



SCHOOL OF PERFORMING & DIGITAL ARTS  
DEPARTMENT OF MEDIA ART

# UNDERGRADUATE STUDENT HANDBOOK

2024/2025

## Disclaimer

This document was published in September 2024 and was correct at that time. The department\* reserves the right to modify any statement if necessary, make variations to the content or methods of delivery of courses of study, to discontinue courses, or merge or combine courses if such actions are reasonably considered to be necessary by the University. Every effort will be made to keep disruption to a minimum, and to give as much notice as possible.

\* Please note, the term 'department' is used to refer to 'departments', 'Centres and Schools'. Students on joint or combined degree course should check both departmental handbooks.

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# 1 Introduction to your department

## 1.1 Welcome

Welcome to Royal Holloway. Royal Holloway, University of London (hereafter 'the University') is one of the UK's leading research-intensive universities, with six academic schools spanning the arts and humanities, social sciences and sciences.

The Department of Media Arts is one of three departments which forms the School of Performing and Digital Arts. We welcome our new students, and we hope that you will soon feel at home in our creative and critical community. We congratulate returning students, your past years' achievements and look forward to the year ahead.

You join a department consistently ranked in the top 10 for research in media. Your experience on the degree will be informed by this research and the professional expertise of staff in the department, offering you courses that are dynamic, challenging, innovative and intellectually stimulating. We aim to develop your critical thinking and your creative expression, foster your intellectual curiosity and offer you a range of experiences that prepare you for the world after university.

Your role in our creative, critical community is paramount: if there's a problem, a new idea, an opportunity: Tell us! Get involved.

As part of this community, you also have an important obligation to your peers and to the department: you will need to work hard, communicate effectively, attend regularly and be reliable in your commitments to peers and staff alike.

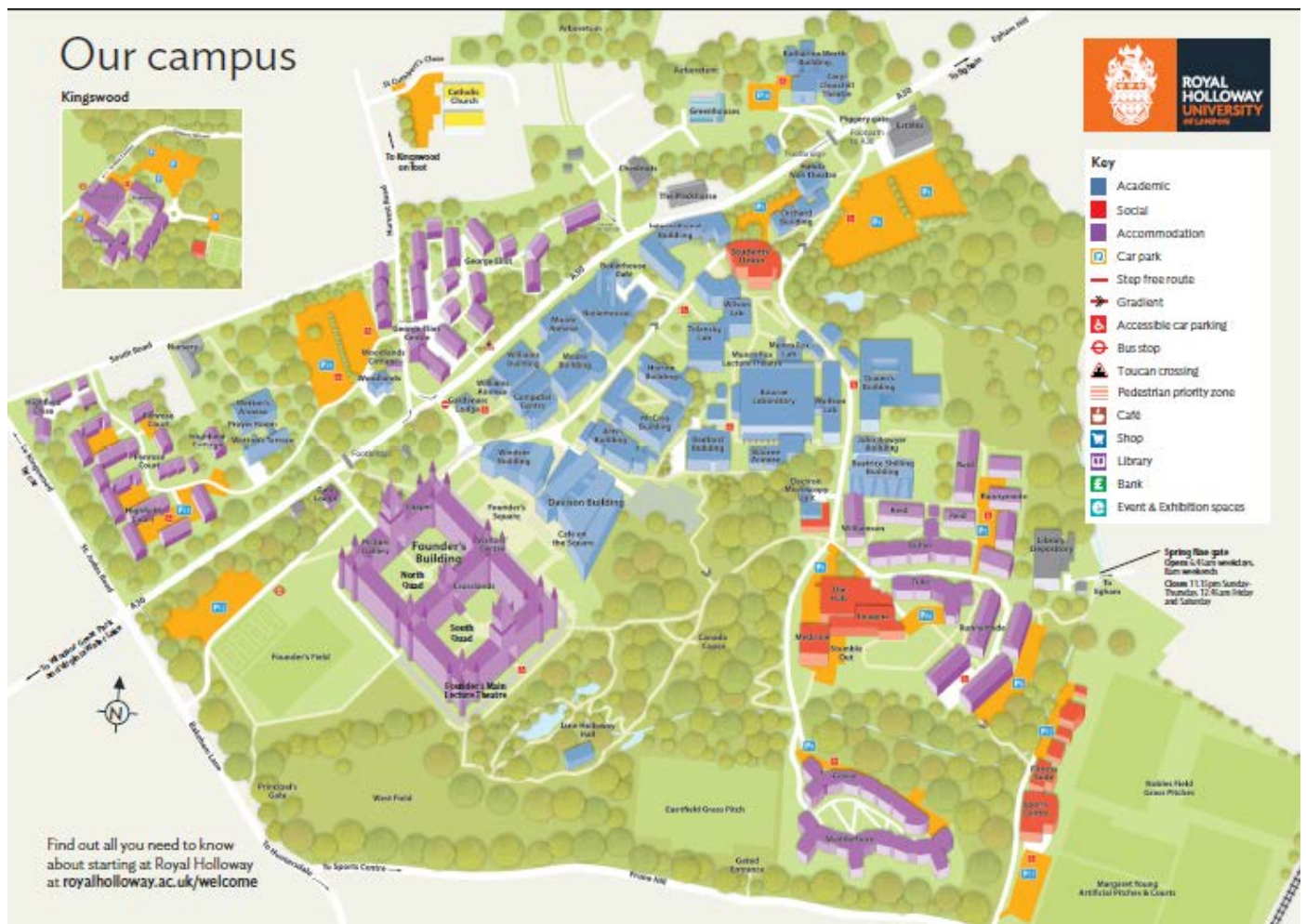
We have a number of exciting opportunities and events planned for the year ahead, including the return of a range of different alumni and guest industry speakers, gallery visits and more.

