

Goldsmiths
UNIVERSITY OF LONDON

Department of **Media and Communications**

BA MEDIA & COMMUNICATIONS

510014A

UNDERGRADUATE

HANDBOOK

2011-2012

This handbook contains **all the essential information** you will need for the BA Media & Communications programme.

It also contains important information about examinations, assessment and work deadlines.

Course descriptions and online versions of this and other handbooks will be made available during the session on the Goldsmiths Virtual Learning Environment website at <http://learn.gold.ac.uk>

Please read carefully and use for reference throughout the year.

Department of **Media and Communications**
Goldsmiths University of London New Cross London SE14 6NW

Please read this handbook in conjunction with the *General Regulations* and other academic regulations such as *Programme Regulations* for your specific programme of study, available on the web at www.gold.ac.uk/regulations.

It should also be read in conjunction with the *Information for Students* handbook (which is available on the web www.gold.ac.uk/student-handbook).

Disclaimer

The information in this handbook was correct in August 2011. Whilst it is as far as possible accurate at the date of publication, and Goldsmiths will attempt to inform students of any substantial changes in the information contained in it, the College does not intend by publication of the handbook to create any contractual or other legal relation with applicants, accepted students, their advisers or any other person. The College is unable to accept liability for the cancellation of proposed programmes of study prior to their scheduled start; in the event of such cancellation, and where possible, the College will take reasonable steps to transfer students affected by the cancellation to similar or related programmes of study. Please see the Terms and Conditions in the relevant prospectus.

The College will not be responsible or liable for the accuracy or reliability of any of the information in third party publications or websites referred to in this booklet.

College Regulations

By enrolling, you undertake to comply with the College's Programme and General Regulations, and with the Charter, Statutes and Ordinances of the College. In the event of any inconsistency existing between information provided in this handbook, and either the Programme or General Regulations, the Programme and General Regulations shall govern in all cases. If you have any queries about apparent inconsistency between information in this handbook and the Regulations, please contact the head of Academic Services in writing.

'Force Majeure'

Obligations of the University

Goldsmiths, University of London undertakes all reasonable steps to provide educational services including teaching, examination, assessment and other related services, set out in its prospectuses and programme literature ("Educational Services"). However, except where otherwise expressly stated, Goldsmiths College regrets that it cannot accept liability or pay any compensation where the performance or prompt performance of its obligations to provide Educational Services is prevented or affected by "force majeure". "Force majeure" means any event which the College could not, even with all due care, foresee or avoid. Such events may include (but are not limited to) war or threat of war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, interruption in power supplies or other services for any reason, fire and all similar events outside our control.

Are you fully enrolled?

It is vital you are fully enrolled and have either paid your tuition fees, shown proof that you are sponsored or have applied for a tuition fee loan as soon as possible after the start of the academic session. If you are not fully enrolled or have failed to pay your tuition fees or provided proof of sponsorship or student loans, your access to teaching and support services will be withdrawn, you will not be able to sit your exams, and you will be withdrawn from Goldsmiths. If you are withdrawn for failing to enrol or clear a debt, re-instatement will be subject to you paying a £50 penalty in addition to any tuition fees due. If you are in any doubt about your enrolment status, please visit Student Services, Room 115, Richard Hoggart Building (open Monday to Friday, 10am – 4pm), e-mail studentrecords@gold.ac.uk, or telephone 020 7919 7536.

