arguments which tend to be muddled and incoherent, and which are rarely substantiated by textual evidence; affords almost no evidence of secondary reading being brought to bear on the subject; reveals an unsatisfactory command of the language by expressing ideas with habitual clumsiness and lack of clarity, by using technical terms incorrectly or not at all.

0 - 39% - Clear fail.
Ranges from serious plagiarism to work seriously short in weight or work which displays the faults of the preceding category in a graver form. The subject is poorly understood and not properly addressed; knowledge of the subject is plainly deficient and evidence of due preparation for the assignment slight; powers of analysis and interpretation are elementary and unreliable; arguments are badly muddled or consistently incoherent and not backed up by textual reference; secondary reading is sketchy or undigested and is not used to illuminate the subject; reveals a substandard command of the language by expressing ideas ineptly or obscurely.

7 Assessment Information

7.1 Illness or other extenuating circumstances

Students are advised to carefully read the Instructions to candidates as well as the Extenuating circumstances – Guidance for students.

Extenuating circumstances are defined as unforeseen circumstances which are outside a student’s control and which may temporarily prevent a student from undertaking an assessment or have a marked/ significant detrimental/adverse impact on their ability to undertake assessment by coursework or examination to the standard normally expected. This means that such circumstances rarely occur. They are outside your control as they are:

- Unforeseeable - you would not have prior knowledge of the event (e.g. you cannot foresee that you will be involved in a car accident);
- Unpreventable – you could not reasonably do anything in your power to prevent such an event (e.g. you cannot reasonably prevent a burst appendix.)

It is these short-term (temporary) circumstances that the College normally regards as extenuating circumstances.
Inability to submit coursework

If you are unable to submit coursework through unexpected illness or other acceptable cause (i.e. events which are unpreventable and unforeseeable) it is assumed that you will request an extension to the submission deadline from your department. In order for an extension to be granted you will need to provide the department with adequate documentation in accordance with the guidance in the Extenuating Circumstances – Guidance for students. The decision on whether to grant an extension rests with your department.

Absence from an examination

The Sub-Board of Examiners may take the following into account when considering your results: if you miss an examination through unexpected illness, or other acceptable cause (events which are unpreventable and unforeseeable), if you commence an examination and have to leave due to acute illness or if you believe your performance on the day was seriously compromised by an unexpected and acute illness that you could not reasonably have been expected to have managed otherwise. You will, however, need to submit an Extenuating Circumstances form and have adequate supporting documentation in accordance with Extenuating Circumstances – Guidance for students. You should also read the section Illness & absences from an examination and departmental assessments and extenuating circumstances in the Instructions to Candidates issued by Student Administration http://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/examinations/home.aspx for full details on how to inform your department about extenuating circumstances relating to missed examinations as well as the deadline for submission of such information.

Ongoing circumstances

If you have ongoing circumstances that you believe are adversely affecting your performance during the year, these should be raised with your department and with the College’s Welfare & Wellbeing services (Academic Services Directorate) as soon as possible so that strategies to help you manage the situation can be considered e.g. you have an illness that does not constitute a disability, a family member is ill and needs your support or you have suffered an adverse life event.

It may that the circumstances are severely impacting on your ability to study by causing you to repeatedly miss scheduled teaching and/or impacting on your ability to complete assessments at the designated time. If this is the case and there is not a reasonable method available to enable you to manage the situation, you may need to consider, in consultation with your department and Welfare & Wellbeing services (Academic Services Directorate), whether it would not be in your best interests to interrupt until the issues have been resolved and you are able to fully commit to and benefit from your academic studies.

Ongoing adverse circumstances do not normally constitute extenuating circumstances as they are not unforeseen and in some cases may be preventable. As such, it is unlikely that
the Sub-board will be able to take action to mitigate such circumstances. For further information, please read the Extenuating circumstances – Guidance for students.

Support and exam access arrangements for disabled students and those in need of support

Some students at the College may have a physical or mental impairment, chronic medical condition or a Specific Learning Difficulty (SpLD) which would count as a disability as defined by the Equality Act (2010) that is, “a physical or mental impairment which has a long-term and substantial effect on your ability to carry out normal day-to-day activities”. It is for such conditions and SpLDs that Disability and Dyslexia Services can put in place support and exam access arrangements. Please note that a “long-term” impairment is one that has lasted or is likely to last for 12 months or more.

