



Student Handbook 2018/19

London

MetFilm School, Ealing Studios, Ealing Green, London W5 5EP, +44 20 8832 1933



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Welcome to MetFilm School

It is with great pleasure that we welcome you to MetFilm School, and we hope that you are as excited about your learning journey as we are.

Through seminars, practical workshops and independent practice and study, you will gain the core creative, practical and business skills needed to succeed in today's film, screen and creative industries.

Our courses are demanding. We expect you to be self-directed, committed, and to seek answers beyond the classroom. We place importance on punctuality, good time keeping and professionalism, which are the key characteristics of professionals in the creative industries. You have already declared yourself ready for the challenge, and we're committed to providing you with an outstanding learning opportunity.

We hope you enjoy your time with us, and we look forward to supporting your personal and professional development while you are here.

Student Handbook

This document sets out important information which you need to know as a student whilst you undertake your studies with us. Please take a few minutes to read through everything carefully. You should refer to this guide throughout the course of your studies.

This handbook is for students on all MetFilm School (MFS) courses. The latest version of this handbook can be accessed on Moodle under MetFilm School Support Site.

If you are on a one, two or three-year programme, you should also receive a specific course handbook as well as module study guides at the start of each module. If you are on a short course, you will receive a syllabus.

All handbooks and guides are updated regularly and the latest version is always posted under the relevant programme and module site on Moodle.

The rules, regulations and policies contained in this handbook form part of the agreement between us and should act as a guide for you throughout your time at MetFilm School.

MetFilm School requires that all students have read and understood this handbook. If you have any questions then please do not hesitate to contact your personal tutor, or the Student Services Team who will endeavour to answer your queries.

The MetFilm School Team

Who is Who at MetFilm School

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E stefan@metfilm.co.uk

Head of MetFilm Futures

Sarah Winstanley
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E sarahw@metfilm.co.uk

Useful Contacts

Reception

T +44 (0)20 8280 9112
E reception@metfilm.co.uk

General Student or Administrative Queries

E admin@metfilmschool.ac.uk

Marking and Assessment Queries

E assessments@metfilmschool.ac.uk

International Student Immigration Queries

E compliance@metfilmschool.ac.uk

Complaints

E complaints@metfilmschool.ac.uk

Maintenance, AV, Health and Safety Queries

E operations@metfilm.ac.uk

Room and Equipment Bookings

E timetable@metfilm.co.uk

Production Facilities Centre / Kit Queries

E kitroom@metfilm.co.uk

Student Wellbeing

E wellbeing@metfilmschool.ac.uk

Your School

MetFilm Mission, Philosophy and Values

Mission

Since launch in 2003 MetFilm has been committed to educational excellence and deep links into industry. To date we have educated over 9,000 students and 82% of students on courses of six months or longer are working in the creative industries.

Our mission is to inspire a new generation of creative screen professionals, educating them in the new world of story-telling across all screen types. By putting industry at the heart of everything we do, MetFilm School best equips its graduates for successful careers. Our goal is to nurture skill and talent, creating a great school which empowers students to pass seamlessly into work, using our experience to help businesses adapt and change in the ever-changing multichannel world.

The MetFilm Ecosystem



MetFilm brings together passionate and creative specialists at the forefront of the industry. It is comprised of individual but mutually supported teams, united by a collective interest in the continuing development of the screen industries.



MetFilm School has campuses in **London** and **Berlin**. Under the tuition of experienced, award-winning tutors, students learn how to become dynamic pioneers within a wide range of contemporary media.



MetFilm Futures is our student and graduate opportunities team, focused on providing support, industry advice, and employment opportunities within the curriculum and after graduation.



MetFilm Production is an award-winning production company creating high quality fiction and documentary films for theatrical audiences worldwide.



MetFilm Sales is a boutique agency, specialising in the financing and sales of single documentaries and series, in close collaboration with MetFilm Production.

Unique Educational Approach

MetFilm School has taken the lead in screen education by bringing learning into an industry setting, whilst encouraging aspirational storytelling. MetFilm School's goal is to select students

with the passion and tenacity to succeed in the creative industries, and to prepare them for the world of production into which they actually progress, from big screen to small.

MetFilm School student's education is complemented by:

- Our location – an inspirational working studio with historic and contemporary significance
- Our inspirational tutors who are industry practitioners
- A curriculum that covers from short form video, branded content, television, factual and feature film development
- An innovative graduate opportunity programme

Our Values

- **Inspire:** we live what we teach and lead by example.
- **Deep Practice:** a curriculum built on industry practice, reflection, and enterprise.
- **Developing Attitude and Voice:** educating professional creatives and creative professionals.
- **Driving Entrepreneurialism and Employability:** cultivating graduates who are smart screen creatives equally at home in creating content for the big screen or the mobile phone.
- **Excellence:** we want and expect our graduates to succeed in industry, and they do.

Feeding the Creative Economy



Creative industries generate £84 billion a year for the UK economy, with the number of jobs in creative industries rising nearly 20% in the last five years to 1.9 million in June 2016, a rate of growth three times faster than UK average employment trends. Video is increasingly becoming the dominant communication channel for corporations, marketing, and peer to peer, with Facebook predicting that content created by its 1.6 billion users will be close to 100% video within 5 years. Growth in the creative and screen industries is projected to continue, with video internet traffic forecast to grow at 31% (compound annual growth rate) between 2015-2020.

¹ of accredited students, based on 80% response rate, per Annual Survey 2015

² Source of Creative Economy data: DCMS Statistics 2016 (Creative Industries Council)

MetFilm School Student Charter

MetFilm School's mission as an educational institution is to provide students with a practical, high-quality learning experience grounded in professional industry practice and preparation. Our courses equip students with the knowledge, skills and mindset to prepare them for careers within the screen industries.

We seek to foster an inclusive environment in which creative, mature, focused, and considerate individuals are valued as members of a dynamic community. We believe collaboration is the bedrock of professional practice that is reflected across the creative screen industries, and students are required to treat each other with respect and to work together in a professional manner.

Our aim is to support student learning and personal development actively, respecting the rights and dignity of others, within an atmosphere that encourages creativity, intellectual rigor and freedom of expression.

We want our students to demonstrate an open-mindedness that fuels innovation, and a passion that drives them to excellence in everything they do.

Our Values

MetFilm School is committed to the values of equality, diversity, fairness, academic and personal integrity, collegiality, ethical behaviour, and welfare of individuals within the MetFilm School community. To achieve these values, we call upon students and staff to carry out their activities in an environment of mutual respect, inclusion, professional practice, and a positive attitude towards work.

MetFilm School is committed to promoting equality of opportunity for students and staff from all backgrounds, and nurturing an environment which is free from discrimination on the basis of race, disability, gender, age, religion, belief, sexual orientation, or gender reassignment.

To foster a stimulating, exciting and rewarding environment, the School has established a clear set of expectations for students and staff.

What you can expect from MetFilm School

You can expect MetFilm School to:

- provide accurate information on all aspects of your student experience and equip you with appropriate and relevant information regarding the School's services and support available to you;
- support you effectively through all stages of your engagement with the School from initial enquiry through to the completion of your studies and beyond;
- work with you to develop your career aspirations and strategies towards employment;
- provide a creatively and intellectually inspiring, safe and friendly learning environment;
- help you identify and set your individual learning goals and expectations;
- provide clear information about the various forms of feedback you will receive on your individual progress at the School;
- offer regular opportunities for you to provide feedback on your student experience;
- ensure you are kept fully informed of any changes to your study and/or support;
- actively seek your participation in the School's governance and decision making processes;
- ensure student views are taken into account and provide appropriate support and training to elected student representative; and
- treat you with fairness, respect and dignity as an individual at all times.

What we can expect from You

MetFilm School expects you to:

- actively engage in your studies, submit your assignments on time and ask for help when you need it;
- behave in a responsible manner, treating staff, fellow students and visitors with dignity and respect;
- uphold the School's reputation by adhering to the rules, regulations and conduct codes;
- make effective and safe use of all facilities that the School provides to support your learning;
- take responsibility for your own personal development, utilizing the various formal and informal support mechanisms within the School;

- be familiar with student information available (in print and online) related to your course, academic policies, and assignment deadlines;
- participate actively in the School's student representative system;
- seek informal resolution wherever possible for any disagreements or complaints with the School;
- work hard and manage your time effectively;
- foster an environment of inclusion, open mindedness and respect for different backgrounds, experiences, opinions and beliefs;
- provide us with appropriate evidence about any changes to your personal circumstances as soon as possible; and
- be clear, concise and respectful in your communications with the school in person, by email or telephone.