Change of programme, interruption and withdrawal

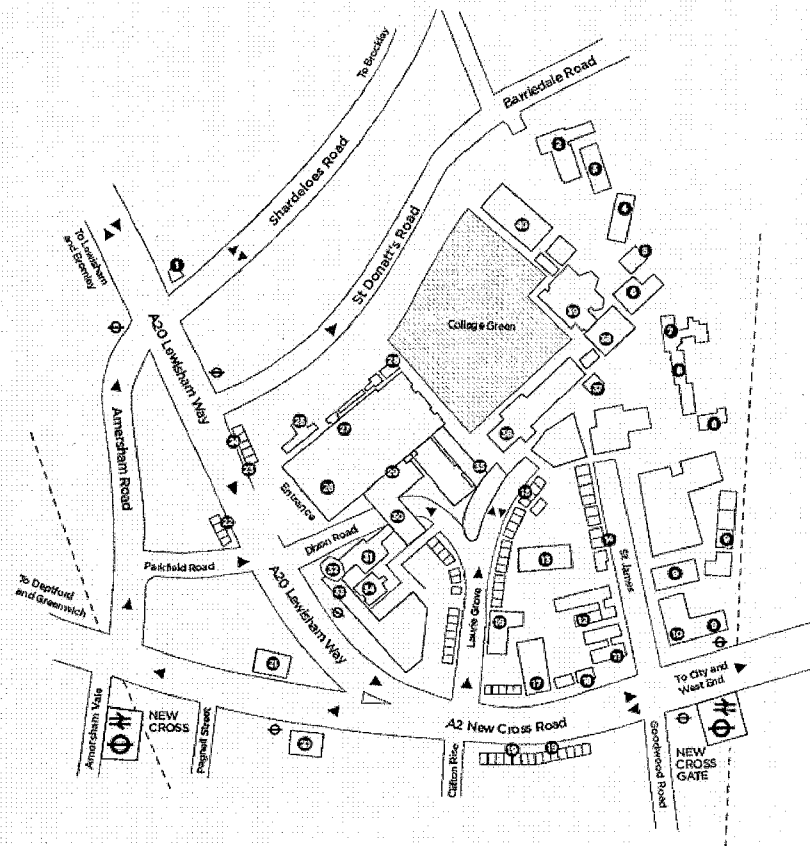
If you want to change programmes at Goldsmiths, temporarily interrupt your studies, or withdraw from Goldsmiths entirely you must speak to the Departmental Senior Tutor responsible for your studies. If they authorise the change they will complete a form with you, which must be returned to Enrolments and Records within 2 weeks of that change being effective.

Further information and the forms for making a change are available at

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Key

- Bus stop
- Underground station
- Railway station
- One way street

Goldsmiths, University of London
 New Cross London SE14 6NW
 T 020 7919 7171
 www.goldsmiths.ac.uk



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09/09

Important Dates

Teaching Term Dates 2010-2011

Autumn Term 3 October 2011 – 16 December 2011

Spring Term 9 January 2012 – 23 March 2012

Summer Term 23 April 2012 – 15 June 2012

Reading Weeks

Autumn Term week beginning 7 November 2011

Spring Term week beginning 13 February 2012

Personal/Group Tutorials

Personal Tutorials

Your Personal Tutor holds a tutorial hour every week. Please contact her/him by email, in advance if possible, to make an appointment.

First Years

You may have a group meeting with your personal tutor towards the end of the Autumn and Spring Terms.

Second and Third Years

Other than meetings with staff during enrolment week, there are no formal group meetings with Personal Tutors during the year for second and third year students

See notice board for further details.

Student Representatives meeting. See notice board for details.

Special Events

The Department has several events each term.

Watch the notice boards for future events.

REMEMBER

Let us know of any change of address or phone number.

Regularly check your college e-mail, learn.gold, your mailbox and the Department notice boards.

Submission Dates for Work

Practice

MC51003A	Production Essay	05 January
MC51004A	Practice Work	22 March
MC51004A	Production Log*	26 April
MC52006A	Practice Work	16 December
MC52006A	Production Log*	06 January
MC52007A	Practice Work	20 March
MC52007A	Production Log*	26 April
MC53034A	Project/Portfolio	23 March
MC53034A	Production Essay/Log*	27 April

* where required

Theory COURSEWORK

MC51002A	16 November
MC51005A	20 February
MC51006B	22 February
MC51007A	14 November
MC51010B	21 February

(Theory Coursework
to be handed in during seminars)

**Seen Examination paper for
MC52005B Culture, Society and
the Individual will be made available
in week beginning 23 April.**

MC51005A
is an unseen examination,
the date will be notified in due course.

