

# **ART ACADEMY** LONDON

**Student Handbook for Open University Validated  
Programmes Academic Year 2021/22**

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## Note

Every effort is made to ensure that the information provided to students prior to starting at the Academy is accurate, including information provided at Open Days, interviews, on the website and in our prospectus. We also make every effort to keep students up-to-date with relevant information throughout their studies.

We take all reasonable steps to provide the educational services described in our Prospectus. However, the content of individual courses and the curriculum for any given programme are under constant academic review and may change from time to time, with some elements being modified, discontinued or replaced. It is important to appreciate that we respond continually to student feedback to make improvements and these will include modifications to curriculum content.

# 1. Welcome and introduction

Welcome to Art Academy London. We are an independent art school and registered charity based in central London, founded in 2000 by Tanya Russell ARBS, a professional sculptor. We began life as The Sculpture Academy in response to a perceived gap in skills-based teaching in art education, providing sculpture training in an atelier style. Today, we combine this original atelier approach with all the energy and creativity of a contemporary Fine Art college.

We offer tuition in a wide range of artistic skills from oil painting or clay moulding to digital media or installation, whilst at the same time challenging you to develop your own creative practice and academic knowledge.

Art Academy London has grown a lot since we opened, but we remain a close-knit, vibrant artistic community. We want to offer you the very best fine art education, as well as providing you with a learning environment where you will feel safe and happy, and so find the confidence to become the best artist you can be.

This **Student Handbook** tells you all you need to know about the organisation, staff and facilities here at the Academy to support you in your studies, including student welfare, student participation, health and safety and other key Academy policies. (The majority of Academy policies can be viewed via the website). Your **Programme Handbook** provides you with more information about your course structure and academic study programme. We hope you will find here, and in the Programme Handbook, most of what you need, and you can find more information on our Virtual Learning Environment, Moodle, once you've been inducted in its use. But remember we are a relatively small art school and our staff and tutors are very approachable, so please ask if there is something about the Academy or your studies you need to know, or simply want to talk about.

And I'd like to add a few words about Covid 19, which has affected so many aspects of our lives over the past 18 months. As we emerge from the pandemic, Art Academy London remains committed to doing everything we can to keep everyone in our community safe. We will continue to review the arrangements we have had in place to protect people against the transmission of the virus, carefully following government guidance. We are asking all our students to work with us to help to keep themselves and other members of the community safe: we are sure you will want to cooperate with us on this.

At the time of writing, it looks likely that we can relax the social distancing arrangements we had in place last academic year; we will keep this under review. It is likely, however, that we will continue to ask students, tutors and members of staff to wear masks at the Academy for the foreseeable future; again, we will continue to review this over the course of the academic year. We will also continue to ask you to wash or sanitise your hands frequently, and to stay away if you have any symptoms of Covid 19, and to inform a staff member and leave the building immediately should you develop those symptoms whilst at the Academy. We will continue with the increased frequency and thoroughness of the Academy's cleaning regimes. If you have any questions relating to Covid 19 and the Academy's response to it, please do ask any member of staff. You can also find information on Moodle.

My staff and I wish you every success in your studies here.

Rob Pepper,  
Principal

## 2. Student Charter

*As an Art Academy London student I will...*

- Attend sessions regularly and punctually with a respectful and professional attitude;
- Take responsibility for finding out about study requirements including deadlines, expected levels of attendance and engagement and academic regulations;
- Share my knowledge and opinions; participate in the culture of open communication and ask for help when I need it;
- Treat fellow students, tutors and staff members and the Academy environment with consideration and respect;
- Be creative and enthusiastic, take part in new things and approach tasks with a positive mindset;
- Join in! Ask questions and show an interest in other people's work. Feedback and development of work comes from the whole community and it's essential that we all take part in that;

- Work to the best of my ability with passion;
- Provide honest feedback to help future Academy developments;
- Take responsibility for my own learning;
- Maintain positive lines of communication with Academy staff including keeping current contact details up to date;
- If I pay fees or have a student loan for my studies, make myself familiar with my financial commitment to the Academy.

### ***Art Academy London will...***

- Welcome you to its close-knit, vibrant artistic community and support you to become the best artist you can be;
- Provide high quality learning and teaching experiences from tutors who are professional artists eminent in their fields;
- Ensure tutors and staff maintain a high level of professionalism;
- Respond to prospective and current students queries and communicate important information (e.g. key dates) in an appropriate and clear time frame;
- Aim to ensure that our tutors and staff members communicate effectively so that students receive consistent information and feedback;
- Get to know you as an individual in order to ensure your journey through the Academy is best suited to your needs, aptitudes and interest;
- Provide a safe, accessible and stimulating learning environment, where you feel able to take risks, experiment and make mistakes;
- Create opportunities for you to gain employability skills and research and prepare for your future;
- Provide information on work related opportunities alongside studies;
- Respond appropriately to student feedback and make sure students are represented on Academy boards and committees;
- Clearly describe and explain course and programme requirements and marking criteria;
- Maintain a high standard of facilities and support services and good access to industry standard equipment and resources;
- Be clear about course costs (including additional material costs) and promote available financial support;
- Advertise what information, support and advice is available at the Academy and locally;
- Actively promote students and their work.

### ***The Student Council will...***

- Create a vibrant community through a varied and student inspired social calendar;
- Facilitate discussion between students and Academy staff and support students in raising concerns through Student Forum Meetings;
- Represent students at relevant Academy committees and meetings.

## **3. Staff**

### **Executive team**

Rob Pepper	Principal	<a href="mailto:rob@artacademy.org.uk">rob@artacademy.org.uk</a>
Sue Spaul	Director of Programmes	<a href="mailto:sue@artacademy.org.uk">sue@artacademy.org.uk</a>
Darren Nairn	Director of Academic Quality, Standards & Student Experience	<a href="mailto:darren@artacademy.org.uk">darren@artacademy.org.uk</a>
Harriet Wheeler	Director of Operations	<a href="mailto:harriet@artacademy.org.uk">harriet@artacademy.org.uk</a>
Sophie Singh	Director of Development	<a href="mailto:sophie@artacademy.org.uk">sophie@artacademy.org.uk</a>

The Executive Team has responsibility for the strategic management of Art Academy London, working with the Board of Trustees and Academic Board. The Principal, Rob Pepper, has overall responsibility for all aspects of the

Academy's work. Rob is on campus for two or three days a week and can be contacted by email (or phone via the office) on the days he's not in. The Director of Programmes, Sue Spaul, is on campus three days a week and usually teaches on a fourth day. Sue has overall responsibility for academic affairs at the Academy and heads the team of Programme/ Pathway Leaders. She also has overall responsibility for student welfare. She can also generally be contacted by email (or phone via the office) on the days she's not in. Sue deputises for the Principal as necessary. The Director of Academic Quality, Standards and Student Experience, Darren, has overall responsibility for quality assurance and enhancement at the Academy; he ensures that there are appropriate academic structures, policies and procedures at the Academy and your programme meets national standards. He is also the Designated Safeguarding Officer and the Prevent Coordinator. He is on site full time and can be contacted by phone or email. The Director of Operations, Harriet, has overall responsibility for the buildings, facilities and HR. She is on site full time and can be contacted by phone or email. The Director of Development, Sophie, is responsible for fundraising and new initiatives. All members of the Executive Team operate open-door policies, and are available to speak to students at any time.

Members of the Executive Team are available to speak to students at any time (subject to their working hours) during office hours (9am-5pm), when they can also be contacted on **020 7407 6969**.

## Academic team

Sue Spaul	Director of Programmes	<a href="mailto:sue@artacademy.org.uk">sue@artacademy.org.uk</a>
Rebecca Kunzi	Academic Programme Manager	<a href="mailto:rebecca@artacademy.org.uk">rebecca@artacademy.org.uk</a>
Aimee Briginshaw	Admissions Administrator	<a href="mailto:admissions@artacademy.org.uk">admissions@artacademy.org.uk</a>
	Academic Administrator	<a href="mailto:aimee@artacademy.org.uk">aimee@artacademy.org.uk</a>
Tomas Chandler	Academic Administrator	<a href="mailto:tom@artacademy.org.uk">tom@artacademy.org.uk</a>

The Academic Team is responsible for the day-to-day organisation and running of all academic programmes. Most members of this team are full time and can be found in the main office (both during term time and during most holiday periods). The Academic Programme Manager, Rebecca, works closely with Sue, the Programme/Pathway Leaders and Tutors to ensure the smooth running of your programme, that all students are happy, safe and making progress in their studies. The Admissions Administrator looks after the admissions process, working with the Director of Academic Quality, Standards and Student Experience.

Members of the Academic Team are available to speak to students at any time during office hours (9am-5pm), when they can also be contacted on **020 7407 6969**.

## Key Academic Staff (programme delivery)

Alison Hand	BA Programme Leader	<a href="mailto:alison@artacademy.org.uk">alison@artacademy.org.uk</a>
Julian Wild	FD Sculpture Pathway Leader Sculpture Leader	<a href="mailto:julian@artacademy.org.uk">julian@artacademy.org.uk</a>
Sue Spaul	Interim FD Contemporary Portraiture Pathway Leader	<a href="mailto:sue@artacademy.org.uk">sue@artacademy.org.uk</a>
Tom Morgan Evans	Art Theory & History Department Leader	<a href="mailto:tom@artacademy.org.uk">tom@artacademy.org.uk</a>
Briony Marshall	Professional Development Department Leader Figurative Sculpture Leader	<a href="mailto:briony@artacademy.org.uk">briony@artacademy.org.uk</a>
Katherine Jones	Print Leader	<a href="mailto:print@artacademy.org.uk">print@artacademy.org.uk</a>
Lynne Abrahamson	Certificate Programme Leader SEND Coordinator	<a href="mailto:lynne@artacademy.org.uk">lynne@artacademy.org.uk</a>

All the teaching staff at the Academy are practising artists, and therefore don't work full time at the Academy. Key academic staff such as programme and pathway leaders are usually in at least two days a week during term time. Key teaching staff are directly contactable by email. You will also be taught by a number of staff in Elective Skills Workshops who may only be in for their teaching days - one day a week for one or more terms during the year. Should you need to contact these tutors, the Academic Team can contact them on your behalf.