Within our creative, critical community your studies will develop your potential, but this will require commitment, determination and inspiration. Good luck!

## 1.2 How to find us: the Department

The Department of Media Arts is located in the Arts and Williams Buildings. The School of Performing Arts Administration Hub can be found in the Katherine Worth Building. These can be found on the College [campus map](#).

### 1.3 Map of the Egham campus



Please note, student parking is very limited and is not available if you live in Halls or within 1.5 miles of campus. If you do live more than 1.5 miles away or have a particular reason why you need to come to campus by car, you must apply for a parking permit. If you have a motorbike or scooter you must also register the vehicle with University. Find more information about the Parking Permit portal [here](#).

## 1.4 How to find us: the staff

<b>Executive Dean:</b>	Roberta Mock <a href="mailto:Roberta.Mock@rhul.ac.uk">Roberta.Mock@rhul.ac.uk</a>	+44 (0)1784 414106	KWB102
<b>Head of Department:</b>	Nick Hall <a href="mailto:Nick.Hall@rhul.ac.uk">Nick.Hall@rhul.ac.uk</a>	+44 (0)1784 917505	ABG16
<b>Academic Staff:</b>	A full list of academic staff and their contact details can be found <a href="#">here</a> .		
<b>Technical Staff:</b>	Dan Cayzer Head of Production Facility <a href="mailto:Dan.Cayzer@rhul.ac.uk">Dan.Cayzer@rhul.ac.uk</a>	+44 (0)1784 443269	WS13
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<b>School Manager:</b>	Louise Mackay <a href="mailto:Louise.Mackay@rhul.ac.uk">Louise.Mackay@rhul.ac.uk</a>	+44 (0)1784 443532	KWB103
<b>Student &amp; Programme Administration Manager:</b>	Jackie Marty <a href="mailto:Jackie.Marty@rhul.ac.uk">Jackie.Marty@rhul.ac.uk</a>	+44 (0)1784 443916	KWB001
<b>Helpdesk &amp; D&amp;N Network Member</b>	Michael Masters <a href="mailto:PDA-school@rhul.ac.uk">PDA-school@rhul.ac.uk</a>	+44 (0)1784 276885	KWB001
<b>Information Consultant:</b>	Rachel White <a href="mailto:Rachel.White@rhul.ac.uk">Rachel.White@rhul.ac.uk</a>	+44 (0)1784 414017	Davison Building

## 1.5 How to find us: the School office

The School office is located in room KWBo-01 on the ground floor of the Katharine Worth Building. Term-time opening hours are Mondays to Fridays between 10:00am and 4:00pm. The Helpdesk is your first point of contact for administrative queries.

If you have any issues relating to your ability to perform academically, please consult with your course tutor and/or your personal tutor. You can also contact Louise Mackay, School Manager or Jackie Marty, Student & Programme Administration Manager, if any academic or administrative issues arise for which you feel you would benefit from a private consultation. The college website provides much of the information that you will need, plus contact details, during your time with us: [www.royalholloway.ac.uk/students](http://www.royalholloway.ac.uk/students).

## 1.6 Staff research interests

Details of all staff research interests can be found on the departmental website:

<https://www.royalholloway.ac.uk/mediaarts/research/home.aspx>.