Theory EXAMINED ESSAYS

MC51002A	05 January
MC51006B	26 April
MC51007A	05 January
MC51010B	26 April
MC52003B	06 January
MC52013A	26 April
MC52014A	06 January
MC53001A	30 April
MC53003A	27 April
MC53021B	06 January
MC53023B	27 April
MC53031A	06 January
MC53038A	06 January
MC53039A	27 April
MC53040B	06 January
MC53045A	27 April
MC53046A	06 January
MC53048A	27 April
MC53049A	27 April
MC53051A	06 January
MC53052A	06 January
MC53053A	06 January
MC53054A	27 April

Welcome from the Heads of Department

We are very pleased to welcome you to a new year at the College and hope that you are returning from the summer break with energy and enthusiasm. If you are just joining the Department, we would like to welcome you to what we hope will be three exciting and enjoyable years. If you are returning to your second and third year, we look forward to seeing you again and wish you every success with your studies.

We hope that your time at Goldsmiths will be rewarding, but we are also realistic about the challenges, financial and otherwise, that students face today, particularly in a difficult economic climate. We want you to feel well-supported during your time here.

The Department has an international reputation, which will open doors for you later on. As importantly, it is a lively and stimulating place in which to learn. We are proud of the standard of teaching and the fact that we offer better facilities, smaller seminar groups and a wider range of specialist books and videos than many other media studies departments.

We are always looking for ways to improve and welcome your views on that. The student representative system offers a route for comments and suggestions.

We hope that you have a productive and enjoyable year!

Nick Couldry Natalie Fenton

The Degree Programme and what is expected of you

In the following pages, you will find details of what the Department has planned for you, in terms of your educational development during your studies with us. In line with College policy, staff have clearly laid out the kinds of areas of knowledge and understanding and skills that we expect you to develop during the programme. However, your achievement of the "learning outcomes" cited in the Programme Specification, clearly depends upon your fullest commitment to the requirements of what is a demanding programme of study.

Your Role

The Department requires you to fulfil the following requirements:

- To attend, on time, and regularly, all mandatory theory lectures and seminars and practice sessions
- To produce, to deadline, theory coursework essays during a course, in order that you will receive feedback from your tutors on your performance prior to formal examination
- To produce, to deadline, examined theory essays and to attend theory seen or unseen examinations as required by the College
- To produce, to deadline, examined work in practice both during the teaching terms and, in certain cases, to formal hand in dates for written work
- To use the learning resource facilities of the College and the University to extend your knowledge and understanding and to prepare for seminars, written assignments and practice work as required

The Monitoring Of Your Performance

The Department closely monitors your attendance at theory seminars and all practice sessions. It requires you to notify the Undergraduate Secretaries, Gyorgyi Szentirmai **020 7919 7639** (Mon Tue Wed) and Hayley Dobson **020 7919 7698** (Thu Fri) or by email to media-ug@gold.ac.uk, if you are unable through illness, or other severe domestic difficulty, to either attend a theory or practice session, or to hand in coursework, as required. Please make sure that you contact Hayley/Gyorgyi either before or on the day of the session that you will miss, or the due hand in date for coursework essays. Please give an indication of the reason(s) for your absence.

Two unexplained absences, or the unexplained non hand-in of theory course work, and you will be asked to see your personal tutor. If you do not have a satisfactory explanation, or continue to be absent, you will be asked to see the Senior Tutor or Deputy Senior Tutor, and may be put "On Probation".

Probation is a formal warning that the Department is not satisfied with your performance as you are not meeting the requirements of your degree programme. You should immediately see your Personal Tutor to discuss the situation. If your performance does not improve, the Department may recommend to the College that you be dismissed.

Students who absent themselves totally for more than four weeks from their programme and have not supplied a medical certificate or other evidence acceptable to the College to cover such an absence shall be deemed to have withdrawn from the College.

Need Help?

We of course realise the differing but very real pressures that may affect your ability to perform to your own and to our satisfaction, and we hope that we can help you. This does mean however, that you need to keep in contact with us, so that we know what is going on and we can then try to help you through the difficult times that we all encounter.