If you have a disability or SpLD you must register with the Disability and Dyslexia Services Office before support and exam access arrangements (‘reasonable adjustments’) can be put in place. There is a process to apply for special arrangements for your examinations. Disability and Dyslexia Services can discuss this process with you when you register with them. Please see the section Students in need of support (including disabled students) for further guidance about registering with the Disability and Dyslexia Services Office.

Please note that if reasonable adjustments, including exam access arrangements, have been put in place for you during the academic year, the Sub-board will not normally make further allowance in relation to your disability or SpLD.

7.2 Submission of written work

You must submit ALL work on the date as detailed on the assessment paper. Assessed work can ONLY be submitted at that date unless otherwise announced.

Submission instructions will be detailed in all assessment papers of course units delivered by the Centre for Professional Studies.

For course units delivered by the Department of Media Arts, the instructions below apply:

- You must submit your assessed work to a member of the administrative staff in the Media Arts Office (AG15) between the hours of 10 – 2pm. You will be required to complete a submission form for each piece of work handed in. The form will be signed and the top copy will be kept in the office as a record that you handed in the work; the pink copy is retained by you as a receipt. The submission of assessed work is equivalent to an examination. If you do not hand in your Assessment at the date and time stipulated your work will be penalised.

- All written work must be submitted as follows:
• You should hand in ONE HARD COPY to the office and submit ONE COPY online via TURNITIN (http://www.submit.ac.uk). A copy of the TURNITIN receipt must be submitted to the office with the hard copy. Your submission to the office will not be accepted if the TURNITIN receipt is not attached where applicable. (See separate booklet on how to use TURNITIN.)

7.3 Extensions to deadlines

Extensions can only be granted by completing an extension application form (available on the Media Arts Website under information for students https://www.royalholloway.ac.uk/mediaarts/informationforcurrentstudents/home.aspx), which has to be supported by the Course Director. Once you have completed the form you should send it to angela.godden@rhul.ac.uk and she will forward to the Head of Department for him to consider, this will then lodged in the Media Arts office. This procedure ensures that all students are given the same opportunities. Late submissions must be accompanied by (a) a signed extension form, and (b) Doctor’s certificate or other accepted evidence. Examples of circumstances which may be accepted if you apply for an extension include: serious prolonged illness or that of a member of your immediate family; death of a family member or a close friend; your severe personal or psychological problems. Examples of circumstances which will not be accepted if you apply for an extension include: personal computer/printing problems; paid employment; job interview; misunderstanding of regulations; transport problems; holidays.

7.4 Penalties for late submission of work

Work submitted after the published deadline will be penalised in line with Section 13 (5) of the College’s Postgraduate Taught Regulations.

Please ensure that you are aware of the deadlines set by your department(s) and also the requirements to meet this deadline, e.g. whether you need to submit electronic and/or paper copies for your submission to be deemed complete (see 7.2 above).

Section 13 (5)

‘In the absence of acceptable extenuating cause, late submission of work will be penalised as follows:

- for work submitted up to 24 hours late, the mark will be reduced by ten percentage marks;*
- for work submitted more than 24 hours late, the mark will be zero.’

*eg. an awarded mark of 65% would be reduced to 55% and a mark of 42% would be reduced to 32%.

If you have had extenuating circumstances which have affected your ability to submit work by the deadline these should be submitted in writing, accompanied by any relevant documentary evidence, to your department(s). As with all extenuating circumstances it is the discretion of the examiners whether to accept these as a reason for having not
submitted work on time. Please see the section for details on submitting requests for extenuating circumstances to be considered.

### 7.5 Anonymous marking and cover sheets

Do not put your name on any of your work you should only use your candidate number which you can get from Campus Connect [https://campus-connect.rhul.ac.uk/cp/home/displaylogin](https://campus-connect.rhul.ac.uk/cp/home/displaylogin)

### 7.6 Penalties for over-length work

Work which is longer than the stipulated length in the assessment brief will be penalised in line with Section 13 (6) of the College’s Postgraduate Taught Regulations.