## 2 Support and advice

### 2.1 Support within your School

The School Helpdesk is there to help you with any questions or concerns you might have about your studies. It is situated in room 0-01 of the Katharine Worth Building. Term-time opening hours are 10:00am to 4:00pm. The Helpdesk can also be contacted via +44 (0)1784 276885 or [pda-school@rhul.ac.uk](mailto:pda-school@rhul.ac.uk). Depending on your query, the Helpdesk will answer your questions then and there, put you in touch with a colleague who can help, or find out the answer and get back to you.

Your first point of reference for advice within the Department is your personal tutor, or if you have a specific question about your class please contact the module convener. Inevitably, problems will sometimes arise that staff within the department are not qualified to deal with. The College offers a high level of student welfare support which includes a highly regarded Counselling Service, dedicated educational and disability support, as well as a wealth of student wellbeing financial, career and other advice. There is also an NHS GP practice (the Health Centre) on campus located in Founder's East. Further details of each service can be found on the College web on the Student Welfare page: <https://intranet.royalholloway.ac.uk/students/help-support/help-and-support.aspx>.

## 3 Communication

### 3.1 Notice boards

There are no official student notice boards for undergraduate students. Information on classes etc. will be posted on Moodle and emailed out to you well in advance, but occasionally changes have to be made at short notice so please check your emails regularly.

**It is your responsibility to check the times and venues of all class meetings and of any requirements (e.g. essay deadlines) relating to your courses, so, if in doubt, please ask!**

### 3.2 Personal Tutors

A personal tutor is assigned to every student and regular meetings are arranged by the tutors (at least once a term). These meetings will provide an opportunity for students to discuss any matters of concern, whether relating to their academic progress or to other aspects of their life and work in the department. Personal Tutors have a duty of confidentiality about issues raised by their advisees. Your Tutor will have regular office hours which are usually displayed on their office door. You can visit your Personal Tutor, or speak to them via Microsoft Teams, during their office hours. You may also make an appointment to see your Personal Tutor if you have anything you wish to discuss outside their office hours.

Students with a serious case for a change of personal tutor should approach Nick Hall, Head of Department, or Rosie Kennedy, School Senior Tutor, as appropriate.

### 3.3 Questionnaires

Towards the end of the Autumn and then Spring Term you will be asked to fill out a module questionnaire for each module you take. This is completely anonymous and will ask for your thoughts and opinions on various aspects of the module.

## 4 Teaching

### 4.1 Study weeks

The department of Media Arts has no formal study weeks, and there are no study weeks for first year students. For second and third year modules, individual module conveners may decide to have a one week break, and will advise students accordingly.

## 5 Degree structure

Full details about your degree course, including, amongst others, the aims, learning outcomes to be achieved on completion, modules which make up the course and any course-specific regulations are set out in the course specification available through the [Course Specification Repository](#).

### 5.1 Change of course

You may transfer to another programme subject to the following conditions being met before the point of transfer:

- (a) you must satisfy the normal conditions for admission to the new programme;
- (b) you must satisfy the requirements in respect of mandatory courses and progression specified for each stage of the new programme up to the proposed point of entry;
- (c) the transfer must be approved by both the department(s) responsible for teaching the new programme and that for which you are currently registered.
- (d) if you are a student with Tier 4 sponsorship a transfer may not be permitted by Tier 4 Immigration rules.
- (e) you may not attend a new programme of study until their transfer request has been approved.

Further information about changing programmes is available in Section 8 of the [Undergraduate Regulations](#). If you hold a Tier 4 (General) student visa, there may be further restrictions in line with UKVI regulations.

Any student who wishes to change degree at the end of first year (e.g. from a joint honours programme to single honours) to move directly into the second year must have achieved a 2.1 average for their first year.

## 6 Facilities

### 6.1 Facilities and resources within your department

For Media Arts practice-intensive courses we provide access to industry standard equipment as part of course teaching alongside the opportunity to utilize production kit for your own personal projects.

From the very start of the course, you will begin to gain practical experience using the department's excellent technical facilities in our Media Arts Centre, which offers:

- Production skills training with our creative technical team
- Exclusive 24-7 access to post-production facilities
- Dedicated media file server and local area network to save your edit work
- Location filming equipment loan service
- Television studio, with green screen, multi camera production gallery and artist green room
- Props, scenery and set furniture loans from the Art Department.



