

Bristol Old Vic Theatre School

A PART OF THE CONSERVATOIRE FOR DANCE & DRAMA

General information for Students on All Courses



An Associate
School of the
University of the
West of England



2017/18

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Welcome to the Bristol Old Vic Theatre School

Opened in 1946 by Laurence Olivier, Bristol Old Vic Theatre School (BOVTS) provides practical, industry-led vocational training for the rapidly expanding arts and entertainment industry.

After basic training, students across all courses work together in a producing-house environment on the School's public productions and recordings. The courses are staffed entirely by experienced professionals training you for a major industry.

Most years we run eleven courses in total:

- Professional Acting (BA Hons – 3 years)
- Professional Acting (FdA – 2 years)
- Professional Acting for International students (MA - 1 year)
- Professional Stage Management (BA Hons – 3 years)
- Professional Stage Management (FdA – 2 years)
- Costume for Theatre, Television and Film (FdA – 2 years/3 year+ BA Hons top up)
- Theatre Production Management (MA – 1 year)
- Professional Theatre Design (MA – 4 terms)
- Scenic Art (MA – 1 year)
- Drama Directing (MA – 4 terms)
- Film Production (MA – 1 year)

An important distinguishing feature of BOVTS is that we deliberately keep our numbers very small to ensure that students get individual attention. We normally take 14 students on each of the acting courses, a total of 24 across both stage management courses and smaller groups of students on the remaining seven courses. Our total student numbers across all courses and all years is around 160. The School is a friendly and supportive environment in which to learn.

The School regularly performs in Bristol Theatres (including the Bristol Old Vic, the Tobacco Factory, Circomedia and Redgrave Theatre) to some 18,000 people and to a further 10,000 young people a year in local schools. Together with touring productions to theatres and arts centres throughout the South West region, this amounts to over 150 performances annually.

Bristol Old Vic Theatre School is one of the eight affiliates of the Conservatoire for Dance and Drama (the other drama schools in the CDD being LAMDA and RADA). All full-time higher education courses are validated by the University of the West of England.

Well-known alumni include Helen Baxendale, Samantha Bond, Richard Coyle, Daniel Day-Lewis, Jeremy Irons, Naomie Harris, Pete Postlethwaite, Amanda Redman, Greta Scacchi, Laura Carmichael, Brian Blessed, Patrick Stewart, Mark Strong, Olivia Colman, Faye Marsay, Tom Weston-Jones, Theo James, Phil Dunster, Pearl Mackie, Ryan McKen and Erin Doherty.

Graduates from the Acting courses can be seen working in Theatres, Film, Television, radio and recording studios worldwide. Recent employers include: BBC, Cheek by Jowl Theatre Company, Royal National Theatre and Royal Shakespeare Company. The RSC's Artistic Director, Gregory Doran, and Deputy Artistic Director, Erica Whyman, both trained at BOVTS.

Graduates from the Production, Technical and Management courses enjoy an even greater diversity of employment. Some of the many current and recent employers include Aardman Animations, Ambassador Theatre Group, BBC, Birmingham Royal Ballet, Bristol Old Vic, Edinburgh and Dundee Rep, Hall for Cornwall, Kneehigh, Liverpool Everyman Playhouse, Manchester Royal Exchange, the Globe, Royal National Theatre, Really Useful Group, Royal Lyceum, The Roundhouse, Royal Opera House, RSC, Welsh National Opera and many independent film, TV and production company and on feature films.

Teaching takes place at three sites – the main site is at 1-3 Downside Road, facing the Downs in Clifton. Construction and scenic art takes place at our substantial workshops at Sheene Road. Film, TV and Radio work is based in the former BBC Christchurch Studios in Clifton.

This handbook has plans of the premises, staff lists, various policies and details of where to go for help if you need it. You will also get a handbook for your particular course with details of the curriculum.

Staff Lists

Senior Management

Principal	Paul Rummer
Artistic Director	Jenny Stephens
Finance Director	Simon Payne

Acting Courses Core Teaching Staff

Head of Acting & Acting Courses	Paul Clarkson
Senior Acting Tutor for MA Professional Acting Course	Geoffrey Brumlik
Head of Voice	Carol Fairlamb
Head of Music and Singing	Pamela Rudge
Head of Movement & Stage Combat	Jonathan Howell
Lead Acting Tutor	Mabel Aitken

Stage Management and Technical Courses Core Teaching Staff

Head of Stage Management Courses & Theatre Production	Jon Sherwood
Stage Management Tutor	Ruth Sidery
Stage Management Tutor	Alix Sherman
Scenic Crafts Tutor	Meriel Pym
Head of Film & Television Production	Richard Maxwell
Head of Scenic Construction	Sam Raine
Lighting Tutor	Paul Dennant
Sound Tutor	Frank Bradley
Studio Assistant, Christchurch Studios	Andy Jenks

Costume

Head of Costume	Jill Blundell
Costume Making Tutor	Ali Poynter

Design

Head of Design	Angela Davies
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Scenic Art

Head of Scenic Art	Cathy Stewart
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Administration

HE Administration & Student Support Manager

Executive Assistant

Registrar

Admissions & Short Courses Administrator

Admissions Administrator

Finance Controller

Receptionist (am)

Receptionist (pm)

Julia Heeley

Frances Macadam

Maria Foster

Marchia Abokie

Rosemary Thomas

Huw Magill

Cindy Hill

Annie Beavis

Marketing and Development

Marketing Manager

Development and Communications Manager

Box Office & Sales Manager

Anna Travers

Mandi Boyd-McLaughlin

Andrew Stocker

Staff E-mail Addresses

Name	Job Title	Email
Ali Poynter	Costume Making Tutor	ali.poynter@oldvic.ac.uk
Alix Sherman	Stage Management Tutor	alix.sherman@oldvic.ac.uk
Amanda Boyd-McLaughlin	Development & Communications Manager	amanda.boyd@oldvic.ac.uk
Andrew Stocker	Box Office & Sales Manager	andrew.stocker@oldvic.ac.uk
Andy Jenks	Christchurch Studio Assistant	andy.jenks@oldvic.ac.uk
Angela Davies	Head of Design	angela.davies@oldvic.ac.uk
Anna Travers	Marketing Manager	anna.travers@oldvic.ac.uk
Annie Beavis	Receptionist	annie.beavis@oldvic.ac.uk
Carol Fairlamb	Head of Voice	carol.fairlamb@oldvic.ac.uk
Cathy Stewart	Head of Scenic Art	cathy.stewart@oldvic.ac.uk
Cindy Hill	Receptionist	cindy.hill@oldvic.ac.uk
Frances Macadam	Executive Assistant	frances.macadam@oldvic.ac.uk
Frank Bradley	Sound Tutor	frank.bradley@oldvic.ac.uk
Jill Blundell	Head of Costume	Jill.blundell@oldvic.ac.uk
Huw Magill	Finance Controller	huw.magill@oldvic.ac.uk
Jenny Stephens	Artistic Director	jenny.stephens@oldvic.ac.uk
Joe Watt	Estates Manager	joe.watt@oldvic.ac.uk
Jonathan Howell	Head of Movement and Dance	jonathan.howell@hotmail.com
Jon Sherwood	Head of Stage Management Courses and Theatre Production	jon.sherwood@oldvic.ac.uk
Julia Heeley	Higher Education Administration and Student Support Manager	julia.heeley@oldvic.ac.uk
Geoffrey Brumlik	Senior Acting Tutor (MA Professional Acting course)	geoffrey.brumlik@oldvic.ac.uk
Mabel Aitken	Lead Acting Tutor	mabel.aitken@oldvic.ac.uk
Marchia Abokie	Admissions & Short Course Administrator	marchia.abokie@oldvic.ac.uk
Maria Foster	Registrar	maria.foster@oldvic.ac.uk
Meriel Pym	Scenic Crafts Tutor	meriel.pym@oldvic.ac.uk
Pam Rudge	Head of Music & Singing	pamela.rudge@oldvic.ac.uk
Paul Clarkson	Head of Acting Courses	paul.clarkson@oldvic.ac.uk

Paul Dennant	Lighting Tutor	paul.dennant@oldvic.ac.uk
Paul Rummer	Principal	paul.rummer@oldvic.ac.uk
Reception	Cindy Hill (am) Annie Beavis (pm)	stage.door@oldvic.ac.uk
Richard Maxwell	Head of Film & TV Production	richard.maxwell@oldvic.ac.uk
Rosemary Thomas	Admissions Administrator	rosemary.thomas@oldvic.ac.uk
Ruth Sidery	Stage Management Tutor	ruth.sidery@oldvic.ac.uk
Sam Raine	Head of Scenic Construction	sam.raine@oldvic.ac.uk
Simon Payne	Finance Director	simon.payne@oldvic.ac.uk

Visiting Tutors and Directors

Acting

Specialist Acting Techniques: Jacquie Crago, John Hartoch, Mabel Aitken and Andrew Hilton

Working with Writers: Marilyn Imrie and James Peries

Casting Workshops: Hannah Miller, Daniel Edwards, Robert Knights

Improvisation, Clown and Mask: Toby Hulse, Sorcha Cummings and Les Bubb

TV, Radio and Voice Over: Rupert Miles, Tim Newton, Jack Price, Leyla Pope, Martin Sharp, Vince Pellegrino, David Timson, Sunny Ormonde, Peter Wild, Jay Grace, Kate Chapman, Philippa Starns and Susan Osman.

