Department of Media Arts
Media Arts Centre Agreement
2017-2018

This is an annual agreement between you, a student registered with the Department of Media Arts of Royal Holloway, and the Media Arts Centre, which runs as a service within the Department of Media Arts. This Agreement operates within relevant College regulations and codes of practice. It is intended to facilitate effective operating practices in the Media Arts Centre in support of media practice work undertaken during your course of study with the Department. It outlines certain standards that are reasonable for both parties to expect and adhere to in order for the Department to offer a consistent level of service to all students during the Agreement Period. This Agreement becomes effective once you have signed the declaration form and paid the Annual Fee. The Agreement Period ceases on Friday 14th September 2018 or, when applicable, on the day of your graduation.

Our obligations to you

1. We are committed to providing a range of fit-for-purpose facilities, skills training and support services of sufficient quality to enable you to fulfill the essential course requirements in relation to your media practice work. The main activities we support are location filming, audio recording, audio-visual post production, television studio operations and production design/art department.

2. We operate a range of systems and processes that are intended to offer you fair and consistent access to services, and provide a framework to enable you to operate safely and securely when engaged in media practice work.

3. Appropriately experienced/qualified staff will be present in the Media Arts Centre during office hours, i.e. between 09.00 – 12.00 and 13.00 - 17.00 hours weekdays, with the exception of public holidays and College closure periods. The Media Arts Centre team is there to provide skills training and advisory support, but not to do your practice work for you. They recognize you are learning new skills and will respect, value and encourage your questions.

4. Media Arts Centre team is timetabled to provide skills training throughout your course. When not teaching they may be contacted by phone or email, by visiting service points or by making appointments for tutorials (sign-up sheets are posted on office doors). They may not always be able to offer immediate assistance if they are already working on another activity, but will make this clear when you ask and offer an alternative time to assist you.

5. We provide a primary service point in the form of the Equipment Store (Williams Wo-29), which is open for two sessions a day for making bookings for equipment and most facilities, for purchasing blank media and related items, and for enquiries about using equipment for location filming.

<table>
<thead>
<tr>
<th>The Equipment Store opening times (Mondays to Fridays) are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mornings</td>
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<tr>
<td>Afternoons</td>
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<tr>
<td>The Equipment Store is closed outside of these times and at weekends</td>
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The Equipment Store operates an appointments system for collection and return of equipment. Please adhere to the agreed times in order to minimize waiting time for other users.
6. If you are experiencing difficulty when using the systems in the **media labs, editing rooms, sound studios or preview room** during office hours, you should seek advice from the technicians in rooms Wo-16 or Wo-17 in the Williams east corridor. Staff will ask you questions to determine the exact nature of the problem and then advise on an appropriate course of action for you to take. If they are unable to offer immediate advice, they may accompany you to the workstation to investigate further the precise nature of the problem and guide you through the solution.

7. For **art department and production design** queries, please make an appointment by calling 01784 414 461 or by signing up on the door of the Art & Design Technicians’ room Wo-18, where an appointments sheet is displayed. To get the best from your appointment you need to prepare well in advance of your planned shoot, especially if any prop-making is involved. Please provide a copy of your script (even if still in draft form) so we can understand the design context of your piece, and some visual references such as mood boards, photos of your location, floor plan, etc. Please note that while we keep a number of recycled props in store, we have insufficient storage capacity to operate as a prop house.

8. You can access the Media Arts Centre facilities **outside office hours**, though if you encounter a problem we will be unable to offer technical support until the next working day. You are only permitted to use these areas if you are carrying your RHUL Student card. For some editing rooms, you will need to have already booked and collected a key via the Equipment Store during opening times. Before using the facilities, please refer to our guide *Using the Media Arts Centre post production facilities: a health and safety guide*.

9. We will advise you, via your College email account, of any **planned events, changes to services, disruptions to normal services**, etc. In cases of unexpected breakdowns, system failures, staff absences etc. we will, during office hours, post status updates on our Message of the Day board in the Williams foyer and, when appropriate, to your College email account.