- Practice teaching room
- Dedicated digital studio space
- Specialized media labs for digital film editing, animation and visual effects, sound processing and video games design
- Ten individual edits suites, with state-of-the-art computers
- Vocal booth and connected sound suite with Talk Back
- Colour Grading Suite
- Student Production Office

Our technical support team plays an integral role in production skills training, drawing on an extensive range of experience gained through working in the creative industries and in education. We are here to provide expert advice and help you realize your creative vision.

Following the necessary skills training, you will be able to borrow film production equipment from our location store, including Sony FS7 cameras and Panasonic GH5 DSLR cameras among other models. These can be rigged out with remote follow focus units and remote monitor solutions. For sound there are boom microphone kits, Sennheiser radio microphones, Zoom F4 field recorders, and Zoom H5 recorders. Light your productions with our range of professional lighting equipment, including Arri HMIs and 2k lamps, Fresnel kits, Dedo Lite kits, Kino fluorescent kits, C-stands, flags, and reflectors.

Our television studio can be used for single or multi-camera production, has a floor area of 108 sqm, and offers installed lighting grid, DMX control, cycloramas (chroma green, black, white), production gallery and green room. Our art and design technicians can assist you with your film's production design and advise on sourcing scenery, props and costumes. We keep a useful range of props in-house to lend out to productions.

We provide 24-7 access to nearly 100 networked creative workstations in our media labs and editing rooms, offering Adobe Creative Cloud, Avid Media Composer, Pro Tools, and other professional creative applications.

You can get started with the Media Arts Centre by logging into Moodle and finding the Media Arts Resource Support (MARS) course. This will explain how to sign up to our Media Arts Centre Agreement, what services we offer, how you can access them, and the rules you need to follow for using the technical support service. It also offers a range of useful resources for developing your practice skills.

**6.2** If you have any technical support enquiries, please email [MARS@rhul.ac.uk](mailto:MARS@rhul.ac.uk)

### 6.3 The Library

The Library is housed in the **Emily Wilding Davison Building**.

Details, including Library Search, dedicated subject guides and opening times can be found online from the [Library home page](#).

The Ground Floor of the Library contains a High Use Collection which includes many of the books assigned for undergraduate courses. The rest of the Library collections are on the upper floors. There are plenty of study areas and bookable rooms to carry out group work, as well as many areas to work on your own. The Library contains a large number of PCs and has laptops to borrow on the ground floor to use in other study areas.

The Information Consultant for Media Arts is **Rachel White**, who can be contacted at [Rachel.White@rhul.ac.uk](mailto:Rachel.White@rhul.ac.uk).

### 6.4 Photocopying and printing

The departmental printers and photocopier are reserved for staff use. Copier-printers (MFDs) for students are located in the Library, the Computer Centre and many PC labs, which will allow you to make copies in either black and white or colour.

If you require copying to be done for a seminar presentation, you need to give these materials to your tutor to copy on your behalf. Please make sure that you plan ahead and give the materials to your tutor in plenty of time. Many of the PC labs are open 24 hours a day, 7 days a week. Alternatively, there are computers available for your use in the Library, and Computer Centre.

## 6.5 Computing

### [How to find an available PC](#)

There are ten open access PC Labs available on campus which you can use, including three in the Computer Centre. For security reasons access to these PC Labs is restricted at night and at weekends by a door entry system operated via your College card.

## 7 Assessment Information

### 7.1 Anonymous marking and cover sheets

All student work is marked anonymously. The marker sees only the candidate number, not the candidate's name. In third year, for work where the first marker has supervised the project (such as dissertations and practice work) and is therefore likely to be aware of the candidate's identity, each piece of work is second marked.

Feedback is provided via Turnitin and students are advised to pay particular attention to the advice on 'the points for development' section and/or to discuss the feedback with their module tutor.

### 7.2 Submission of work

All assignments should be submitted in accordance with the instructions on the assessment's briefing sheets. These assessment sheets will be issued by the course tutors and posted on Moodle.

### 7.3 Media Arts Practical Submission Instructions

Please sign up to the Media Arts Resource Support (MARS) course on Moodle and scroll down to the Practical Submissions section. You can then download the Practical Submission Guide. This will take you through all the steps needed to submit your films, audio etc.

The Practical Submission Guide PDF has written instructions and links to short, how to videos to help your submission go smoothly.