Text Study: Zoe Waterman, Nancy Medina, Emma Callander, Donnacadh O'Briain, Gemma Fairlie, Andrew Normington, John Hartoch and Bill Alexander

Costume

Costume Construction: Karen Dyer

History of Costume: tbc

Machine Embroidery: Kate Whitehead

Hair & Make-up: Sue Bide/Jill Conway

Men's Tailoring: Terry Milton

Millinery: Megan Bearup

Tutu Making: tbc

Foundation Wear/Body Padding: Ellen Duncan-Jones

Costume Hire: Jennie Falconer

Costume for TV: Jane Tooze

Pattern Drafting & Corsetry: tbc

Dance & Movement

Alexander Technique: Oliver Lee

Actors Movement: Michelle Gaskell

Dance: Clare Fox

Pilates: Sue Gilbert

Design

Design Tutors: Ti Green

Model-making: Max Dorey and David Neat

Technical Drawing masterclass: Conor Murphy

CAD training: Simon Oliver

Photography Workshop/Photoshop: Martin Edwards

Visiting Project Directors: Martin Constantine and Richard Beecham

Theatre History Lectures: Pam Tait

Visiting Professionals: , Lisa Gregan, Nik Partridge, Ali Robertson, Kerry Avery (Tobacco Factory Theatres), Mark Price (agent), Sarah Belnkinsop (designer), John East (director), Jaqueline Abrhams (film design), Mike Tweddle (TFT), Janet Bird (designer), Jemma Edwards (BOV), Colin Maxwell (RoH), Conor Murphy (designer), Robert Lines-Hopkins (designer), Michael Feriman (director), Rosie Vize (designer)

BOVTS Production Designers: Ti Green, Sue Pearce, Sue Pearce and Mick Bearwish

Film & Television

Acting to Camera: Rupert Miles, Vince Pellegrino, Stuart Napier, Catherine Linstrum and Leyla Pope

Camera and TV Lighting Techniques: Mike Fox BSC, Louie Blystad-Collins and Simon Cox

Directors: Shafeeq Vellani, Liz Banks, Tim Newton, Rupert Miles, Ben Morris, Deborah Paige, Leyla Pope and Lorna Laidlaw

Assistant Directing for Film & TV: Tiggi Trethowan, Dan Winch and Mindel Bowen

Location Manager: Fiona Francombe, Andrew Holt

Production Management: Bruce Abrahams

TV Editing: Dilesh Korya and Jack Paulson

Lighting

Moving Lights/Lighting Desk Work: Chris Horseman

History of Theatre Lighting: Jim Laws

Sound

Visiting Sound Tutor: Chris Horseman

Music and Singing

Musical Directors: John Telfer

Singing Workshops: Maureen Scott and Ben Goddard

Singing Tutors: Mark Meadows, Derek Stuart Clark and Andy Sullivan

Pianists: Andrew Allpass and Derek Stuart Clark

Radio

BBC Radio Workshops: Marilyn Imrie, Peter Wild, Julie Beckett and Chris Scott

Directors: Sunny Ormonde, Janet Whitaker, Kate Chapman, James Peries and Sue Wilson

Radio Techniques: Marilyn Imrie, Sunny Ormonde, David Timson and Susan Osman

Radio voice-overs: Aardman Animation, Philippa Starns

Radio Writers: Jane James and Sue Wilson

Scenic Art

Life drawing: Sara Easby

Old Master Painting: Francesca Maxwell, Hilary Vernon Smith

Wood-graining and Marbling: Anna Stamper and Hilary Vernon Smith

Scenic Animation project: Francesca Maxwell, Rosa Dodd and Simon Farrell

Perspective Drawing: Luca Crestani and Rod Holt

Theatre Directors

Bill Alexander, Peter Leslie Wild, Gemma Fairlie, Donnacadh O’Briain, Nicholas Bone, Heidi Vaughan, Ed Viney, Sally Cookson, Simon Dormandy and David Mercatali amongst others

Stage Management

Interactive Video, Opera and Dance: Lisa Hall

Technical Drawing: Sue Condie

Voice and Speech

Voice and dialect specialist: Gary Owston

Voice and dialect specialist: Louisa Farrant

Voice coach and speech and language therapist: Christina Shewell

Speech and Language therapist: Amanda Carr

Voice and text specialist: Kate Firth

Visiting Tutors are subject to change.

Term Dates - 2017/18 Academic Year

Autumn Term 2017

UK/EU Acting Courses (11 weeks)	Monday 2 October to Friday 15 December
Technical Courses (12 weeks)	Monday 25 September to Friday 15 December
International Acting (12 weeks)	Monday 25 September to Friday 15 December

Spring Term 2018

Acting and Technical Courses (11 weeks)	Monday 8 January to Friday 23 March
International Acting (11 weeks)	Monday 8 January to Friday 23 March
Easter Sunday	1 April 2018
Scenic Art 3 week placement during the Easter break	

Summer Term 2018

Acting and Technical Courses (11 weeks)	Monday 23 April to Friday 6 July
MA Scenic Art (12 weeks)	Monday 23 April to Friday 13 July
MA Professional Acting (17 weeks)	Monday 16 April to Friday 17 August
<i>(MA Acting: 18 weeks in total but because there will be a 'reading week' during the summer term the teaching term will be 17 weeks)</i>	

Staff/Student Liaison

At the beginning of the academic year each year group on all courses elects two representatives - preferably one male and one female. At least one formal, minuted meeting of the Staff/Student Liaison Committee takes place each term, chaired by a senior member of staff. The minutes and matters arising from these meetings are considered by the School's Academic Board and Senior Management Team. Meetings with the Principal and other staff members as nominated by the Principal can take place at any time of the year upon request. Usually if any issues arise, they are dealt with before they *become* problems - certainly before they have time to fester.

These meetings can lead to some excellent suggestions from students and, when these are for the general good and where feasible, they are put into practice. Responses to matters arising from the Staff/Student Liaison Committees are considered at the next meeting and feedback is given on any action/s taken.

The School's governing body, the Council of Management, also arrange a termly meeting with student representatives. A report from this meeting is considered by Council Members and the Senior Management Team.

The Students' Union is very active, offering support and guidance and organising numerous social events throughout the year. Its continued success depends on its members, and your involvement is highly recommended. You can contact the student union by email on student.union@oldvic.ac.uk.

General Information

Any admissions and student finance enquiries should be made to the Admissions Office, located on the ground floor of No. 3 Downside Road.

Other enquiries should be directed to the Higher Education Administration and Student Support Manager based on the first floor, No 3 Downside Road. Except in an emergency, visits should be made during class break-times.

Students should ask the Executive Assistant for an appointment if they wish to consult the Principal.

Absence

Permission for absence in exceptional circumstances may be sought in advance (minimum of 48 hours except in an emergency) from your Head of Course.

Note: Permission must also be obtained in advance from all those staff members affected.

If you are unable to attend School due to illness, or an emergency, you must inform Reception on 0117 973 3535 by 8.30am, giving, where possible, reasons for your absence. If you are attending a doctor's appointment you will need to provide the School's reception with the name of the doctor, practice address and time of the appointment.

For Stage Management students, if you are going to be late or absent, you will need to telephone the tutor concerned, your Head of Year, or Jon Sherwood. Texting, emailing or telling a friend is not acceptable and, if you do this, you will be marked as absent. Two unauthorised absences will result in a written warning on your file [see technical courses regulation no. 13, p17].