## Support & Office Staff

Emma Tighe	Receptionist	<a href="mailto:emma@artacademy.org.uk">emma@artacademy.org.uk</a>
Jim Knight	Facilities Manager & Open Access workshop Technician	<a href="mailto:jim@artacademy.org.uk">jim@artacademy.org.uk</a>
Felipe Marinho	Studio Technician (Daytime)	<a href="mailto:felipe@artacademy.org.uk">felipe@artacademy.org.uk</a>
William Henry Scott	Studio Technician (Evenings) & Open Access Workshop Technician	<a href="mailto:technician@artacademy.org.uk">technician@artacademy.org.uk</a>
Solomon King	Studio Technician (Evenings)	<a href="mailto:technician@artacademy.org.uk">technician@artacademy.org.uk</a>
Emma Collins	Marketing & Communications Manager	<a href="mailto:emmacollins@artacademy.org.uk">emmacollins@artacademy.org.uk</a>
James Jarrett	Digital Marketing Executive, Digital Leader	<a href="mailto:james@artacademy.org.uk">james@artacademy.org.uk</a>
Alisia Usher	Marketing Assistant	<a href="mailto:alisia@artacademy.org.uk">alisia@artacademy.org.uk</a>
Zuzana Knightova	Public Programme Manager	<a href="mailto:zuzana@artacademy.org.uk">zuzana@artacademy.org.uk</a>
Lucia Blagden	Public Programme Coordinator	<a href="mailto:lucia@artacademy.org.uk">lucia@artacademy.org.uk</a>
Farnoush Aminimoghadam	Evening & Weekend Duty Officer	<a href="mailto:info@artacademy.org.uk">info@artacademy.org.uk</a>
Shreeti Visrolia	Evening & Weekend Duty Officer	<a href="mailto:info@artacademy.org.uk">info@artacademy.org.uk</a>

Most support and office staff are full time. You will have interactions with most of them throughout your time here at the Academy:

The Director of Operations is responsible for all the buildings and works with the Facilities Manager and Studio Technicians to ensure that you have all the facilities and resources you need. Again, all have open-door policies for students. You will probably have most dealings with the Studio Technicians and Facilities Manager who you will be able to go to with day-to-day resource and facilities issues. The (on duty) Studio Technician also has a mobile phone, the number for which can be found on notices around the Academy buildings, should you need to contact them when they are not in the office.

The Digital Leader runs the digital facilities and teaches on some digital Elective Skills Workshop courses. You will need to go to him to get access to digital equipment, facilities and support. He is full time and works in the main office. He is available to give advice and support to students in the digital suite on Wednesdays and Fridays during Studio Practice teaching sessions.

The (Wood & Metal) Open Access Workshop Technicians run the wood & metal workshop. Open Access is available Wednesdays and Fridays. They are also on hand to help students install work for assessment days and the graduate shows.

The Public Programme Manager and Public Programme Coordinator organise and run all of the evening, weekend and short courses at the Academy. As an academic student at the Academy, you are entitled to free places on these courses (subject to availability and some other conditions). You will need to speak to this team in order to book a place on a short course.

The Marketing Team will be there to assist you in marketing and organising your graduate exhibition, and may be able to give you advice in relation to other exhibitions and events you organise whilst at the Academy. They may also contact students from time to time if they need to photograph artwork for publicity purposes, or put together information relating to news stories about the Academy.

Support and office staff can also be contacted on 020 7407 6969 during office hours (9am-5pm).

## 4. Student support, guidance and advice

The provision of a high level of support and guidance is an integral part of the Academy's ethos, designed to help you from your first enquiry to the completion of your studies. The small scale of the Academy facilitates the provision of student support, fostering a close community of staff and students where students feel safe, are known to staff members, and are easily able to seek advice and guidance from a variety of different people.

### VLE

The Academy operates a Virtual Learning Environment, which will be central to your time here and will enable you to take control of your own learning, access all the information you need about the Academy (such as policies and procedures) and about module and programme learning materials. All students are fully inducted into Moodle and a handy user guide is available on the homepage.

#### ***The home page contains Academy-wide information relating to all students:***

- Student representative and student council information
- Elective skills workshop overviews and information sheets (during the enrolment periods)
- Internal competition application forms
- Staff structure overview and contact details
- Academy calendar
- Advice, guidance and support information
- Moodle user guide
- Induction related information
- Weekly Monday bulletin (students also receive this by email)
- Academy wide announcements (students also receive these by email)

#### ***The academic resources and support section contains Academy-wide information relating to all students:***

- OU academic regulations
- All relevant policy and procedure documents and associated forms
- Art Academy wiki
- Digital suite information and resources
- Library catalogues, resources and information
- Useful study skills resources
- Resources and information relating to Health & Safety and facilities

#### ***You have a dashboard/ homepage through which you are able to access:***

- Main programme Moodle course page
- Elective Skills workshop Moodle course pages
- Academy Professional Development Wiki
- Academy calendar
- Transcript of grades
- Private file storage

#### ***The tutorials section allows you to access:***

- PAT schedules and information
- Booking form for PATs
- Information on artistic tutorials
- Booking form for artistic tutorials

### **Main academic programme Moodle courses allow you to access:**

- Programme Handbook
- Student handbook
- Studio practice module specifications
- Project briefs, timetables and schedules for studio practice modules
- Attendance records for Studio practice modules
- Resources for Studio Practice modules, including reading lists
- Resources and information relating to the wider programme, including reading lists
- Specific H&S information
- Announcement board (this is the primary means of tutors or the Academic Team communicating with whole cohorts, students also receive these by email)

### **Elective Skills Workshop or specific module (ie Art Theory, Art History & Professional Development) Moodle courses allows you to access:**

- Course/ module documents, timetables and schedule
- Course calendar
- Studio practice modules specifications
- Project briefs
- Attendance records for course/ module
- Resources for course/ module
- Assignment details and upload sections
- Specific H&S information
- Reading lists
- Announcement board (this is the primary means of tutors or the Academic Team communicating with whole cohorts, students also receive these by email)

## **Communication**

We will communicate information primarily through email. It is important that you ensure all contact details are up to date and you regularly check your email. You will receive emails from individual team members and through Moodle (the Virtual Learning Environment - see below). Moodle can send out emails to the entire Academy or your tutors will use it to send out an email to a cohort or studio group. We release a bulletin every Monday through the Moodle system with reminders and information for the week ahead; you should ensure that you read these. The Monday bulletin also contains lots of useful information, including exhibition openings, competition and commission opportunities. Please make sure that emails from Moodle are not going to your junk folder.

## **Tutor Support**

Academic teaching staff are easily accessible and provide comprehensive support throughout your studies. The Academy is a small institution, which brings the benefit of a close community where most students know each other and teaching staff usually have knowledge of all students. Small class sizes and high contact time are central to the Academy's ethos, which ensures that you will benefit from a high level of one-to-one support and guidance.

You will be supported both academically and pastorally by your Programme/ Pathway Leader (working closely with the Academic Team).

## **Personal Tutoring**

You will be allocated a Personal and Academic Tutor (PAT) at the beginning of your period of study at the Academy. Programme or Pathway Leaders will fulfil this role with additional PATs appointed from amongst the Academy's core Studio Practice tutor group. You will retain the same PAT throughout your two or three year period of study, except where staff changes prevent this.

These tutorials provide opportunities for you to review Personal Development and Planning (PDP) and seek guidance on academic matters; they are centred around discussions about your academic progress and advice on your choice of Elective Skills Workshops for the following term. These tutorials are also used to discuss pastoral, personal, academic and administrative issues, and to monitor and discuss your targets and general wellbeing. Through these tutorials, PATs provide personalised and consistent support throughout your journey at the Academy, helping to ensure you maximise your opportunities and achievements. Your Programme/ Pathway leader will be able to refer you to appropriate support services (external and internal) where appropriate.



You will be advised of the annual timetable for tutorials at the beginning of each academic year and appointment schedules will be posted on Moodle. They will be a mixture of group and one-to-one tutorials. This will usually be up to six times a year (seven for newly enrolled students), including meeting your PAT at least once per term one-to-one. These appointments usually occur during Studio Practice Module days (for both full time and part time students). If you are unable to attend any of these sessions and need to reschedule, speak directly to your PAT or the Academic Programme Manager, who will be able to help you.

For newly enrolled students an initial tutorial is also scheduled for the first week of the academic year. This initial tutorial is intended to support the induction programme in introducing new students to the culture of the Academy and familiarise them with academic expectations and help ease the transition into Higher Education.