### 7.4 Penalties for over-length work

Work which is longer than the stipulated length in the assessment brief will be penalised in line with Section 13, paragraph (7) of the University's [Academic Taught Regulations](#):

#### **Section 13 (7)**

*Any work may not be marked beyond the upper limit set. The upper limit may be a word limit in the case of written work or a time limit in the case of assessments such as oral work, presentations, films or performance. In the case of presentations, films or performance these may be stopped once they exceed the upper time limit.*

In addition to the text, the word count should include quotations and footnotes. Please note that the following are excluded from the word count: candidate number, title, course title, preliminary pages, bibliography and appendices. <This should be adapted for the academic discipline>

<Departments should specify a range, rather than just an upper limit, where this is appropriate to the particular assessment task.>

## 7.5 What to do if things go wrong – Extensions to deadlines

Please refer to the Extensions Policy and guidance on the University's webpage about [Applying for an Extension](#).

**Please note:** Not every assessment is eligible for an extension.

Listed below are the assessments for which extensions cannot be granted (i.e. are exempt):

[Please add your department/school specific exemptions in the format Course Code – Course title – Assessment/Component Name]

## 7.6 Support and exam access arrangements for students requiring support

Some students at the College may have a physical or mental impairment, chronic medical condition or a Specific Learning Difficulty (SpLD) which would count as a disability as defined by the Equality Act (2010) that is, "a physical or mental impairment which has a long-term and substantial effect on your ability to carry out normal day-to-day activities". It is for such conditions and SpLDs that [Disability and Neurodiversity Services \(D&N\)](#) can put in place adjustments, support and exam access arrangements. Please note that a "long-term" impairment is one that has lasted or is likely to last for 12 months or more.

If you have a disability or SpLD you must register with the [Disability and Neurodiversity Services Office](#) for an assessment of your needs before adjustments, support and exam access arrangements can be put in place. There is a process to apply for special arrangements for your examinations – these are not automatically put in place. Disability and Neurodiversity Services can discuss this process with you when you register with them. Please see section 2 above for further guidance about registering with the Disability and Neurodiversity Services Office.

Please note that if reasonable adjustments, including exam access arrangements, have been put in place for you during the academic year, the Sub-board will not make further allowance in relation to your disability or SpLD.

## 7.7 Academic misconduct - Plagiarism

'Plagiarism' means the presentation of another person's work in any quantity without adequately identifying it and citing its source in a way which is consistent with good scholarly practice in the discipline and commensurate with the level of professional conduct expected from the student. The source which is plagiarised may take any form (including words, graphs and images, musical texts, data, source code, ideas or judgements) and may exist in any published or unpublished medium, including the internet. Plagiarism may occur in any piece of work presented by a student, including examination scripts, although standards for citation of sources may vary dependent on the method of assessment.

Identifying plagiarism is a matter of expert academic judgement, based on a comparison across the student's work and on knowledge of sources, practices and expectations for professional conduct in the discipline. Therefore, it is possible to determine that an offence has occurred from an assessment of the student's work alone, without reference to further evidence.

The departments guide on how to avoid Plagiarism can be found at:

<https://intranet.royalholloway.ac.uk/mediaarts/informationforcurrentstudents/home.aspx>.

## 8 Attendance and Engagement Requirements

[Please add your department/school specific text]

Please refer to the central [Engagement web pages](#) and [Attendance and Engagement Policy](#) for full details

## 9 Health and safety information

The [Health and Safety webpage](#) provides general information about our health and safety policies.

### 9.1 Code of practice on harassment for students

The University is committed to upholding the dignity of the individual and recognises that harassment can be a source of great stress to an individual. Personal harassment can seriously harm working, learning and social conditions and will be regarded and treated seriously. This could include grounds for disciplinary action, and possibly the termination of registration as a student.

The University's [Code of Practice on personal harassment for students](#) should be read in conjunction with the [Student Disciplinary regulations](#) and the [Complaints procedure](#).

### 9.2 Lone working policy and procedures

The University has a 'Lone Working Policy and Procedure' that can be found [here](#).

Lone working is defined as working during either normal working hours at an isolated location within the normal workplace or when working outside of normal hours. This includes:

- i) lone working in the Media Arts Centre, for example when editing digital film. This type of work conducted by students is classified as a low risk activity (further guidance is available at: <https://intranet.royalholloway.ac.uk/mediaarts/documents/pdf/2019-2020-tech-pdfs/using-the-media-arts-centre-post-production-facilities-kb180919.pdf>);
- ii) lone working when conducting film and recording work. The health and safety risk is entirely dependent on the location and action and event being filmed, and has to be done via our Production Buddy system for each production. All students and staff are required to read and comply with the College's Health & Safety Policy, available on the following website: <https://intranet.royalholloway.ac.uk/mediaarts/documents/pdf/2019-2020-tech-pdfs/location-filming-code-of-practice-kb180919.pdf>.

