



Tileyard Education Student Handbook

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Hello!

Welcome to Tileyard Education! I would like to wish you an enjoyable and productive time during our study with us on behalf of the Tileyard Studios community. I hope that you use your time at Tileyard Education efficiently, making the most of the industry connectivity on site, and the rich musical backdrop London has to offer.

Please take the time to read this Handbook and keep it for your own reference, it is your guide through policy procedures and local services

One of our core fundamental values is to ensure each student receives real world opportunities through industry-led education, being taught in an industry environment.

I hope your time at Tileyard Education is rich with experience and help you pave your pathway to success.

Harry Leckstein

Managing Director, Tileyard Education

Whilst Tileyard Education endeavours to ensure that all the information within this document is correct, the university reserves the right to make changes to Tileyard Education and course procedure and structure. Students should refer to relevant college notice boards for any amendments to the information outlined in this and other documentation.

1. Tileyard Education Staff

This section of the handbook details the day to day staff who work within Tileyard Education along with their specific job title. If you wish to contact any member of the team then please use the appropriate e-mail address. We can always arrange a meeting by appointment.

Tileyard Education Core Team



Harry Leckstein: Managing Director
Email: harry@tileyard.co.uk

Steve Cole: Academic Manager
Email: steve@tileyard.co.uk

Amanda Gentle: Student and Staff Support Manager
Email: amanda@tileyard.co.uk

Lucy Macieira: Education and Marketing Manager
Email: lucy@tileyard.co.uk

Jamie Searls: Marketing and Events Assistant
Email: jamie@tileyard.co.uk

Studio and IT support

Harry Bryson: IT and Sound Assistant
harrybryson@tileyard.co.uk

Justin Garty: Studio Assistant
Email: justin@tileyard.co.uk

Course Leaders

MA Commercial Songwriting and Production

Commercial Songwriting: Sarah Reeve
Developing Voice and Style: Michaela Betts
Commercial Music Perspectives: Richard Strange
Creative Music Management: Steve Meluish
Audio Production: Phelan Kane, Dov Waterman
Writing To Commercial Brief: Martyn Ware
Final Major Project: Charlie Arme, Michael Harwood, Steve Cole

MA Music Industry Entrepreneurship

Economics, Planning and Finance: Jia Miao
Legal and Business Affairs: Ian Penman



Creative Music Management: Steve Meluish
Live Event Management: Natalie Smith
Entertainment Marketing: TBC
New Technology and Creative Entertainment - Martyn Ware, John Zozzaro
Creative Business Project: Harry Leckstein/Antje Cockrill

Admissions

Jamie Searls - Jamie@tileyard.co.uk
Admissions Inbox - admissions@tileyard.co.uk

Events, Masterclasses and Artist Development

Lucy Macieira: Extra-curricular
Email: lucy@tileyard.co.uk

Jamie Searls - Jamie@tileyard.co.uk

Estates and Facilities

Lucy Macieira: Building Management
Email: lucy@tileyard.co.uk

Tileyard Education Tutors

MA Commercial Songwriting and Production

Martyn Ware, Olly Goodman, Irwin Sparks, Nicole Russo, John Saunderson, Dov Waterman, Marli Harwood, Phelan Kane, Reju Sharma, Penny Foster, Pedro Caxade, Tony Moss, Michaela Betts, Robert Horsefall, Lorenzo Cosi, YK Koi, Emma Stakes, Goetz Botzenhardt, Jon Kelly, Paul Whalley, Michael Angelo, Nela Brown

MA Music Industry Entrepreneurship

David Ambrose, Harry Leckstein, Natalie Smith, Charlie Arme, Lorraine Long, Cliff Fluet, Nigel Dower Gibb, Jay Mistry, Renu McGarry, James Reynolds, Michael Harwood, Paul Carey, Steve Cole, Hayley Squires, Richard Strange, Steve Meluish, Charlie Rapeno, David Laudet, Ian Penman, Amanda Gentle



1.2 Teaching Locations

All of our teaching for MA Commercial Songwriting and Production takes place in our facility in Tileyard Studios:

Tileyard Education
Acorn Unit 3
Tileyard Studios
London N7 9BN

Or

The Gallery
Unit 5, Tileyard Studios
Tileyard Road
London
N7 9AH

MA Music Industry Entrepreneurship students will be taught between the Tileyard Campus and the University of Wales Trinity Saint David London Campus:

UWTSD
Winchester House
11 Cranmer Road
London
SW9 6EJ

Opening Hours of Tileyard Education campus facilities:

Monday 9.00am - 8.00pm
Tuesday 9.00am - 8.00pm
Wednesday CLOSED
Thursday CLOSED
Friday CLOSED
Saturday 10.00am-7.00pm
Sunday 10.00am-7.00pm

Opening Hours of UWTSD London Campus:

Monday 9.00am - 6.00pm



Tuesday 9.00am - 6.00pm
Wednesday 9.00am - 6.00pm
Thursday 9.00am - 6.00pm
Friday 9.00am - 6.00pm
Saturday CLOSED
Sunday CLOSED

2. Student Support

Tileyard Education is continually improving its facilities to ensure equal opportunities for all students with disabilities and specific learning difficulties (i.e. dyslexia). The Student Support Team can provide advice on available support. We will do our best to support you throughout your studies so you can learn to your full potential and take away everything you can from your course.

2.1 Student Support Available

Tileyard Education have a dedicated support service for students managed by Staff and Student Support Manager, (Amanda Gentle). Further video information about student services can be found on the Tileyard Education website and online platform under staff and student support services, or by email – Amanda@tileyard.co.uk.

The aim of our student support services is to provide advice and guidance to students where required, help them feel part of the Tileyard music and education community and encourage them make the most of their study. We can provide a range of support in the following areas and can also refer students to outside or partner organisations who can offer further assistance with:

- Language tuition for students whose first language isn't english
- Advice and guidance about student finance or accommodation
- DSA advice and guidance for disabled students including help with applications and assessments for the DSA
- Student health and wellbeing and counselling
- Advice about places of local worship
- Academic support and tuition

Tutorials and Personal Development Plans

Personal one-to-one student support tutorials to support academic development and pastoral care will be available to all students from the start of the academic year in addition to regularly timetabled course lectures and masterclasses. These can be booked through the Tileyard Education online platform. These tutorials enable students to gain feedback and have time with individual course tutors to ask questions and gain further guidance about course content and study.