Your Contact Details

It is a School requirement to maintain up-to-date records of your term-time and permanent address as well as your telephone number and email address. Please ensure these are kept up to date at the School, should these change following registration on your first day.

You can email this information to the Student Services Team via admin@metfilmschool.ac.uk who will update your records.

Any personal data will be treated in confidence in accordance with the Data Protection Act 1998 and our privacy policy, which you can find on our website at <https://www.metfilmschool.ac.uk/privacy-policy/>

We respect the status of adult students at MetFilm School and we will not provide a parent, relative or guardian with information unless the student has given prior written permission. Next of kin information is provided for emergency purposes only.

Students on accredited courses will be given a MetFilm School Student Identity Card. This serves as an identity card for security purposes in Ealing Studios.

YOU MUST CARRY THIS CARD WITH YOU AT ALL TIMES WHEN YOU ARE ON CAMPUS.

Premises, Security and Access

It is both a privilege and a responsibility to study at Ealing Studios. Please remember, however, that there are productions and other businesses operating on the studio lot as well as private residents living just behind the school. It is therefore essential that we all show consideration for others around us, and in particular keep noise to a minimum.

Please also show a high level of respect for all personnel on the studio lot and follow the instructions from any members of Ealing Studios staff and Security.

As this is a fully functional film studio, the following specific rules apply:

- under no circumstances may any student enter any of the stages or production areas;
- under no circumstances may any student approach Ealing Studios reception or operations staff without consulting the Course Co-ordinator in the first instance;

- the privacy of actors and crew is paramount; do not approach or in any way interfere with their privacy;
- students are not allowed to bring visitors to the School; and
- students do not have access to the patio area behind the School.

Please note that MetFilm School takes seriously any invasion of privacy and a breach may result in a student's expulsion in accordance with the disciplinary procedure detailed in this Handbook.

Access

To make sure that all students have secure access to our facilities we have set out the following guidelines to help you safely navigate your way around campus while you are studying with us.

You only have permitted access to some of the buildings at Ealing Studios. These are A Block ground, first and second floors (room numbers beginning A0, A1 and A2); B Block ground floor (B0); E Block ground and first floor (E0 and E1); and Stage 5. You may only use the direct roadways between these buildings. Please note that you may not enter the main office without prior permission from a member of staff.

Ealing Studios operates 24-hour security and access is restricted to students only, unless agreed in advance with the School.

The School's hours of operation are:

- 8.00am –10.00pm, Monday to Thursday;
- 8.00am–7.00pm on Friday; and
- 8.00am–6.00pm on the weekends.

Full time / short programmes usually run from 10am–5pm unless you are otherwise informed by your tutor. There is usually a one hour break for lunch from 1pm–2pm. Please note that some seminars, workshops and exercises may extend beyond or start before these times. Evening sessions normally run from 7.00am–10.00pm.

The School closes at 6.00pm on Fridays for students. The School is open on Saturdays from 9.30am–6.30pm. For special permission to use the building beyond these hours, please consult the Operations Team or email timetable@metfilm.co.uk

Timetable Listings

Located at the entrance of the ground and first floors of A Block are electronic scheduling screens listing where each class is taking place each day.

You will need to check this board to find out where your class is taking place each day. These screens also indicate in which classrooms evening classes and casting sessions are taking place each evening.

These boards also list any upcoming masterclasses or events at MetFilm School.

On Being a MetFilm School Student

Student Support and Guidance

MetFilm School seeks to provide a caring, supportive environment that recognises each student as a unique individual and fosters their academic, personal and professional development. We are committed to each student's wellbeing, and there are a range of support mechanisms in place to aid student progression through their course of study. For accredited courses, pastoral care and academic support is provided through our academic tutorial and mentoring system.

This section guides you through the support you can seek at the school.

Student Wellbeing

We understand that student life can sometimes be challenging and that students may experience a variety of difficulties along the way. Wellbeing support is available to help you deal with a range of common issues that might affect your academic performance, including but not restricted to:

- Adjusting to life in London
- Lack of confidence or self-esteem
- Nerves and anxiety
- Emotional and psychological support
- Depression
- Additional learning needs
- Dyslexia, Dyspraxia, ADD and other learning difficulties

Counselling and Mental Health

MetFilm School works with a qualified counsellor (British Association for Counselling and Psychotherapy) who is available for confidential student appointments on site.

You can book an individual counselling session by emailing Janey Lawson:
janey.lawson@metfilmschool.ac.uk.

For further information on student well-being and welfare support please refer to the Student Wellbeing and Welfare section of the Student Support site on Moodle. You can also email:
wellbeing@metfilmschool.ac.uk

Please remember if you are experiencing acute depression or suicidal thoughts you can receive immediate emotional support through UK charity, SAMARITANS. They provide 24-hour telephone support. Tel: 116 123, email: jo@samaritans.org or visit the Samaritans website: <https://www.samaritans.org>

Mentors (undergraduate students only)

Mentors play a vital part in the academic support structure offered to students and each undergraduate student will be assigned their own mentor during the first month of their course. Mentor sessions are a valuable opportunity for you to reflect on your academic progress and raise any issues related to or affecting your course of study.

Declaring a Disability

The Equality Act 2010 defines a disability as 'a physical or mental impairment that has a substantial and long-term effect on your ability to carry out normal day to day activities.'

Disability can include issues such as:

- Learning difficulty, for example dyslexia, dyspraxia or ADHD
- Mental health condition such as anxiety or depression
- Physical disability, for example partial sight, or crutches
- Long term health condition such as cancer or HIV

MetFilm School is committed to providing an accessible and equal educational environment. We have an inclusive approach to learning that is compliant with the Equality Act 2010 and aim to ensure that all students are part of an integrated learning community within the School. We strongly encourage you to declare your disability at the earliest opportunity to ensure that the School can provide appropriate support.

Once a disability has been declared we will work with the student to identify outline the support we can offer (for example; additional academic and personal support, tutor support for additional learning needs, and reasonable accommodations within the classroom). Further guidance disability support at MetFilm School can be found on the Student Wellbeing and Welfare section of the [Student Support site on Moodle](#).

If you feel you might have a disability, would like to declare a condition or would like further information on DSA and support please email wellbeing@metfilmschool.ac.uk

MetFilm Community

We strongly encourage students to network with other students and alumni from MetFilm School. The café and communal areas are great places to meet other like-minded students and develop projects outside of your studies.

The School runs workshops and masterclasses outside of teaching hours that are intended to enhance student's educational experiences with us.

Ealing has a vibrant social scene, with many restaurants, bars, gyms, theatres, and clubs not forgetting you are in the heart of London, one of the most diverse and lively cities in the world with easy access to a range of cultural activities.

Click here to find out more about Ealing: <https://www.timeout.com/london/things-to-do/ealing-area-guide>

Find out more about West London here <https://www.timeout.com/london/things-to-do/101-things-to-do-in-london-west>

Student Representatives

MetFilm School values the Student Representative role and the importance of student views and feedback to support and improve the quality of its programmes. Student Representatives,

selected to represent their cohorts, serve as an important link between students and MetFilm School. Through regular meetings, Student Representatives meet with key School staff to provide course feedback, learn about School plans and developments, propose activities and events, and work with the School to improve the student experience.

Student Representatives:

- actively seek out student opinion and feedback on course and non-course related issues, inform students about issues that concern them;
- serve as a liaison between students and the School through regular attendance at Student Rep meetings;
- propose student initiatives, e.g. events, activities, societies, etc;
- represent the student perspective at School committee meetings, as requested;
- be prepared to write student reports related to their cohort for quality assurance and programme monitoring purposes;
- raise student queries or concerns via the appropriate channels;
- direct students to appropriate support/information at the School;
- work with other student reps in the school to build and develop MetFilm School student identity and community; and
- be knowledgeable and up to date with changes to their programme and communicate this to their fellow students.

You will find out more about the Student Representative Committee structure during your course induction activities and on the [Student Representative Moodle Page](#).

Your Learning

This section is designed to help you understand how best to navigate life as a MetFilm School student. The following information sets out certain expectations and guidelines, which will help you get the most out of your course. It also indicates the principles by which all our courses operate. Further specific information can be found in your module study guides or course syllabus.