The Media Arts Health & Safety policy explains how the department implements the College policy at an operational level and you are required to read this in order to understand your responsibilities: <http://www.rhul.ac.uk/mediaarts/documents/pdf/healthsafetypolicy.pdf>.

Be advised you must observe the College smoking policy which, apart from specific exceptions, prohibits smoking inside or within 5 metres of any College building. This effectively prohibits smoking in the passageway between the Williams, Computer Centre and Moore buildings.

Any health and safety concerns should be brought to the attention of the Departmental Health and Safety Coordinator or the University Health and Safety Office.

It is likely that most activities will take place on University premises. However, the principles contained in the above section will apply to students undertaking duties off campus.

### 9.3 Placements

The University Careers team helps students and recent graduates find professional work experience through a number of centrally-hosted schemes, including Santander-funded employability schemes and the new Professional Skills and Insights Programme. We also support all students that are seeking summer internships, placements and graduate roles independently of any central programme or scheme. Students can attend online careers events and workshops and make online appointments with careers consultants to gain guidance and support with applications. In addition, the Media Arts Department regularly hosts careers related talks and workshops, and promotes opportunities for work experience from a number of industry partner and associates.

All students are eligible to take an Optional Placement year in their third year (returning to Royal Holloway after this for a final academic/fourth year). More information will be shared with second years about this

during the autumn term and information is also available on the Royal Holloway website

## 9.4 Practicals

You will be given health & safety training as an integral part of your practice skills work. [Attendance on these training sessions is compulsory. Failure to attend will result in the use of equipment being prohibited.](#)

Be aware that you will be legally responsible for implementing safe working practice during your productions, which will include meeting your obligations to protect members of the public and other parties when filming on or off campus.

The departmental Health & Safety Coordinator is able to offer advice and assistance in relation to health & safety management, including your own practice work. More information about the department's health & safety arrangements, including guides for your practice work, can be found on the following web pages: <https://intranet.royalholloway.ac.uk/students/study/student-department-information/media-arts.aspx>.

If you, or anyone else involved in your practical work, suffers an injury or experiences an incident that could have caused injury, you must report this as soon as possible using the form available on the Media Arts Skills Centre Moodle.

## 9.5 Specialist equipment

Some of the equipment and facilities you will use for media production have safety risks, which have been risk-assessed and various control measures have been defined to reduce the risks. A key element of this is training and supervision, which you will be given during the course, and we have also published a number of work method statements and guidance notes which can be found on the following website: <https://intranet.royalholloway.ac.uk/students/study/student-department-information/media-arts.aspx>.

## 10 Department codes of practice

Students are required to sign the Media Arts Centre Agreement when they register on the department's Production Buddy system. Please read the Agreement as this offers a useful explanation of what is available to you and how the Media Arts Centre operates.

The development of practice skills is an integral part of your learning and you are expected to attend training sessions, which sometimes have to be scheduled in addition to your timetabled classes, normally during the term when particular training needs are identified. These sessions are often run by the Media Arts Centre staff and are not to be considered as optional. Any absences will disrupt classes and the progress of everyone's skills development, so you must attend when training is scheduled or if your course tutor has asked you to attend a particular event. You will be unable to borrow items of course equipment or use the Centre's facilities until you have been trained to use them.

Please see the Media Arts website (<https://intranet.royalholloway.ac.uk/students/study/student-department-information/media-arts.aspx>) for up-to-date information regarding the following:

- Health & Safety Policy
- Technical Support
- Audiovisual Assessment Submission Instructions
- Guide to Filming Abroad
- Working with Child Actors or Child Subjects
- Production Buddy Risk Assessment

### 10.1 Media Arts Filming and Actors

The department takes very seriously the issue of providing actors with a copy of the film they worked on. They do not receive any payment for their services except travel expenses and so this is least you can do. In the past, directors have neglected to do this and it reflects very badly on both them and the department. We will treat this in the manner that College treats those with unpaid fees or library fines – you will not be allowed

to graduate until the deficit has been made good.

## 11 Core Student Handbook

The [University's Core Student Handbook](#) has further information about the following: -

- Support and Advice
- Communication
- Teaching
- Attending Classes and Engaging with your Studies
- Degree Structure
- Facilities
- Assessment Information
- Careers information
- Complaints and academic appeals procedure
- Equal opportunities statement and University codes of practice