For absences in excess of seven calendar days a medical certificate signed by a GP is also required.

Parking

The front driveways are for staff and visitors only. Metered parking is available in the immediate vicinity of the school and currently free parking a little further afield on Lady's Mile.

Telephone

Please advise anyone from whom you may be expecting telephone calls that the official School numbers may not be used except in an emergency.

Lockers

Locker keys are supplied in return for a deposit of £10, refundable at the end of your course. Replacement keys will be charged for.

Tickets for School Productions

Theatre tickets for School shows: check with Andrew Stocker at the School's Box Office for information concerning your entitlement as this can vary from show to show.

Complimentary tickets are generally not available for Friday or Saturday evenings. You are entitled to one complimentary ticket which will be booked for you by the Head of your Course on a designated date.

All students are expected to undertake ushering and front of house duties for School productions at the theatres the School uses, thereby also seeing the show.

Plays Library

A small but wide-ranging library of plays and scripts is available for you to consult and borrow.

LOCATION: Ground Floor, 3 Downside Road.

TIMES: Most lunchtimes: 12.45 - 1.45.

BORROWING: Each student may borrow no more than two books at a time. They may be borrowed for no longer than two weeks when they should be returned promptly.

PROCEDURE: Please sign them out in the appropriate lending book, indicating your name, the titles of the plays and when you borrowed them.

By following these simple guidelines, and using the library with honesty and consideration, you will ensure the smooth and fair running of this very valuable facility.

Bristol Central Library

The Bristol Central Library, situated on College Green next to Bristol Cathedral, has an extensive and comprehensive collection of plays and drama material which may be borrowed.

Telephone: 0117 903 7200

Website: <http://www.bristol.gov.uk/page/about-central-library>

Email: bristol.library.services@bristol.gov.uk

Opening Hours:

MON, TUES, THURS	9.30 am -7.30pm
WEDS	10.00 am - 5.00pm
FRI, SAT	9.30 am - 5.00pm
SUN	1.00 - 5.00pm

Other specialist books, texts, etc., are available through your own course tutor.

Books and other learning resources may be available through one of the UWE libraries or the University of Bristol's Theatre Collection. Consult your Head of Course for specific information.

Responsible Use of Social Media and the Internet

Wi-Fi is available for students on the **Students** network and can be accessed by using the password **WelcometoBOVTS**

The Theatre School's rules for students (rule 9) require all students to adhere to the School's Information Security and Social Media Policies.

It is important that students are aware of the potential dangers associated with misuse of social media both for the School's and their own personal reputations. Training for your future professional career carries with it responsibilities whilst you are training; inappropriate comments, compromising images etc on social media can leave you highly vulnerable to an invasion of your privacy and potential future negative exposure; think of the 'before they were famous' exposure that haunts some people in the public eye. Your training at the Theatre School includes an expectation of responsible professional conduct at all times - this extends to your interaction with social media.

Health and Safety

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our students and employees and to provide such information, training and supervision as they need for this purpose.

We also accept our responsibility for the health and safety of other people who may be affected by our activities.

To ensure that the Policy and the way in which it is operated is kept up-to-date, it is regularly reviewed.

Although Health and Safety is the responsibility of all members of the organisation, departmental heads take responsibility for their own areas co-ordinated by the Safety Officer for each School site; Jon Sherwood for Downside Road, Richard Maxwell/Andy Jenks for Christchurch Studios, and Sam Raine for Sheene Road workshops.

Our consultant Safety Officer, Pete Goodwin, also acts as liaison on all Health and Safety matters within the School and chairs the Health and Safety Committee and you will be given an Introduction to Health and Safety and provided with an information reference booklet at the start of the course

In case of accident, a member of staff must be notified immediately. Accidents must then be recorded in the appropriate book which is located in the Staff Room.

You can find the School's Health & safety Policy (and all other policies) on the school website at <http://www.oldvic.ac.uk/courses/policies.html>

Health and Safety Committee

Coordinated by Pete Goodwin (Consultant Safety Officer) with representatives from individual departments.

First Aid

First Aid Boxes are located at key points throughout the buildings. At Downside Road:

- School Admissions and Finance Office (no.3)
- Design Studio (no. 3)
- Staff Room (no. 2)
- Scenic Crafts Workshop (no. 2)
- Props Room (no. 2)
- Production Management Office (no. 2)
- Tech Staff Office (no. 2)

as well as the offices at Christchurch Studios and the Sheene Road scenic workshops.

Most final year Stage Management Students are qualified First-Aiders.

Student Health

Students must register with a doctor and dentist as soon as they start their course.

If you have a Clifton address, you are recommended to register with either:

The Whiteladies Health Centre

Whatley Road
Clifton
Bristol BS8 2PU
Tel: 0117 973 1201

Pembroke Road Surgery

111 Pembroke Road
Clifton,
Bristol BS8 3EU
Tel. 0117 973 3790

You can find the nearest GP and Dentist to your Bristol address by visiting the NHS Choices website at www.nhs.uk.

You will need to provide Julia Heeley, the Higher Education Administration & Student Support Manager, with details of your new GP within two weeks of starting your course.

Student Support

Student Support Tutors

All students have tutorials with their Head of Course, Head of Year or allocated Student Support Tutor in which non-teaching issues can be discussed.

A confidential tutorial can be requested of any member of the full time teaching staff on your course.

Support for Students

As part of the Conservatoire for Dance and Drama (CDD), the School is committed to selecting, training and supporting students, regardless of ethnicity, gender, disability, age, sexual orientation or religion.

Applicants to CDD schools are chosen solely on the basis of their talent and potential to develop the skills required for their chosen profession. The School does, however, judge applicants on their suitability for a course and their potential to successfully complete the training, as the work is rigorous and requires high levels of energy and commitment.

Student Support on the programmes at the School covers a variety of areas such as support for disabled students, academic support, student finance and health and welfare.

Julia Heeley, Student Support Manager, is able to answer queries about support available for disabled applicants/students. Her email address is julia.heeley@oldvic.ac.uk and she can also be reached by telephone on 0117 980 9247.

Our Student Support team provides help in the following areas:

The School welcomes all students regardless of disability and it is our aim to provide appropriate support so that all students are able to achieve their full potential.

Disabled students and students with support requirements are encouraged to disclose these as early as possible so that the School can endeavour to meet them during training.

Students with a disability will be provided with advice and support from the Student Support Manager. If you have a disability or specific learning difficulty we recommend you contact her either prior to starting your course or during your first few weeks at the School to discuss any support requirements you may have.

This may include support resulting from disabilities such as sensory impairment, learning difficulties such as dyslexia or dyspraxia or mental health difficulties.

We recognise that everyone is an individual and we will work with students to identify potential barriers to training and do what we can to remove those barriers. We will also make any necessary reasonable adjustments, to ensure that disabled students can train at the School.

QuickScan screening for SpLDs and to identify Learning Styles

At the School we put a great deal of emphasis on supporting students during their time with us.

We are aware that nationally there is a very high proportion of students with Specific Learning Difficulties (SpLDs) e.g. dyslexia or dyspraxia, in institutions which specialise in art, design or the performing arts.

During your first week, the School encourages all students to take a short questionnaire known as QuickScan which has proved to be a useful piece of screening software for students and staff across the CDD Schools. It takes the form of an on-line, easy to navigate, questionnaire which will help to identify your learning style and specific areas of learning strengths and weaknesses. It is used in conjunction with other indicators, including student disclosure (as part of the interview and registration process), tutor feedback on practical and written work, and students expressing their concerns and any support requirements which may become apparent during their studies.

Disabled Student Allowance (DSA)

UK students with disabilities (including Specific Learning Difficulties and long-term Mental Health conditions) can apply for the Disabled Students Allowance (DSA). You can find more information online at <https://www.gov.uk/disabled-students-allowances-dsas/overview>.

DSA usually provides support for students with the specialist equipment and tools necessary to support you with your studies, including software, hardware and study skills support. Unlike a student loan, DSA does not have to be repaid. However, it is rarely awarded in the form of financial support.

Applications are made through, Student Finance England (SFE), Student Finance Wales (SFW), or Student Awards Agency for Scotland (SAAS).