Each student will also have an individual learning plan which will detail both academic and pastoral study support needs and requirements and will be encouraged to take part in 2-hour academic study skills sessions to help develop their skills and knowledge.

On completion of the whole study skills programme it is expected that students will be able to:

- Identify and analyse the requirements of a range of different postgraduate assignments
- Differentiate the contrasting styles and requirements of different assignment formats (e.g. essays, reports, dissertations, final project presentation and pitch)
- Understand the conventions of Harvard referencing and be able to use these in your research work
- Be able to state and understand what good study and reflective practice involves to deepen understanding and knowledge
- Understand the different language styles and structural formats so as to be able to communicate with a range of academic and professional audiences
- Understand how to plan and adopt good research practice within your work
- Understand how use good research and study skills to critically reflect and construct a reasoned argument
- Be able to use a wider range of online, journal, library and hard text information resources for research and assignment writing purposes
- Be able to use technical skills in your innovation if required using the Microsoft Office such as Excel, Access and PowerPoint

2.1.2. Academic Support and Tutorials



You can book appointments with Heads of Department, Tutors, Course Leaders and Tileyard Education staff. This time is available to all students to discuss any course related questions, queries or concerns. The Head of Department or Course Leader may refer you to other services depending on the nature of your query. We recommend that you utilise this available time to make the most from your studies.

2.1.3. Counselling Service

We are able to offer Tileyard students access to confidential counselling services with registered and approved Counsellors who are there to support students with aspects of their emotional health and wellbeing. These can be arranged through Tileyard Student Support by contacting Amanda Gentle – Amanda@tileyard.co.uk.

Sometimes talking about areas of difficulty with someone outside the immediate situation can help clarify your thoughts, emotions and understanding. There may be times during the course of your study at Tileyard where you may experience a distressing event such as a bereavement, or relationship breakdown, or experience anxiety or depression and feel the need to talk to someone impartial. Counsellors don't give advice but provide a safe space with which to talk through your problems and feelings. All Counsellors are independent professionals approved and registered with the BACP, (British Association of Counselling and Psychotherapy).

We have two approved Counsellors who are local to the King's Cross area. We can arrange sessions at their practice rooms locally, or alternatively at Tileyard. Students can have up to six sessions.

Tileyard/University of Wales Trinity St David students also have access to their in-house Student Counselling Service at their London Campus. During term-time appointments are offered on most weekdays and there is a reduced service during vacations. The Service is free and students have an entitlement of up to six sessions. Sessions can be arranged by calling their Counselling number at the London Campus – 020 5667600

OTHER SOURCES OF SUPPORT

If you are feeling acutely distressed outside office hours, or wish to talk to someone in an emergency, you can telephone Samaritans:

Samaritans: www.samaritans.org

Students Against Depression: <http://studentsagainstdepression.org/>
National Institute of Mental Health: www.nimh.nih.gov

2.1.5. Academic Tutorials

Tileyard Education has academic tutorials available to all students to accompany your classes. These are used to maximise the student learning experience and support you throughout your studies. Tutorials can be booked to cover the following subjects;

- Academic writing
- Aural
- Artist, label & event management
- Songwriting
- Recording skills
- Mixing & mastering
- Presentation skills
- Project management
- Techniques
- These may be allocated on a referral basis from your Course Leader, Head of Department or a member of the Student Support Team, but will also be available for you to book at reception. Available tutorials will be advertised to all students on a termly basis.
- Tutorials may be used to re-cap work from class, cover potential weaker areas, or to further your knowledge in a particular subject.
- You will be asked to complete a tutorial form upon booking, informing the tutors what areas you would like to work on.

If you feel that you are struggling with any of the content on your course then please arrange an appointment with your course leader, or Student Support.

The information in this document was correct at the time of print; Tileyard Education reserves the right to alter the Student Support provision.

2.1.6. Tileyard Education Guidance notes to Students

- All lessons start on the hour
- Some lessons may be 5-10 minutes short of the finish time
- This gives you enough time to reach your next lesson. The timetable has been constructed to minimise journey distance as much as possible.
- The register needs to be completed by 5 minutes past the scheduled start of the class. If you arrive at your class more than 5 minutes late the tutor will

mark you late on the register. Students who are regularly late will be required to meet with a member of the Student Support team to discuss what may be affecting your lateness

- If you arrive at your class more than 15 minutes late, entry to the class is at the tutor's discretion
- Please inform us if any tutor is late for the start of their class by calling the Tileyard Education line on 07902792740
- All mobile phones are to be switched off during classes.

2.2 Virtual Learning Environment (VLE)

- MA Music Industry students have a developed Virtual Learning Environment (VLE) called Moodle which is available to students on all courses and will provide online support for your learning. Teaching and Learning materials for each module will be made available online by your Module Leader / Tutor including course notes, hand-outs and additional reference materials, alongside timetable information. In addition the VLE will be used to publicise events such as master classes, workshops and gigs. You will be provided with a unique username and password to enable you to access the VLE through the computers in the college's Learning Resource Centre and via remote access.
- MA Commercial Songwriting and Production Students have a developed learning environment called NOW! which is available to students on all courses and will provide online support for your learning. Teaching and Learning materials for each module will be made available online by your Module Leader / Tutor including course notes, hand-outs and additional reference materials, alongside timetable information. In addition the VLE will be used to publicise events such as master classes, workshops and gigs. You will be provided with a unique username and password to enable you to access the VLE through the computers in the college's Learning Resource Centre and via remote access.

2.3 CELCAT

- All students have access to CELCAT, an online booking system where students can book access to rooms dependant on the set student usage parameters to ensure all students get equal usage, this is at the discretion of the Tileyard Education management team.



2.4 Policy Statement for Students with Disabilities and Learning Difficulties

Tileyard Education has adopted a philosophy of self-definition of the special needs of its students. By doing so it seeks to encompass the traditional categories of disability referred to on the Tileyard Education application form, in addition to any preferred definition of special need of the individual.

This policy regarding students with specific learning difficulties and disabilities should be read in conjunction with the policies, regulations and statutes of Tileyard Education. Tileyard Education is committed to setting up systems to break down any barriers, which might prevent a disabled person from actively participating in student life at Tileyard Education.