Moodle

Moodle is MetFilm School's Virtual Learning Environment (VLE) platform where students, staff and tutors can access information and resources about MetFilm School, its modules and support processes. It can be accessed through any computer connected to the Internet or local MetFilm network via web-browser at <http://www.metfilm.me/moodle>

Moodle's three main functions are:

- to provide a platform to store official documents relating to programmes and modules such as Module Study Guides and timetables that can be quickly accessed by staff and students;
- to store learning resources for quick and easy access by students and tutors – this could include web-links, documents, video etc; and
- to allow a centralised environment for students to submit work for assessment as well as for tutors to access and mark.

Students will receive training on how to use Moodle during induction at the MetFilm School.

If you have any questions relating to Moodle, please contact the Student Services Team on 020 8832 1931.

For further information on Moodle students can access the Student Guide to Moodle available to download from MetFilm School Support Site on Moodle.

Types of Teaching and Learning

MetFilm School delivers its programmes through a diverse set of educational processes and experiences, amongst these:

Seminars and Workshops

Seminars and workshops form part of the core for all programmes at the MetFilm School. They are designed to introduce and examine key areas and concepts in filmmaking.

Practical Exercises

Practical exercises are designed to put the learning from the seminars and workshops into practice. Working individually or in smaller groups, students collaborate in an array of practical activities ranging across various creative and technical disciplines. Practical exercises may include making screen content, pitching an idea or project, script-writing, editing, working with camera and lights, carrying out pre-production tasks, or collaborating with fellow students on a team project.

Tutorials

Tutorials are small group or individual sessions between students and a particular tutor. They offer the chance for more focused attention on the students' educational needs. These happen at all stages of the learning journey and filmmaking process from idea to preproduction and to final cut.

Peer Review and Feedback

An essential practice that encourages and promotes student development is peer review and feedback. Being able to critically reflect on your own work and the work of your fellow students in a constructive, meaningful way, both verbally and in written form, demonstrates good practice and enhances your learning experience. Not only does this help you look more objectively at your own work by learning to engage with constructive feedback from your peers, but it also broadens your awareness of screen practice and develops your collaborative skills.

Practice Days

Self-directed work is an essential element to all MetFilm School programmes. These days will be indicated as Practice Days on your module timetables. Practice Days are times when you are expected to make independent progress on the work for a module. You are not required to be in formal teaching sessions on these days, however, you will often be given tasks that may necessitate being in school to complete them. Practice Days are for you to manage your time – this is a vital skill which emerging filmmakers need to develop – so that you can demonstrate independent work and keep up with your studies and assignments.

Research and Referencing

Whether preparing to shoot a film or writing an essay, all work done at the school requires research. It is at the heart of everything that you will do at the school and beyond.

Independent research may include the following elements:

- Primary: This is first-hand research. In other words, it relies on you constructing and conducting surveys, setting up interviews with key people or keeping a diary or log of data (known as quantitative information). This type of research can be difficult to acquire but is often very valuable. But if you are preparing for an extended essay, then it is exactly this type of research which, if well used, will make your work distinctive and impressive.
- Secondary: This is where you will be investigating information gathered by other people in books, pamphlets, on radio, television, in the newspaper and in magazines. All of these sources are excellent for finding background information, statistics, interviews, collected research details and so on. This will form the majority of your research. Some of these will be generally available (in public libraries for example); others such as press releases and trade press may only be available through specialist libraries.
- Other Media: When considering one area of the media or one particular product (e.g. a film) or type of product (e.g. a genre), it is very important that you compare it with others which are similar. You will need to be able to refer to these comparisons in some detail so it is not enough to simply watch a film. When examining a film you should read about your subject, make notes, concentrate on one or two scenes which seem particularly relevant and write all of this information up so that you can refer to it when you need to.
- History and development: Having an understanding of the history and development of the subject which you are researching will provide a firm foundation and context for contemporary analysis. There is a difference between generally accepted facts and how theorists use these facts.
- Theory: This is the body of work of other critics of the media. Most of the books and periodical articles which you will read for research will be written by theorists who are arguing a particular viewpoint or position with regard to an issue within the media. It is this

which forms the debates surrounding the study of the media, in which you, as a media student, are now becoming involved.

For more information on independent learning, please refer to the How to Study guide, which can be accessed via the MetFilm School Support Site on Moodle (<http://www.metfilm.me/moodle/course/view.php?id=9>.)

Referencing

It is important that students demonstrate their breadth of reading and understanding on subject matters. This is best done through the use of referencing, where views, quotes and findings are accredited to their original author. When referencing books, we require that all students use the Harvard Referencing System, as per the following format:

Author Surname, Initial(s). (YEAR OF PUBLICATION). Title. Place of publication: Publisher.
e.g. Katz, S. (1991) *Film Directing Shot by Shot*. California: Michael Wiese Productions.

For more information on Harvard Referencing and producing bibliographies, quotations and citations please refer to *Student Guide to citing and referencing in the Harvard Style* on the MetFilm School Support Site on Moodle (<http://www.metfilm.me/moodle/course/view.php?id=9>).

Assessment

NB: this section is relevant for accredited courses only

All MetFilm accredited programmes are validated by and subject to the University of West London [Academic Regulations](#)

Assessment Types

Full details of assessment types per module can be located in both the Module Study Guide and Assessment Guidelines published on each module's home page on Moodle.

Formative Assessment

Students on accredited courses at MetFilm School receive ongoing formative assessment throughout each module, which is designed to help students learn more effectively and find ways to maintain and improve progress. Formative assessment is designed to give in-delivery feedback on a student's performance or contribution, and is a valuable tool for enhancement of student work. Formative assessments must be completed by all students and form an integral part of the learning experience.

Summative Assessment

Summative assessment measures student learning at specific points through the course of study, and provides students with indicators of their progress and a summative mark that contributes to the overall module mark. Summative assessments generally include a combination of practice and reflective work.

All assessment marks are indicative until ratified and approved by the relevant Module Award Board and Progress Award Board at the University of West London.

Non-Submission

If a student does not submit any element of assessment for marking for a module on Moodle, then the assignment will be marked as a non-submission (NS). The non-submission will be notified to the University of West London Module Award Board who will record the non-submission. The student will receive an automatic zero mark for that element of assessment.

Re-sits

Failure to achieve a pass mark in any element of assessment will require the student to re-sit the failed element. Re-sit windows are generally within 5 weeks of receiving results of the marked assessments.

For undergraduate students, the pass mark for an element of assessment is a minimum of 40%. Students who are undertaking re-sits will receive a maximum available mark of 40%

For postgraduate students, the pass mark for an element of assessment is a minimum of 50%. Students who are undertaking re-sits will receive a maximum available mark of 50%

Re-Take

If a student fails a re-sit opportunity and does not receive a sufficient overall module mark to secure a pass then the student must re-take the entire module, including teaching and assessment, at the next available opportunity. The cost for a module re-take is £1000 per 20 credit module.

Progression

Academic credits are achieved when a student passes a defined module. A student must achieve an appropriate number of academic credits to be able to progress through the course. Failure in multiple modules may result in the student being unable to progress to further modules until they have re-taken the failed modules, and therefore impact on the eventual graduation date. The regulations related to progression can be found on the below link to the Academic Regulations of our validating partner, the University of West London.

- Sections 8.2 – 8.8 provide detail of undergraduate assessment attempts, failure of assessment, re-sits, re-takes.
- Sections 9.1 – 9.12 provide detail of postgraduate assessment attempts, failure of assessment, re-sits and re-takes.

Full details of the assessment regulations can be found at https://www.uwl.ac.uk/sites/default/files/Departments/About-us/Web/PDF/policies/academic_regulations_17-18.pdf

Mitigating Circumstances

Mitigation is the taking into account of any circumstances that were not within the foresight and control of the student and which the School believes might adversely affect the academic performance of a student. Mitigation is a serious process and should not to be initiated by the student unless their ability to work and study has been affected by serious circumstances beyond their control.

The mitigation process is not a substitute for completing assignments and does not allow for the ordinary challenges of student life, such as personal relationships, balancing work and study, or computer failure.

Circumstances that might warrant a claim for mitigation include:

- ill health – physical or mental;
- severe financial hardship;

- emotional/personal difficulties i.e. bereavement;
- special needs i.e. where the student's disability comes to light for the first time at assessment;
- unavoidable absence from domicile – i.e. eviction; or
- other serious circumstances which could not be foreseen by the student.