In order to apply for DSA, Student Finance will require evidence of any impairment or disability. This may take the form of a doctor's or specialist's letter or, more often, a report from an Educational Psychologist (Diagnostic Assessment Report).

If you require a Diagnostic Assessment from an Educational Psychologist, the Student Support Manager can arrange this for you and can guide you through the process.

Support and guidance on your training

Various staff members at the School can help in different ways if you need support with any aspect of the course you are studying on. If you need help with the content of classes or assessment work, you can ask the relevant Head of Course, Course Tutors or your Student Support Tutor for an appointment or you can ask the Student Support Manager to arrange a tutorial with the relevant member of staff on your behalf. If you make an appointment, you can prepare for the meeting and discuss your concerns away from class. Heads of courses, modules leaders and individual tutors can all help you with understanding aspects of your training and can offer overall guidance or advice about your programme of study.

Study skills (including reading, note-taking and presentation skills)

Study skills support is usually arranged for students who have been awarded support through Disabled Student Allowance (DSA). However, the Student Support Manager will be happy to arrange one to one study skills support for you if deemed appropriate.

Mental Health and Wellbeing

The School recognises the challenges faced by students entering higher education and that training in a conservatoire institution can place great demands on a student both physically and emotionally. The CDD has published a leaflet aimed to help students identify signs of mental distress and where to go for support: http://www.cdd.ac.uk/wp-content/uploads/2015/09/AW_Leaflet_A5_student_3.pdf.

Counselling

The School has a student therapy and counselling service, which is organised and staffed by accredited, registered psychotherapists and counsellors and is there to help with any more deep-seated personal problems on which Student Support tutors are not qualified to advise. If students wish to have an initial assessment with a therapist or counsellor, they should contact the School's Student Support Manager. A strict professional code of confidentiality is always maintained.

Student Welfare and Support

The School actively encourages students to develop a pro-active and positive approach to their own 'wellness'. It is preparing professionals to enter physically and mentally challenging professions and helps enable students to sustain a physically and mentally healthy lifestyle.

Our HE Administration & Student Support Manager, Julia Heeley, coordinates all aspects of student support, (including applications for Disabled Students' Allowance), and is happy to discuss any specific support requirements you have. Her telephone number is 0117 980 9247. Her office is located on the first floor of No. 3 Downside Road.

In addition to the Student Support Manager, all students have tutorials with their Head of Course, Head of Year or allocated Student Support Tutor in which non-teaching issues can be discussed. A confidential tutorial can be requested of any member of the full-time teaching staff on your course.

Please also see the School's Guide to Student Support which is available from Julia Heeley or to download from the School's website:

<http://www.oldvic.ac.uk/uploads/documents/Guide%20to%20Student%20Support%202017-18.pdf>.

In addition to the above, all BOVTS students have access to **UWE's Student Wellbeing Service**, details of which can be found at:

www.uwe.ac.uk/wellbeing

To access the Wellbeing Service, please complete the online registration form in the first instance. Go to the website and select "Wellbeing Service Registration". If you have difficulties accessing the online form, please contact UWE using the details overleaf.

UWE Wellbeing Service

3F Reception
UWE, Frenchay Campus
Coldharbour Lane
Bristol, BS16 1QY

Tel: +44 (0)117 32 86268

E-mail: wellbeing@uwe.ac.uk

Urgent support

A wellbeing practitioner is on duty during office hours Monday to Friday for urgent issues and they will arrange for a practitioner to speak to you on that day.

Out of School contacts

If you are experiencing difficulties out of hours and wish to speak to someone, you may wish to contact some of the following organisations. The list is by no means exhaustive:

- **Your local GP** or out of hours GP on 111
- **NHS Advice** on 111 or www.nhs.uk.
- **Bristol Samaritans** 0117 983 1000 or on the national number 08457 90 90 90. www.samaritans.org. You can also contact the Samaritans by email at jo@samaritans.org
- **Bristol MindLine** 0808 808 0330 or www.bristolmind.org.uk
- **Saneline:** 0845 767 8000 or www.sane.org.uk
- **Cruse Bereavement Counselling** 0117 926 4045
- **Off the Record** 0808 808 9120 or email: confidential@otrbristol.org.uk
- **Terence Higgins Trust** 0117 955 1000 or 0808 802 1221 walk in clinic
- **Help Counselling (9-25yrs)** 0117 950 2511 www.help-counselling.org.uk
- **Get Connected (under 25s)** 0808 808 4994 (free confidential help) www.getconnected.org.uk
- **Brook Advisory Service** <https://www.brook.org.uk/find-a-service/regions/bristol> - provides free and confidential sexual health advice and contraception to young people
- **NHS website** <http://www.nhs.uk/conditions/stress-anxiety-depression/pages/improve-mental-wellbeing.aspx>
- **SARSAS (Somerset and Avon Rape and Sexual Abuse Support)** <http://www.sarsas.org.uk/> run a specialist support line for anyone who has experienced any form of sexual violence
- **Mind Trans + helpline** 0300 330 5468

Alcohol and Drugs

Alcohol is a feature in many cultures and lifestyles today and most people enjoy alcohol in moderation. However, there are instances where, if too much is consumed, it can be harmful to you and lead to health problems. That's why it's important to understand the effects of alcohol on your body and consider your relationship with it.

There's no guaranteed safe level of drinking, but if you drink below recommended daily limits, the risks of harming your health are low.

Drinking guidelines

Alcohol is measured in units. A unit of alcohol is equivalent to 10ml of pure alcohol, which is roughly half a pint of normal strength lager, a small glass of wine or a single measure (25ml) of spirits. There is more information about alcohol units on the NHS website and a drinks meter is available to help to think about alcohol use and compare consumption to others.

Guidelines for sensible drinking for men are no more than 3-4 units per day, and for women, no more than 2-3 units per day. It is also recommended that 2 days a week are alcohol-free, so that the body has a chance to rest.

Calculating your alcohol intake

Calculating the number of alcohol units that a drink contains is not as simple as you might think as it can vary a lot between types of drinks and different brands. The BBC Newsbeat's Booze calculator can help calculate your alcohol intake.

Looking after yourself

If you are going out for the night and you know that you'll be drinking alcohol, it's important to remember to keep yourself safe. Read our helpful tips on how to have a safe night out at <http://www1.uwe.ac.uk/students/healthandwellbeing/stayinghealthy/haveagreatnightout.aspx>.

Drugs

Drugs are substances that have an effect on the body and brain and there are many legal and illegal drugs that all have varying effects on your body.

More information is available about the most common drugs and their effects on the NHS website. You may also find support services such as Talk to Frank and DrugScope helpful in answering any questions or concerns you may have about drugs.

Getting advice

If you have any concerns about alcohol or drugs or would like to talk things through further the School can offer support and help.

Safeguard and Prevent Duty

New Government legislation has placed a statutory duty on Higher Education Institutions to have “due regard to the need to prevent people from being drawn into terrorism”. The legislation, known as Prevent Duty, applies to all kinds of extremism, for example the Far Right, Islamist or anarchist groups.

The objective of the Prevent Duty is to safeguard individuals from being radicalised and drawn into terrorism. Find out more about Prevent Duty on the Gov.uk website.

Raise a concern

If you have any concerns that a member of the School community may be vulnerable to radicalisation, you should raise a concern through:

Email: safeguarding@oldvic.ac.uk

Telephone: Julia Heeley, Higher Education & Student Support Manager 0117 980 9247.

If there is an immediate risk of harm, call **999**.

General safeguarding concerns

If you have other concerns about a student who may be at risk of other forms of harm or abuse, please email Julia Heeley on safeguarding@oldvic.ac.uk or call her on 0117 980 9247.

Report abusive behaviour

At the School we are committed to embracing equality and diversity and take such incidents seriously. Please contact Julia Heeley for details of support and how to report incidents.

View the School’s safeguarding policy for more information. This can be found on the School website at <http://www.oldvic.ac.uk/courses/policies.html>.

Code of Conduct – School Regulations

You can expect to be treated fairly and reasonably by staff and fellow students, in a safe and courteous working environment.

The School expects you to act in a civil and responsible way towards others.

It also expects your cooperation in maintaining its policies and procedures.

The following School Regulations outline the key points to note.