2.5 Admissions

Tileyard Education admissions procedures will be consistent with its published admissions policy:

- Applications from students with a special need will be dealt with first in terms of merit and academic potential. Issues pertaining to special needs will be dealt with subsequently.
- Disclosure of special needs will be encouraged by providing realistic and positive information regarding the college's facilities and resources.
- Students who indicate a special need will be given a full opportunity to assess the facilities and resources, which are available to meet that need.
- Applicants with a special need who choose not to declare that need may be at a disadvantage. Tileyard Education cannot undertake to provide support or facilities for such an applicant, if admitted, and reserves the right to cancel his/her registration if it considers that material information has been withheld.

2.6 Access and Integration

- Tileyard Education will respond positively to the study support needs of individual students and will endeavour to provide the facilities and equipment to enable the student to fulfil their course of study. Tileyard Education recognises its responsibility for ensuring that all students have equal access opportunities to all its facilities and resources.
- Tileyard Education recognises that it has obligations to demonstrate an awareness of special needs equality issues and undertakes to maintain its commitment to anti- discriminatory practice.

The mode of course delivery and future course design, will give due consideration to special needs to prevent discrimination on the grounds of special needs. Tileyard Education recognises that alternative methods of assessment and / or examination arrangements may be necessary and will endeavour to ensure that students with special needs will have an opportunity equal to that of their peers to demonstrate their knowledge and ability.

2.7 Safety

Tileyard Education recognises its responsibility to ensure the health and safety of all its students and endeavours to provide protective support where required.

Routine health and safety and fire checks are carried out in all student learning environments. If you have any concerns regarding your safety, get in touch with a member of staff right away. Or contact the Academic Manager or Education Manager.

2.8 Communication

It is extremely important that we have up-to-date records of both your current address and your usual address/parents' home address. We also need a current telephone number plus any mobile numbers and email addresses as we use both frequently to contact you.

If you need to update or change any of your contact details then please email Jamie: [**jamie@tileyard.co.uk**](mailto:jamie@tileyard.co.uk)

At the end of the course, you must let the office know of your forwarding address in order for us to send you your certificate and course results. It is your responsibility to ensure that the office holds your correct address and telephone numbers upon leaving. Tileyard Education cannot issue replacement certificates if you fail to provide correct address information.

2.9 Student Feedback

You might be asked to complete a quality questionnaire during their time at Tileyard Education. Through this Tileyard Education can engage with the student voice and ensure that we can facilitate the best student experience for all current and future



students. If you would like to discuss matters of quality at any other point during your studies then please arrange to make an appointment with the Education Manager.

2.10 Doctor's Surgeries

If you missed a continually assessed module through illness you will be required to provide a doctor's note. We therefore STRONGLY recommend that you register with a doctor's surgery once you are settled into the area. Below is a list of the nearest doctor's surgeries to Tileyard Education.

The simplest way for a student to find the nearest doctor's surgery to their location is to look on the NHS choices website

<http://www.nhs.uk/Service-Search/GP/LocationSearch/4> and enter the postcode of their term time address.

The nearest NHS centres to Tileyard Education are:

Tel: 02077009700

Bingfield Primary Care Centre
8 Bingfield Street
London
Greater London
N1 0AL

Tel: 02076196670

Goodinge Health Centre
20 North Road
London
Greater London
N7 9EW

Tel: 02076077502

58 Roman Way
London
Greater London
N7 8XF

2.11 Libraries

The British Library

The British Library is the national library of the United Kingdom and the largest library in the world by number of items catalogued. The library is only a 5 minute walk from Kings Cross Station. Anyone can register for a reader pass if there is something in their collection you wish to read. You can find out more here:

<https://www.bl.uk/>

UWTSD Library

Being an MA Music Industry Entrepreneurship student means you are also entitled to the full use of the facilities at UWTSD London campus, who is one of our degree validating partners. You can find out more here:

<http://www.uwtسد.ac.uk/london-library/>

Confetti Library

Being an MA Commercial Songwriting and Production student means you are also entitled to use the facilities at Confetti in their Nottingham campus, who is one of our degree validating partners. Though Tileyard Education appreciates this is a far distance, and will collate a small library at the King's Cross campus. Students are welcome to request books they are interested in reading and we will do our best to provide the material if we see it as being beneficial to the student's development. Students will also have access to a rich online library filled with journals and useful resources. You can find out more here: <http://www4.ntu.ac.uk/library/>

3. Facilities

This section of the handbook contains information regarding all of the Facilities available to you as a student and a guide to rules and regulations. If you have any problems with equipment, or if you have any questions regarding any of this information then please contact a member of the Tileyard Education core team.

3.1 Student ID Cards

You will be issued with a student ID card and lanyard at the start of your course. It is compulsory that you wear your student card at all times whilst on site at both campuses. If you fail to do so, it will be marked on record. If it is persistent you will



be refused entry. Replacements for any lost student cards cost £5 and can be a lengthy procedure.

3.2 Student bookable spaces

Students have access to a brand new recording studio, live room and a selection of writing rooms, these may only be used outside of lecturing hours. Students are expected to utilise their time within these facilities.

Students will have access to booking rooms in these rooms in the times listed below

Monday 10.00-6.00pm (out of lecturing hours)

Tuesday 10.00-6.00pm (out of lecturing hours)

Wednesday CLOSED

Thursday CLOSED

Friday CLOSED

Saturday 10.00am-7.00pm

Sunday 10.00am-7.00pm

More access may be available within the bookable spaces during traditional academic holidays, Tileyard Education will always notify students. Tileyard Education reserve the right to amend these times dependent on activity.

3.2.1 Tileyard Education Facilities Regulations

Below you will find information regarding the bookable facilities available at Tileyard Education and the regulations to go with them. These are designed to ensure a fair and transparent practice system that benefits every student.

1. To ensure fairness, anyone who is more than 15 minutes late for a booking will receive a warning that could lead to a booking ban. A permanent record of student's punctuality with rooms will be kept and continued lateness can result in a permanent ban on practice facilities.
2. Please note that it is your responsibility to check that the room you book has everything you require (e.g. drum kit, guitar amp etc) as every room is different. Please ask what is available prior to booking if you are unsure.
3. For noise issues, please close the door at all times, especially when you're playing.
4. Please see below details of what you agree to when you book a room



- Please ensure your ID card is worn visibly around your neck at all times.
- Please let someone at reception know you're checking in to your booked room
- Please check the inventory on entering the room
- Please take full responsibility for the room whilst on bookable time
- Please report any missing or damaged items immediately
- Please let the receptionist know when you're leaving so they know to lock the room behind you
- To reimburse Tileyard Education for any losses incurred whilst being used during your bookable time
- Please do not to remove any equipment from a room or booth under any circumstances
- Please vacate each room 5 minutes before the end of your session
- Please keep the rooms tidy and dispose of all refuse
- Please return the equipment to standard set up
- To return any additional equipment loaned from Tileyard Education at the end of your session

Failure to to the above could lead to suspension from using the facilities.