Any student presenting a case for mitigation must provide appropriate evidence in the form of medical certificates, statements from professionals etc. Claims for mitigation should be submitted no less than 10 working days before the date of the assessment deadline. Students should approach the Student Services Team, who will provide the student with a University of West London Mitigation Claim Form to complete. Students must also speak to their course leader and or module leader so they are aware you are claimimng mitigation, as they may be able to advise further and /or grant a 10 day extension if applicable.

Students must complete the first section of the form and attach any relevant documentation, with supporting evidence and submit to a member of the MetFilm School Student Services Team. MetFilm School Student Services will then act as liaison with the Mitigation Team at UWL. Students must ensure all relevant documentation is included in the application. If documents are missing or incomplete the claim will be automatically rejected by the University.

The University of West London holds a Mitigation Board every month, made up of a small panel of senior staff. The Mitigation Board will decide whether to make any allowances for the student's declared circumstances. The Student Services Team at MetFilm School has a record of upcoming University of West London Mitigation Board dates and the deadlines by which receipt of claims needs to be submitted for each board.

Once a claim has been reviewed by the Mitigation Board, the student will be notified in writing of the outcome and any adjustments that will be made as a result.

For further information on the University of West London Mitigation Policy please refer to https://www.uwl.ac.uk/sites/default/files/Departments/About-us/Web/PDF/academic-registry/Mitigating%20circumstances_0.pdf

Module Assessment Board

All student work for accredited courses will be submitted to the University of West London Module Assessment Boards, in line with the Academic Regulations of our validating partner.

The Module Assessment Board functions include:

- Considering all matters relating to student assessments and awards.
- To assure academic standards of all course leading to a University Award.
- Determine accurate and fair marks for individual students and apply professional judgement as to the appropriateness of any moderation or mitigation by taking into account the circumstances of the student and the judgements made by the assessors.
- To determine whether students are required to be re-assessed, may proceed, or may receive an award.
- With the help of external examiners, to analyse the performance of students within and across courses, with a view to ensuring academic standards are consistent within the University and comparable to standards of other universities.

All assessment marks are indicative until ratified and approved by the relevant Module Award Board at the University of West London.

Assignments

this section is relevant for accredited courses only

Submitting Assignments

Students on accredited courses need to submit their assessments for each module via Moodle, the School's Virtual Learning Environment (VLE). Each module has its own Moodle page with links for each assignment to be submitted.

Instructions for uploading the correct files, accepted file types and sizes can be found next to the submission links on each module page in Moodle. Files that are not in the accepted file type or size will be deemed a non-submission and will receive a zero mark.

Principles

- Students are responsible for reviewing and understanding their assessment guidelines, including expected outcomes, time, date and format of submission. Details are found on each module's Moodle page in the Assessment Guidelines.
- Students must submit all work electronically via Moodle.
- For undergraduate students, if an assignment is submitted up to five days late, without an approved extension, it will receive an automatic penalty for late submission, resulting in a maximum possible pass mark of 40%.
- For postgraduate students, if an assignment is submitted up to five days late, without an approved extension, it will receive an automatic penalty for late submission, resulting in a maximum possible pass mark of 50%.
- Work submitted more than 5 days late will receive an automatic mark of 0% as per University of West London [Academic Regulations](#)
- All students can locate the specific dates for assessment on the module's Moodle page, the relevant Assessment Guidelines, by asking their module leader or a member of the Student Services Team. Students are responsible for familiarising themselves with the expected dates and times of each element of assessment.
- It is recommended that students back up their work on external hard drives in case of computer malfunctions.
- Students should not leave work submission until the last minute so as to prevent any issues with upload impacting the timely submission of their work.
- We recommend that students upload their assignments on School premises, so that in the case of technical issues, staff can assist with the upload, and it can be evidenced that the student was submitting in good time.
- IT or connectivity issues are insufficient grounds for mitigating a late submission and will not be permitted as an excuse for non-timely assignment submission.
- All assignments must be labelled as per the defined naming conventions noted on each module page in Moodle. Improperly labelled assignments will be deemed as non-submissions and receive a zero mark.
- During Induction Week students will receive a Moodle demonstration and training session on how to create, compress and upload the appropriate file types for assessment.

Extensions

The School recognises that in some circumstances a student may request to receive an extension on an assessment deadline for unforeseen and unpreventable reasons. The circumstances in which extensions will be granted are tightly monitored and the reasons given for an extension request must be evidenced.

Some examples of legitimate reasons for requesting an extension may include (but is not limited to): bereavement, illness, financial hardship, loss of accommodation, technical issues where MetFilm School is at fault, etc.

Examples of insufficient or unreasonable requests include: poor time management, IT or connectivity issues experienced whilst uploading off-site, illness not supported by medical evidence.

An extension request form is obtained either on the MetFilm School Support Side on Moodle (<http://www.metfilm.me/moodle/course/view.php?id=9>) or from the School's Student Services Team. Students must complete a request form in full before it is sent to a senior member of the Education Team for consideration. An extension can be granted up to a maximum of 10 working days.

All extension requests **must** be made before the assignment submission deadline; requests made after this point will be automatically rejected. Requests for extension will usually require external verification or documentary evidence (e.g. medical note from a registered GP.)

Feedback and Evaluation

Before a MetFilm School programme/module starts, the School ensures that the following will be in place at the appropriate time:

- there is enough qualified staff to teach the programme/module;
- adequate resources are in place;
- the overall aims and objectives of the programme/module are appropriate;
- the content of the programme/module meets the required academic standards;
- the programme/module meets any professional/statutory body requirements; and
- the programme/module meets internal quality criteria such as admissions, teaching, learning and assessment strategy and student support mechanisms.

For University accredited programmes and modules, the delivery of programmes/modules is assessed through a process of programme/module approval which involves consulting with subject specialists from other universities and industry experts relevant to the field of study.

The MetFilm School regularly monitors the quality of its modules and programme through evaluating:

- external examiner reports (considering quality and standards) for all university accredited programmes;
- statistical information (considering issues such as success and pass rates) for all programmes;
- student feedback collected and collated through programme and module feedback forms, student rep meetings, programme meetings etc;
- tutor feedback;
- feedback from former students; and
- feedback from industry professionals and student employers.

Module Level

The MetFilm School operates a rigorous process for seeking, recording, and analysing student feedback on all our courses, through the following processes:

- During all sessions with the relevant course and course tutors, students are encouraged to give verbal feedback.

- You will be given evaluation forms regularly throughout the programme.

Course Level

Course Leaders will periodically organise an evaluation process, which will be learner centred and will allow students enrolled on the programme an opportunity to raise issues relevant to their learning. The programme team in consultation with student representatives will determine the programme evaluation strategy.

The evaluation will be designed to elicit information on a range of topics, including:

- the quality of teaching and learning experiences;
- the quality of the assessment and feedback strategy;
- the quality of learning support arrangements;
- the quality of the learning environments and resources; and
- student effort.

External Feedback

External feedback from industry sources is integral to the MetFilm School's teaching and learning strategy, management structure, and core philosophy on a number of levels. MetFilm School tutors are all recruited from practising industry and/or academic backgrounds. Their feedback on the programme feeds directly into the continual assessment and design of the delivery of the programme.

Your Facilities

The guidelines below have been set out to ensure that all students are able to take full advantage of the School's facilities.

Production Facilities Centre

The vast majority of the School's filmmaking equipment is held in MetFilm School's Production Facilities Centre, which is located in A Block. You MUST collect and return your kit here.

You can find information, policies, and forms on the MetFilm School Support Site at <http://www.metfilm.me/moodle/course/view.php?id=9>

Booking a Shooting Space

- Students can make enquiries for booking shooting spaces with the timetabling department via email at timetable@metfilm.co.uk, and can book the shooting spaces up to two weeks prior to the required date if available. Students should note that weekends are much more likely to be available than weekdays.
- Priority goes first to teaching requirements, second to student bookings (booked prior to 2 weeks before the date), and third to external bookings.
- Students are not allowed to build sets on the shooting spaces using the flats without the School's maintenance team.
- Students must always leave the shooting spaces in a tidy and professional manner.
- Students must not at any time bring drink or food into the shooting spaces – this is to prevent damage to sets and equipment.

Personal Projects

Students are encouraged to do personal projects to practice their filmmaking skills outside the core Programme. In order to take kit out and have your shoot covered by the MFS insurance these projects must not be for commercial gain and must be made under the school's production and professional practice guidelines. Non-commercial means you don't get paid for the work but also you don't confer a commercial benefit on anyone else. You must retain the rights to any work you do. This means you must be credited and the work's integrity is respected, so it can't be cut, reused or distributed without your permission. It should also not take you or any crew members away from any school classes or delay module work.