1. All students are obliged to comply with these regulations.
2. School working hours are Monday to Friday 8.45am-6.30pm.
 - i. Students may be required to work evenings and weekends.
 - ii. The School premises are open from 8.00am to 7.00pm on working days.
 - iii. Please do not assume that because the building is open, all facilities are available to you. Please check with the head of the relevant department.
3. Students must attend all classes and show-calls punctually as scheduled and take part in exercises and performances as directed. Repeated poor punctuality or repeated absence is a disciplinary offence that may lead to the termination of a student's training.
4. Absence owing to illness or other unavoidable cause must be notified to the Reception, No. 2 by telephone, or message, at the earliest opportunity (always by 8.30am). On your return to school you should complete a self certification form. Copies can be obtained from the HE Administration and Student Support Office. **For Absences in excess of seven calendar days a medical certificate signed by a GP is also required.**
5. Studios must be left tidy at the end of each session and ready for use by the next group.
6. **All School premises are no smoking or vaping areas including the car parks**
7. Food and drink must not be taken into the studios, except bottled water. Please also ensure that mobile phones are switched off before commencing a class, a meeting or a rehearsal. Headphones should be removed before entering any studio or rehearsal room.
8. Personal possessions left in the studios at the end of a session will be removed. Valuables will be taken to Reception and anything else to the student Common Room.
9. The School's computers are strictly for course work or related study. If any problems are experienced in the operation of the computer system, please inform Reception. Backing up your work is entirely your responsibility. The School may, without notice, clear hard drives and carry out maintenance on computer equipment. The School's Information Security and Social Media Policies must be strictly adhered to, the full texts of which are available from the HE Administration & Student Support Manager.

10. The fabric of the building and the equipment it contains are the responsibility of staff and students alike. Any scripts, costumes, wigs, props, weapons and technical equipment, etc., issued to a student for use in classes, exercises or performances within the building or elsewhere are his or her personal responsibility. In all cases, loss or damage will be charged for at replacement value.
11. Call and notice boards must be checked regularly. It is a student's own responsibility to be in the right place at the right time.
 - i. Off-site calls (at theatres, BBC, or elsewhere) must be attended punctually.
12. Students may not undertake any extra-mural, professional or amateur engagement, commitment or other employment during term-time without the written consent of the Principal, or your own Head of Course. Consent will normally be denied except in extraordinary circumstances. Please also inform us of any other performances you intend to undertake during holiday periods.
13. Students must not sign any agreement or come to any binding understanding with any artists' agent, producer, manager, promoter etc., and prior to the completion of their training without the written consent of the Artistic Director. (This is for your protection). Students who already have representation must make it clear to their agents that they will be unavailable for work during term time.
14. No media interviews may be given without the express permission of the Principal.
15. Orderly behaviour is expected both on and off the premises. Good relations with the community as a whole are essential to the current running and future development of the School. The Principal will investigate any complaints he receives of behaviour that undermines these relations.
16. Students are entirely responsible for themselves and their possessions.
 - i. The School cannot be held responsible for property of any kind belonging to students, lost on or off the premises. These items are not covered by our insurance.
17. If you use your own vehicle on School business it must be insured appropriately and cleared for use by the School. If in any doubt, please consult Jon Sherwood, Head of Theatre Production.
18. All administrative and staff areas are to be considered private and no entry is expected without the courtesy of knocking. If an office is empty and the door is locked, please leave a message on the phone extension or with reception.
19. Any infringement of these regulations and conditions or any improper or discreditable conduct shall make a student liable to suspension or dismissal from the School.

Acting Courses - Supplementary Regulations

Lateness

Registration takes place each working day between 8.00am and 8.40am. Each acting student MUST sign in before limbers. Limbers will take place each working day promptly at 8.45am.

ACTING STUDENTS ARRIVING AFTER 8.40AM WILL BE SENT HOME FOR THE DAY.

Exceptions to this rule, owing to necessary differences in routine, will be dealt with as they arise.

Hair policy

All acting students may be required to cut, colour or style their hair as requested by the director or designer as part of second year touring productions and final year theatre productions in alignment with the production's creative vision and current industry practice. Once determined by the director and designer, all styling decisions are final until the production's conclusion. Please do not change, modify, or otherwise adjust any final styling decision without prior consent from your director or designer. Please be assured that all creative decisions on hair will take into full consideration the impact on upcoming auditions and casting.

All acting students in their second or final years will refrain from severe re-styling of their hair without prior consultation and consent from the Head of Acting Courses or the Head of Costume.

Time keeping and Etiquette

In line with the expectations of the business, actors are expected to be early for all calls and classes. It is not acceptable to simply enter the room at the time designated for the start of that class or rehearsal. You should get into the habit of being at least 5 minutes early for all calls and classes. Etiquette and behaviour within that class or rehearsal must then be of the highest order and all staff are reminded to immediately report unprofessional, disrespectful or disruptive behaviour to the Head of Course who will then take the appropriate action.

Mobile devices and tablets

All mobile devices and tablets should be turned off before entering any class or rehearsal room. It is understood that some students prefer to record notes on a device and this is acceptable as long as this is made clear to the teacher or director and that their consent is given. In rehearsal it may be acceptable to perform research or other relevant procedures on a mobile device or tablet but the observance of sound etiquette and professional manners are paramount. Students should NEVER check their phone for messages or missed calls during any rehearsal or class.

Virtual Learning Environment (VLE)

An Acting Students Dropbox account has been created where various videos and sound clips have been posted by Academic staff for your perusal and general use. You are welcome to

investigate the VLE but you will be directed to specific relevant content by departmental staff.

Website: www.dropbox.com

Login: acting.students@oldvic.ac.uk

Password: westonlink3

Technical Courses - Supplementary Regulations

1. Damage or loss of any item of School equipment must be reported as soon as possible to your Head of Course. Damage to technical equipment must be reported in writing and copies given to your Head of Course and appropriate Technical tutor. No equipment may be removed or borrowed from the School without consent.
2. Tools, paintbrushes etc., must be cleaned and stored in their proper places at the end of each session using such items. Spilt paint and glue etc. must be cleared up immediately. Tipping of old paint and glue down lavatories or washbasins is forbidden. A place is provided for such deposits - please ask your Head of Department for details.
3. The use of fibreglass materials, clay, plaster, liquid latex, etc., is restricted to the props workshops only. Flammable materials must be kept in the special cabinets provided in the prop room store when they are not in actual use.
4. Eye shields, dust masks, ear defenders, gloves and other PPE must be worn when working with materials likely to affect your health and safety. These can be found in scenic crafts workshops.
5. Power tools may only be used when an instructor is present, unless the student has passed the safe handling test, and permission has been granted to use the equipment.
6. All facilities are strictly bookable between 9am and 6pm Mondays to Fridays. Use of School facilities at weekends in exceptional cases will only be allowed if agreed by your Head of Course and booked in advance with Julia Heeley, HE Administration & Student Support Manager.
7. The technical department facilities may also be available for private use providing bookings are made. The user is expected to leave the studio tidy, and to replace or pay for any repairs arising out of such use. Please ensure that sound levels are no louder than necessary for working.
8. Radios and personal stereos are not permitted in the studios or to be played in class or working sessions. Please also ensure that mobile phones are switched off before commencing a class, a meeting or a rehearsal.
9. Any theatre or similar work that is likely to clash with your training must be cleared by your Head of Course, and appropriate staff must be kept informed. Please keep the School notified of any such outside commitments.
10. Telephones are for official School business only. Please keep all calls to the shortest possible time. Students are required to ask permission to use the telephone for

business calls. No private calls will be permitted on office phones, incoming or outgoing, except in an emergency.

11. Technical students on production work who use their mobile phone or own vehicle (appropriately insured) on School business will not have any costs met unless expressly authorised by prior arrangement with the Production Department.
12. Please respect the privacy of other students' lockers, toolboxes and portfolios etc. Borrowing without permission causes unnecessary bad feeling and inconvenience.
13. **Punctuality and unauthorised absence:** If for unavoidable reasons you will be late or need to inform the Theatre School that you will be absent, you must communicate this directly in person by phone to your department tutor or Head of Year. Email, text or sending a message by a third party will not be accepted.
14. Professional etiquette and discipline requires that you arrive ready to start work at the start of any call. Please note that repeated poor punctuality or unauthorised absence is in breach of the Theatre School rules: it is regarded as a disciplinary offence and a written warning will be given to you. If this continues you will be required to leave the course.
15. **Mobile Phones:** Using mobile phones in class is distracting to you and others around you. In workshops it can breach Health and Safety guidance. You are therefore required to switch off your mobile phone during working hours, unless authorised to do so by your course tutor. Misuse of your mobile phone may cause you to be removed from class or lose your role on a production. If in doubt, do not use.