Tileyard Education reserves the right to conduct a personal or property search if necessary.

3.2.2. Information for Students

- Please report anything broken or missing at the beginning of your session
- Please do not move microphone stands, keyboards or any other musical equipment from room to room.
- Please do not move amps from room to room.
- If you don't know how to use something (PA, Amps etc), then please ask our on site support.

3.2.3. Partners

Tileyard Education is really proud to have the below as official industry-led partners;

- PSI Audio
- Marshall Records
- Kazbar Systems



- ETA Sound
- Focusrite
- Spitfire Audio
- Devialet
- Key Production

Tileyard Education endeavours to ensure that all equipment found throughout the college is of the highest standard and condition.

3.3 IT Access

We have a suite of Macs available for use in the Tech Lab (first floor, Tileyard campus), please can you ensure that you adhere to the following guidelines;

- No food or drink.
- One student to a computer.
- No downloading of inappropriate files allowed.
- Files will be deleted at the end of each session, please ensure that you have saved all work onto a flash drive etc.
- Please clear your workspace before leaving.
- Please keep noise to a minimum.
- Contact a member of the Tileyard Education team if you have any problems.

3.4 The Vinyl Cafe

This is situated in the very heart of Tileyard Studios. It is a space used by the Tileyard Studios community, and is also available to students. They offer an array of meals including breakfast, lunch and dinner. They are also equipped with a fully licensed bar. Tileyard Education students receive student discount in the cafe and special offers and meal deals. Tileyard Education students are expected to wear their lanyards in the Vinyl Cafe at all times.

Student Discount will be issued at Tileyard Education students, but you must wear your lanyard.

Offers available: Toastie, Tea and a piece of fruit: £4.00

Bar: 20% off all drinks on Student Night (Tuesdays)

Vinyl Cafe Opening Times



Monday: 8.00am-6.00pm
Tuesday: 8.00am-8.00pm
Wednesday: 8.00am-6.00pm
Thursday: 8.00am-8.00pm
Friday: 8.00am-6.00pm
Saturday: CLOSED
Sunday: CLOSED

All times are subject to change depending on business operational hours, events and at the discretion of the Vinyl Cafe staff.

Hiring out the Vinyl Cafe

- The Vinyl Cafe is free to book if you wish to hold an event, if approved by the management team. All ideas can be pitched, you can contact Chris and Tommy at hello-vinyl@vinylcafe.com

Vinyl Cafe Tuesday Sessions

- Every Tuesday during term time will be student night at The Vinyl Cafe, the professional community will still have full access, and students will be able to invite them along to whatever they programme. The students are expected to take ownership of these evenings, in collaboration with Lucy who manages extra-curricular for support
- Tuesday night the Vinyl Cafe will offer special student deals

3.5 Emergency Evacuation 3

IN THE EVENT OF FIRE:

- Students & visitors must leave the nearest available fire exit.
- Proceed to the meeting point – SEE FIRE INFO PACK
- Do not stop to collect any belongings
- Wait for further information from a member of staff, and wait to be marked off so we can ensure everybody is safe

4. Events

4.1 Masterclasses extra-curricular event information



Throughout the year the Tileyard Education arranges many Masterclasses and Clinics for your benefit, covering a wide variety of subjects across the Music Industry spectrum.

4.2 Monday Masterclasses

These will run every Monday from The Gallery at 6pm. They will last one hour long, and we strongly recommend you attend. These will include a range of industry presentations, Q&A's and surgeries. Tileyard Education will take ownership of programming these, but will take requests if there is a company you wish to deliver a masterclass, we'll try our best to programme them on the student's behalf.

4.3 The A&R Sessions

These run every second Thursday from The Gallery and are live A&R sessions also open to the general public. We strongly recommend you attend these events too, they are great networking opportunities and offer a platform for feedback from a range of industry professionals. These are subject to change.

Additional events:

Notting Hill Networking Nights

Notting Hill Publishing run the largest music-industry networking night in the UK at Tileyard Studios on the last Thursday of every month. Throughout the year Tileyard Education will sponsor the Notting Hill event, and students will get the opportunity to perform on stage. Note, these run most months, with the exclusion of December and some of the colder months.

Sofar Sound Events

These happen sporadically in The Gallery, usually around 2-3 per month. The Education Manager will always ensure students know when these are on, and will often send you exclusive invites to these shows. Sofar Sounds London have also agreed to let one student from our programmes perform on one of their live shows at Tileyard Studios each month. To apply for this, just send over your professional online platforms to advertise your work and minimum 2 examples of your music in a link/mp3 format to: lucy@tileyard.co.uk

4.2. Showcases

At the end of each term there will be a showcase coordinated by Tileyard Education students. This will take place in The Gallery. This is an opportunity for students to showcase their work. Students will be encouraged to create the digital content to advertise this to the entire Tileyard Community. The Principal and Tileyard Education core team will be in attendance for these.

4.2.1 Live Showcase in March

Students from both programmes are expected to coordinate an event at Tileyard Studios in March 2018. This will be a part of your assessment criteria, and you will have to liaise with the Tileyard Studios Management team when putting this together. This will be a part of 'Give a Gig Week' for Youth Music, so students will be expected to liaise with them.

4.2.2 Graduation

As both our MA programmes are validated by separate universities, each course will be involved in the university's main graduation ceremony. MA Commercial Songwriting and Production students will be invited to the ceremony Nottingham, and MA Music Industry Entrepreneurship students will be invited to join the UWTSD graduation in Wales. Tileyard Education will provide students with this information closer to the event.

In addition to this, Tileyard Education will host their own graduation event, which both courses will be invited to. Tileyard Education will share details about the event nearer to the completion of the postgraduate programme.

5. Quality, Policies & Procedures

5.1 Equal Opportunity Statement

Tileyard Education is committed to promoting equal opportunities for all applicants to the university. We actively seek to recruit a diverse student body that is reflective of the wider community. This includes students from the UK and students from around Europe. We unfortunately are unable to accept International students at this time, though Tileyard Education is committed to ensuring we are able to expand the offer



to overseas students very soon. Tileyard Education will operate within the guidelines of the Equality Act 2010.