**Section 13 (6)**

Any work (written, oral presentation, film, performance) which exceeds the upper limit set will be penalised as follows:

(a) for work which exceeds the upper limit by up to and including 10%, the mark will be reduced by ten percent of the mark initially awarded;

(b) for work which exceeds the upper limit by more than 10% and up to and including 20%, the mark will be reduced by twenty percent of the mark initially awarded;

(c) for work which exceeds the upper limit by more than 20%, the mark will be reduced by thirty percent of the mark initially awarded.

*The upper limit may be a word limit in the case of written work or a time limit in the case of assessments such as oral work, presentations or films.*

In addition to the text, the word count should include quotations and footnotes. Please note that the following are excluded from the word count: candidate number, title, course title, preliminary pages, bibliography and appendices.

### 7.7 Return of written coursework

The following College policy applies to the return of coursework:

Assessed work (other than formal examinations) should be returned within 4 weeks of the submission deadline, except in cases where it is not appropriate to do so for academic reasons. The deadline for the return of marked work should be made clear to students when they receive their assignments. In the event that the intended deadline cannot be met, the revised deadline must be communicated to students as soon as possible.

### 7.8 Assessment offences
The College has regulations governing assessment offences which can be found on the following webpage:

http://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx

Assessment offences include, but are not limited to plagiarism (see 7.9 below), duplication of work, that is, submitting work for assessment which has already been submitted for assessment in the same or another course, falsification, collusion, for example, group working would constitute collusion where the discipline or the method of assessment emphasises independent study and collective ideas are presented as uniquely those of the individual submitting the work, failure to comply with the rules governing assessment (including those set out in the ‘Instructions to candidates’. The Regulations set out some of the types of assessment offences in more detail, the procedures for investigation into allegations of such offences and the penalties. Students are strongly encouraged to read these Regulations and to speak with their Personal Tutors or other members of staff in their department should they have any queries about what constitutes an assessment offence. The College treats assessment offences very seriously and misunderstanding about what constitutes an assessment offence will not be accepted as an excuse. Similarly extenuating circumstances cannot excuse an assessment offence.

### 7.9 Plagiarism

Plagiarism is academic theft: it means using the written or spoken work of others without acknowledgement, thus implying that this work is your own when it is not. Using material from books, articles, webpages or any other source in this way is a serious disciplinary offence.

College regulations require that cases of suspected plagiarism are investigated by the Head of Department, and are decided on by formal hearings at College level.

If plagiarism is attempted, then detection by staff is likely because lecturers are aware of the electronic methods available to students when writing essays; these methods make it even easier for markers to detect plagiarism. Penalties for plagiarism are very severe and may involve the following:

(a) grade reduction or failure of any element of the course where it is attempted;

(b) financial loss – in some cases, students have been not been allowed to progress and have had to repeat the whole year;

(c) future academic references given by any member of staff must refer to any proven charges of plagiarism made against students, causing potential damage to a student’s academic career;

(d) possible expulsion from the College or failure to graduate.
Students often plagiarise because they feel they cannot cope with the pressure of writing essays, either because of difficulties of time-management, problems of writing in English or personal crises. However, no matter what the problem, and no matter how impossible it might seem at the time, plagiarism is never the answer.

If you have problems writing essays, you must contact your course lecturer or your personal advisor, as they will be able to help you produce your work without resorting to plagiarism. It is better to do what you can, however little, and seek help from your tutors, rather than attempt plagiarism.

It is a good thing (for which you will gain credit when your work is marked) to draw on a wide range of appropriate sources when writing essays. But you must always cite the sources you have used as explained above.

The following example demonstrates what constitutes plagiarism and how it can be avoided. In this hypothetical example, a student is drawing on the following passage from the book *Media Semiotics: an Introduction* by Jonathan Bignell (Manchester UP, 1997):

‘Television is still mainly a domestic technology, where the TV set is a piece of furniture in the home, and one of a number of different kinds of technological device (like the radio, microwave or stereo system) which are integrated into everyday life’ (Bignell, 1997: 144).

It is plagiarism to include all or part of a passage by someone else without acknowledging it, so the text below is plagiarised:

In this essay I shall argue that television needs to be analysed differently from film because the TV set is a piece of furniture in the home, and one of a number of different kinds of technological device (like the radio, microwave or stereo system) which are integrated into everyday life.