You are able to request additional tutorials throughout the year to discuss any academic or personal issues you wish, by contacting your PAT directly on the email listed in this handbook. They will arrange to see you at the next possible opportunity. Should you wish to speak to someone other than your PAT, for whatever reason, you can also meet with the Director of Programmes or any member of the Academic Team; simply pop in to the office and if possible, they will speak to you there and then or agree an appointment. You can additionally email to arrange an appointment. In such instances the member of staff may agree with you that the content of the discussion is passed on to your PAT, if it is appropriate and necessary, though you are able to request confidentiality provided that the member of staff agrees that any information you disclose does not need to be shared in order for your PAT to continue to effectively support you or to ensure the safeguarding of you or another student.

All PAT tutorials are recorded on notes on your student record. These provide a summary of points discussed for the Academy staff to consult in preparation for other future tutorials. Should you mention anything you wish to remain confidential please state this. Please be aware, should the PAT (or other member of staff) consider the sharing of that information necessary to ensure the safeguarding of you or another student they are obliged to share it with the designated safeguarding officer.

A typical timetable for Personal and Academic tutorials is set out below.

Term 1	Week 0	Group tutorial - Induction Session Introducing PAT system Allocating PATs Outlining timetable for PATs Discuss academic programme Explain student support services
	Week 1	One-to-one meeting with PATs Introductions Initiate plan for the year
	Week 5	One-to-one tutorials Review academic progress and welfare, setting targets and discussing any issues with either and appropriate further support as necessary.  Discuss Elective Skills Workshop choices for Term 2
Term 2	Week 1	Group tutorial Review academic programme, with particular reference to aspects of Term 2
	Week 5	One-to-one tutorials Review academic progress and welfare, setting targets and discussing any issues with either and appropriate further support as necessary.  Discuss Elective Skills Workshop choices for Term 3
Term 3	Week 1	Group tutorial Review academic programme, with particular reference to aspects of Term 3
	Week 5	Extended one-to-one tutorials Review academic and artistic progress and welfare, setting targets and discussing any issues with either and appropriate further support as necessary.

		Discuss Elective Skills Workshop choices for Term 1 of the forthcoming academic year <i>For graduating students the remit of tutorial sessions in the third term will focus on final preparation for the graduate exhibition and support for individual progression plans.</i>
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Please see the full tutoring policy, which forms part of the document 'Student Support and Guidance'. This is available on Moodle, in the [Policies](#) section

## Contacting tutors

All programme, pathway leaders and other key programme staff are directly contactable via official Academy email, as published in the programme and student handbooks. You can contact studio practice and other module tutors through the Moodle messaging system. These tutors will respond to you within normal working hours.

You should not need to communicate with Elective Skills Workshop Course tutors (or those undertaking artistic tutorials) outside of sessions. They can be messaged through Moodle, but as they are not teaching/ supporting assessed elements of the programme, they are not obliged to respond outside of their normal teaching sessions. Alternatively, please speak to the Academic Team who may be able to speak to the tutor on your behalf, if they assess the request as warranted. However, all our tutors are here to help and are approachable, so will often gladly chat and assist in person when they are on site.

When you are on an accompanied trip as part of your programme, tutors will be issued with an official Academy mobile, which you may contact them regarding matters relating to the trip. This number will be published through Moodle.

The Academy will not issue personal contact details of any staff or student without prior consent and will not provide students with the personal contact details of staff under any circumstance. Many tutors have websites which have publically available contact details. Under **NO** circumstances are students permitted to use such details to contact tutors (including visiting tutors). Data Protection and the safeguarding of all members of our community are paramount and students found to have contravened this rule will be subject to disciplinary procedures.

Tutors are advised by the Academy not to provide students with personal contact details. Should they do so, you are strongly advised against using them for both data protection and safeguarding.

## Student welfare

The Academic Team provide support in conjunction with PATs and Programme/Pathway Leaders for students who may be feeling the pressures of studying. Support is provided by offering confidential advice and referral to external services where appropriate.

You are able to come to the team for issues including:

- Financial assistance & funding
- Learning skills development support
- Monitoring and reviewing progress
- Careers guidance and support
- Guidance on extra-curricular activities
- Advice on further study
- Assistance for students with disabilities, specific learning difficulties, SEN and other needs.
- Counselling & mental health issues (via external support agencies)
- Accommodation
- General welfare advice (travel, part time work, local GP services, external support agencies)
- COVID related issues

## COVID - 19

The safety of all members of our community is paramount and we have put in place a number of **COVID - safe measures** for 21/22. These include:

- Face coverings on campus
- Lateral flow tests
- Temperature checks and QR codes for all upon arrival
- Additional provision of handwashing and sanitising stations
- Increased cleaning throughout our buildings.
- Policies and procedures to enact in the event of any member of our community becoming infected with COVID.

While social distancing and wearing face coverings may no longer be legal requirements from 19th July 2021, the threat from Covid-19 remains real. As such, in order to continue safeguarding the health and wellbeing of everyone within our community, and in line with government advice, the Academy continues to expect that everyone continues to wear a face covering and socially distance wherever possible.

Exemptions apply for those with medical reasons\*, models while modelling, and tutors when the face covering interferes with teaching (such as the need to allow hearing impaired students to lip-read etc). In such instances face coverings should be worn by all other participants (unless exempt).

This rule is in place so that we can keep each other safe; students not complying with this requirement (and social distancing and any other rule, policy or procedure introduced by Art Academy London as part of COVID - safe measures) may be subject to disciplinary action.

In line with Government guidance for higher education, we are asking all members of our community to take twice weekly lateral flow tests. You should ensure that you are tested the evening before or the morning of your first class each week. If you're attending onsite more than once a week, when you undertake the second test is up to you (the Government recommends three days in between each). Home testing kits can be ordered [here](#).

*Negative result:* If your result is negative, you can proceed to class. You do not need to report negative tests to us, but will be required to report the results via the test and trace app (the testing centre/ kit will provide full information).

*Positive result:* If you return a positive result you should follow the official guidance regarding isolating and PCR testing and inform the academic team of the result as soon as possible. In this instance you should not come to the Academy.

In order to ensure that social distancing is maintained in communal areas, if you arrive early for your class we ask that you proceed straight to your studio and not to occupy the barn. Whilst we want you to be punctual, please avoid arriving excessively early. We also request that you leave studios and buildings promptly at the end of the day (other than personal studio spaces) to enable the Operations team to clean ahead of the start of evening classes and that you refrain from occupying the barn at the end of the day.

Up to date details regarding COVID, keeping safe and all relevant policies and procedures can be found on Moodle.

We will be keeping all measures under review and change/ update as appropriate. As soon as it is safe to do so, we will, of course, return to normal. **Please be aware, however, that if we enter into another lockdown, all teaching will move online.**

*\*those who are medically exempt, should speak to the Academic Programme Manager.*

## SEND

The Academy welcomes students with Special Educational Needs subject to being able to support their individual needs. The SEND (Special Educational Needs & Disabilities) Coordinator has overall responsibility both for their welfare and for enabling them to access the curriculum successfully during their time at the Academy. A bespoke programme of elective skills workshops will be mapped for each student if necessary, and alternative assessment

models employed where appropriate in order to provide parity of opportunity with non SEN students. The SEND Coordinator will act as personal tutor and first point of contact for all SEN students. The SEND Coordinator and Academic Programme Manager also ensure that all other tutors working with an individual student with Special Educational Needs are appraised of the needs of that student, and understand what, if anything, they need to do to support the student and their learning.

## Support for disabled students

The Academy is committed to supporting accessible learning and welcomes students with disabilities, subject to being able to support their individual needs. The Academic Team support students with a declared disability and are able to assist with the application for DSA\*. They will ensure that relevant tutors and members of staff are aware of the individual needs of these students.

We operate an emergency evacuation system that includes Personal Emergency Evacuation Plans (PEEPs) for disabled individuals or those with temporary conditions which may affect their ability to follow standard evacuation procedures or require assistance in the event of an emergency evacuation. If you have identified potential issues with being able to evacuate the buildings independently in an emergency via the induction questionnaire, you will be invited to discuss your requirements and draw up a PEEP with a member of staff. More details about PEEPs are available on [Moodle](#).

\*when access to DSA (Disabled Student Allowance) is available.

## Mental Health

Your mental health is important and our staff and tutors will do their best to look after your well-being, so that if you have difficulties they will either be available to help you themselves, where possible, or to advise you to who to talk to.

If you have symptoms such as stress, low mood, anxiety, sleep and appetite disturbance, social withdrawal, poor concentration, ideas of self harm or a tendency to self medicate with alcohol or drugs, you may find that professional advice or aid could help you improve your wellbeing.

If you raise a problem with your Programme leader, tutor or a member of the Academic Team, they will listen carefully and respectfully and offer support. We will keep information confidential, except where sharing it will aid the Academy in referring you to someone who can help or where we consider the sharing of that information necessary to ensure your safety and wellbeing. We will always aid you in finding an appropriate service. If a tutor or staff member has concerns about your mental health, they may pass these on to your Programme leader, who will raise the concern with you sensitively, in confidence, and, if it is what you want, refer you to the appropriate source of help or support.

## Accessing support

Art Academy London works in partnership with Care First, an independent advice and professional counselling, offering support around any issue arising from home or student life, whether they be emotional or practical day-to-day issues.

Care First employ professionally qualified Counsellors and Information specialists, who are experienced in helping people to deal with all kinds of issues.

**Counselling Services** - Care First counsellors, professionally qualified and accredited by the BACP, are able to help you deal with a wide range of issues, including but not limited to:

- homesickness
- workload & assessment stress
- relationship problems
- family issues
- traumatic incidents
- bereavement
- bullying and harassment
- many other emotional and psychological difficulties you may be experiencing.