5.2 Drugs and Alcohol

Tileyard Education has a zero-tolerance policy on drug and alcohol use in the building. You are not allowed to bring alcohol or drugs (other than those medically prescribed) onto the Tileyard Studios or Tileyard Education site. You are of course allowed to purchase alcohol from our on site bar, but this should be out university lecture hours.

Any student caught infringing these rules will be asked in for a formal discussion with a member of our team, more than one of these could lead to removal from the university.

5.3 Attendance Procedure

Students must attend all lessons and other timetabled commitments throughout their course. Attendance is taken seriously at Tileyard Education and is vital for your successful completion of your course. If you have any issues surrounding your attendance, you can make an appointment to talk to our Student Support Manager.

5.3.1. Implementation

It is the responsibility of subject tutors to record all absences and to check their registers weekly. All absences should be followed up upon your return to the university. The administration team will also notify tutors and the Course Leader of unauthorised absence from the computerised records. On the first occasion you will receive an informal warning via email. On the second occasion, a formal warning will be issued via a standard letter, and you may be asked to attend a tutorial with the course administrator. Subsequent concern over attendance will result in; a meeting with your Course Leader, Head of Education, College Manager or Principal. This could lead to removal from the course.

With respect to longer continuous periods of unauthorised absence, a student may be withdrawn from the weeks.

5.3.2. Absence Reporting

Whenever a student is absent s/he must email student@tileyardeducation.co.uk to explain the reasons for absence. If you miss more than 3 days due to illness, you will be required to submit evidence of your absence i.e. doctor's note. If your absence (no matter the length) is due to reasons other than illness then you must produce satisfactory evidence to justify it. If you are unable to produce the appropriate evidence then your absence will not be authorised.

5.4 Data Protection

5.4.1. Why is it necessary for us to hold personal data?

Tileyard Education processes students' personal data as part of the necessary functioning of the institution. Personal data is information that can be used to identify you as an individual and which you provide by completing your application and enrolment – as well as necessary information which we process while you are a student, such as your assessment results, etc. All personal information provided by or about you will be treated strictly in terms of the Data Protection Act 1998. This means that confidentiality will be respected and that measures will be taken to prevent unauthorised disclosure.

5.4.2. Disclosure of data

Tileyard Education may provide limited data to Council Tax Offices of local authorities to enable them to assess whether you are liable for Council Tax. We shall report on your attendance and performance to your local education authority or the Student Loan Company on request, if you have been assessed for eligibility or for support.

In certain circumstances, Tileyard Education may be required to disclose personal data by the police or courts for the purposes of the prevention or detection of crime, or where it is necessary to protect your vital interests, in an extreme emergency. We do ask you to provide on your enrolment form the name, address and telephone number of someone who we can contact in an emergency.

Tileyard Education archives student records for a limited number of years after graduation in order to be able to confirm requests from prospective employers etc. We may provide references or confirm marks to potential employers on receipt of an official written request.



Like all providers of Higher Education, Tileyard Education may at times share personal data with third parties for the purpose of providing its services or where it is legally obliged to do so. In particular, Tileyard Education is required to share some of the information that we hold about you with the Higher Education Statistics Agency (HESA) every year. HESA is the official source of data about UK universities and higher education colleges and you can find out more information on their website at www.hesa.ac.uk/fpn.

Please note that, although the HESA data collection notice states “the information requested by HESA may include sensitive personal data such as information about your disability status, ethnicity, sexual orientation, gender reassignment or religion”, the disclosure of this data is optional.

5.4.3. Access to data

The Data Protection Act gives you certain rights of access to your personal data records held by the university. If you do want additionally to be notified of all the information the university holds about you, just get in touch with student@tileyardeducation.co.uk.

Students are expected to be

5.4.4. Accuracy

It is a requirement of the Act that information processed about individuals is accurate. It is essential therefore that you keep the institution informed if you change personal details such as your address, or name.

5.4.5 Sensitive Data

Some personal data is defined as ‘sensitive’ under the 1998 Data Protection Act, including the following:

- Race or ethnic origin
- Physical or mental health
- The commission or alleged commission of an offence, and any proceeding arising there from
- You can be advised of the circumstances under which we are required to process ‘sensitive’ data, although the following paragraphs set out in some detail how we do use that data

5.4.6. Ethnic origin

- We ask you to tell us your ethnic origin, this is so we can ensure we are monitoring equal opportunity

5.4.7. Health and disability

- We ask you to tell us if you are disabled and also if you are in receipt of a disability allowance. This is so we can ensure we can provide all of our students with the right means of support. If you have any concerns, talk to the student support manager
- There may be circumstances when we have to release information in an extreme emergency, this would only be in the event of your own personal safety

5.4.8. Admission of an offence

- Any person with a criminal conviction will have been asked to declare that on their application form. Information about a criminal conviction is used as part of the admission procedure alone.

5.5 Assessment Regulations

5.5.1. Assessment Policy

Tileyard Education follows guidelines for assessment defined by our educational partners and relevant awarding bodies.

- Tileyard Education aims to inform students of their marks within 15 working days of submission by the VLE, email or hardcopy. Students should be aware that marks returned in this way are for guidance only, and remain unverified until ratified by the Examination / Award Board, which has the power to alter grades.

5.7 Authorised Professional Activity (Student policy statement)

- In some instances you may secure professional work that, due to its importance requires you to miss lectures. It is very important to handle this in a professional way.

Small-scale pub gigs, demo recordings, sound checks and rehearsals do not come into this category.

Examples of work that might be considered as ‘authorised professional activity’ include: national touring, radio, major label recording sessions, major auditions, job interviews, TV work etc. We will need to see evidence of this, and they would still need approval. If this is the case, please follow the set of guidelines below.

- Get a letter to cover your absence from either an employer/professional agency etc
- For longer durations of work or cases where coursework deadlines are affected, you will need to clear this with the Academic Manager. A tutorial will be required so this can be discussed in advance

5.8 Complaints and Appeals Procedures

5.8.1. Complaints Procedure

- Wherever possible complaints should be raised immediately with the member of staff responsible, or with a member of the Student Support team, with the aim of resolving the problem directly and informally:

Level 1. This will generally be an oral process and a written record will not be made. If you remain dissatisfied with the response to your complaint at Level 1 you should use Level 2 of the process.