Department of Media and Communications

Aims & Objectives

Our teaching encourages students to reflect critically and creatively on their own cultures. We believe an understanding of the mass media is crucial to the development of active, engaged and questioning members of society. We endeavour to bring academic knowledge face to face with the dilemmas of the public world, and to encourage in our students, respect for scholarship alongside an excitement in intellectual and creative exploration.

The Department enthusiastically endorses the College's commitment to working with, and for, those conventionally denied access to higher education, in particular those from our own locality; we also welcome students from a wide variety of countries and cultures. We seek to develop the intellectual forms appropriate for such a varied student body. We aim to develop an intellectual culture, which allows students to explore ideas relevant to their own experiences and relationships with the media; at the same time, we insist on the highest professional and intellectual standards. In making sense of the cultures around them, students in the Department also learn to analyse and be properly critical of the conceptual foundations of their own perspectives. Intellectual exploration of this kind necessarily requires us to understand the media in the widest terms, and favours interdisciplinary and pluralistic approaches.

The Department is committed to maintaining and furthering its national and international reputation in research and to consolidating its already extensive programmes in MPhil/PhD research and in the provision of taught MA's. Central to the Department's intellectual activity is an active and lively culture of research, which contributes to our practice of research led teaching.

We introduce undergraduate students to the theory and/or practice of media forms, insisting on the inter-relationship between the 'critical' and the 'creative'. Undergraduate students learn through participating in a range of theoretical approaches and/or media practices. We aim to develop students who should be able to express themselves creatively and self-critically in theoretical and/or practice work. They should have an understanding of how the media work from a variety of disciplinary positions and be able to look for and develop opportunities to use their skills and learning across a wide range of professional occupations, including - though not exclusively - in the media. We thus recognise that not all our students wish to pursue careers in the media but in the context of media careers, our objective is to produce students who are both critically aware and professionally capable of moving directly into creative positions in the media industries.

At postgraduate level, the knowledge attained by students, whether conceptual or practical, is necessarily more specialist. But even so, the ethos of the Department is one which militates against a narrowly conceived, technical vocationalism.

We teach our students to engage critically and creatively with different approaches to the media, in a variety of academic and practice disciplines. To develop skills in the research, writing and presentation of a range of material, drawing where necessary on the most up-to-date technological forms; to pursue work independently; and to develop team-work skills. We provide undergraduate students with appropriate specialist knowledge and transferable skills. The overall learning experience is designed to develop students who are imaginative and motivated and who can organise themselves flexibly and independently in the complex world inside and outside higher education.

Who's Who in the Department

Nick Couldry	Head of Department	NAB 209
Natalie Fenton	Head of Department	NAB 226

*If you wish to see either Head of Department,
please make an appointment via Zehra Arabadji*

Julian Henriques	Deputy Head of Department	NAB 224
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ADMINISTRATION

Jim Rowland	Departmental Co-ordinator	NAB 207
Jacqui Cheal	Practice Manager and UG Practice Assessment Co-ordinator	NAB 208
Brenda Ludlow	Office Manager/Postgraduate Secretary	NAB 202
Zehra Arabadji	Management Team Secretary	RHB 257
Hayley Dobson (p/t)	Undergraduate Secretary	NAB 202
Gyorgyi Szentirmai (p/t)	Undergraduate Secretary	NAB 202
Celeste Hawes	Curriculum Secretary	NAB 202
Sarah Jackson (p/t)	Resources Assistant	NAB 202

ACADEMIC STAFF

Sara Ahmed	Course Convener MC53031A <i>Media Ethnicity and Nation</i> MA Media and Communications Programme Convener	NAB 230
Chris Berry	Course Convener MC53053A <i>Future Developments in Screen & Film Theory</i> MA Screen and Film Studies Convener	NAB 257
Lisa Blackman	BA AM Programme Convener Course Convener MC52003B Communications, Psychology & Experience and MC53039A <i>Embodiment & Experience</i>	NAB 236
Nick Couldry	Head of Department	
Tim Crook	UG Radio Convener BA M&C Personal Tutor Course Convener MC53046A <i>Media Law & Ethics</i> MA Radio Programme Convener	NAB 233