You can access counselling in person (Covid restrictions may currently affect the availability of face to face counselling), via the phone or online (in real-time).

*Phone and online counselling services are accessible anytime, 24 hrs a day, 365 days a year.*

You do not even have to give your name. AAL does not know who uses the Care First service unless the individual personally chooses to tell someone about their contact with Care First or an individual is deemed to be a danger to themselves or others (in such instances Care First are obliged to inform the Safeguarding Officer, as per our Safeguarding policy).

Care First provides statistics to AAL to show how many individuals use the service and the broad types of issues raised, for example; 'relationship breakdown at home' or 'bullying and harassment', so no information is ever passed on which could potentially identify you.

**Online Services** – The Care First Lifestyle website offers extensive resources including articles on health, issues at home, issues at work, management support tools, stress questionnaires and online counselling in real-time

**Information Services** - The Care First information specialists are trained by Citizens Advice Bureau and can provide comprehensive answers and assistance on a wide range of practical issues which affect your daily life. These include but are not limited to:

- debt
- employment
- housing
- education,
- legal enquiries
- health
- taxes
- consumer
- immigration and nationality citizenship.

Information services are available by phone Monday to Friday 8 am to 8 pm. The website also has a range of information.

**Webinars** - Care First run a number of webinars on various subjects. Details will be posted to Moodle regularly.

Further information about these services and how to access them can be found on the [Student Support & Wellbeing Moodle page](#).

*Please note: Care First can't provide long - term psychological support. This should be accessed through your GP. You can access up to eight counselling session per issue through Care First (the number of 'issues' you can contact them about is unlimited).*

*Care First cannot provide any information or advice relating to your programme of study. Please speak to your Programme Leader, Rebecca or Darren for assistance with anything to do with your programme or life at the Academy.*

### **Other, external services with experienced volunteers that can help**

MIND - 0300 123 3393

Advice and guidance and drop-in centres for anyone affected by mental health issues. [www.mind.org.uk](http://www.mind.org.uk)

LONDON NIGHTLINE - 020 7734 2800

Online and telephone support provided by London students. 6pm-8am, term time only. [www.nightline.org.uk](http://www.nightline.org.uk).  
Skype: chat.nightline

SAMARITANS

Confidential day or night listening and advice service.

Emergency number: 020 7734 2800, National Number: 084 5790 9090, Address: Central London Samaritans, 46 Marshall Street, W1F 9BF (nearest Tube station is Oxford Circus) - visiting hours from 09:00 to 21:00. Online: [www.samaritans.org/talk/face2face.html](http://www.samaritans.org/talk/face2face.html), Email: [jo@samaritans.org](mailto:jo@samaritans.org)

SANE - 0845 767 8000

Emotional support for anyone affected by mental health issues. [www.sane.org.uk](http://www.sane.org.uk)

## Artistic Tutorials

You will additionally receive an artistic tutorial per term in terms 1 and 2 (except in Level 6 for BA students, who will see visiting tutors during studio practice) to enable you to discuss any aspect of your work and practice or career and progression goals in detail with a specialist practitioner; you are able to choose which tutor to see from a published list each term, according to your needs. This supports high levels of achievement, providing you with the opportunity to seek highly specialised advice, and to take responsibility for your own learning and development.

In the third term all level 4 and 5 students have an extended PAT instead of an artistic tutorial, which is an opportunity to review their artistic progress for the year (as well as fulfilling the standard academic and pastoral remit of PAT tutorials).

## Academic Support

You will participate in a number of workshops and sessions at relevant points in your programme to enable you to develop the requisite skills for an appropriate level of academic study; these include sessions on referencing and writing, research and presentation skills. Further resources are made available via [Moodle](#).

Initial dyslexia screening is carried out as part of induction, with those students returning results for possible dyslexia recommended to undergo full testing independently; The Academy refers students to the British Dyslexia Association who undertake diagnostic assessments for dyslexia for post 16 year olds and adults. The student may need to bear the cost of such an assessment.

However, the Academy will accept the results of internal screening (indicating possible dyslexia) as a student's right to reasonable adjustments under the alternative assessment policy. Extra support is put in place for such individuals and those with previously identified (statemented) needs such as dyslexia, as well as those for whom English is a second language.

There are a number of laptops available in the library with Read & Write (dyslexia assistance) software and two scanning pens to assist those students for whom English is a second language. These can be loaned to students for short periods (i.e over weekends or reading weeks); please speak to the Academic Team to arrange.

## Enhancement and Employability

You will be notified regularly of opportunities to take part in external exhibitions, live projects, competitions and commissions as part of your personal and professional development. Trips to exhibitions are scheduled as part of many of the Elective Skills Workshop Courses and you are encouraged to regularly attend Art Fairs and exhibitions independently as part of your ongoing development.

Fresher's and induction activities are scheduled in order to promote interaction and encourage a sense of community and belonging, including artistic and social activities (please note these will be limited this year due to COVID). The Student Council and individual student groups also organise artistic and social activities.

The Academy organises a number of student prizes throughout the year, often in collaboration with external partners in order to celebrate student achievement and to provide networking and career opportunities.

There is no formal requirement for a professional placement year, although you are encouraged to undertake relevant work experience as and when it is compatible with the course of study e.g during the holiday period. Should you decide to take an independently organised placement year (or relevant study period abroad) this can be accommodated between any levels and will not affect progression, but it should be noted that these are not offered formally as part of the Academy's programmes. Level 6 BA students also have the opportunity to gain teaching experience through involvement in the delivery of evening classes (as teaching assistants), charitable outreach events and corporate training creative days.

Although the Academy does not have a dedicated careers service or advice and guidance department, career education and advice is embedded within the programmes in the form of Professional Development modules which provide opportunities to identify and action next steps in planning your career. This is supported through

the Artistic and Personal & Academic (PAT) Tutorials and the close links between the Professional Development and Studio Practice modules. Some career guidance is additionally undertaken by the Academic Team and you have the opportunity to seek further advice from tutors, guest tutors and speakers where relevant.

As an academic student at the Academy you are also eligible to take up free places on the evening, weekend and short course classes that the Academy offers (subject to availability). This provides you with further opportunities for skills development.

*More details about student support can be found in the document 'A guide to Student Support' available from the [Policies](#) section of Moodle*

## **Access to public courses and additional opportunities**

All academic students are able to take advantage of free places on the Academy's public courses (evening, weekend and short courses, **excluding** 'Master Classes'). These are available at the discretion of the Academy and subject to availability.

Free places are only available on those courses which have not achieved full enrolment. Places are allocated on a first come first serve basis and the Academy cannot guarantee any place. If you wish to guarantee a place on a public course, you will need to pay full cost (non - refundable) and book through the Academy's website.

For free places students are required to complete the short course reserve form available on [Moodle](#) and will be notified if they have a place on the day of the course.

If you are enrolled onto a public course (free place), you are expected to adhere to the same benchmark attendance of 80%. Please remember that if you accept a free place and fail to attend, you are potentially denying your fellow students the opportunity. Students who fail to attend as expected may have these privileges withdrawn.

### **Open Life classes**

All academic students are also able to attend the Academy's open life classes on Saturday and Sunday mornings. These are drop-in sessions which you need to pre register for. Please see the website or ask in the office for schedules.

### **Print (public) open access**

Those students who have completed a print elective skills workshop course are also eligible to attend the Academy's open access print sessions for free. These sessions are scheduled for Wed evenings and alternate Saturdays. If you wish to attend open access, you should speak to the public course team. Sessions will only run if external bookings have been taken.

## **Opportunities and support for study abroad**

Art Academy London does not currently have formal arrangements that allow students to study abroad, although we do have relationships with art schools in other countries and may explore options for overseas study in the future.

## **5. Facilities and Services**

### **Social and catering facilities**

The Academy does not have on site catering services. There is an excellent range of places to buy food and refreshments locally; please ask the Academic Team in the office if you would like advice, or are looking for anything in particular.

The Barn (Common room) is open to all and often used for social events. The facilities provide fridges and microwaves for your use, hot water and a coffee machine (a small charge). Please bring a travel mug (with a lid) for your own use.

Due to the ongoing Covid situation, we ask that you be mindful of capacity within the Barn and maintain social



distancing; we ask that you use external facilities where possible in busy periods. You may also take food and drink to your studio, but please ensure that you follow basic health & safety so as not to ingest anything you shouldn't. All liquids **MUST** be in a resealable container to prevent spillage. Food is **NOT** permitted in the digital suite, print studio or the wood & metal workshop.

Please clean up after yourself – throw away uneaten food, do not leave packaging etc in studios or the Barn, wash up after yourself, and keep the fridge and microwaves clean and tidy. We also ask that cutlery is only used for food and not taken into the studios to be used as tools. All tableware should be returned to the kitchens.

**The Arches:** you may have some classes in our second location on Redcross Street, a few minutes away from our main Mermaid Court campus. There are no communal facilities at the arches.

## Studios

We have a range of studios for specialist purposes across our buildings and during your time at the Academy, you will no doubt work in many, if not all of them.

Level 4 (year/ stage one) Degree (BA & FD) students **DO NOT** get assigned a personal studio space and will be in a variety of studios for all the time they are in tutored sessions, including for Studio Practice modules. Level 4 students need to tidy and store work away at the end of all sessions. Students will be provided with storage space where they can leave their work between teaching sessions. There are often free studios that students can use during the daytime. Please speak to the Academic Team about availability. Studios are often available for use outside term time.