Level 2. Where it has not been possible to resolve matters at Level 1 you should write to the Student Support Manager. In order for your complaint to be properly investigated it is essential that you are specific about the cause and nature of your complaint. You should detail what attempts you have already made to resolve the complaint, and state what outcome and remedy you are seeking. Formal (Level 2) complaints should be lodged within three months of the conclusion of the informal (Level 1) phase. Complaints received later than this will not normally be considered. We aim to respond to all complaints as soon as possible, but allow 5 days for this.

Your complaint, and all relevant documentation, will be forwarded to the Heads of Education.

- Academic complaints relate to issues that have a direct effect on the provision of teaching, learning, research and supervision
- Non-academic complaints usually relate to issues connected with The university’s services but also cover any inappropriate behaviour from Tileyard

Education staff, including allegations of behaviour, which is discriminatory or harassment

- In some cases you may be contacted for further information or clarification on your complaint, this can be done in person or over email with our Student Support Manager
- You will be informed, in writing, of the outcome of your complaint. It is our aim to resolve most complaints at Level 2 within 28 days. You will be informed if, for any reason, there is likely to be any delay in the process

Level 3. In the event that you remain dissatisfied with the outcome of your complaint at Level 2, your complaint can be passed to the Principal for final internal review. You should lodge your request for Level 3 review of your complaint within one month of receiving the outcome of the Level 2 investigation. Requests for review received later than this will not normally be considered.

- Requests to review the outcomes of Level 2 investigations will be considered in terms of whether any of these conditions are met:
- There were procedural irregularities in the investigation of the complaint; or
- Fresh evidence can be presented which was not or could not reasonably have been made available to the investigator at Level 2; or
- The finding of the investigation was against the weight of the evidence
- If the Principal is satisfied that any of the above conditions apply, s/he will undertake a further investigation of the complaint.
- You will be notified of the outcome of the investigation of the complaint at Level 3 in writing.

If your complaint is of an academic nature and is still unresolved at the end of Level 3 when the Tileyard Education complaints procedure has been exhausted and you remain dissatisfied, our awarding bodies may consider your complaint under their regulations. awarding body will initially ascertain that all the correct procedures have been followed by Tileyard Education if, after considering the case against the criteria set, the relevant Academic Registrar decides to undertake further investigation, s/he will consult the Academic Manager at Tileyard Education.

You will be informed of the result of the awarding body's investigation in writing.

5.8.2. General Principles

As a general principle Tileyard Education expects that complaints will be dealt with informally in the first instance. Many complaints can be dealt with quickly and effectively in this manner without the need to follow formal procedures.

Tileyard Education is committed to providing a high quality service to its students and you are encouraged to let us know when there is cause for concern or a need for improvement. You are always welcome to give us feedback at our central student support email address: student@tileyardeducation.co.uk.

We will deal with all complaints confidentially.

If you are considering making a complaint you are strongly advised to talk to one of the following. They can advise you on how to deal with your complaint, help to resolve it informally and, if necessary, support you in the process of making a formal complaint.

- Academic Manager
- Student Support Manager
- Head Of Education
- Course Leader
- One of your Student Representatives

The following list indicates examples of the type of complaint covered by the procedure:

- Poor teaching or supervision.
- Misleading information in prospectuses or in advertising or promotional material.
- A failing in a Tileyard Education service, academic or nonacademic.
- Inadequate facilities.
- Inappropriate behaviour by a member of Tileyard Education staff.

The following are not covered by the procedure:

- A request for a review of a decision of an academic body (e.g. Examination Board) regarding student progression, assessment and award. This is defined as an Appeal and is dealt with under the separate Appeals Procedure.
- Complaint against another student.
- It is important to remember that complaints will not always produce the outcome preferred by the complainant. There may be a number of reasons for this, including lack of evidence to substantiate the complaint or the fact that circumstances beyond Tileyard Education's control may affect the level of service provided.

5.9 Tileyard Education Appeals Procedure

5.9.1. Purpose of the Appeals Procedure

The appeals procedure is intended to provide a formal means for reviewing a decision made on student progression, assessment and awards, and resolving the student's concerns in a fair and consistent manner.

5.9.2. Principles of the Appeals Procedure

Students who chose to appeal will not be disadvantaged by doing so. Privacy and confidentiality will be respected, and disclosure of information provided by you in the course of an appeal will be restricted to those individual officers directly involved in consideration of that appeal. The appeal will be considered in accordance with Tileyard Education's Equality and Diversity Policy. There is no right of appeal against matters of academic judgement; however students do have the right to appeal against certain academic decisions such as:

- That there existed circumstances affecting the student's performance of which the examiners were not aware when their decision was taken, and which could not reasonably have been presented to the examining board.

If you intend to lodge an appeal on these grounds you should note that, for an appeal to succeed, you will need to show the criteria listed below are met

1. *Circumstances affecting the student's performance.*
2. *Evidence of these circumstances should be submitted, with a clear explanation of the period of time, and particular pieces of assessed work that were affected.*

An appeal will not have strong grounds where the examiners were already aware of the circumstances described, and made their decision in the knowledge of those circumstances.

- An appeal may be brought where you believe that the award or mark is incorrect because Tileyard Education has made an error. It is not enough to show that an error has taken place - it will be necessary for you to show that the error resulted in an incorrect decision being made. If the error is clearly demonstrable, it can often be corrected without the necessity to go through a

formal appeal process. If you believe this to be the case, then talk to the Academic Manager immediately.

- There exists evidence of prejudice or bias on the part of an examiner.
- An appeal brought on these grounds should clearly identify the particular individual(s) considered to have shown prejudice or bias against you, and should be supported by evidence.

5.9.3. Deadlines for appeal

An academic appeal must be lodged within 21 calendar days of the publication of the examiner's decision. However, if you wish to appeal against the fact that you have been required to withdraw from a course at Tileyard Education, you will need to appeal within 7 working days.

5.9.4 What decisions can students appeal against?

- Failure of the course of study.
- The recommended category of award.
- A decision that the student is required to withdraw from the course because s/he has failed to satisfy the requirements for academic progress within the course.
- A decision that a student is required to submit one or more assessment units, having failed to satisfy the requirements for academic progress (this can include a decision that a student is required to repeat a year).
- A decision from Tileyard Education that a student is deemed to have withdrawn.

5.9.5 Academic Misconduct Panel Decisions

- Appeals must be submitted, in writing, to the Academic Manager within 21 calendar days of the decision having been sent in writing to the student's last known address.