PAT Testing

To comply with Health and Safety legislation ALL electrical equipment used in the school, being school property or for personal use needs to be PAT tested (Portable Appliance Test) e.g. Phone chargers, Laptops, Hair Dryers Etc.,

Please see a Technical Tutor if you need advice. The Technical Department are arranging times when we will do this for you free of charge, please see the notice boards for times.

If an item is brought in and has not been tested it will not be able to be used and you will be asked to remove the item from the school.

Carbon Reduction

The School is committed to a programme of sustainable initiatives, to protect the environment for current and future students.

An overwhelming majority of scientists believe that for global temperatures to become stable, individuals and industries have to cut around 70% off our carbon emissions as quickly as possible. If we cannot control the increase in global temperature to around 2°C, calamitous changes in our world are expected.

We are committed to cutting its carbon footprint but this can only be achieved if we all work together to make this happen.

- Start with transport to and from school and when moving between sites. Cycle or walk where possible. There are bike racks at all the school buildings and students are requested to use these and not park their cycles in the school buildings.
- Simple energy saving measures can make a big difference both at home and work helping us reduce our carbon footprint and save money. The school will be monitoring the carbon consumption of each building and providing results on regular basis. Please email any suggestions for reducing our carbon footprint to richard.maxwell@oldvic.ac.uk.

Top Carbon Reduction Tips for Home and School



Turn your radiator thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent. Set your heating and hot water to come on only when required rather than all the time.



Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F



If the radiator is on don't open the window but turn radiator off. Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.



Always turn off the lights when you leave a room.



Turn computer terminals and equipment off when you have finished. Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.



If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.



Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).



A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!



Use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs, and using one can save you around £45 over the lifetime of the bulb

Appeals and Complaints Procedures

Training at the School involves close partnership between staff and students, normally in a harmonious working environment. When problems or disagreements arise, the preferred approach is to resolve them amicably and informally – but formal procedures exist for the rare occasions when they are needed. This section of the Handbook summarises the procedures by which you can make a complaint or request a review of decision about your progress or your assessment. Most students never need to use these systems, and they are therefore not explained in detail here. This Handbook tells you the basic principles, where to get the full policy, and how to take the first steps in making a complaint or appeal.

Definitions

An **appeal** is normally a request for a decision to be reviewed. It is possible to appeal against the decision of an examination board (an academic appeal) or a decision to impose a penalty, normally through the disciplinary procedure (a non-academic appeal). The grounds on which an academic appeal may be made are defined by the University of the West of England.

UWE define a **complaint** as being an expression of dissatisfaction by one or more students about an action or lack of action by Bristol Old Vic Theatre School, or about the standard of service provided by or on behalf of Bristol Old Vic Theatre School, which warrants a response. Complaints can relate to any aspect of your experience, including academic matters (such as teaching or supervision) or matters affecting your relationships with staff or other students.

Appeals

- An **Academic Appeal** is a request for a review of an academic decision made in relation to progression on your programme of study, assessment, and awards. These are decisions made by an Examination Board, normally at the end of the academic year.
- A **Non Academic Appeal** arises from other matters (for example – a decision taken by the School on disciplinary grounds).

There are some key principles which apply to all appeals:

- An appeal can only be considered if you make the request yourself.
- You will never be disadvantaged through making an appeal in good faith. If an appeal is judged vexatious or frivolous, it will be rejected and the reason for rejection given in writing.
- You have the right to withdraw an appeal at any point, but an appeal cannot be reinstated after you have withdrawn it.
- At various stages in the appeals procedure, you might be invited to a meeting or interview. Whenever this happens, you have a right to be accompanied by a friend or relative or student representative.
- If at any stage of the appeals process it is established that you have valid grounds for appeal, the School will make sure that action is taken as swiftly as possible to put

things right, and meet any reasonable and proportional incidental expenses incurred by a student making a successful appeal.

Academic Appeals

An academic appeal is a request to review a decision made by a Board of Examiners. You can only make that request after the Board has made the decision and you have been told of it.

It is possible to appeal on either of the following grounds:

- a) that there has been material and significant administrative error or other material irregularity such that the assessments were not conducted in accordance with the approved regulations for the module or the award;
- b) that the student's performance was adversely affected by illness or other factors which he or she was for valid reasons unable to divulge before the meeting of the examining board, and which could have had a bearing on the board's decision.

A request for a review of a decision of the examining board on the basis of disagreement with the academic judgement of the examiners is not permitted.

If an appeal is made on the grounds of circumstances which adversely affected your performance (such as ill health), it is necessary to provide independent contemporaneous evidence of those circumstances – such as a medical certificate covering a relevant period of time. You also need to explain why you were unable to tell us about circumstances affecting your assessment at the normal time, on or before the final day of the assessment.

How to make an academic appeal

- First, discuss the problem with the Head of Course and take advice, as soon as you have been formally told of the decision of the Board of Examiners.
- If you still want to proceed with the appeal, you must submit it in writing to the Principal or directly to the Academic Secretary at the University of the West of England within 10 days of the formal publication of results, clearly stating the grounds for your appeal, and attaching evidence to support it.
- Ask for a copy of the complete Appeals Procedure. You can get this from the HE Administration and Student Support Manager. The full procedure explains all the stages of the appeal process, but most appeals are in fact resolved at an early stage.

What can you do if your appeal fails?

If at the end of the full procedure you still believe that your appeal was within the permitted grounds, and that it has not been fairly considered, you have the right to make a complaint to the Office of the Independent Adjudicator. There is further information about this at www.oiahe.org.uk, and if you reach the end of the appeals procedure but remain dissatisfied, you will be sent further information about the OIA.

Complaints

Bristol Old Vic Theatre School is committed to considering and investigating genuine complaints from students. The School will seek to learn from the experience of complaints and improve services for all members. The School has a complaints procedure which encompasses the responsibilities for student complaints of the University of the West of England and of the Conservatoire for Dance and Drama as subscribers to the complaints scheme of the Office of the Independent Adjudicator. This policy and its procedures has been designed to operate in accordance with the Office of the Independent Adjudicator's Good Practice Framework for Handling Complaints and Academic Appeals.

Grounds for a complaint on academic matters include specific concerns about an aspect of your programme of study. The procedure covers the following areas:

- i. the provision of academic programmes (how your training is provided);
- ii. how your training is provided when on placement;
- iii. inadequate services or facilities at Bristol Old Vic Theatre School
- iv. decisions, actions or perceived lack of action taken by a member of Bristol Old Vic Theatre School (this might include in relation to other policies and procedures such as disciplinary);
- v. staff misconduct;
- vi. student misconduct;
- vii. complaints relating to bullying, discrimination or harassment.

The student complaints procedure does not cover the following areas:

- i. Complaints arising from action taken under BOVTS' Disciplinary or Fitness to Train policies (<http://www.oldvic.ac.uk/courses/policies.html>), which should be directed towards the relevant appeals procedure.
- ii. Complaints arising from matters relating to academic progression or assessment, which are covered by academic appeals (see [UWE's Academic Regulations](#)).

How to make a complaint

The basis of the complaints procedure is that it is fair, efficient and transparent, with one informal and two formal elements:

Stage One: informal resolution, dealt with by the most relevant staff.

Stage Two: formal resolution, investigation by the Artistic Director or a course leader.

Stage Three: appeal, which includes an independent review.

The full policy and procedures can be found on the school's website at <http://www.oldvic.ac.uk/courses/policies.html>

If you reach the end of the Complaints Procedure but still believe that your complaint has not been fairly heard, you may take the matter to the Office of the Independent Adjudicator (www.oiahe.org.uk).

Complaints advice and guidance for students

In the first instance, students are encouraged to seek guidance from:

- Their Head of Course
- the Higher Education Administration and Student Support Manager
- a trustee member of the Student Liaison Committee

If you have a complaint, where possible you should try to resolve the matter informally by discussing it informally with a relevant member of staff or your course leader.

- It is expected that most complaints will be settled speedily and informally, as close as possible to the point where the problem occurs. Stage 1 of the procedure is the informal stage.
- Complaints must relate to what you have been led to expect through information which the School has given you. You cannot complain about the lack of a service which you were never led to expect, even if it is available in another School or College which you know about.
- If you are considering making a complaint, you should reflect on whether you have fulfilled your own responsibilities, both in terms of your training and meeting your course commitments, and also in terms of your own behaviour towards others.
- Students will never be disadvantaged as a result of making a complaint in good faith.