When you reach Levels 5 and 6 (years/ stages Two\* and Three), you will be given a personal studio space where you can work independently and leave your work outside taught sessions, including outside term time (with the exception of the summer break when the space will need to be cleared for the graduate show, cleaning and building/improvement work). Your Studio Practice modules will take place in these studios but you will attend your Elective Skills Workshop courses in other studios throughout the campuses.

During days on which the Studio Practice modules are delivered you will have open access to the Digital Suite, Wood and Metal Workshop and Print Studio (print only for those students who have previously completed print workshops).

*\*Please note that in Level 5 part time students will only be allocated studio space when undertaking the studio practice modules (as this facility is intended to assist you in completing these modules). Part time students will take studio practice modules for three of the six terms they complete the level over. Both full and part time students will be assigned personal studio space for the entire year in Level 6 (BA).*

## Open Access

During days on which the Studio Practice modules are delivered you will have open access to the Digital Suite, Wood and Metal Workshop and Print Studio (print only for those students who have previously completed print workshops) with technical support available. Open access is for Foundation and Undergraduate students only and can be booked through Moodle (from the 'everything you need to know' block on the home-page).

Open access runs **TERM TIME ONLY** (including reading weeks).

Further information can be found on [Moodle](#).

## Studio Etiquette

*Further to our standard studio etiquette requirements below, as part of our **COVID- safe measures**, we will require all students to be extra vigilant about cleanliness in the studios: You will be fully briefed for each studio environment by your tutor regarding specific requirements such as wiping down the equipment used with disinfectant (provided).*

To provide the best possible facilities, courses and teaching at Art Academy London, it is necessary for everyone to respect our buildings and maintain a high standard of cleanliness. Our studios are in constant use, with evening classes often following shortly after your sessions. We ask students and tutors alike to take responsibility for clearing up and time is dedicated at the end of each day to do so. You must put away everything you have used



and clear away any rubbish. Please be mindful that others will use the space after you and clear up after your activity, especially remembering to put away class equipment, artwork and sweep the floor. In particular, we ask that you be mindful of the following:

**CLAY/PLASTER** - please ensure all clay/plaster is carefully and properly disposed of at the end of your class and do not leave without clearing floors and surfaces of debris (when sweeping dust, damp-down first to avoid inhalation).

**STONE CARVING** - please remember that there are other sensitive classes using the Workshop after your class that will be affected by a dusty environment and take care to fully clear down the surfaces, damp-down and sweep up any excess stone dust as best as you can.

**GLASS & METAL** - please take care to fully clean down all surfaces and sweep at the end of your class to ensure no shards of glass or metal are left behind that could cause injury to the next Workshop users.

**PRINT** - please take responsibility for clearing up hazardous or dangerous materials/equipment. Use the oil rag bin for safe disposal of oil rags.

**PAINTING** - please use the oil rag bin for safe disposal of oil rags and wipe down tables, chairs and easels at the end of the day. Zest-it (the Academy is white spirit free) should be recycled (please see the video on Moodle) or disposed of in the bucket provided

**EXTENSION CABLES** - please put cable mats over extension cables and make sure they're not overloaded.

#### GENERAL:

- Never leave hazardous substances open or near heaters during classes; all hazardous substances should be stored in a COSHH cupboard when not in use. Keep lids on when not in use.
- Turn off all heaters before leaving a studio unattended.
- Don't paint the walls.
- Return all tools and materials to their place (missing materials affect your own activities as well as other classes). When borrowing books or equipment from spaces other than the studio you are working in, return them to the same place you took them from.
- Do not store artwork, equipment or materials in passages, communal areas or in other student's spaces (if you require more storage room, please speak to the Operations Coordinator who will try to provide a more appropriate space)
- Mobile phones must be on silent or turned off during all classes. Personal music must not be played without tutor permission and headphones must be used.

## Security and working out of hours

All students have the code to the premises. (Please do not write down the code on anything that can be lost). For security reasons, the code is changed periodically. You will be notified of this change by email. Be aware of letting people in. Report suspicious characters or behaviour and if in doubt take people to the office or contact a staff member. If you feel threatened, call the office immediately.

Guests are welcome in the studio (except in taught sessions) as long as the office is informed beforehand, they sign in and wear a lanyard identifying them as a visitor, abide by Academy rules and do not disturb anyone else who is working there. All guests are required to sign in and out and wear a visitor lanyard, during their visit they are the responsibility of the individual signing them in and should be briefed of the fire evacuation points. All visitors to the Academy are recommended to read our safeguarding policy in full, which is publicly accessible via our website. A physical copy is additionally made available in reception and when all visitors sign in they are reminded of the requirement to adhere to it. In order to support this the badges/lanyards that are issued to visitors have a reduced safeguarding statement on the reverse and visitors are asked to confirm that as a minimum they have read this statement as part of signing in as a visitor.

Students (who have personal studio space) have access to the buildings and studios outside of taught sessions in order to work independently, during the following hours:

## **Mermaid Court:**

Monday to Thursday	9.00am - 8.30pm
Friday	9.00am - 5.00pm
Saturday	10.00am - 4.00pm
Sunday	10.00am - 4.00pm

**The above times are TERM TIME ONLY (including reading weeks). Please be aware that 28th September to 4th October access will be in normal working hours 9.00am - 5.00pm only.**

**Updates regarding opening times during holiday periods will be posted on Moodle.**

***Please note that advertised evening and weekend access hours may be subject to revision from term to term and temporarily, at short notice (any changes will be communicated via Moodle).***

Students allocated space in Russia House (an extension of the main Mermaid Court building) will be given a separate entry code for this area of the campus. Outside of office hours the entrance to this space MUST be kept shut with access via the entry code, for security and safeguarding. Students allocated space on the 3rd floor of Mermaid Court will also be given a separate entry code for their studio space and MUST also observe the same protocols outside of office hours (Monday - Friday 9am to 5pm).

Students must observe all H&S guidelines and fire regulations at all times. Any student found to be wilfully disregarding these regulations or endangering themselves or others will have additional access rights rescinded and may be subject to the Academy's student disciplinary policy. Students are not permitted to work in Academy buildings outside of these times.

Students are also able to access project spaces, studios/ buildings during most holidays & reading weeks (except during the Christmas shutdown and the summer break) during normal office hours (9-5). For access to general studios during these periods (ie those other than dedicated programme studios) please consult with the Academic Programme Manager.

## **Storage**

Level 4 (1st year/ stage one) students will be given a storage area in one of the basements where you can store your work safely. Level 5\* (2nd year/ stage two) and Level 6 (3rd year/ stage three) students will be able to store work in their dedicated studio space. You can also store tools and equipment here (or in your dedicated studio space). However, the Academy will not accept responsibility for loss, damage or theft of your property whilst it is on our premises; if you lose or find any article please notify the Office without delay. Art Academy London maintains a lost property cupboard and will dispose of unmarked lost property after one month if it has not been claimed.

\* except those part time students who have not been allocated studio space; they will be provided with storage space.

## **Model Care**

Both students and tutors should take great care of models. Don't take photographs without permission, and be polite and respectful when interacting with them. Please do not phone models without contacting the Academic Programme Manager for permission first.

## **Materials and Costs**

All materials involved in the demonstration of techniques and processes will be provided by the Academy. Paper is also provided, as are some basic sculptural materials such as an amount of clay. However, you will need to buy additional materials as specified for individual Elective Skills Workshop Courses (details are listed on the course information sheets) and provide the materials you decide to use in the completion of assignments/projects. We strongly encourage you, as you increasingly specialise, to acquire basic tools/resources, along with appropriate consumable materials, depending on your creative discipline. It should be noted that in the case of some sculpture workshops, associated costs are often in the region of £170 - £260 annum including tools and materials. Extra costs are also associated with the graduate exhibition, which graduating students will be informed about

with as much notice as possible.

We run a hollowing and firing service for students who have been working in clay. The cost is put on relevant elective skills workshop documents (or available from the Operations Coordinator). Times to complete this service vary due to demand. The work will be retained for one month after you are notified it is ready to collect.

## Shop

A range of basic materials is available in the Academy's shop, located in the Main building reception area. We sell these items at cost directly to you.

Shop Opening Times are displayed in reception and available on Moodle.

There are a number of other suppliers we recommend, all within reasonable traveling distance from the Academy. Many also offer student discount:

**Cass Art** - general art supplies, often at a discounted rate.

<https://www.cassart.co.uk>

Closest branches Charing Cross and Islington (flag store)

**Southbank Art** - small general art suppliers and framers

<https://southbankart.co.uk>

Closest station is Elephant & Castle

**Atlantis Art** - large art supply shop, stocks practically everything you will ever need.

<http://www.atlantisart.co.uk>

Closest stations are Old Street and Moorgate

**Tiranti** - specialist sculpture suppliers (also great for advice)

<http://tiranti.co.uk>

Closest stations Great Portland Street and Warren Street

**Rymans** - high street stationers, for emergency supplies it is very close to the Academy

<http://www.ryman.co.uk>

Closest station London Bridge

**Intaglio** - specialist print supply shop

<http://intaglioprintmaker.com>

Closest stations Waterloo and London Bridge

## Equipment loans

You are able to borrow a range of digital equipment such as cameras, sound recorders and projectors. You will need to see the Digital Leader to organise this. Please note that some equipment is generally only available for use on campus (such as projectors).

*However, as part of our **COVID - safe measures** equipment will need to be cleaned/ or quarantined after loan. This will, therefore, restrict availability at times. All students **MUST** provide their own headphones for use in the digital suite (open access sessions and electives).*

## IT access & Printing

There is open access to the Digital Suite during the days that Studio Practice modules are delivered. The Digital Suite computers are all Macs and the latest version of Adobe CC software.