5.9.6. Mitigating Evidence Committee

- Appeals must be submitted, in writing, to the Academic Manager within 21 calendar days of the decision being notified to the student.

5.9.7. Decision to refuse to allow an alternative mode of assessment

- Appeals must be submitted, in writing, to the Student Support Manager or Academic Manager within 21 calendar days of the decision being notified to the student.

5.9.8. How the Appeal will be considered

- Receipt of your appeal will be acknowledged within 5 working days usually by email. Relevant information will then be gathered. This will include the Head of Education's comments on the appeal, the student transcript. This could take longer for particularly complex cases, or when someone who has important information is unavailable. You may also be asked for clarification of statements in your appeal or for further evidence.
- Please bear in mind, however, that it is your responsibility to ensure that you have provided full information and supporting evidence to substantiate your grounds for appeal.
- Once this information has been gathered together, a decision will be taken as to whether the appeal is admissible. It may be, for example, that the grounds of appeal are that there were circumstances of which the examiners were unaware, but on investigation, it is evident that those circumstances had been considered by the Examination Board. If the appeal is considered to be inadmissible, a letter will be sent to you, confirming that decision.

Admissible appeals are then considered further to establish whether they can be decided without a hearing of an Appeals Panel. This will only be the case if it is clear that the appeal should be upheld (i.e. the decision should go in the student's favour) because all parties consulted are in agreement. You will be notified in writing if an appeal has been upheld. Where there is any doubt, the appeal will be decided at a hearing of an Appeals Panel.

5.9.9. Appeals Panel Hearings

If it has been decided that an appeal is admissible and is to be considered at a hearing, members of the central administration who are independent from the running of assessment operations, will first prepare a detailed report on the nature of the appeal, the evidence, and the outcomes available under your course regulations. A date for the hearing will be set, and a letter confirming the date and time of the hearing will be sent to you, with a copy by email, so that you have a minimum of five days' notice of the hearing. A copy of the report and any other information that is

being sent to members of the Appeals Panel will be sent to you by post (or by airmail if you are abroad).

5.9.10. The Appeals Panel

The composition of the Appeals Panel is as follows:

- Tileyard Education Principal.
- Two academic members of staff who have not been involved in teaching the student.
- A student – usually one of the student representatives for the course.

5.9.11. Before the Hearing

- You should contact the person who wrote to you from Tileyard Education immediately if:
- You don't intend to be present at the hearing;
- If you wish for a friend to attend with you; and if so, whether you wish for them to answer questions from the Panel on your behalf
- If you intend to be accompanied, please let Tileyard Education know the name of that person at least one working day before the hearing. It is your responsibility to ensure that their friend has copies of any papers, and is aware of the date, time and location of the hearing. We will not contact them on your behalf.
- If you do not intend to attend the hearing, you may send in written comments in response to the papers that have been sent to you, if you wish. Such comments must be received at least two working days before the day of the hearing. If any of the information in the papers that has been sent out to you is unclear, you should contact the writer of the letter inviting you to the hearing or the Head of Student Support.

5.9.12. What Happens at the Hearing

The Panel members will have read the appeal papers that have been sent to you before the hearing. The procedure at the hearing is as follows:

- You (and, if applicable, a friend) will be invited to join the Panel, who will introduce themselves.

- You will be invited to make any statement, either to highlight particular points made in their written appeal or to add further comments, in light of the documentation.
 - The Panel members may ask you questions about the evidence or the circumstances of your appeal;
 - Your friend (if applicable) will be asked whether they wish to make any additional statement on your behalf.
 - You (and, if applicable, their friend) will be asked to leave the room and to wait nearby, while the Panel considers the evidence and the discussion with them.
 - You will be invited to rejoin the Panel, so that they can give you their decision.
-
- Panels are expected to reach a decision on the day of the hearing. If, extraordinarily, this is not possible, the hearing may have to be adjourned while additional information is sought and copied to the Panel and to yourself. The decision will subsequently be confirmed in writing within seven working days of the hearing. Once the outcome has been decided, a Completion of Procedure letter will be issued.

5.9.13. What if the Appeal is not Upheld?

- If an appeal is not upheld by Tileyard Education and you remain dissatisfied, you may invoke the relevant awarding bodies appeal procedures (i.e. UWTSD, Confetti etc). You must write to the Registrar and Secretary within 21 days of the notification of the outcome of the appeal at Tileyard Education. There is no right of appeal against the academic judgement of examiners. The awarding body will ascertain if the correct process was observed. Once the process is finalised, the awarding body will issue a Completion of Procedure letter.

5.10. Harassment & Bullying

5.10.1. Definitions of Harassment

Harassment is behaviour which is unacceptable to and diminishes the dignity of the recipient(s) and which creates an intimidating, hostile or offensive environment for that bullying, verbal or physical abuse. Harassment relating to another person's sex, sexual orientation, religion, race or disability is all included within this definition.

5.10.2. Definitions of Bullying

Bullying can be broadly defined as behaviour, which consistently undermines another's confidence, reducing feelings of self-esteem and self-worth. It is general psychological, rarely though sometimes physical. Bullying is often intimidation by someone in a superior position, but can occur in any relationship.

5.10.3. Taking the Matter Up

If you suffer harassment, you can do one or more of the following: take it up with the person concerned, take informal advice, or make a formal complaint. Student Support Advisors are available to listen confidentially if you wish to discuss this.

5.10.4. Taking it up with the person concerned

If at all possible, make it clear that his/her behaviour is unacceptable. You can do this by word of mouth or in writing. If you write, keep a copy of your letter, bearing in mind that this letter can be used in evidence by the other person. Always keep detailed notes of any incidents that distress you, including information on the ways in which the incidents cause you to change the pattern of your work or social life. Keep a note of who witnessed the incidents. If you don't feel able to take it up with the person concerned, or if harassment continues, you can take further action.

5.10.5. Taking informal advice

You can take advice from various sources, including; the student support team, Course Leader, Head of Education and the Principal. These discussions are private and confidential, and you can bring a supporter with you if you want. The decision whether to go further will depend on you. Even where you are complaining about conduct that is actually criminal, no proceedings can take place without your wish and evidence, and it is for you to choose whether or not to give that evidence. (Remember, though, that if you write to someone, it may be impossible to prevent that document being used in evidence.)

