

Department of Media Arts

Media Arts Centre Agreement 2020-2021



Introduction

This is an annual agreement between **you** and the **Media Arts Centre**, which runs as a support service for students taking courses run by the Department of Media Arts. The Media Arts Centre comprises the support services provided by the Media Arts technical support team based in the **Williams Building**, and servicing out to the **TV Studio** (part of the Moore Building), the **Computer Centre Annex** media labs, the **Garden Lodge**, and also on line, mostly via the **Media Arts Skills Centre** on Moodle.

This Agreement operates within relevant [College regulations and procedures](#). 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 when you register or reregister on [Production Buddy](#), our online production management system. The Agreement Period ceases on Friday 17th September 2021 or, if graduating in in July 2021, the day of your graduation.

This Agreement comprises:

- Our obligations to you in the form of a service description
- Your obligations to our creative community and those affected by your practical work; i.e. our rules
- Our charges for when things go wrong or if you break the rules
- Summary table showing the professional creative applications we support

Implementation of the Government's COVID-19 recovery strategy

Our approach to COVID-19 management during the foreseeable future needs to remain responsive and dynamic and, while maintaining best efforts to provide the services as described here, we have to operate **alternative arrangements** that will impact on our usual standards of provision. We will always work in collaboration with our teaching colleagues to ensure there is no detriment to your assessment potential through operating restrictions we may have to implement in the interests of public safety and welfare. Our temporary operating arrangements are described under each of the respective service sections.

Our obligations to you:

1. General

1.1 **We are committed** to providing a range of fit-for-purpose facilities, skills training and support services of a sufficient quality to enable you to fulfil the essential course requirements in relation to your media

practice work. The main activities we support are location filming, sound recording, production design/ art department, post-production, television studio operations, digital art, and design for gaming and animation.

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

1.3 Appropriately **experienced/ qualified technical support 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. Our default lunch break is between 12.00 – 13.00 so that we can provide services during the 13.00-14.00 break between classes, but please be aware that we often need to take a later lunch break if we are running or supporting a class that finishes at 13.00.

1.4 We are there to provide **skills training and advisory support**, but not to do your practice work for you. We recognize you are learning new skills and will respect, value and encourage your questions.

1.5 We provide timely **operational skills training** in agreement with your practice course tutors. Our email address for your technical support enquiries is:

masctechsupport@rhul.ac.uk

1.6 We are also pleased to see you in person, but we may be unable to offer immediate assistance if already working on another activity, and it is usually best to make an appointment in advance by email request or by signing up on the timetable on the relevant office door.

1.7 We will advise you 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, display notices and post status reports to your University email account.

1.8 Our services are provided free at the point of delivery, other than supplies we may sell at cost from stock, or if we need to impose fines or recover the cost of losses or damages (see the 2020-21 Rates table).

1.9 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 you in writing of the intended course of action in a timely manner.

2. Location filming support

2.1 The **Equipment Store** (Williams W03) is normally open for two sessions a day to enable you to make bookings for equipment and post-production facilities, borrow equipment and keys, and provide advisory support about using equipment for location filming.

2.2 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.

2.3 Please refer to our [Location Filming Code of Practice](#) for detailed practical guidance on conducting safe digital filming work.

The Equipment Store opening times (Mondays to Fridays) are:	
Mornings	09.30 – 11.30
LUNCH - CLOSED	12.00 – 13.00
Afternoons	13.00 – 16.00
The Equipment Store is closed outside of these times and at weekends	

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.

2.4 We provide and support an on-line production management system called [Production Buddy](#) to enable you and your practice tutors to process location filming authorizations and safety risk assessments as a prerequisite to ensuring your filming work is covered by the College’s public liability insurance.

Please note that during implantation of the Government’s **COVID-19 recovery strategy**, the Equipment Store will operate as an **on-line service point only via locationsafety.media-arts@rhul.ac.uk**, unless you have made a prior arrangement to collect or return equipment. Equipment returned after a shoot will be quarantined for 72 hours in our RED zone, cleaned in our AMBER zone, and returned to the Equipment Store, i.e. our GREEN zone, for subsequent use.

3. Creative Desktop

3.1 We run and support a range of **professional applications** which are widely used in the creative industries. We lock the operating system and software version at the start of the Agreement year. If you need to transfer your project between your own computer and one of the Media Arts Centre’s, please check the application version compatibility and test your workflow in advance, otherwise you may be unable to access your work after project migration. We may have limited provision for some products so please refer to the published information to ensure the application is provided in the facility you intend to visit.

3.2 We also provide a number of unsupported applications for your convenience, but we do not provide training for these products and may be unable to respond to enquiries. A complete list of applications is appended.

3.3 We operate our own dedicated *Editshare* media server system. This is offered as a solution to be used in parallel with your own hard drive to store media (as a part of the creative digital workflow) and for your practice submissions. We have arrangements to support and maintain this system to enable convenient and collaborative working practice, but you must consider this to be a temporary back-up arrangement for the original data which you are responsible for keeping safe using your own storage devices.