10. We provide a standard range of equipment and software suitable for the majority of practice course requirements. Our **production workflow** is HD and we have issued guidance notes for importing HD video from card-based media so it can be compressed into a suitable form for editing. If you are unable to find these guidance notes in the Media Arts Skills Centre on Moodle, then please ask the technical staff for assistance.

11. Our current editing platform is **Adobe Premiere** which, together with related applications, runs on Mac OSX on Apple computers. While in principle we aim to offer the current version of software applications, for the sake of operational consistency we need to do install upgrades on all computers at the same time and this may not be possible during term time or certain other times of the year. If you are running **Premiere** on your own computer, before making any upgrade you should check the version currently operating in the Media Arts Centre to ensure you can run your files properly on both systems, otherwise you may be unable to read your data when loading it into the College system. For convenience, we do offer other editing and professional applications such as **Final Cut Pro, Da Vinci Resolve**, Adobe **After Effects**, and **Logic Pro X**, but not all are fully supported.

12. We welcome feedback on the services we provide so we may monitor quality and plan for future service development. **If you have comments or concerns** about any aspects of the service, you should in the first instance contact the Head of Production Facility, who will respect confidentiality and advise the intended course of action.

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By signing the Media Arts Centre Agreement declaration you will have agreed:

1) To carry your own RHUL Student card at all times and to produce this when requested. Your card is required for accessing the facilities and borrowing equipment and must not to be lent to any other person.

2) To report immediately any loss of your Student card or borrowed Media Arts Centre keys, either to the Equipment Store during opening times, or to the Security office in Founders Reception at other times. You may be required to pay reasonable replacement and consequential costs. Failure to report such losses in good time poses a significant security risk and consequently the Standard Penalty is applicable in such instances.

3) To treat Media Arts Centre staff, other students, others contributing to or affected by your practice work, the equipment and the facilities, with due respect and professionalism. This includes leaving any spaces you have occupied clean and tidy.

4) That you will not allow anyone into the Media Arts Centre, unless you have prior permission to do so from a member of Media Arts staff and will assume full responsibility for their actions during their visit.

5) To ensure that you are sufficiently competent to operate the Media Arts Centre equipment and computer systems and seek further training and advice from the Media Arts Centre staff if you anticipate or experience any difficulties. You have also agreed to accept full responsibility for any damage or injury caused by attempting to use equipment or facilities without the necessary level of training.

6) Not to lock rooms from the inside as is likely to cause false activation of the burglar alarm system. If the system has locked you in, and the door release button is inactive, you should call Founders Security on 01784 443063.

7) That if you are the last person leaving the room, even momentarily, you will ensure the door is locked, the windows are secured, the blinds are drawn and the lights switched off.

8) Not to leave any department equipment unattended, either during class sessions or whilst issued to you under an Equipment Loan Agreement, nor any personal belongings.

9) You will keep all corridors free from obstruction and ensure fire escapes and other passageways are never blocked.

10) To observe the College’s smoking policy, which prohibits smoking inside or within 5 metres of any College buildings.

11) To keep food or drink out of any of the media labs areas, editing rooms, sound rooms and studios. Bottled still water is permissible, but must be stored and consumed well away from any equipment. You may eat and drink in the Common Room (Wo-4), which also has a water dispenser.
12) To ensure an appropriate health & safety risk assessment has been approved by your practice course tutor for any filming or recording work you are doing, whether or not you are borrowing College equipment or using your own.

13) To obtain the necessary permissions prior to doing any location filming, photography or sound recording work, whether you are working on or off campus. Use the Campus film locations: provisional booking form to request filming permission on College property.

14) To obtain the necessary rights clearances from performers and contributors, using the relevant Media Arts forms, and not to copy any software applications, supplied content, or other intellectual property without appropriate licensing or evidence of permission.

15) To collect and return in person any equipment or keys that you have booked and not to ask others to do this on your behalf.