It is still plagiarism to paraphrase the passage without acknowledging the source, so the text below is also plagiarised:

In this essay I shall argue that television needs to be analysed differently from film because TV is a domestic technology; the TV set is a piece of furniture in the home, and is a technological device (like the radio) which is integrated into everyday life.

The way to use material by other people is to acknowledge its source. So in the following example the hypothetical student quotes directly and references the quote, so the text below is not plagiarised:

In this essay I shall argue that television needs to be analysed differently from film because, as Bignell has stated, ‘the TV set is a piece of furniture in the home, and one of a number of different kinds of technological device (like the
radio, microwave or stereo system) which are integrated into everyday life’ (1997: 144).

Alternatively, the student could paraphrase the same material but without quoting directly. S/he would still need to provide a reference to say where the idea came from. So the text below is also not plagiarised:

In this essay I shall argue that television needs to be analysed differently from film. I agree with Jonathan Bignell (1997) that the TV set has the same role among the furniture of the home as other devices like radios or stereo systems that become part of the fabric of everyday life.

The simple rule to avoid plagiarism is to keep a record of the books and other sources you use in preparing your work, so you can cite the source in your essay.

When taking notes, always indicate clearly which notes are quotations or paraphrases of other people’s ideas, so you don’t plagiarise by mistake later.

**Definition of plagiarism**

'Plagiarism' means the presentation of another person's work in any quantity without adequately identifying it and citing its source in a way which is consistent with good scholarly practice in the discipline and commensurate with the level of professional conduct expected from the student. The source which is plagiarised may take any form (including words, graphs and images, musical texts, data, source code, ideas or judgements) and may exist in any published or unpublished medium, including the internet.

Plagiarism may occur in any piece of work presented by a student, including examination scripts, although standards for citation of sources may vary dependent on the method of assessment. Identifying plagiarism is a matter of expert academic judgement, based on a comparison across the student’s work and on knowledge of sources, practices and expectations for professional conduct in the discipline. Therefore it is possible to determine that an offence has occurred from an assessment of the student’s work alone, without reference to further evidence.

**7.1 Marking of illegible scripts**

It is College policy not to mark scripts which are illegible. If you anticipate that you may have difficulty in handwriting scripts which would lead to your scripts being illegible you should contact the [Disability and Dyslexia Services](#). Please note the deadline for making an application for Examination Access Arrangements is in January each year. Therefore it is in your interest to contact DDS as soon as you are able in the Autumn Term in order that you have time to get any necessary evidence required for the application.

**7.2 Progression and award requirements**

The Regulations governing progression and award requirements are set out in your
Programme Specification (http://www.rhul.ac.uk/coursecatalogue/home.aspx) and also more generally in the Postgraduate Taught Regulations.

For details on the requirements governing the level of award please see the section on the Consideration and Classification of Candidates for the Award in the Postgraduate Taught Regulations.

7.3 Examination/assessment results

Please see the Examinations & Assessments website for details of how you will be issued with your results.

The Examinations & Assessments website is the place where you can access the Instructions to Candidates and details of the examinations appeals procedures.

8 Student Support

8.1 Non-academic related enquiries & support

The Student Services Centre is located in the Emily Wilding Davison Building and provides a single point of contact for all non-academic related queries including accommodation, fees and funding, enrolment and graduation. For further details please visit http://www.royalholloway.ac.uk/ssc.

8.2 Students in need of support (including disabled students)

Your first point of reference for advice within the Department is your Personal Adviser or Jackie Marty, Department Manager. Inevitably, problems will sometimes arise that Jackie is not qualified to deal with. The College offers a high level of student welfare support which, includes a highly regarded Counselling Service, dedicated educational and disability support, as well as a wealth of student wellbeing, financial, career and other advice. There is also an NHS GP practice (the Health Centre) on campus located in Founder’s East. Further details of each service can be found on the College web on the Student Welfare page: https://www.royalholloway.ac.uk/students/help-support/help-and-support.aspx