3.4 If you experience difficulty when using the systems in the **media labs, editing rooms, sound studios, or animation studio** during office hours, you should seek advice by emailing masctechsupport@rhul.ac.uk giving relevant details about your operating system, software application being used and the problem you are experiencing. We will ask questions to determine the exact nature of the problem and then advise on an appropriate course of action for you to take. If we are unable to offer immediate advice, we may remote-desktop or visit you at your workstation to investigate further the precise nature of the problem and guide you through the solution.

3.5 You can access the Media Arts Centre facilities **outside office hours** using your College ID card, though for some editing rooms, you will need to have booked and collected a key via the Equipment Store during published opening times. If you encounter a technical or operational problem out of hours we will be unable to offer technical support until the next working day, but **please report the problem** via our support email address so we can respond promptly and reduce the potential impact on other students.

3.6 Before using the facilities, please refer to our guide [Using the Media Arts Centre post production facilities: a health and safety guide](#).

3.7 Please be aware that any personal data stored on our Editshare system, including your own appearance or those of any individuals in your films, is unencrypted. There is a level of data security risk associated with this. You will be reminded of this when signing the agreement declaration, but you must also explain this to actors and contributors appearing in your film when asking them to sign their appearance Release Form and adding this to your production's folder on Production Buddy.

During implementation of the Government's COVID-19 recovery strategy, we have established that the Media Lab furniture is adequately spaced to meet the College's social distancing standards, but do keep aware and avoid closing in on screens when sharing content with friends. All of the Media Labs have been provided with hand sanitiser, disposable gloves, and furniture cleaning products to wipe the desk prior to and after you use it.

4. Art Department

4.1 For **art department and production design** queries, please make an appointment by calling 01784 414461 or by signing up on the door of the Art & Design Technicians' room W018, 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, together with some visual references such as mood boards, photos of your location, floor plan, etc. We keep a limited stock of props and costumes, but you will often need to source your own or have some props made specially, so please plan ahead and allow plenty of time to obtain what you need before your shoot.

Please note that during implantation of the Government's **COVID-19 recovery strategy**, the Art Department will operate as an **on-line service point only by contacting our technicians** helen.adams@rhul.ac.uk or sarah.peacock@rhul.ac.uk, unless you have made a prior arrangement to collect or return props or equipment. We will specify where you need to collect and return the props.

5. TV studio and other production facilities

5.1 If you wish to use the **TV Studio**, or any of the Media Arts Centre facilities to do **filming or exhibition work**, you should make an appointment to see our Studio Manager and discuss your plans in accordance with our briefing sheet: [Using the Media Arts Centre as a film location](#).

During implantation of the Government's **COVID-19 recovery strategy**, our facilities will only be made available for student production work after you have done the necessary Social Distance Filming (SDF) training in class. Once this is possible, your health and safety risk assessment for any planned filming in the TV Studio or other Media Arts Centre spaces must include arrangements for COVID-19 control and the required measures implemented during the filming and related work.

Your obligations

You are responsible for the safety and welfare of those involved in or affected by the creative work you do during your programme of study, and for the security of the equipment and facilities you use. The following **Media Arts Centre rules** were agreed in consultation with undergraduate and taught post-graduate students during 2018. They serve to maintain the highest achievable standards of service provision and reduce risk levels for personal safety and security of yourself, your creative collaborators, and others affected by your practice work.

By registering on [Production Buddy](#) you agree to comply with the following Media Arts Centre rules:

- 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 also agree 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 this will cause false activation of the intruder 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 are 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**, ensure fire escapes and other passageways are never blocked, and keep fire door windows unobstructed.
- 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-27), which also has a water dispenser.
- 12) To **ensure the any filming, photography and sound recording work you do**, irrespective of whether or not you are using College equipment, is covered by an approved production health and safety **risk assessment** on *Production Buddy* and that the **required permissions** have been obtained from the relevant persons and locations, whether you are working on or off campus. Failure to do so will invalidate the College's **Public Liability Insurance** and consequently you will become liable for any claim made against you for personal injury or damage to property. There may also be **legal action** taken against you personally by the injured party. Failure to seek filming permission from the premises owner or managing agent of any rented property is likely to cause a **breach of tenancy agreement**, which has severe implications for the tenants concerned. There is a [provisional booking form](#) available to request filming permission on College property, and you will be given training and guidance for filming on the public highway and other public locations.