James Curran	Course Convener MC51002A <i>Media, History & Politics</i> and MC53003A <i>Political Economy of the Mass Media</i>	NAB 256
Aeron Davis	Course Convener MC53021B Structures of Contemporary Political Communications and MC53054A <i>Promotional Cultures</i> <i>MA Theory Programme Co-ordinator</i> <i>MA Political Communications Programme Convener</i>	NAB 239
Kay Dickinson	Course Convener MC51007A <i>Representation and Textual Analysis</i> and MC53040B <i>Strategies in World Cinema</i> BA MS Personal Tutor BA AnthMedia Programme Convener	NAB 240
Tony Dowmunt	BA M&C Personal Tutor <i>MA Screen Documentary Programme Convener</i>	NAB 264
Natalie Fenton	Head of Department BA MediaComms Programme Convener	
Marianne Franklin	<i>MA Transnational Programme Convener</i>	NAB 228
Des Freedman	Course Convener MC52014A <i>Intellectual Foundations in Social Theory</i> UG Examinations Officer Dept. Access and Recruitment Tutor BA M&C Personal Tutor	NAB 235
Ivor Gaber	<i>Emeritus Professor of Broadcast Journalism</i>	
Julian Henriques	Deputy Head of Department UG Practice Co-ordinator Course Convener MC53038A <i>Music as Communication</i> BA A&M Personal Tutor <i>MA Scriptwriting Programme Convener</i>	NAB 224
Judy Holland (p/t)	BA MML Programme Convener UG Script with Prose Writing Convener Visiting Student Liaison Officer BA MML Personal Tutor	NAB 261
Sarah Kember	Course Convener MC53015A <i>After New Media</i> UG Admissions Tutor <i>MA Digital Media Programme Convener</i>	NAB 226
Andrew Kingham (p/t)	UG EVA/EGA/Illustr/InteractMed Convener BA AM Personal Tutor	NAB 268
Terry Kirby	Journalism Tutor	NAB 269

Peter Lee-Wright	UG TV Convener BA M&C Personal Tutor <i>MA Television Journalism Programme Convener</i>	NAB 238
Ellie Levenson	BA MML Personal Tutor	NAB 269
Liz Moor	Chair UG Exams Board Course Convener MC51006B <i>Key Concepts and Debates in Media</i> BA MS Personal Tutor BA MediaSociology Programme Convener <i>MA Brand Development Programme Convener</i>	NAB 220
Rachel Moore	Course Convener MC53045A <i>Cinema & Society</i>	NAB 221
David Morley	Course Convener MC53023B <i>Media Audiences and Media Geographies</i> <i>Mres, MPhil, PhD Programme Convener</i>	NAB 221
Gerry McCulloch	UG Film Convener BA AM Personal Tutor <i>MA Filmmaking Jt. Programme Convener</i>	NAB 225
Angela McRobbie	Course Convener MC52005B <i>Culture, Society and the Individual</i>	NAB 229
Nigel Perkins (p/t)	UG Photography Convener BA MS Personal Tutor <i>MA Image & Communications Programme Convener</i>	NAB 267
Angela Phillips	UG Journalism Convener BA M&C Personal Tutor <i>MA Journalism Programme Convener</i>	NAB 234
Richard Smith	Senior Tutor Research and Programme Devt. Officer Course Convener MC52013A <i>Media, Economy & Society</i> UG Dissertation Co-ordinator	NAB 223
Robert Smith (p/t)	<i>MA Filmmaking Jt. Programme Convener</i>	NAB 266
Gareth Stanton	Sabbatical leave 2010/11	NAB 241
Pasi Valiaho	Course Convener MC53049A <i>Screen Cultures</i> and MC51010B <i>Introduction to Media Technologies</i>	NAB 262
Joanna Zylinska	Course Convener MC51005A <i>Culture and Cultural Studies</i> Chair Learning & Teaching Committee	NAB 265

Practice Support Staff

The Department has a number of staff who work under the supervision of the Practice Manager and are technical advisers to teaching staff and to students working in the Department's practice areas. We are fortunate in the depth of support and production experience of these staff who play a vital role in the management of the production facilities as well as the success of the teaching programmes.