If you have a disability or specific learning difficulty, it is important that you bring it to our attention as soon as possible. The Departmental Disability and Dyslexia Service (DDS) representative is Dr J P Kelly You must also contact the DDS (Founders West 143; tel: +44 (o)1784 276473; email: disability-dyslexia@royalholloway.ac.uk) who advise on appropriate sources of help. Further information is available on the College web on the Support, health and welfare page https://www.royalholloway.ac.uk/students/help-support/disabilities-and-dyslexia/home.aspx

8.3 Academic Skills Support

The Centre for the Development of Academic Skills (CeDAS) offers a variety of courses, workshops, 1:1 tutorials, online resources that aim to ensure all students at Royal Holloway
reach their full academic potential in a range of areas, including academic writing, oral communication skills and maths and statistics.

Whatever your needs, CeDAS is there to ensure that you can perform to the best of your ability, whether it be through a workshop that introduces you to a crucial academic skill, a session within your department that focuses on writing in the discipline, a course that develops your confidence and competence in academic English language, or a 1:1 tutorial with a specialist to help you master a maths technique or sharpen your essay skills.

The Centre also oversees the Royal Holloway Proofreading Scheme, which enables students to pay for an approved third-party proofreader to identify surface error in final drafts. Please note that Royal Holloway does not permit the use of paid third-party proofreaders who are not part of this scheme.

The CeDAS Office can be found on the ground floor of the International Building, room IN002, and you can follow them on Twitter: @cedasrhul. Further details can be found on the CeDAS webpages: www.royalholloway.ac.uk/cedas.

8.4 Student-Staff Committee

There is a student-staff committee on which taught students are represented. For constitution see committee’s handbook under Compliance/Governance http://www.royalholloway.ac.uk/iquad/collegepolicies/home.aspx

The Committee meets three times each year and plays an important role in the Department as a forum for airing student views.

The Programme Director will ask for people to sit on this committee on behalf of MA Documentary students at the beginning of the academic year. You can use the Committee to raise any issues which concern students.

8.5 Students’ Union

The Students’ Union offers a wide range of services and support, from entertainment and clubs/societies to advice on housing and academic issues. The Advice and Support Centre, situated on the first floor of the Students’ Union, runs a confidential service that is independent from the College. Open 9.30am - 5pm, Monday – Friday, it operates an open door policy exclusively for students during term time. However, during vacation periods students should call to book an appointment. Full details can be found at www.su.rhul.ac.uk/support.

8.6 Careers Information

The College has a Careers & Employability Service, housed in the Emily Wilding Davison Building, which is open to any student during normal College hours. http://www.royalholloway.ac.uk/careers/home.aspx
8.7 Non-academic policies

Please see the Regulations and Procedures webpage which includes information on non-academic policies, regulations, and codes of practice as well as the Student Charter. http://www.royalholloway.ac.uk/aboutus/governancematters/studentcharter.aspx

8.8 Complaints and academic appeals procedure

If you have a complaint relating to any aspect of the Department or its staff or to any academic or College matter, you should first discuss it informally with your Personal Tutor or with another member of staff in the Department. We would hope that the majority of issues of this kind can be resolved by informal discussion. There are, however, procedures that can be invoked in serious cases. These are set out in the College Complaints Procedures for students. You should raise your complaint as soon as possible.

If the complaint concerns an academic decision, there is an academic appeals process. Please note that an academic appeal can only be submitted once you have received your results via the College portal. Details of the appeals procedures and permitted grounds for appeal can be found on the following webpage.

9 Health and Safety Information

9.1 Code of practice on harassment for students

This can be found on the student home pages under the Your Responsibilities as a Student section of the webpage.

9.2 Lone working policy and procedures

The College has a ‘Lone Working Policy and Procedure’ that can be found at http://www.royalholloway.ac.uk/iquad/services/healthandsafety/policiesandprocedures/loneworking.aspx

Lone working is defined as working during either normal working hours at an isolated location within the normal workplace or when working outside of normal hours. The Department and the type of work conducted by students is classified as a low risk activity and as such the following advice is relevant.

Any health and safety concerns should be brought to the attention of the Departmental Health and Safety Coordinator or the College Health and Safety Office.