We have most of the Adobe software already installed on all the computers, including *Photoshop, Illustrator, Bridge, InDesign, Premiere Pro, After Effects, Audition* and more. We also have a number of other applications such as *SketchUp Make, Sculptris, Blender, Unreal, Unity, Handbrake, Audacity* and much more. If you want to check what software the computers have installed or request new software for a project please see the Digital Leader.

The Digital Suite also has a specialised project space equipped with photographic lighting which can be used for photographing artworks or creating digital based project work. The project space can be booked by students when it is not being used for classes, please speak to the Digital Leader for booking and inductions.

The Digital Suite is also equipped with graphic tablets, A3 flatbed scanning, 3D printing and photo quality printing. Standard photocopying/ printing can be accommodated in the main office.

If you wish to work independently on research or written work in the library/quiet study space you can borrow one of the PC laptops from the office. These laptops can only be used on campus.

Before using the Academy's IT facilities, you should ensure that you have read and adhere to the Academy's *IT User policy* and are familiar with the following associated policies and guidelines (all available on Moodle):

- *Freedom of Speech*
- *PREVENT*
- *Guide to copyright.*

## Online learning

The Level 5 Professional Development modules for both the BA and the FD are predominantly taught online through live Zoom sessions. For these modules you should work from home and ensure that you have suitable hardware and wifi to run Zoom. If you are concerned that you do not have access to appropriate hardware/ wifi or a suitable space to work from home, please contact the academic team for assistance.

**ALL** other modules are delivered physically, face-to-face.

The Academy also invites artists to give talks on their practice as extra-curricular activities. Some of these talks are delivered online, via Zoom, in the early evening to enable all members of our community to join the audience.

'How-to' reference guides and other resources are available on Moodle for Zoom and Padlet (which may also be utilised). You will also be able to participate in a Zoom induction.

## Library

Art Academy London Library utilises both physical and virtual resources. The library contains approximately 2000 books and approximately 150 journals relating to all areas of fine art practice, history, theory and critical discourses. The library has an online catalogue system that you can access through the Academy VLE ([Moodle](#)). It also provides a quiet study area where you are able to access books and laptops in order to undertake independent study.

You are also able to access the Southwark Library catalogue as a student of the borough. Southwark's John Harvard library is three minutes from the Mermaid Court campus. Induction to the British Library forms part of the preparation for the Art Theory and Art History modules and you can take advantage of a number of specialist libraries in London, details of which can be found on Moodle.

The Academy also subscribes to a number of art journals and journal/ text catalogues digitally which you can access through Moodle. Some editions such as Frieze and Art Monthly will only access through the Academy's IP address, but will allow you to save PDFs of articles to download and read off site. The EBSCO database contains 3,000 plus journals and periodicals and can be accessed on and off site. You will receive training in using these systems during induction week.

When using the library, you need to be aware of what you can or can't scan or photocopy:

### What can be photocopied and scanned?

- One chapter or 5% of a book whichever is the greater, for scanning it needs to have been published within the UK
- One article from a journal or 5% whichever is the greater, for scanning it needs to have been published within the UK
- A short story or poem, not exceeding ten pages or 5% whichever is the greater from an anthology can be photocopied

## What can't be photocopied and scanned?

- Printed music, newspapers, maps, charts or books of tables, worksheets or assignment sheets, theses or dissertations, any religious books, logos or trademarks. Unless otherwise stated, for the full excluded list, there is a list at each photocopier and in the Digital Suites.

## Health & Safety

We firmly believe that adequate provisions for health and safety are essential to safe working and student life. The maintenance of safe working conditions and the prevention of injuries and losses are not only of vital importance to the Academy's efficiency and success, but also in the best interests of all our employees, tutors, students, and their families. We therefore aim to provide up to date information about health and safety issues at work and study, ensuring that everyone is fully aware of their responsibility for safety and of the rules relevant to their own jobs or study. The Academy has a full Health and Safety Policy, which is available on Moodle.

You will receive a general Health & Safety induction during your programme induction/ at enrolment covering the content of the Student Handbook and general studio guidance. You will sign the Student Induction Form to indicate that you have been given and have understood the briefing.

Further inductions will be given for specific studios, tools and equipment throughout your time at the Academy. **YOU MAY NOT USE ANY TOOLS OR EQUIPMENT WITHOUT THE RELEVANT INDUCTION.**

**There are Health and Safety videos on the Facilities, Health & Safety section of Moodle covering safety procedures including: manual handling, safe use of a ladder and using our easels and sculpture stands. You are required to watch these to ensure you are familiar with these procedures.**

In addition to the Health & Safety Policy the Academy has studio/ area guidance and activity specific risk assessments, which you can find in the H&S points in every studio. The Academy also has a number of Codes of Practice relating to specific activities. These are all available on Moodle and you may be required to read these as relevant to any activities you are undertaking.

If you are unsure about any health and safety issues please ask the Director of Operations or the Facilities Manager.

The list of safety rules set out below is intended for general guidance only.

### ***You should ensure that you:***

- Look where you are going and proceed cautiously and carefully around the Academy;
- avoid running or rushing about;
- have passed the induction procedure for operating any piece of equipment or machinery on your own, however simple;
- use proper methods for lifting and handling: keep your back straight, if the item in question is too heavy for you to lift on your own, ask someone to help you;
- clean up after yourself: your untidiness or carelessness may cause injury to someone else;
- wear special protective clothing, including goggles, ear protectors, gloves or boots when advised;
- take care at all times for the safety of yourself and others;
- report any injury, however slight, in the Accident Report book at your area's health and safety point (the Operations Manager will review these termly to review and improve our health and safety guidance and policies);
- report hazards to the Facilities Manager.

### ***Do not:***

- Attempt to operate any machine or equipment, or handle any hazardous substance, without taking proper instructions;
- attempt to clean any machine or any moving part whilst it is in motion (switch off where possible);
- interfere with any safety equipment or machine guards;
- tamper with any electrical wiring or equipment;
- leave things lying around on benches or in gangways;
- obstruct fire exits.

## Hazardous Substances

During your studies you may be obliged at some point to handle and store hazardous substances – ie. substances that present a danger of fire, toxicity to the user, or toxicity to the environment. All are clearly marked with hazard labels and have an accompanying COSHH risk assessment in the studios (in which they are used). Hazardous substances must be used in accordance with the instructions and stored in a COSHH cupboard, or under the conditions described in the specific COSHH risk assessment. You **MUST NOT** use hazardous substances unless you have been inducted into their use. You **MUST** wear the PPE (personal protective equipment, such as gloves and safety goggles) listed on the specific COSHH risk assessment when handling any hazardous substances. Hazardous substances must be disposed of in accordance with instructions on the label and COSHH risk assessment.

The Academy is a white spirit and turpentine free environment and only odourless spirits, such as Zest-it or Sansodor, are permitted on the premises. You will need to provide your own spirits, which can be recycled for longevity.

*For further details you should refer to the Code of Practice: COSHH and Code of Practice: Hazardous Waste, which are available from the [Facilities, Health & Safety Section of Moodle](#).*

## Safe use of Equipment

During your time at the Academy you will use a variety of different tools and equipment. Your tutors will induct you on the safe use of all of them. You should always follow the tutors instruction and never use any unfamiliar equipment without an induction.

*Please be aware that as part of our **COVID -safe measures** all students will be required to clean shared equipment with disinfectant wipes after use.*

The most common pieces of equipment you're likely to encounter are:

### **Easels**

There are two types of easel in use at the Academy; A-frame and radial. In both cases, make sure that the easel is correctly positioned on a flat surface and that all the wing nuts securing the legs are securely tightened. The most common cause of accidents with easels comes from drawing boards falling off and hurting the user or a bystander because the top clamp has not been brought down and tightened to prevent it from moving. The easel should be leaning back sufficiently that a board or canvas does not fall forward when placed on it, but in any case, never place a drawing board or canvas on an easel without clamping it in place. When using and moving easels, take care not to trip over the legs or to place them in such a way that others may trip over them. There is a demonstration video on Moodle for you to refer to.

### **Ladders**

Ladders are a significant cause of deaths and injuries in the home and workplace. It is, however, always safer to use a ladder than to improvise by standing on a chair or table. If you have not received induction in the safe use of ladders, please refrain from using them and ask for help if you need to reach something at height. Think first whether you really need to use a ladder – if something could be equally well stored or displayed elsewhere without the use of a ladder, then consider that option. Only use a stepladder when there is someone else in the room with you. There is a demonstration video on Moodle for you to refer to.

*Set-up for stepladders:*

- Check that the ladder has no defects (feet included)
- Ensure there is space to fully open the stepladder - use any locking mechanisms
- The ground should be firm and level
- The floor should be clean, not slippery

*Stepladders in use:*

- Use them only for short duration work (maximum 30 minutes)
- Only carry light objects on ladders (up to 10 kg)
- Maintain three points of contact whenever possible
- Do not work off the top two steps (top three steps for swing-back/double-sided stepladders) unless you

- have a safe handhold on the steps
- Avoid side-on working. This is particularly important when storing objects on racks. Always face forwards and reach forwards.
- Do not overreach. Make sure your navel stays within the stiles and keep both feet on the same rung or step throughout the task

## Use of Personal Electrical Equipment

You are not allowed to plug in personal (non Academy) electrical equipment in any Academy building without it first undergoing PAT testing (Portable Appliance Testing). This includes chargers for mobiles and laptops. Any items not PAT tested may invalidate the Academy's insurance policy if an electrical fire should occur.