TECHNICAL ADVISERS

Nick Bell	AV Support
Alex Drinkwater	Digital Media
Martin Durrant	Photography
Jack Evans	Television
Noel Hines	Television
Nigel Smith	Film/Television
Neil Bull	Radio
Matthew Walter	Digital Printing
Jon Whitehall	Television
Graham Young	Digital Media



Research & Professional Interests of Academic Staff

Professor Sara Ahmed Feminism (especially Black feminism); critical race studies; postcolonial theory; psychoanalysis; phenomenology.

Professor Chris Berry Chinese cinema and television; Chinese independent video documentary; Chinese new media and computer-mediated communication; Korean cinema; queer Asian cinemas.

Dr Lisa Blackman Critical psychology and its intersection with media and cultural studies; embodiment and experience; discourse and subjectivity; mental health and the media; the 'psy complex'; the cultural production of psychopathology.

Professor Nick Couldry Media rituals and anthropological approaches to media, reality TV, celebrity and fandom, media and democracy, alternative and community media, media ethics, the intersection between media and surveillance, social and cultural theory, the methodology and history of cultural studies.

Tim Crook Radio and journalism practice; propaganda and information under war conditions; international media law and ethics; practice and history of radio drama; prose/scriptwriting for stage, film and television.

Professor James Curran The political economy of the media; the influence of the media; media history and theory.

Professor Aeron Davis Public relations, politics and political communications; promotional culture; media sociology and news production; economic sociology and financial markets.

The major political parties, the City and across the trade union movement.

Dr Kay Dickinson Media convergence and divergence; multi-media fertilisation; film and television music; Arab cinemas.

Dr Tony Downumt Screen documentary; the video diary form and autobiographical documentary; 'alternative media'; practice research in the moving image.

Professor Natalie Fenton Radical politics and new media; media and democracy; social and cultural theory; news and journalism; theories and practice of media power and counter power; alternative and community media.

Dr Marianne Franklin The technology, society and culture nexus; the dynamics of ownership and control of information and communication technologies; transnational and 'translocal' communicative practices; emergent crossovers of power hierarchies; ICT and global media policy making.

Dr Des Freedman Media and communications policy; political and economic contexts of policymaking; the relationship between media and power; theories of media transformation; the 'new media revolution'.

Dr Julian Henriques Film making; script writing; street cultures; music and technology; reggae and dancehall style in Jamaica and the UK.

Judy Holland Experienced book editor, the author of three novels and a commissioned scriptwriter (BBC radio and TV, independent film). She's currently researching media practice training in developing countries.

Dr Sarah Kember Gender studies of science and technology; Artificial Life; the convergence between biology and computer science; information and imaging technologies; the relation between photography and digital imaging.

Andrew Kingham

Drawing with metal – the construction of engineered narratives in low relief. Methods for amplification and refinement of visual solutions in published media.

Gerry McCulloch Technologies of film-making; screen drama; pedagogy of film-making; theory and practice of the short film aesthetic.

Professor Angela McRobbie The culture industries including fashion, music, magazines; feminist theory; youth and identity; sexuality and ethnicity.

Dr Liz Moor The sociology of the media and cultural industries, particularly the branding and design industries. Her current research focuses on the the sociology and political economy of the design industry. Her recent book, *The Rise of Brands* (2007), examines the brand in history and analyzes exactly how brands develop and operate in contemporary society.

Dr Rachel Moore Early film history and theory; the historical and contemporary avant-garde; colonial film archives; use of archival footage in current film practice; changes in avant-garde film aesthetics.

Professor David Morley Audience research; cultural consumption in relation to television and the domestic use of new communications technologies; media markets and cultural identities; cultural geography, globalisation and cultural imperialism.

Nigel Perkins Aesthetics and theory of photography, film and video.