- Students can book equipment for personal projects where the kit is available. Request for equipment must be submitted to the School's Production Facility Centre to approve.
- All student personal projects must be accompanied by a completed risk assessment, which will need to be approved by the School's Production Facility Centre.
- If a student has returned kit in an unacceptable condition or damaged kit in any way, or failed to adhere to the agreed pick up and drop off times then the student may no longer be able to access MetFilm School Kit for personal projects.

- Also, if a student's attendance falls below 80% then any request to use kit for a personal project will be denied.

Computers

When you are using MetFilm School computers, the following rules apply:

- do not change any settings on the computer;
- do not download any programmes from the Internet;
- do not access any inappropriate sites;
- do not copy any of the school's or third party's software;
- do not copy, access or tamper with any other student's or School employee's work;
- do not install your own software or any file on any computer. Breach of this may be considered a disciplinary offense;
- do not save any media files on the computer, i.e. sound or video files; and
- do not connect laptop computers or other PCs to the School network. If you want access to the Internet via a student Wi-Fi network, please ask one of the technical team for access details.

Library

The School has a small library – details of which can be accessed on the MetFilm School Support Site at <http://www.metfilm.me/moodle/course/view.php?id=9>

Students on accredited courses also have access to the University of West London library, details of which are below.

University of West London (UWL) Library

The Paul Hamlyn Library at UWL opened in September 2015 and offers an excellent range of books, journals and DVDs/videos. The University Library provides a wide range of services, resources, advice and help to support teaching, learning and research across the institution. It is located at UWL's main Ealing site in St Mary's Road.

All students are automatically members of the Library. The UWL ID card is also the Library card, and borrowing rights are automatically set according to your course and student status. Self-service machines are available at all Libraries, allowing for independent borrowing when service desks are not staffed.

The Academic Support Librarians provide help and support throughout the learner journey, running training sessions on a regular basis on topics such as Refworks and referencing, or database search strategies, and offering one-to-one advice on finding detailed resources for assignments by appointment.

The University of West London is a member of the Society of College, National and UK Libraries (SCONUL), and M25 Libraries consortia. These organisations allow University of West London students access to other HE institutions' libraries and specialist libraries within London and throughout the UK. Further information including opening hours and contact details is available at: http://library.uwl.ac.uk/use/sites/opening_hours.html

BFI Library

You may also choose to go to the BFI Library on the Southbank. Click [here](http://www.bfi.org.uk/education-research/bfi-reuben-library) for more information, or browse to: <http://www.bfi.org.uk/education-research/bfi-reuben-library>. The library is open Tuesday – Saturday, 10.30am–7pm.

Your Career

Built around the School, the MetFilm ecosystem is designed to support your professional and career development in the following ways:



MetFilm Futures supports students and graduates in navigating their path into industry in the following ways:

- Informing students and alumni about permanent and freelance job opportunities, internships and placements
- Organising masterclasses and career workshops with professional industry guest speakers
- Helping raise student profiles by promoting their short films, TV projects and web series
- Advising on film and video strategy, festival logistics and entry requirements
- Developing career skills such as networking, pitching, showreel creation and social profile building.



MetFilm Production offers 3-4 in house work experience placements per year for MetFilm School graduates. Selected graduates work on MetFilm Production's films in a variety of capacities, such as award winning productions *How to Change the World*, *Sour Grapes* and the recently released *Swimming With Men*.

Careers Guidance for Students

Career and professional development support for students is an essential part of the MetFilm School experience, and comes through a variety of sources:

- All modules are led by practising industry professionals who are continually updating the delivery of their teaching in line with contemporary industry practice.
- Through regular tutorial meetings students are encouraged to think, prepare, and develop their learning goals in line with their evolving career aspirations.
- The Education Team are available for additional meetings where requested by students.
- Information and opportunities for students are regularly posted by the MetFilm Futures team via student communications site on Moodle.
- MetFilm Futures provide advice on careers, festival submissions and job noticeboard postings as well as links to Masterclasses and Seminars.
- Students can sign up for weekly Career Advice sessions and access up to the minute Career and Festival advice publications.

Agency

The Agency function connects graduates with full-time jobs, freelance contracts, internships and placements. It helps graduates establish a network of contacts through MetFilm School's relationships with industry partners.

Through this, graduates have found employment with a wide range of companies including Dogwoof, Big Light Productions, Molifilms and MetFilm Production.

Masterclasses

Our masterclass series, "In Conversation With..." features a wide range of industry-recognised guests from the world of film, television, new media platforms, marketing and distribution, entertainment business, production and post production.

Recent guests have included: **Asif Kapadia**, Director, screenwriter, producer - Senna, Amy, The Warrior; **Bryan Cranston**, Actor, Director, Producer – Breaking Bad, Malcolm in the Middle, **Chung-Hoon Chung**, Cinematographer - Oldboy, Stoker; **Desiree Akhavan**, Screenwriter, director, actress - Appropriate Behaviour, The Slope, Girls; **Frank Spotnitz**, Producer – The X-Files, The Man in the High Castle; **James Marsh**, Oscar-winning director – The Theory of Everything, The Mercy, Man on Wire, Project Nim; **Noel Clarke**, Actor, screenwriter, director, winner of BAFTA Rising Star Award - Kidulthood, Adulthood, Star Trek Into Darkness, Doctor Who, Holby City, Casualty; **Valerio Bonelli**, Award-winning editor – Gladiator, Black Hawk Down, Philomena, Florence Foster Jenkins; **Ilene Starger**, acclaimed casting director – School of Rock, Sleepy Hollow, The Parent Trap; **Lucy Banks**, Head of Content Solutions, Google (EMEA); **Bruce Daisley**, Vice President, Twitter (EMEA); **Andy Serkis**, Actor, director, author – Lord of the Rings trilogy, The Hobbit, Planet of the Apes; **Armando Iannucci**, Writer – Veep, The Death of Stalin, In the Loop, The Thick of It, Alan Partridge.

Festivals

We help students navigate the festival and commercial world of film to maximise opportunities for their films. We provide information and advice to our students and graduates on film, television and online festival strategy.

If you would like more information about MetFilm Futures contact Sarah Winstanley by email at: sarahw@metfilm.co.uk

International Students

If you are student coming to study from outside the UK, please read this section carefully. The checklists and guidance below are a starting point for your planning.

Preparing to Come to MetFilm School

General

Make sure you have a valid passport	
Satisfy conditions of your offer (if applicable)	
Arrange to sit the IELTS for UKVI Academic test (if applicable)	
Pay tuition fees and then arrange for 'maintenance/ living expenses' so it is available to you when you apply for a visa	
Ask the school to issue you a CAS for your Tier 4 visa	
Have a TB test (check UKVI countries list where you need a TB test to enter the UK)	
Obtain Tier 4 visa	
Make enquiries and arrangements for accommodation	

Before You Leave

Buy currency	
Decide how to pay for accommodation	
Pack your luggage appropriately	
Prepare the ORIGINAL documents needed for Induction: 1. Passport, Identity Card (if applicable) 2. Academic qualifications mentioned in offer/ or on your CAS statement (if applicable) 3. Visa (if applicable)	
Read the welcome pack, reading lists and pre-induction emails you receive from MetFilm School	
Plan your budget	

When You Arrive in London

Tell your family you have arrived	
Collect your Biometric Residence Permit (BRP) from the post office	
Attend Induction	
Register with the police (if applicable)	
Log in to University of West London's student portal	
Open a bank account	
Register with a doctor	

Visas and Immigration

UK Immigration

The UK immigration rules affecting everyone coming to live and study in the UK are available on the UK Visas and Immigration (UKVI) website. You can also find relevant information from the British Embassy/or equivalent in your country. All students who are non-EEA nationals and who will be studying in the UK for more than six months will need to apply for a Tier 4 (General) Student 'entry clearance' visa from overseas.

Assistance on UK Immigration

Before you arrive and while you are studying with us, specialist assistance on complex immigration matters is available from the Compliance Manager, who works within the Student Services Team.

You can contact the Compliance Manager at compliance@metfilmschool.ac.uk. If you experience any immigration problems please contact us immediately.

The Compliance Manager in the Student Services Team is the only member of staff authorised to answer immigration queries.

Immigration Rules

All students who are non-EEA nationals and will be studying in the UK for more than six months will need to apply for a Tier 4 (General) Student visa. Persons arriving in the UK without a visa will be refused permission to enter.