- 13) To obtain the **necessary** rights clearances from performers and contributors, using the relevant [Media Arts form](#), and not to copy any software applications, supplied content, or other intellectual property without appropriate licensing or evidence of permission attached to your *Production Buddy* project folder.
- 14) To **collect and return in person any equipment or keys** at the agreed times and not to ask others to do this on your behalf.
- 15) 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.
- 16) 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 *Editshare* server. As a professional discipline, get into the habit of storing current versions of your digital media work in at least **three different locations**.
- 17) 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.
- 18) 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.
- 19) To **report any equipment or computer system faults** to Media Arts Centre staff immediately via masctechsupport@rhul.ac.uk or in person if occurring during our office hours.
- 20) That **if you hear a fire alarm** in the Williams Building, TV Studio, Computer Centre Annex, or Garden Lodge, you will evacuate the building immediately and go to Fire Assembly Point 9, opposite the SU Shop next to the ATM. The only exception to this rule is for the regular scheduled alarm test – note the times on display in the respective buildings.
- 21) **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 may in addition result in disciplinary action.

Rates for 2020-2021

Standard limit of personal liability for lost, stolen or damaged	£100 per claim equipment
Higher limit of personal liability for lost, stolen or damaged equipment [applicable for any filming outside of the UK, or other work involving higher risk of theft or damage]	£200 per claim
In the event of a claim being made against a production under the College's Public Liability Insurance, the Department and your production will pay an equal share of the £250 insurance excess	£125 per claim
Minimum charge for loss or damage of any prop loaned from the department	£5 or greater depending on replacement cost
Externally hired equipment, costumes or props, which by prior arrangement are covered by the College insurance policy	The full value stated at time of hire up to £2,000, OR in the event of an insurance claim for a loss exceeding this amount, the full £2,000 excess.
Fine for late return of keys or equipment	£5 per session per loan agreement or key booking
Failure to report lost key or student card within one working day	£25 plus actual card or key replacement cost
Standard Penalty	£25

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.

Media Arts Centre – supported professional creative applications

	Version	Computer Annex 003	Computer Annex 004	Computer Annex 008	Williams Media Lab	Williams Edit Rooms
Adobe CC 2020 – After Effects	17.1.2	Y	Y	Y	Y	Y
Adobe CC 2020 – Encoder	14.3.1	Y	Y	Y	Y	Y
Adobe CC 2020 – Illustrator	24.2	Y	Y	Y	Y	Y
Adobe CC 2020 – Photoshop	21.2.2	Y	Y	Y	Y	Y
Adobe CC 2020 – Premiere Pro	14.3.2	Y	Y	Y	Y	Y
Avid Media Composer	2020		Y	Y	Y	Y
Avid Pro Tools	2020		Y	Y	Y	Y
AIR Effects (Pro Tools plug-in)	2018		Y	Y	Y	Y
AIR Instruments (plug-in)	2018		Y	Y	Y	Y
Arduino IDE	1.8	Y	Y	Y	Y	
Blackmagic Da Vinci Resolve	16		Y	Y	Y	Y
Clipgrab	3	Y	Y	Y	Y	Y
Dragon Frame	4					
Editshare Connect	2020	Y	Y	Y	Y	Y
Google Chrome	85	Y	Y	Y	Y	Y
EP Movie Magic Budgeting	7		Y	Y	Y	
EP Movie Magic Scheduling	6		Y	Y	Y	
Handbrake	1	Y	Y	Y	Y	Y
iLok XPand! 2	2	Y	Y	Y	Y	Y
iPiSoft iPi Recorder	4	Y				
iPiSoft iPi Studio	4	Y				
Maxon Cinema 4D	R20	Y	Y	Y		
Processing	3		Y	Y	Y	
Rainboxlab DuiL Bassel.2	16	Y	Y	Y		
TV Paint	11	Y	Y	Y	Y	
Twinery Twine	2	Y	Y	Y	Y	
Videolan VLC Media Player	30	Y	Y	Y	Y	Y

Unsupported applications that may also be available include:

Adobe CC 2019 - Acrobat DC	EKO (Web App)	Raildrive
Adobe CC 2019 – Audition	Final Draft 9	Sketch
Adobe CC 2020 – InDesign	Fade In	Smart Screen Software
Adobe CC 2019 – Lightroom	GitHub Desktop	Source Tree
Adobe CC 2019 - Lightroom Classic	Google Android Studio	Steam
Android Studio	iWorks (Keynote, Pages, Numbers)	Steam VR
Autodesk 3DS MAX	Labstats	Substance Designer
Autodesk Maya	Logic Pro X	Substance Painter
Autodesk Motion Builder	Microsoft Office suite	Teamviewer Desktop client
Autodesk Maya	Microsoft Visual Studio Code	Textools (Zbrush Plugin)
Autodesk Mud Box	Microsoft Visual Studio Community	Unity
Autodesk Recap	Microsoft Teams client	Unreal engine
Blackmagic Media Express	NoMachine Enterprise Desktop	Visual Studio Code
Blender	OBS Open Broadcaster Studio	Visual Studio Community
Casper CG	Oculus Desktop	Zbrush
Discord	Panopto	Z-Cam stitching software (single user only)