If you have any issues throughout the course of your training or you have been subjected to unacceptable behaviour, you should keep a written note of any problems or incidents. Where possible this should include dates, time and place; the name of the person/people involved; what actually happened, the name of any witnesses and a note of how you felt at the time. Make a note also of any action taken, whether you reported the incident(s) and to whom. Keep a copy of any correspondence relating to the incidents and subsequent complaints. Keeping a record will assist in any investigation of your complaint.

If you have any questions about the above procedures or you require any support in these matters, please speaking to or emailing the Higher Education Administration and Student Support Manager Julia Heeley on julia.heeley@oldvic.ac.uk.

Disciplinary Procedure

Introduction

1. Discipline at the School is based on professional practice and it is expected that students conduct themselves in a manner appropriate to those preparing to work in a demanding 'time is money' profession. If there is cause for concern over a student behaving in an unacceptable manner, he/she may be subject to the School's Disciplinary Procedure.
2. The examples below are indicative rather than a complete list of actions that are seen to be unacceptable and which may be in breach of the School's rules, regulations or policies:
 - poor or non-attendance conduct that prevents or disrupts teaching, learning or assessment
 - conduct likely to cause loss, damage or harm to the school, it's staff or students
 - behaviour which breaches the School's commitment to equal opportunities
 - aggressive, threatening, indecent, disorderly, offensive behaviour or language
 - any form of harassment
 - any criminal offence or misconduct committed on or off the premises which is detrimental to the good name of the School.

Informal Approach

3. It is anticipated that an informal approach will resolve many issues and this will normally be used first. When this is possible and the issue is resolved, no record will be kept on the students file. Part of the resolution could be the student making appropriate recompense.
4. Where an informal approach is not effective or where the offences are serious or repeated, the formal stages of the Disciplinary Procedure will be used as set out below.

The Formal Disciplinary Procedure

5. The student has the right to be accompanied at any stage of the formal disciplinary procedure, for example, by a friend who is not acting in a professional capacity or a student representative.
6. At each stage of the formal disciplinary procedure, reasonable provision will be made by the School to ensure that the student and his/her companion can attend the meeting and in the same respect, the student has a duty to take all reasonable steps to attend. The student will be notified in writing of the time, date and place and, of the nature of the alleged unacceptable behaviour and supporting evidence. Reasonable time will be provided to the student to allow for any preparation required

for the meeting, normally a minimum of five working days for Stages 1 & 2 and a minimum of 21 working days at Stage 3. This may be reduced at the agreement of the student.

7. Copies of any written material, or the names of any witnesses to be called, must be made available to the student, at least four days before at stages 1 & 2 and at least seven days before at Stage 3.

Stage 1

8. If as a result of informal action the issue is not resolved an Associate Principal will hold a Disciplinary Meeting where the matter will be discussed formally. During the course of the meeting, the nature of the problem will be explained based on the evidence gathered regarding the student's behaviour/conduct. The likely consequences of failure to address the identified problems or to modify his or her behaviour will also be explained. A record of the meeting and the outcome will be placed on the students file for a specified period of time usually not exceeding a year, and will be taken into account in any subsequent meeting.
9. If it is felt to be appropriate, the student may be issued with a first written warning explaining the nature of the misconduct and the change in behaviour required. On issue of the statement, the student will be advised that further incidents of misconduct may result in a final written warning or expulsion. A copy of the statement will be placed on the student's file for a specified period of time usually not exceeding a year, and will be taken into account in any subsequent meeting.

Stage 2

10. If as the result of an oral or first written warning, the misconduct continues, a subsequent Disciplinary Meeting is held with an Associate Principal and another member of staff who, if appropriate, will decide on a penalty from those listed in paragraph 13 below, and may issue a final written warning based on the evidence gathered regarding the student's behaviour/conduct. The student will be advised of the likely consequences of failure to address the identified problems or to modify his or her behaviour. A copy record of the meeting and the outcome will be placed on the students file for a specified period of time usually not exceeding a year and will be taken into account in the event of further action.

Stage 3

11. At this stage, allegations of misconduct will be considered by a panel of three people chaired by the Principal, or one of the Associate Principals (or a designated nominee). No member of the Panel (other than Principal / Associate Principal) will have had any prior involvement with the student's formal disciplinary history. The Panel will be supported by a secretary who will record details and the outcome of the meeting. The record and outcomes of the panel meeting will be placed on the student's file for a defined period not normally extending beyond one year after the student has left the School.

12. The Panel may apply one of the consequences set out below. Where it is recommended that the student be suspended or expelled from the School, the decision must be confirmed by the Principal. In considering the recommendation, the Principal will be provided with written material presented in earlier proceedings, the record of those proceedings and the decision(s) reached.

Consequences of Misconduct

1. At any stage of the procedure, a student may:
 - receive an oral or written warning
 - be required to pay compensation/or cost for damage or loss
 - agree to apologise to the injured party
 - be suspended from the School's premises or facilities for a defined period
2. At Stage 3 a student may be
 - suspended from his/her studies for a defined period
 - be expelled from the School
 - The severity of the penalty imposed will be consistent with the gravity of the complaint. Where a lesser penalty is appropriate this may be coupled with action to ensure that all parties involved can continue working together without anxiety
 - in the event of gross misconduct a student may be suspended or expelled without notice.

Right of Appeal

3. Students have the right to appeal against any disciplinary action taken. Details of the School's Student Appeals Procedure are summarised in the Student Handbook and available in full from the School Office.

Appeals on disciplinary matters

Other parts of this Handbook explain aspects of what BOVTS expects of you. Examples include the School Regulations and the Health and Safety Policy. Training at the School reflects the requirements of professional practice, and from time to time you may receive other "rules" in relation to a specific activity. If you break these regulations and codes of behaviour, or the School's policies in respect of equal opportunities or fair and courteous treatment of others, you may incur penalties through the disciplinary procedure. You have a right to appeal against such penalties.

How to make an appeal against disciplinary action

To begin an appeal you must write to the Principal within ten working days of the formal notification of any disciplinary or similar penalty. The letter must include:

- Your full name, course title and year of study

- A clear statement about the perceived injustice and the grounds for the appeal
- A statement that explains what action you are seeking
- Any relevant evidence in support of your grounds for appeal.

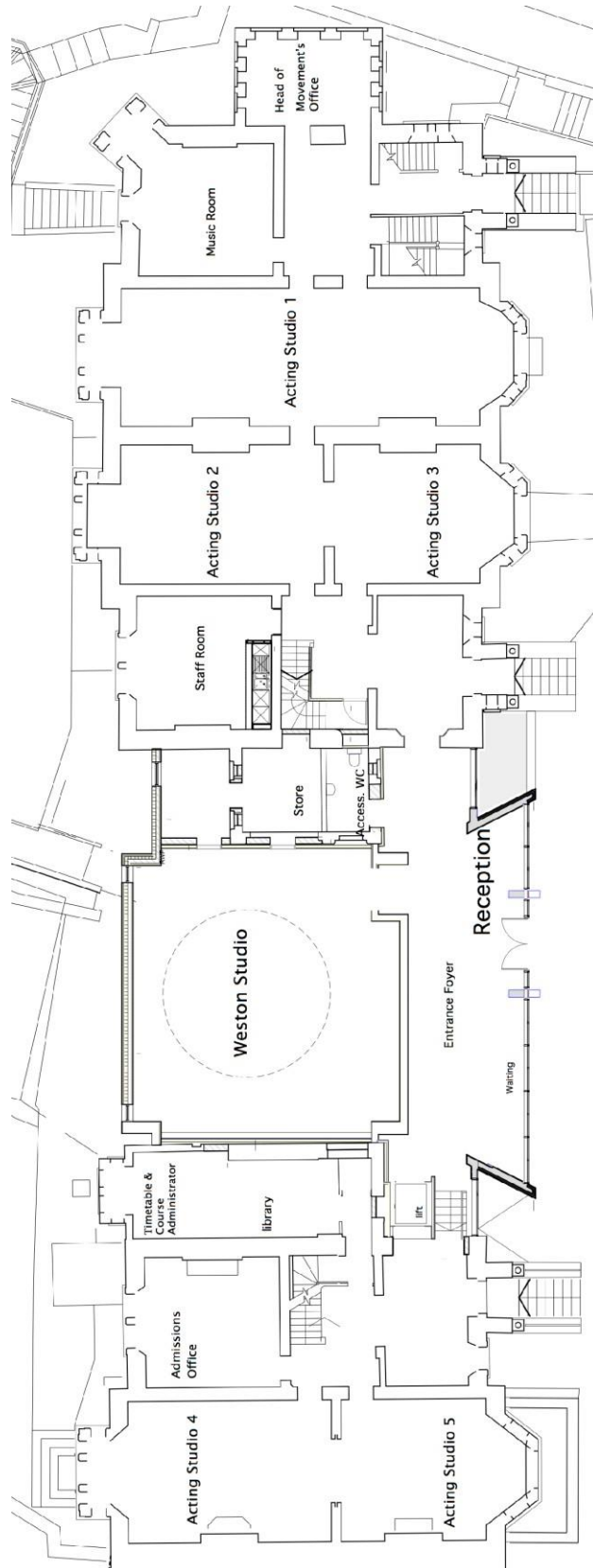
On receipt of the letter, the Principal will