How the Tier 4 (General) Immigration Rules will affect You

Tier 4 (General) Students have a number of specific duties and responsibilities imposed by UKVI. The key requirements that you should be aware of include the following which you must do:

- Comply with the conditions of your immigration permission (eg, no part-time work, registering with the police).
- Register on a full-time course of study at the education institution which is printed on the visa in your passport or your BRP (biometric residence permit) card.
- Provide the School with specific information including:
 - Your current passport and visa copy;
 - Your BRP copy if one has been issued to you by UKVI;
 - Updates on your current address, email and telephone numbers; and
 - Updates on any other changes e.g. an extension to your visa.
- Attend all of your classes and immediately inform us at attendance@metfilmschool.ac.uk if you will need to be absent for any reason, even if you will only miss one class.

The School's Responsibilities

Any education institution in the UK that wishes to admit students from outside the EEA or Switzerland must hold a license from the Home Office.

MetFilm School is a licensed Tier 4 (General) sponsor and our responsibilities include: ensuring that all our students have immigration permission which allows them to study with us; keeping a record of:

- Your current passport and visa;
- Your BRP card if one has been issued to you;
- Your current address, telephone number and other contact details;
- Monitoring your attendance;
- Monitoring progress during your studies; and
- Reporting to the Home Office if your attendance is poor, if you interrupt your studies for more than two months, if you change your programme or if you leave the School.

Working Regulations

If you are a non-EEA national on a Tier 4 (General) visa, please remember that you are not allowed any work (part-time, full-time or unpaid) as the MetFilm School is a private Higher Education provider.

Arriving in the UK

If you have been granted Tier 4 immigration permission, you should have no problems coming through immigration control when you arrive in the UK. We recommend that you carry a copy of your CAS Statement in your hand luggage, and evidence of your finances such as a bank statement as these may be requested by an Immigration Officer. The Immigration Officer will date stamp your passport to confirm that you meet all the immigration requirements to study in the UK. During busy periods, it can take as long as three hours to clear immigration control. If you experience problems at immigration control, contact the Compliance Manager at +44 (0)20 8832 1952.

Biometric Immigration Document

You must collect your Biometric Immigration Document (or Biometric Residence Permit card (BRP)) within 5 days of arriving in the UK. Check your Visa decision letter. It will tell you to collect your BRP from a named Post Office branch.

Registration with The Police

Once you have been admitted to the UK, nationals of some countries are required to register with the police.

Your visa stamp will say if you have to register. If it says nothing in this respect, then you do not need to register with the police. If you are required to do so, you must register with the police within seven days of your arrival in the UK. Information on how to do this can be found at The Overseas Visitors' Records Office (OVRO) website: <https://www.met.police.uk/advice/advice-and-information/ov/registering-overseas-visitor/>

You must visit the OVRO to register and collect your Police Registration Certificate (PRC) within seven days of arriving in London. This is important, as failing to do so could lead to a £5000 fine, a prison sentence, recommendation of deportation or a 10-year ban on entering the UK.

Registering with the OVRO

You are required to carry the following documents when you register with the OVRO:

- Your completed Registration Pro Forma (you will be able to download this from the OVRO website);
- One UK passport-sized photo (45mm x 35mm), glued to the Pro Forma;
- Your passport containing your visa vignette;
- Your Biometric Residence Permit;
- Your Home Office letter approving your application for leave; and
- £34 registration fee, payable by card or cash

For further information: <https://www.ucas.com/undergraduate/applying-university/ucas-undergraduate-international-and-eu-students>

Rules and Regulations

The MetFilm School community is committed to the highest standards of openness, equal opportunity, accountability and protection for all its staff and students. With that in mind we have provided the below guidelines to guide all our students during their time studying with us.

MetFilm School Student Code of Conduct

MetFilm School provides teaching and encourages learning to prepare its students for a successful career in the film, TV and online screen content industry. We want our students to leave with a professionalism that will be acknowledged by industry, the skills to effectively collaborate with fellow creators, an open-mindedness that fuels innovation and a passion that drives them to excellence in everything they do.

To create an environment that allows everyone the chance to achieve these aspirations, the School has established a clear set of expected behaviours for its students and staff:

- To show mutual respect and an understanding of fellow students and staff, embracing equality, diversity and inclusion.
- To take responsibility and be accountable for conduct that should be ethical at all times.
- To be fair and demonstrate integrity in all dealings both at the School, and outside as a representative of the School.
- To be committed and disciplined in their approach to teaching, learning and associated productions.
- To be responsible citizens and leaders in a fast-changing and complex world.

The School considers the following inappropriate conduct to constitute misconduct that is likely to lead to disciplinary proceedings. The list should not be considered to be exhaustive:

- Failure to respect the rights of others to freedom of belief, orientation or practices, or freedom of speech.
- Violent, disorderly, threatening, bullying, or offensive behaviour or language whilst on School premises, engaged in School activity or using School computers.
- Serious acts of fraud, deceit, deception or dishonesty in relation to the School or their staff or students.
- Any action likely to cause significant injury or impairment of safety on School premises
- Any action likely to bring the School into disrepute.
- Disruption of or interference with other students' teaching and learning outcomes.
- Disruption of the academic, administrative, or production activities of the School.
- Harassment of any kind towards a student, member of staff or authorised visitor to the School by any means including cyber-bullying or cyber-harassment.
- Damage to, or defacement of, School property.
- Damage to the property of other members of the School caused intentionally or recklessly, or misappropriation of such property.
- Misuse or unauthorised use of School premises and property, including computer misuse.
- Where a student has engaged in aggressive, abusive or other anti-social behaviour in part. If this is as a result of the use of alcohol, or drugs, this will in no way excuse the behaviour or mitigate any potential disciplinary procedure.
- The distribution of material that infringes or ignores other people's ownership of copyright.

Minor misconduct, if repeated, may be regarded and therefore punished as if more serious.

Disciplinary Procedure

Student Disciplinary Matters

MetFilm School seeks to create a community of learning, which fosters mutual respect and maximizes the student educational experience. The Student Code of Conduct sets out the expected standards of behaviour to promote an environment in which students can thrive. If a student breaches the Student Code of Conduct or other school policy MetFilm School strives to resolve the matter quickly and effectively through informal means. However, there are times when the nature of the breach requires a formal disciplinary process.

In the event that MetFilm School determines a student has not abided by the Student Code of Conduct or School policies the following procedures will be followed:

The act of misconduct and supporting evidence will be brought to the attention of the Head of Student Services & Administration.

The Head of Student Services & Administration will examine the evidence and, on the basis of the evidence, determine whether the misconduct can be dismissed, or warrants further investigation as a “minor” or “serious” offence in reference to MetFilm School’s Student Charter and Code of Conduct, as well as governing regulations

The Head of Student Services & Administration may call for an interview with the student(s) and associated parties to clarify matters. A record of any meeting will be kept.

If the misconduct is considered “minor”, the Head of Student Services & Administration will issue a written warning to the student detailing the nature of the disciplinary issue and supplying supporting evidence that will be logged with the Student Services & Administration Team. A copy of this letter and the associated evidence will be stored as part of the students confidential file.

If the misconduct is considered “serious” it will be escalated immediately to the Deputy Director for accredited programmes or the Short Courses Manager for all non-accredited programmes.

If the misconduct is considered minor, the Head of Student Services & Administration will issue a written warning to the student; detailing the nature of the issue and supplying supporting evidence – where available – that will be logged with the Student Services & Administration Team. A copy of the letter and the associated evidence will be retained on the student’s confidential file.

The student is able to make representations to the Head of Student Services & Administration both in writing and in an interview, where they may be accompanied by a representative.

If the student already has instances of ‘minor’ misconduct warnings on their file, they may be immediately referred to the Deputy Director or Short Courses Manager for review.

The Deputy Director or Short Courses Manager will make a determination as to the severity of the misconduct claim and may ask for a further investigation.

If, on the basis of the evidence and representations, it is determined that the claim misconduct is substantiated, and the infraction is of the necessary severity, a student may be asked to leave the School. A letter detailing the outcome of the process will be issued to the student within 5 working days.