16) That when borrowing equipment, you accept full responsibility for checking the kit contents and effective operation of the equipment before leaving the building, in accordance with the Loan Agreement Form, and to comply with the Terms and Conditions throughout the Loan Period.

17) To take full responsibility for maintaining a current back-up set of any media files and project files you are working on, irrespective of whether or not you are also keeping a set on the Media Arts Centre server. As a professional discipline, get into the habit of storing current versions of your digital media work on at least three different drives.

18) To comply with the Department’s Filming with child actors policy regarding any involvement of children or young persons under the age of 18 years in your media production, including full participation in required training.

19) That if equipment is stolen while in your care, you will report the theft immediately to the Police (via Security if the incident takes place on College premises) and obtain a crime reference number that can be used by the College to initiate an insurance claim.

20) To report any equipment or computer system faults to Media Arts Centre staff at the earliest opportunity during office hours. If your SD card gets stuck inside the equipment, you will not attempt to remove it yourself.

21) That if you hear a fire alarm in the Williams Building or adjacent TV Studio, you will evacuate the building immediately and go to Fire Assembly Point 9, i.e. the grass area by the Arts Building (NB The only exception to this rule is the weekly scheduled alarm test, which is displayed in all buildings).

22) Not to tamper with or remove any fire equipment as such action will constitute a criminal offence.

Any contravention of the above rules will result in the imposition of the Standard Penalty of £25, and in some cases may in addition result in disciplinary action.
### Rates for 2017-2018

<table>
<thead>
<tr>
<th>Description</th>
<th>Charge</th>
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<tbody>
<tr>
<td>Annual Fee</td>
<td>£12 (non refundable)</td>
</tr>
<tr>
<td>Standard limit of personal liability for lost, stolen or damaged equipment (1)</td>
<td>£75 per claim</td>
</tr>
<tr>
<td>Higher limit of personal liability for lost, stolen or damaged equipment (2)</td>
<td>£150 per claim</td>
</tr>
<tr>
<td>In the event of a claim being made against a student under the College’s Public Liability Insurance, the Department and the student will pay an equal share of the £250 insurance excess. (3)</td>
<td>£125 per claim</td>
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<tr>
<td>Minimum charge for loss or damage of any prop loaned from the department</td>
<td>£5 or greater depending on replacement cost</td>
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<tr>
<td>Externally hired equipment or props that are covered by the College insurance policy</td>
<td>up to £1,850 of the insurance excess</td>
</tr>
<tr>
<td>Fine for late return of keys or equipment</td>
<td>£5 per session per loan agreement or key booking</td>
</tr>
<tr>
<td>Failure to report lost key or student card within one working day</td>
<td>£25 plus actual card or key replacement cost</td>
</tr>
<tr>
<td>Standard Penalty</td>
<td>£25 for each offence</td>
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Please note that any unpaid charges still outstanding by the end of the Summer Term will be recorded as a debt and may result in the suspension of your degree award.

The purpose of the compulsory Annual Fee is to contribute to the cost of meeting the funding gap between the College’s equipment insurance excess (the Department has to pay the first £2,000 for any claim) and the individual borrower’s personal liability. For example, if an item of equipment is damaged under acceptable operating conditions, and there is a £700 repair cost, the individual borrower who has signed responsibility for the equipment only has to pay the first £75 (or £150 if higher rate applies) rather than the full repair cost. As the Department would be unable to claim under the College insurance it would pay the remaining £625 supported in part by the Annual Fee income collected that year. Otherwise, cases will be referred to the Head of Department for appropriate action.

(1) There must be tangible evidence that loss or damage has been properly reported, such as a relevant crime number, otherwise you are liable for the full cost of repair or replacement.

(2) The higher limit applies for all equipment loans deemed as being high risk in terms of loss or damage to the equipment and is applied at the discretion of the Head of Department.

(3) In the case of group productions, the student responsible is the one who submits (i.e. signs) the Risk Assessment Form relevant to the activity that resulted in the claim.