- Acknowledge its receipt and send you a full copy of the non-academic appeals procedure (make sure you get this)
- Arrange an investigation of the grounds for the appeal consulting with the appropriate staff who will provide a written response in connection with the issues raised
- Determine whether there is a case to be made
- Inform you in writing of the outcome within fourteen days of the appeal being lodged.

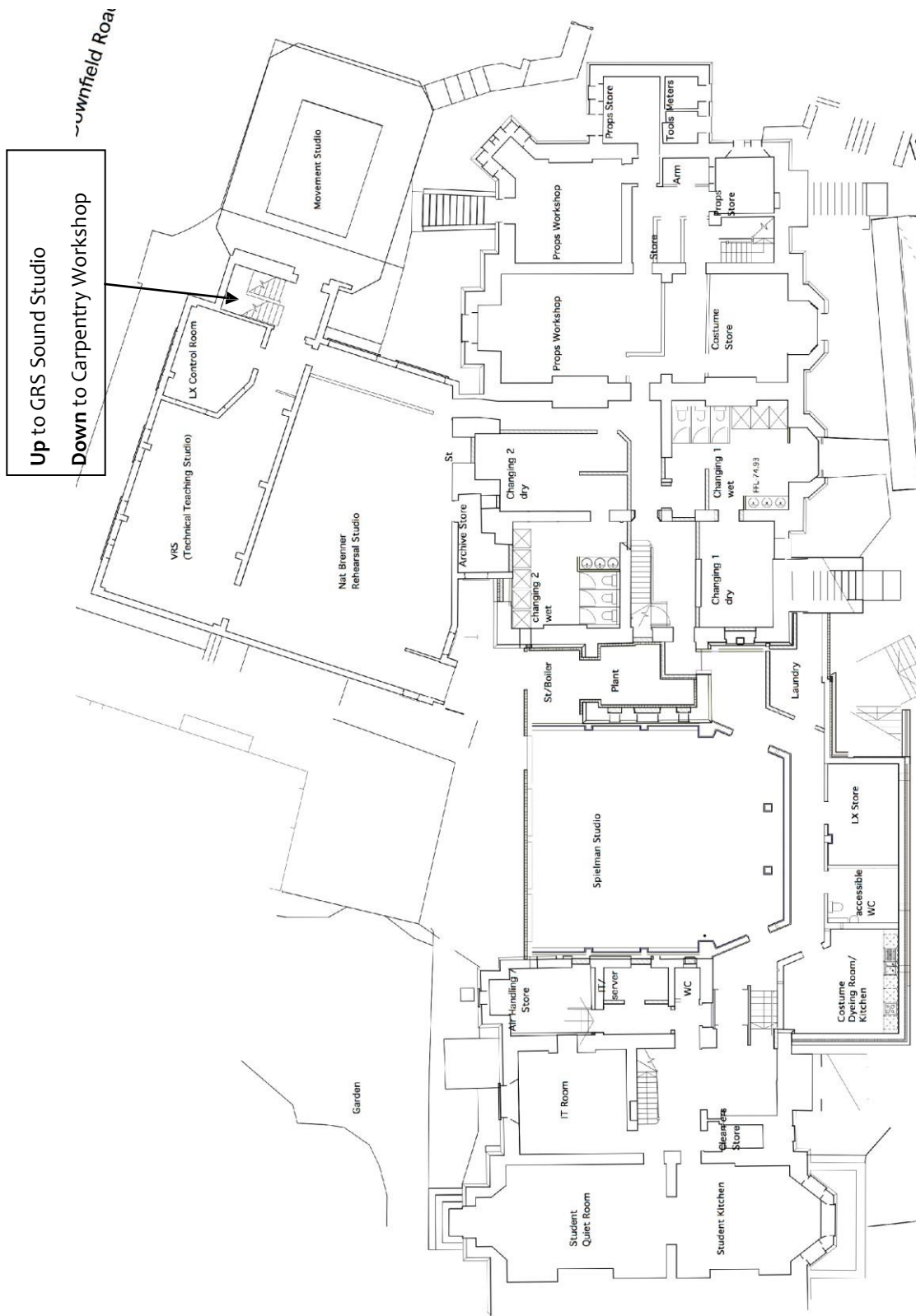
If you still believe that the decision was unfair, or that the published procedure has not been fairly applied, you can request a further review by an Appeals Panel. The full non-academic appeals procedure explains how to do this. If an Appeals Panel is convened to review the evidence, you may be invited to attend, and may be accompanied by a friend, relative or student representative. If, at the end of the full appeals procedure, you still feel that you have not been fairly heard, you have the right to make a complaint to the Office of the Independent Adjudicator (OIA).

Building Plans

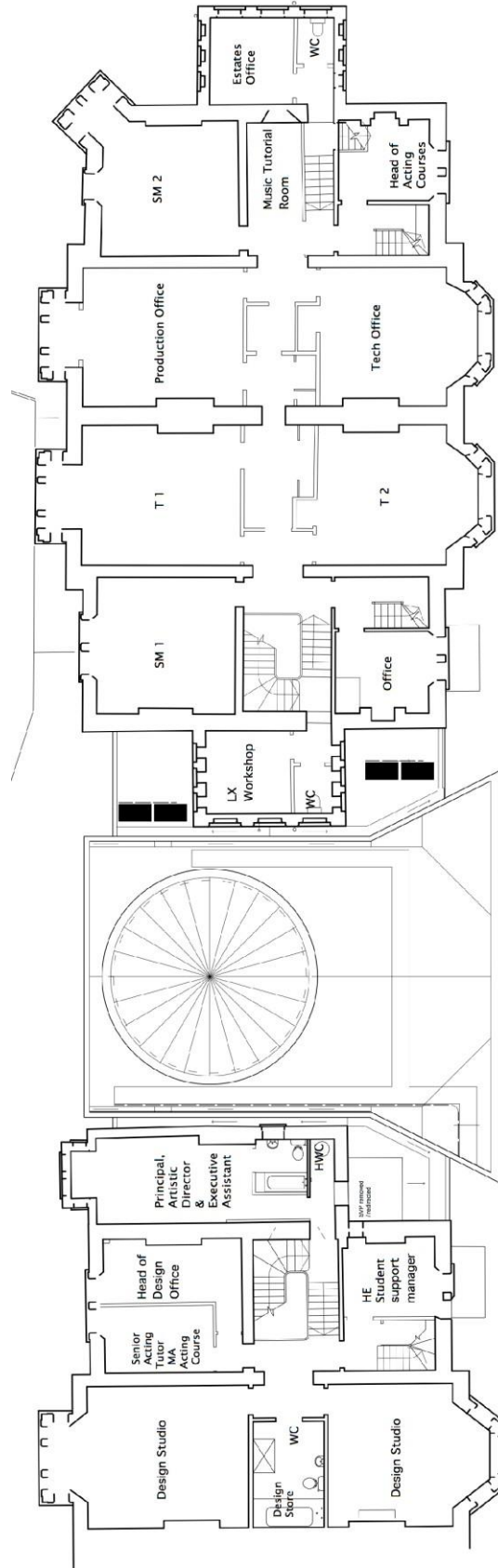
Ground Floor



Lower Ground Floor



First Floor



Second Floor