All disciplinary matters will be dealt with internally by MetFilm School, with a right to appeal to University of West London for accredited courses. The appeal must be based on procedural management or if new facts come to light. It is unlikely that in the case of a breach of student conduct guidelines, that the case will be heard in its entirety by UWL, and the appeal will focus on the process of arriving to an outcome on the basis of the facts presented. Please refer to the following link for guidance on appeals against disciplinary:

https://www.uwl.ac.uk/sites/default/files/Departments/About-us/student_disciplinary_regs_2018_final_0.pdf

It is important to note there is a separate process for academic appeals, which will be heard by University of West London, please see the following link for guidance:

https://www.uwl.ac.uk/sites/default/files/Departments/About-us/Web/PDF/academic-registry/Appeals_0.pdf

Complaints Procedure

We make every effort to ensure students are satisfied with their experience at MetFilm School, which includes a process for dealing with any causes for concern, dissatisfaction or complaint. We encourage all students to raise any concerns in an informal and constructive manner with any staff member in the first instance, with a view to speedy and mutually beneficial resolution.

In the event that you are not satisfied with the response, please familiarise yourself with our complaints policy and procedures, so that we can work together in the management of any areas of concern.

Please click here for the [MetFilm School Complaints Policy & Procedure](#), and click here for the [MetFilm School Complaints Policy - Accredited Courses Flow Chart](#), or you can navigate to both of these documents through the MetFilm School Support Site on Moodle at <http://www.metfilm.me/moodle/course/view.php?id=9>.

This policy details the steps for raising a complaint, as well as setting the expectations of how the School will manage any complaints raised, and the available appeal routes.

Complaints are reported on to senior management by the Academic Registrar. If you have any questions related to the policy or process, please contact: complaints@metfilm.ac.uk

Academic Appeals Process

Appeals against academic decisions in relation to the grading of student work are formally managed by the academic appeals procedure of the University of West London for all undergraduate and postgraduate programmes delivered at MetFilm School. Please see the University of West London Student Handbook pages 153 – 161 for information on the University's academic appeals process <http://www.uwl.ac.uk/students/current-students/student-handbook>

Attendance

All students are expected to arrive at their teaching and production sessions in advance of the call time. Students who arrive late to teaching sessions may be excluded from the active session until the next break so as not to disrupt the teaching of those in the current session.

We encourage all students familiarise themselves with the requirements around attendance and absence policy and procedures, and to engage fully with the School if there is any issue.

The Student Services Team is responsible for the management of the School's attendance database. If you have questions around the operation of this policy and process within the School please email attendance@metfilm.ac.uk or visit the Student Services Team. They will be happy to clarify any issues.

All students must maintain an absolute **minimum 80% average attendance**.

Attendance is intrinsically linked with attainment and successful outcomes, and MetFilm School expects full participation in all teaching and production sessions. MetFilm School tracks student attendance on a weekly basis, and reacts accordingly to unsatisfactory levels of attendance which falls below the defined thresholds.

The School adopts a three-stage approach to attendance management, with steps taken in the following circumstances:

- Drop below 80% of overall module attendance
- Unauthorised absence from two consecutive teaching/production session
- Consistent absence from specific modules.

Full details of the attendance requirements, process and actions can be found in our Attendance Policy, published on Moodle at:

<http://www.metfilm.me/moodle/course/view.php?id=9>

Tier 4 student attendance requirements for international students are managed to more stringent standards, with details found in the Attendance Policy as well as the *Tier 4 Student Attendance Monitoring Guidelines*.

Absence

Full details of the process for authorised and unauthorised management of absence are found in the Attendance Policy located at the above URL. Students must familiarise themselves with the rationale, process and expectations for notifying the School of absence. All attendance matters and requests for absence must be notified to the Student Services Team at attendance@metfilmschool.ac.uk

It is expected that students notify the School of any absence prior to the start of the relevant teaching session. Continued absence may require the student to provide documentary evidence to substantiate the reasons for persistent absence.

The School will work with students to understand and help manage issues with absence, and provides a number of routes for support via personal tutors, the school counsellor, and other procedural options to ensure a realistic and achievable plan for improvement is put in place.

If unauthorised, un-notified and unjustified absence persists, the School will take the following steps to mitigate:

- Issue a letter of concern to the students requesting an explanation of attendance
- Require a meeting with the Head of Student Services and Senior Academic staff to outline an improvement plan
- If persistent issues with attendance remain, the School ultimately may put you forward for withdrawal from your Course and the School.

Plagiarism and Academic Offenses

Plagiarism is defined as the presentation by a student of work for assessment which is not his/her own, in the sense that all or part of the work has been copied from that of another person (whether published or not) without attribution, or the presentation of another's work as if it were his/her own. Any student who knowingly permits another student to plagiarise his/her own work will also be regarded as having breached the General Regulations. This can be a piece of written work, filmed artefact (moving image and sound), production portfolio, critical analysis, learning report, musical composition, choreography, image or string of computer code etc.

The term plagiarism is derived from the Latin Plagiarius, which means kidnapper. Plagiarism in written work can occur intentionally (e.g. you copy a section from a book without referencing it) or unintentionally (e.g. you paraphrase another person's work or ideas but fail to acknowledge them as the source). In either case, it is unacceptable.

It is important that all students are aware of the need to ensure that all work presented by them has in fact been produced by them alone.

For more information on academic integrity and plagiarism, please refer to the *MetFilm School Guidelines for avoiding Plagiarism* guide, which can be accessed via the MetFilm School Support Site on Moodle (<http://www.metfilm.me/moodle/course/view.php?id=9>).

Student Health and Safety Guidelines

Our Health and Safety guidelines are designed to keep you and other students safe. It is important that you read, digest and follow these rules, as well as using your common sense and awareness.

General Guidelines

- All staff / students / users of MetFilm School premises should be aware of the emergency procedures. Students will be taken through this on the first day of their programme.
- All fire exits are clearly marked and free from obstruction. Please keep them free from obstruction. Failure to do so may jeopardise your right to shoot at the MetFilm School.
- No medication may be administered to any students or employees.
- All students must be aware of health and safety procedures and potential hazards and risks for filming before the start of a production. This includes the completion and approval of a risk assessment and the adherence to the findings of this assessment. See below.
- All users of the building should be aware of the location of the First Aid Kit – in the disabled toilets on each floor.

- All visitors must sign in and out of the building. This includes actors coming for casting sessions. It is the responsibility of the students to make sure this happens. Failure to do so may jeopardise your right to shoot at the MetFilm School.
- Any rubbish MUST be placed into the bins provided, which are emptied regularly.
- All accidents must be logged in the 'Accident Report Book' – held in main admin office by Veronique Sambe.
- Students are requested to wear appropriate clothes when working on projects – especially when filming. Students must be aware of protective clothing – (i.e. gloves for work with hot lights).
- Hot drinks must be kept away from electrical and film equipment and computer rooms.
- Film equipment should NOT be left lying around.
- Careful attention should always be paid to the safe storage and hygiene of food, drinks and snacks.
- Dangerous behaviour by students or staff is unacceptable.
- All MetFilm School premises are No Smoking.
- No animals are allowed on the premises except by prior arrangement.

Health and Safety Induction for Students

During induction, the following information is conveyed to students:

- Go through "Fire Emergency Action Plan" – this will be on wall of each room with Fire Exit Route.
- Point out signs in each room which will inform as to whereabouts of First Aid Box and who the qualified first aiders are.

The primary responsibility for health and safety on any production rests with the Student Producer. They may delegate tasks to various other crew members, but will remain responsible for ensuring that all such tasks are completed satisfactorily. They are also responsible for risk assessment. Ultimately the producer should ensure that sufficient time and money is allocated within the budget to allow for safe working.

General Notes

Remember to consider your cast and crew, and members of the public at all times. Take ample time to consider and plan your shoot.

Risk Assessment

A Risk Assessment must be carried out for each production. You can find the risk assessment template and guidelines on the MetFilm School Support Site on Moodle, or by clicking on this link: <https://moodle.metfilmschool.ac.uk/moodle/mod/resource/view.php?id=11483>

In completing the form, assess both the severity of the hazard (from negligible to very severe) and the likelihood of it occurring (from unlikely to very likely). Then decide the action to take to mitigate against injury or damage.

Risk Assessments are vital to filmmaking. Kit will not be given out and your shoot will be cancelled if you do not have a completed and approved Risk Assessment.

You are legally held responsible for health and safety on your shoots. If a student is negligent in carrying out the safety procedures identified within their risk assessment, the student could ultimately end up in court. Negligence will be determined by the courts but is likely to look at the circumstances and ignore the student's lack of inexperience.

An essential part of the pre-production planning process is to assess risk and being aware of health and safety. A film set is a temporary workplace, and you are therefore responsible for

the health and safety of your cast and crew. You will not be allowed to film without a completed and approved Risk Assessment. You should demonstrate in your risk assessment form that you have given proper thought to the prevention of damage and injury.