If you wish to use personal electrical equipment in Academy buildings, please speak to the Operations Coordinator about PAT testing (this must be conducted annually). Anyone using personal electrical equipment will be asked to cease immediately. Persistent offenders may be subject to student disciplinary procedures.

Should you need to charge your mobile, this can be done so via the usb port on a computer, or speak to the office, who may be able to assist.

## Lifting and Handling

You can easily cause injury to yourself or others by trying to handle a load that is too heavy for you. Do not try to lift or move anything that may be too heavy or bulky for you to handle. If in doubt, ask for help from a fellow student, tutor or technician. Where you think a job may require specialist lifting, ask the technician.

There is a demonstration video on Moodle for you to refer to.

*Think. Plan the lift:*

- Can handling aids be used? Even a sack truck can make a big improvement.
- Where is the load going to be placed?
- Will help be needed with the load?
- Remove obstructions such as discarded wrapping materials.
- For a long lift, consider resting the load midway on a table or bench.

*Take care of yourself:*

- Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.
- Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground).
- At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
- Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load. And avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turn by moving the feet rather than twisting and lifting at the same time. Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.
- Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

## Fire Safety

Art Academy London is committed to providing a safe environment for its staff, students and visitors; in the event of fire, they should be able to safely and comfortably leave the building. As part of this commitment, the Academy aims to ensure that the risks from fire are minimised and that the requirements of the Regulatory Reform (Fire Safety Order) 2005 are implemented fully.

Although fire safety within the Academy is primarily the legal responsibility of the Academy itself, a legal obligation also rests on all staff, students, visitors, contractors and anyone else whose actions may influence the risk from

fire on Academy premises. The Academy will support the above persons to meet their duties and in turn requires their full commitment and cooperation.

The Academy has a full Fire Policy and Procedure available from the [Facilities, Health & Safety Section of Moodle](#).

### General Fire Guidelines:

- Fire doors must be kept closed and clear
- Corridors and staircases must be kept absolutely clear at all times
- Fire extinguishers and fire alarm equipment must not be tampered with or moved or used to prop doors open
- All flammable substances must be used and stored correctly
- Heaters of any kind must not be covered or obstructed
- If you notice anything that you believe presents a fire risk, bring it to the attention of your tutor, the technician or any other member of staff
- Electric plug sockets and extension leads must not exceed their power loading or be tampered with - if in doubt, please ask the Academy office for advice
- Smoking or use of E-Cigarettes is not permitted in any part of the building
- Please make sure you read the Fire Safety Notice in your studio. This document will include the location of the fire exits and the assembly point for the building.

Evacuation drills are carried out periodically for the purpose of testing the effectiveness of the Academy's emergency procedures. Frequency of drills will vary but there should be at least one per term and at least one unannounced drill per year. Accidental triggering of the fire alarm should be reported to the Technician, Facilities Manager or Director of Operations.

### Emergencies - Fire

*If you discover a fire (no matter how small)*

- Immediately operate nearest fire alarm call point
- Attack the fire, if possible, with the appliance provided but without taking personal risk (if not, leave personal belongings and go directly to your nominated assembly point).

*On Hearing a Fire Alarm*

- Help others (with mobility issues) if necessary, (individuals with a Personal Emergency Evacuation Plan (PEEP)\* will be assisted by Academy staff as per their plan).
- Tell Fire Wardens (wearing high-vis yellow tabards) if you see people awaiting assistance in a protected stairway, to allow the fire services to help them out of the building.
- Leave by the nearest exit, go to the assembly point and report to your tutor (or a fire warden if not in a class). **DON'T** stop to collect personal belongings.
- **Do not use the lift.**
- Report any missing persons to Academy Staff.
- Academy Staff will call the Fire Service.
- **NEVER** re-enter the building until officially informed it is safe by Academy Staff.

\*If you have identified potential issues with being able to evacuate the buildings independently in an emergency via the induction questionnaire, you will be invited to discuss your requirements and draw up a PEEP with a member of staff. More details about PEEPs are available on [Moodle](#).

### Accidents - First aid

Any minor injury requiring treatment should be dealt with by one of the Academy's trained first-aiders. Names and contact numbers of qualified first aiders are available from the office and are posted at the Health and Safety point in each studio. There is a clearly marked first aid box located at each Health and Safety point. First aid boxes are also available in the offices.

An ambulance should be requested if the injury/illness is life-threatening or needs the skills and equipment of an ambulance or paramedic team. Examples include heart attack; sudden unexplained breathing difficulties; heavy bleeding; unconsciousness; traumatic back/spine/neck pain.



In such instances tutors, students and staff are advised to call an ambulance immediately by dialling 999. The location details of the Academy will be clearly marked at the Health and Safety point. Once an ambulance has been requested, the Facilities Manager and/ or Director of Operations should be notified.

*Student and tutor Responsibilities under the First Aid at Work Code of Practice:*

- Seek assistance from a First Aider in all cases of injury or sudden illness on Academy premises.
- Call an ambulance if they think an injury or illness is life-threatening or needs the skills/equipment of an ambulance or paramedic team and inform the Director of Operations of their action.
- Provide support to First Aiders if necessary.
- Complete a report for all accidents, injuries, sudden illnesses, first aider attendances, and near misses.

*Please refer to the full Code of Practice: First Aid at work for more details, available from the [Facilities, Health & Safety](#) Section of Moodle.*

## **Building Orientation and general rules**

Please familiarise yourself with the layout of the buildings, including the fire exits. Areas such as resident artist studios may only be entered by authorised persons. If you need guidance, please ask a senior member of staff.

**Mermaid Court:** The lift at Mermaid Court is principally used by the Operations Team to move equipment and materials. It may be used by students (tutors, staff and visitors) with Mobility issues; we ask that those who need to use the lift because of mobility issues inform the office at the start of term. Students may use the lift to transport heavy equipment and materials when appropriate. The lift is **NOT** for general, daily passenger use.

The roofs, lift control room and patio gas storage area are strictly out of bounds except to the Operations Team. Students found to have been in these areas will be subject to student disciplinary and may be permanently excluded from the Academy.

**General:** Personal possessions must be tidily stored and must not create trip hazards or be kept in places where they may fall and injure yourself or others. Areas in which you work must be kept tidy and free of clutter – untidy areas create fire hazards. Please clean up after yourself in the Common Room. Please **DO NOT** use kitchen cutlery as tools within the studio.

## **Smoking**

Smoking isn't allowed in any enclosed workplace, public-building or on public transport in the UK. The law doesn't apply to e-cigarettes, but we ask that everyone refrain from using e-cigarettes in our buildings. We ask that students refrain from smoking directly outside our buildings.

## **Substance Abuse**

Art Academy London holds a zero tolerance policy on the use, possession or sale of illegal substances. Anyone found in possession of illegal substances on Academy premises will be subject to student disciplinary and may be withdrawn from their programme. If you find someone to be under the influence or in possession of illegal substances you should inform the Academic Team or Operations Manager immediately.

## **Alcohol**

Other than official events, alcohol is not allowed to be consumed on Art Academy London premises. Students found to be under the influence of alcohol during normal teaching hours will be asked to leave the premises and will be subject to student disciplinary.

## **Loss, damage or theft of property**

The Academy will not accept responsibility for loss, damage or theft of your property whilst it is on Art Academy London premises. However, if you lose or find any article please notify the Office without delay. Art Academy

London maintains a lost property cupboard and will dispose of unmarked lost property after one month if it has not been claimed.

## 6. Institutional policies and regulations

As a student and member of the Academy community you will need to be familiar with a number of institutional policies, regulations and procedures in addition to those already signposted in this document. All relevant policies and documentation are available on [Moodle](#).

### Equality and Diversity policy

Art Academy London has a duty of care to all those who are involved in its work. Through its policies and in its day-to-day functions, Art Academy London is committed to promoting equality and fairness, and to combating discrimination. This commitment applies to everyone, staff and students alike, regardless of gender, racial or ethnic background, disability, religion, sexual orientation or age, and embraces our legal responsibilities.

*Under UK legislation and this policy, every member of staff and student has a responsibility to:*

- Listen to what others have to say and respect their point of view.
- Understand that it is unlawful to discriminate on the grounds of race, religion, gender, sexual orientation or disability and that disciplinary action will be taken against those involved in discrimination, harassment or bullying on any grounds.
- Speak out if the situation demands it (e.g. if there is an immediate risk of escalation) or, more often, report it if they witness or are aware of bullying, vindictiveness, verbal or physical aggression and not assume that it is someone else's responsibility.
- Question their prejudices and assumptions.
- Avoid using language and behaviour that might offend others.
- Familiarise themselves with the responsibilities that equalities legislation places on them.
- Be sensitive to issues of cultural diversity in their work.

*Please see the Equality and Diversity policy and strategy for details, available from the [Policies](#) section of Moodle.*

### Safeguarding Policy

Art Academy London is open to all. This includes children and young people who are under 18 and vulnerable/protected adults and adults at risk. In line with current legislation and guidance in England, Northern Ireland, Scotland and Wales, the Academy recognises that it has a duty of care in creating a safe environment for the above groups for their studies or employment, and, by working with appropriate external agencies, is committed to ensure that they are safeguarded and protected from harm.

Safeguarding is accorded utmost priority and you should be aware of the institution's commitment to the safety of vulnerable/protected groups, the Policy and to relevant codes of conduct, and know what to do if a concern arises.

The Director of Academic Quality, Standards and Student Experience is the Designated Safeguarding Officer.