It is likely that most activities will take place on College premises. However, the principles contained in the above section will apply to students undertaking duties off campus.
10 Equal Opportunities Statement and College Codes of Practice

10.1 Equal opportunities statement

The University of London was established to provide education on the basis of merit above and without regard to race, creed or political belief and was the first university in the United Kingdom to admit women to its degrees.

Royal Holloway, University of London (hereafter ‘the College’) is proud to continue this tradition, and to commit itself to equality of opportunity in employment, admissions and in its teaching, learning and research activities.

The College is committed to ensure that:

- all staff, students, applicants for employment or study, visitors and other persons in contact with the College are treated fairly, have equality of opportunity and do not suffer disadvantage on the basis of race, nationality, ethnic origin, gender, age, marital or parental status, dependants, disability, sexual orientation, religion, political belief or social origins

- both existing staff and students, as well as, applicants for employment or admission are treated fairly and individuals are judged solely on merit and by reference to their skills, abilities qualifications, aptitude and potential

- it puts in place appropriate measures to eliminate discrimination and to promote equality of opportunity

- teaching, learning and research are free from all forms of discrimination and continually provide equality of opportunity

- all staff, students and visitors are aware of the Equal Opportunities Statement through College publicity material

- it creates a positive, inclusive atmosphere, based on respect for diversity within the College

- it conforms to all provisions as laid out in legislation promoting equality of opportunity.

10.2 College codes of practice

10.2.1.1 Media Arts Centre code of practice

The development of practice skills is an integral part of your learning and you are expected to attend training sessions, which sometimes have to be scheduled in addition to your timetabled classes, normally during the term when particular training needs are identified. These sessions are often run by the Media Arts Centre staff and are not to be considered as
optional. Any absences will disrupt classes and the progress of everyone’s skills development, so you must attend when training is scheduled or if your course tutor has asked you to attend a particular event. You will be unable to borrow items of course equipment or use the Centre’s facilities until you have been trained to use them.

We are, incidentally, an Apple Approved Training Centre for Education (AATCe). In addition to the training that we run during your practice classes, we run supplementary courses to prepare you for Apple Pro Apps exams, which we advertise on a regular basis. The actual training is provided for free to Media Arts students, but we do have to make a charge in advance to recover the cost of the examination fee and supplying the course manual. This training offers the means of achieving an industry-recognized standard of skill in operating such applications as Final Cut Pro, Soundtrack Pro, etc.

### Headphones policy

All students are expected to supply and use their own headphones for location recording and use in our media labs. Your headphones should be of an appropriate type, normally:

- Closed-back type with sealed ear cups to offer effective insulation from outside noise (earplug type phones are unacceptable)
- Durable and comfortable construction to allow extended usage time
- Cable connection with straight lead of about 3 meters length
- Must have an adapter to fit both 3.5 mm and 6.3 mm stereo jack sockets
- 20 Hz – 20,000 Hz frequency response
- No artificial tonal coloration or enhancement such as bass boost, or electronic noise cancellation

We intend to carry a limited stock of Soundlab PX712 headphones that can be purchased from the Location Store for £13 a pair, but we are unable to guarantee continual availability.

**You must bring your headphones to every practice session involving camera equipment, sound recording equipment or work in either of our media labs.**

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**10.2.1.2 Media Arts Health & Safety Policy**


**10.2.1.3 Media Arts Information for Students**

See Media Arts website for important information for Students with regards to Technical Support - [https://www.royalholloway.ac.uk/mediaarts/informationforcurrentstudents/home.aspx](https://www.royalholloway.ac.uk/mediaarts/informationforcurrentstudents/home.aspx)

**10.2.1.4 Media Arts Filming and Actors**

The department takes very seriously the issue of providing actors with a copy of the film
they worked on. They do not receive any payment for their services except travel expenses and so this is least you can do. In the past, directors have neglected to do this and it reflects very badly on both them and the department. We will treat this in the manner that College treats those with unpaid fees or library fines –
You will not be allowed to graduate until the deficit has been made good.

10.2.1.5 Media Arts Audiovisual assessment submission instructions

10.2.1.6 Media Arts Guide to Filming Abroad instructions

10.2.1.7 Media Arts Guide to Filming with kids instructions

10.2.1.8 Media Arts Production Buddy Risk Assessment