5.10.6. Formal processes

You are strongly advised to take the informal route first, with the support of those suggested above. This may help you decide whether to make a formal complaint. Written formal complaints should be addressed to the Head of Student Services who can deal with the matter from there.



5.11 Student Discipline

Students shall maintain a standard of conduct, which is not harmful to the work, good order or good name of the College. If a breach of discipline is reported, the Head of Education decides if the matter should be reported to Board of Studies. They determine what action, if any, should be taken against breaches of discipline. If the Board feels, on the basis of the report it has received, that there is a prima facie case to be answered and that the matter is of a serious nature, the Board will refer the case to the Principal, who will hear the case against the student and decide on further action.

5.12 Student Disciplinary Procedure

5.12.1. Preamble

- The Student Disciplinary Procedures provide a framework for the regulation of students' behaviour, as students of Tileyard Education, in order to secure the proper working of the college in the broadest sense.
- Tileyard Education, as a community, has obligations relating to the care of, and responsibility for, its members.
- Tileyard Education has a duty to protect its reputation.

5.12.2. Code of Conduct

- The major principles that form the basis of acceptable student conduct are
- You are expected to respect and observe the rules and regulations of Tileyard Education.
- Students should respect the rights and privacy of other members of Tileyard Education at all times.

5.12.3. Definition of Misconduct

- The general definition of 'misconduct' under these Disciplinary Procedures is improper interference, in the broadest sense, with the proper functioning or activities of Tileyard Education, or those who work or study at Tileyard Education; or action which otherwise damages Tileyard Education.

The following constitute misconduct:

- disruption of, or improper interference with, the academic, administrative, social or other activities of Tileyard Education, whether on premises or elsewhere;
- obstruction of, or improper interference with, the functions, duties or activities of any student, member of staff or other employee of Tileyard Education or any authorised visitor to Tileyard Education;
- violent, indecent, disorderly, threatening or offensive behaviour or language whilst on premises or engaged in any Tileyard Education activity, including that committed by electronic means.
- action likely to cause injury or impair safety either on premises or on any other sites associated with Tileyard Education through its professional or other courses;
- defacement of, or deliberate damage to, any property of Tileyard Education, or any property of a member of Tileyard Education (including damage resulting from negligence);
- acts of disturbance that threaten the rights and privacy of any member of Tileyard Education, whilst on premises or engaged in Tileyard Education activity.
- harassment of any kind, including sexual or racial harassment of any student, member of staff or other employee of Tileyard Education or any authorised visitor to Tileyard Education, including that committed by electronic or other remote means;
- possession or misuse of drugs which constitutes an offence at law;
- Possession, consumption, or being under the influence of alcohol at any Tileyard Education
- Note: Where a student is deemed to be in a state of mind or health which is perceived to pose a threat, affect the welfare of staff and/or students, or is disruptive of the learning and teaching process, Tileyard Education reserves the right to refer the student for an occupational health assessment before any recommencement of study can be considered.
- In the event that a disciplinary issue will require police investigation it may be necessary to wait until the conclusion of that investigation before any Tileyard Education investigation or procedure can take place. Tileyard Education will take the conclusions of any police investigation into account when conducting its own disciplinary hearing. Should the police issue any bail conditions whilst conducting their investigations Tileyard Education will have to respect these conditions with immediate effect which may mean a suspension of students or restrictions on access to facilities.

5.12.3. Outline of the Student Disciplinary Process



- I. In cases of alleged minor infringements of the Code of Student Conduct, the College will seek to resolve disciplinary matters informally, with disciplinary procedures operated by the student's Course Lead
- II. If the matter cannot be resolved informally due to there being an allegation of a more serious breach of the Code of Student Conduct, or repetition of minor acts of misconduct, the Head of Education, or nominee, will be required to conduct a formal investigation.
- III. A student who is the subject of an allegation of misconduct may be suspended by the Principal, or nominee, if his/her continued attendance at the College could interfere with the formal investigation and/or present a risk to students and/or staff.
- IV. A student against whom a criminal charge is pending, or who is the subject of a police investigation, may be suspended by the Principal, or his nominee, pending the outcome of the police investigation.

In conducting a formal investigation, the Academic (or nominee) will:

- I. inform the student in writing of the nature of the alleged misconduct and, having given the student five days' notice in writing, require the student to attend a formal disciplinary hearing;
- II. advise the student that he/she may be accompanied at the disciplinary hearing by a friend who may be a fellow student of the College;
- III. establish a panel to hear the case comprising the Head of Education (Chair), or nominee, and the Head of Student Services or another senior member of staff and arrange for a formal record to be made of the meeting;
- IV. interview and/or obtain written statements from any witnesses to the alleged breach of the Code of Student Conduct in advance of the formal disciplinary hearing, including, but not limited to, the person making the allegation of misconduct;
- V. determine, in light of the evidence presented, whether a breach of the Code of Student Conduct has been committed;

If the panel is satisfied that there has been a breach of the Code of Student Conduct, take one or more of the following courses of action:



- I. issue a verbal warning to the student indicating the consequences of future misconduct, a record of which to be entered into the student's file removable after 6 months;
- II. issue a written warning to the student indicating the consequences of future misconduct, to be entered into the student's file removable after 12 months
- III. issue a final written warning to the student indicating the consequences of future misconduct, to be entered into the student's file removable three months after the completion of the student's course;
- IV. suspend the student with immediate effect for a fixed period of time from College premises and/or services;
- V. permanently exclude the student with immediate effect from College premises and/or services.

Additionally, the Head of Education, or nominee, may

- I. require the student to compensate or make good any damage caused to College property;
- II. require the student to make appropriate recompense or apology for any offence or harm caused, or any damage done, to College relations with its members or the outside community;
- III. Within five days of conclusion of the disciplinary hearing, the student will be notified in writing of the outcome of the disciplinary hearing, the reasons for that outcome, a summary of the alleged facts on which the disciplinary action is based and any penalty imposed. The notice will include a clear statement of the right and method of seeking a review of the decision.
- IV. The student has the right of appeal to the Principal against the outcome of the disciplinary hearing, where the penalty entails suspension or exclusion. The appeal must be received within five days of the student being notified of the outcome of the disciplinary hearing.

5.13 Refunds and Appeal Process

In order to appeal a decision regarding paid course fees the student should submit an appeal letter addressed to the Principal outlining the reasons for consideration. A decision will then be made by the Principal. Should the student wish to further appeal an unsuccessful claim a final appeal should be submitted, addressed to the Directors Board.