You should speak to the DSO, or nominated safeguarding contact in their absence, should you wish to raise any safeguarding concerns without delay.

*Please see the safeguarding policy and procedure for details, available from the [Policies](#) section of Moodle*

### PREVENT Policy

The Academy has a statutory duty to fully comply and report on Section 26 of the Counter Terrorism and Security Act 2015, termed "PREVENT". It acknowledges the responsibilities assigned by the legislation and has devised its PREVENT policy to address these responsibilities. The purpose of this duty is to aid the process of preventing people from coming to harm by being drawn into terrorism and it is embedded into a number of the Academy's

policies as part of our wider duty of care to both students and staff. The Director of Academic Quality, Standards and Student Experience is the Academy's Prevent Coordinator. You should speak to the PC, or nominated Deputy Prevent Coordinator in their absence, should you wish to raise any safeguarding concerns without delay.

*Please see the PREVENT policy and procedure for details, available from the [Policies](#) section of Moodle.*

## **Freedom of Speech Policy**

Freedom of speech is an important part of academic and wider life, especially to artists. The Academy will ensure it promotes freedom of speech for its students, staff and visiting speakers. On rare occasions, individuals might seek to express unlawful opinions or an event might lead to a breach of the peace. It is, therefore, necessary to have regulations, as described in the policy, to deal with such situations. However, in assessing any necessary restrictions the Academy will always be mindful of the sacrosanct principle of freedom of speech.

*Please see the Freedom of Speech policy for details, available from the [Policies](#) section of Moodle.*

## **Complaints**

The Academy makes every effort to ensure that you have the best experience. We recognise that there are times when you may have a specific concern about the provision of a programme of study or a related academic service. The complaints policy and procedure aims to help to resolve such concerns in a manner which is as fair and expeditious as possible.

Complaints should not be confused with Academic appeals which should be taken up in accordance with the Academy's **Academic Appeals Policy and Procedure**.

An academic appeal is defined as a request for a review of a decision concerning the following matters:

- (i) final award;
- (ii) progression from one stage or level of the programme to the next;
- (iii) assessment on the programme.

*Please see the student complaints policy and procedure for details, available from the [Policies](#) section of Moodle.*

## **Fitness to study**

Fitness to study relates to an individual's capacity to participate fully and satisfactorily as a student, in relation to academic studies and life generally at Art Academy London. The Academy is committed to supporting your wellbeing and recognises that a positive approach to the management of physical and mental health is crucial to student learning and academic achievement.

*Please see the Fitness to Study policy and procedure for details, available from the [Policies](#) section of Moodle*

## **Student Disciplinary Policy and Procedure**

The welfare and wellbeing of all users of the Academy depends on the reasonable and disciplined behaviour of individuals. The Student Disciplinary policy and procedure are designed to help you to achieve and maintain the high standards set by the Academy and to ensure consistent and fair treatment for all, by setting out the actions which will be taken if Academy regulations are broken. The main aim of the Student Disciplinary policy and procedure is to provide a framework to promote positive behaviour and within which student misconduct will be dealt with.

*Please see the Student Disciplinary policy and procedure for details, available from the [Policies](#) section of Moodle.*

## Bullying and Harassment Policy

Harassment occurs when an individual is subjected to unwanted conduct which has the purpose (intentional) or effect (unintentional) of:

- Violating a person's dignity, or
- Creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Moreover, harassment is unlawful when it is on the grounds of sex, gender reassignment, race, ethnic or national origin, sexual orientation, age, religion/belief, or for a reason relating to a person's disability.

**The Academy will not tolerate harassment or bullying in any form.**

It is the individual's perception of whether the conduct in question was unacceptable that is important in determining whether harassment occurred. Where the conduct in question is found to have been unintentional, it will be viewed as having the effect of harassment if this could be regarded as a reasonable conclusion when taking into account all the circumstances, including the complainant's perception.

A student who believes that they have been subject to harassment should, in the first instance, state that the behaviour is unwelcome, unwanted, unacceptable and/or offensive and ask the individual(s) concerned to stop. However, if the victim of bullying or harassment is too upset, frightened, embarrassed or believes that the bully or harasser(s) may be unapproachable or unreceptive; he/she should immediately seek advice from the Academic Team, their PAT or Programme/ Pathway Leader.

*Please see the Bullying and Harassment policy for details, available from the [Policies](#) section of Moodle*

## 7. Student participation and evaluation

As a charitable institution with the aim of championing widening participation, accessible learning and inclusivity in arts education, community is the heart of Art Academy London. Our community is made up of a wide variety of staff, short course students, resident artists and alumni with our academic course students at its heart; it is central to the ethos of the college that the members of our community contribute to its growth and development, that our students take pride in being an active member of Art Academy London community.

To this end, student engagement in the development of the Academy, curriculum and the decision-making process is actively encouraged. Feedback forms a significant part of student engagement and is collated through both formal and informal channels. At key points in the academic year, you will have the opportunity to feedback formally through end-of-module and year/ programme surveys and become involved in the student council and forum.

The small size of the Academy is highly advantageous in promoting student engagement and community belonging, as this enables all staff to operate an open door policy and build good relationships with students, who are actively encouraged to engage with the management and executive teams (including the Principal); you are invited to feedback continuously throughout the year on a more informal basis.

The Student Council is central to the review, development and improvement process that the Academy is continually engaged in as part of its aim to provide the best student experience possible. You are encouraged to participate in all aspects of this process, help shape the future of the college and become active members of Art Academy London community.

*Please see the document 'A guide to student engagement', available from the [Policies](#) section of Moodle for more information.*

## Graduate Show - end of year exhibition

All graduating students participate in the Graduate Show. This exhibition forms a major part of assessment and for all programmes.

All current students are expected to assist in preparing the Academy's buildings for the graduate shows at the end

of the third term (please do not book holiday until after the private view opening). Students will be assigned rostered duties under the supervision of the operations team and/ or a graduating student.

All participating (graduating) students are expected to invigilate during the public opening of the exhibition.

## **8. Commissions and copyright of your work.**

Commissions or competitions may be offered to students through Art Academy London. If a student wins such a commission, a 20% commission fee is payable to Art Academy London. Commissions which a student receives on their own account do not incur any fee to Art Academy London. Sales of all work displayed during the Graduate Show and other exhibitions is subject to a 20% commission payable to Art Academy London.

Whilst you own the copyright on your work, you agree to allow Art Academy London the right to use images of you working within the Academy and work produced during your programme on its website and in its marketing materials. You may object to use of a specific image by contacting the Marketing Officer. Printed materials will not be withdrawn, but the image will not be used in new materials.

*There is a comprehensive guide to copyright law and its implications as a student and as an artist available on [Moodle](#).*

## **9. Data Protection**

Data Protection Act 2018 (DPA 2018) and General Data Protection Regulations (GDPR) regulates the processing of personal data. We are registered with the Information Commissioner's Office.

The Academy has a full Data Protection Policy which you are advised to refer to. It sets out the Academy's commitment to comply with the DPA 2018 and GDPR.

The DPA and GDPR are both centred on key data protection principles:

- Personal data shall be processed fairly and lawfully
- It shall be obtained for specified purposes
- It shall be adequate, relevant and not excessive
- It shall be accurate and up-to-date
- It shall not be kept longer than necessary
- It shall be processed in accordance with the rights of the data subject
- Measures shall be taken to protect processing, and to prevent loss and damage
- It shall not be transferred outside the European Union unless there is an adequate level of protection in that country

The Academy maintains a Records Retention and Disposal Schedule setting the periods for which records containing personal data are to be retained.

### **Own Personal Data**

The Academy will comply with requests from an individual to exercise their rights under the DPA and GDPR.

All students are responsible for checking that information they provide to the Academy in connection with their employment or studies is accurate and up to date. Any changes to personal data provided (e.g. change of address) must be promptly notified, in writing, to the Academic Programme Manager.

## **10. Confidentiality**

Your personal information is classified as confidential and will not be released to outside sources without your prior authorisation, except where a request has been made by the authorities (such as the police, central government) and the Academy considers there a lawful basis for doing so. Requests from local authorities for the purpose of assessing council tax exemption of students will be answered.

All staff members are expected to treat the personal information of staff members, students and Academy affiliates with respect for confidentiality.

In accordance with the Data Protection Act 2018 (DPA 2018) and General Data Protection Regulations (GDPR), Art Academy London will require students to clear security when calling us to discuss any information covered by the DPA/GDPR\*. In such cases, all students will be required to confirm required to give three forms of verbal ID over the phone to confirm they are the student they claim to be. These 3 forms of ID will be:

- a) Full name (including middle names)
- b) Date of birth
- c) First line of address

If any of these details should change, e.g. change of address, the office must be notified in person. All email correspondence will be sent to the email initially listed in the student's application, unless they have informed the office of a change of email.

*\*this pertains to information such as contact details, financial information (including fees and bursary information), information about medical and other conditions, grades and other individual progression information (i.e attendance, extenuating circumstances, appeals & complaints etc). Students phoning for general inquiries or information on timetables, to inform of absence or lateness etc will not need to pass these security measures.*

It is important to be aware that the Academic team will not be able to speak with family members/guardians, etc. unless the student has given expressed permission to do so. Family members/guardians/etc will need to confirm the above three forms of ID and a password set up with the student and Art Academy London.

The Academic team will complete each call with a short note on the relevant students' file to document the reason for the call.

The Academy will seek to ensure that personal data is only shared across different teams or departments where those areas have a business need for accessing that data.