It is important that your Risk Assessment (RA) is completed as early as possible within the production process. Your Risk Assessment must be signed off by MetFilm School prior to filming. Shooting cannot commence without a signed off Risk Assessment. Please ensure your Risk Assessment is discussed, completed and signed off well in advance of your shooting dates.

There are three areas to Health and Safety in filmmaking: equipment, crew (and cast), the public. You must be aware of all three when you create your risk assessments. Pay particular attention to the use of kit such as lights and cabling while on location. You need to make sure electrical circuits on location can safely carry all the power plugged in, and that all cabling is taped down and any tripping hazards are clearly signposted.

When shooting on location you must review the location before you shoot to check for any logistical and health and safety issues. You must also gain appropriate permissions for shooting from owners, the local council and the Police. Also, you **MUST** make sure when on a shoot that the proper authority knows where, when and what you are doing – and, most importantly, that you have written approval. Failure to arrange this may result in your future filming possibilities being curtailed and legal action being taken against you.

If you are unsure about any aspect of Health and Safety, you should seek guidance, legal or otherwise, as to your rights as an individual and team while working on a project, insurance cover, regulatory practices, from your module leader.

Stage Use

The use of Stage 5 by students comes with certain pre-requisites. Students must return Stage 5 to the condition in which they found it. If this has not happened the producer of the shoot will lose the right to shoot on the Stage in the future.

- The fire exits must be clearly visible and unobstructed at all times.
- All cables and other tripping hazards must be clearly signposted or safely stored.
- Students are not allowed to use the flats stored at rear of the stage without being constructed by a qualified individual.
- Students **MUST** get appropriately qualified individuals to construct key props and sets.
- Students are not allowed to use the ceiling mounted lighting rig.
- Students are not allowed to use the video projector.
- Students must not climb up fixed stage ladders to the lighting rigs.
- Tripping Hazards.
- When filming on a set or on location it is the duty of the First AD to ensure that there are no trailing wires, cables, or any other tripping hazards or obstructions.

All cables need to be tidied away, stored under protective mats or taped down. All tripping hazards, including cables and wires, must be sign posted.

Filming with the Public / on Streets and Roads

When filming near public roads crews **MUST** wear reflective high visibility waistcoats – available with your kit or from the Production Facilities Centre.

If you're filming on a street, or any public area, remember that your crew may be aware of a cable, track or tri-pod, but a passer-by may not. If you cannot ensure obstructions are securely out of the way, employ a runner to direct the public around it.

If you have to shoot in the road itself you need to notify the police, the local council, and place appropriate cones and diversion signs around your shoot. If you are controlling traffic a member of the Police will need to be present.

Emergency Planning

You must always have pre-set arrangements for emergencies. There should always be someone on set with authority to take charge in emergency situations – this is preferably someone with first aid training.

Call Sheets for the shoot, which must go to all cast and crew, must include the details of the nearest hospital as well as the mobile number of all people with health and safety responsibilities.

Cast and Crew – Medical

You must ask all cast and crew if they have any medical conditions they think they should tell you about. This should be done in private and this information should be kept in the strictest confidence. If, you have a cast or crew member with a condition you must find out what to do for them in event of an emergency – such as a nut allergy incident – and ensure that your on-set health and safety designate / first aiders are aware of this.

Cast and Crew – Equipment Handling

Make sure all of your equipment is safe to use and make sure that all members of cast and crew use equipment safely and with care. Kit such as vehicles must be supplied with the relevant test certificates. Manufacturer's instructions should be supplied with appropriate training and instruction where necessary. When equipment is supplied with an operator checks should be made into the competence and track record of the operator. If you are in ANY doubt as to the safety of a piece of equipment it must not be used until it has been checked by a relevant expert.

Cast and Crew – Personal Protective Equipment

Arrangements must be made to ensure that any necessary safety equipment is available to those who require it. Personal Protective Equipment (PPE) covers all equipment that is worn or held to protect against risks to health and safety – this may include flame resistant clothing, goggles and respirators, gloves and hard hats. PPE should be provided to employees at no charge when a risk requires it. PPE must be kept in good condition and working order. You should carry out a risk assessment regarding the suitable use of PPE. Make sure when using more than one type of PPE that it is compatible with other PPE in use.

First Aid/Appointed Person

There is a First Aid box in the office at the MetFilm School and a First Aid box is provided with each kit. This contains basic first aid equipment and supplies.

When you are on location, you are responsible for nominating your "appointed person". All crew members should be advised who the appointed person is on a production at any time. Their role is simply to co-ordinate any first aid requirements and call the emergency services in the event of an accident or incident.

Fire Prevention

You must take every reasonable measure to prevent a fire from happening. You must ensure that the role of Fire Officer is allocated to an appropriate person on the set. There must be adequate firefighting equipment at each location, and ensure that all cast and crew are aware of a pre-nominated safe area where they will assemble in the event of a fire. If a fire occurs, you

should follow a pre-determined process similar to Fire Procedure available also from the MetFilm School (although you should use these in conjunction with any fire regulations of the studio/location at which you shoot.)

Filming at Night

When shooting at night, take the following into consideration:

- Provide extra light on set and off set. A light for working beyond the actually set, for any areas that greater care is needed.
- Extra Needs for Crew: heating, time, food and clothing, hot drinks. If you shoot wraps in the middle of the night you need to make ample provision for the cast and crew to get home. This may include a cab.
- If the work is near busy canals, roads, railways, the sea or airports, you'll need to liaise with the local council and with the Police.
- Working at night, individuals are prone to get tired. Tiredness is a major cause of accidents. In your risk assessment, you will need to make provision for this.

Hazardous Items

Before using a hazardous item, you must seek Specialist advice and have a completed and approved Risk Assessment. Always consider whether the hazardous item is really necessary to your production, and what the options of simulation are first.

Items that are hazardous include: any substance that is hazardous to health; any substance or equipment that may cause an explosion or a fire; any radioactive substance; any bacteria, viruses or other infectious material; any drugs normally requiring a prescription; any high risk equipment, e.g. lasers; any compressed gas; equipment with exposed dangerous moving parts; equipment capable of producing very high or low frequency sound levels; equipment with exposed dangerous voltages.

Explosions and Firearms

Before using any explosions you must have hired a technical expert and have a completed and approved Risk Assessment. Do not create explosions. Any explosive or pyrotechnic effect must be created by an expert.

Firearms, whether loaded or unloaded, are completely and entirely banned from the MetFilm School premises. Dummy or replica guns must be used only with the full permission of the school and a completed and approved risk assessment. In some instances, you may be required to hire an armourer for the shoot.

Underwater Filming

No artist or crew member may use underwater equipment on a production without a completed and approved Risk Assessment, in which it will need to be proved that the equipment has been authorised under the terms of the Diving Regulations and will only be operated by professional, qualified technicians.

First Aid

First Aid boxes are located in the disabled toilets on each floor of the building. If you need First Aid, please come to the School Office.

If you are on site out of hours at a time when the office staff are not in the student who has requested access will be responsible for First Aid. This means you have responsibility for contacting emergency services if needed and reporting the accident to the office the next time it is open. It does not mean you have to give first aid if you are not qualified.

Fire Procedure

In case of fire please read the fire notices in your teaching room.

If you hear the fire alarm

- Leave the building via the nearest fire exit and assemble on the green in front of the entrance to Ealing Studios.
- DO NOT put yourself or anyone else in any danger.
- DO NOT stop to take your bags and coats – leave IMMEDIATELY.
- DO NOT run.

If You Find a Fire

- Do not attempt to do anything about it directly yourself. Alert the designated Fire Officer immediately detailing where the fire has been detected exactly. Raise the fire alarm by activating your nearest alarm point (one is by the School entrance front door, the other one is by the staff entrance door).
- The designated Fire Officer on duty will assess the fire. If it is assessed as an emergency, or if necessary, the Fire Officer will assign a member of staff to escort all individuals in the building outside through the nearest fire exit (which is the main entrance to the MetFilm School site.) The Fire Officer will assign a different member of staff to immediately call the emergency services 999.
- The Fire Officer will check that all the rooms have been evacuated and will then join all other individuals at the Fire Meeting Spot.
- If you cannot find a fire officer or member of staff, please call 999. Leave the building via the nearest fire exit and assemble at the nominated assembly point on the green in front of the entrance to Ealing Studios.

NEVER RE-ENTER THE BUILDING FOR ANY REASON