Angela Phillips Journalism history, theory and practice; role of journalism in public life; journalism and feminism; social relations of the newsroom; gender and childhood.

Dr Richard Smith

Jamaican volunteers in the First World War; Jamaica in the metropolitan imagination; mass media and independence in the Caribbean.

Robert Smith Film direction and production; directing film drama; script-editing; modern film management methods; creative industries and regeneration.

Dr Gareth Stanton (Senior Lecturer) Anthropology of the media; postcolonial theory; cultural studies and anthropology; world cinemas; fictions and ethnographies of the Maghreb.

Dr Pasi Valiaho Early and pre-cinema, film theory and philosophy, digital culture, and media and technology. Digital audiovisuality. 'screen ecology'. Digital audiovisuality and 'screen ecology'.

Dr Joanna Zylinska New technologies and new media: ethics of cultural studies; feminist theory; debates around subjectivity and the body; electronic and digital art; the ethical implication of new technologies; Polish-Jewish relations; the sublime.

Associate Lecturers

Theory

It's difficult to give a definitive list of staff in advance, so this is an incomplete list:

Dr Veronica Barassi is researching for a PhD, supervised by both the Anthropology and the Media Departments, looking at how alternative media practices are used by campaigning organisations and political groups in Britain as powerful tools for self-definition and political action.

Louise Chambers is interested in archaeological and genealogical analyses of popular culture, with a particular emphasis on sexed, gendered and racialised subjectivities.

Bill Gabbett is interested in how popular media reconstructed Englishness in the wake of decolonisation, specifically in the public moment of imperial failure of the Suez episode in 1956.

Vana Goblot is researching for a PhD examining issues of British 'high' culture within a changing public service broadcasting environment.

Adnan Hadzi has a strong interest in new forms of distribution and collaborative working systems, which led him to doing a PhD on 'collective documentaries' at Goldsmiths College. As part of his practical research <http://Deptford.TV> was launched, an audio-visual documentation of the regeneration process of the Deptford area of South-East London.

Celia Jameson's research project is a genealogy of the concept of brainwashing in relation to notions of social influence and embodiment. She also writes about visual art and has published reviews in *Contemporary* magazine. She is on the editorial board of *White Collar* magazine.

Dr Eleftheria Lekakis is interested in political communication, Internet activism and the politics of consumerism.

Sean McKeown is currently completing his PhD on politics and the division of intellectual labour.

Lucy O'Brien has written extensively in the field of popular music. She recently published *Madonna: Like An Icon* (Bantam), a serious look at the star's life and work.

Dhanveer Brar Singh is currently conducting research on Black radical politics, Black popular music and masculinity in the U.S.A during the 1960s and 1970s.

Lucia Vodanovic is interested in the idea of obsolescence and the life of objects within the art system and beyond, alongside issues of appropriation and reproduction, and the notion of the non-utilitarian within thought. Her research addresses how

cultural practices - writing, modes of production with art, the use of certain media - sustain and are sustained by particular modes of cultural transmission.

Su-Anne Yeo is interested in the cultural anthropology of film consumption. She is researching the relationship of East Asian diasporic film cultures to alternative public spheres.

Practice

We are fortunate in having a number of industry professionals with teaching experience who support the Department's practice teaching. It's difficult to give a definitive list of staff in advance, as we respond to student numbers on particular practice options, so this is an incomplete list:

Tracy Bass has worked on a mixture of award winning productions commissioned by the UK Film Council, BBC and Channel 4. She has a background in design and documentary filmmaking and has zigzagged between making TV documentaries, music videos, short films/teaching and the wilder shores of high-tech multi-media experimentation.

Ceiren Bell is an up and coming animator with a growing reputation for her unique work.

Max Hattler is an award-winning artist filmmaker and music video director based in London.

Lucy Jolin trained at the London College of Communications and spent two years as a staff writer on the health section of Take a Break, the UK's biggest selling women's weekly, before going freelance. She now writes Take a Break's weekly column on healthy eating, 'Food Police', and has also contributed to a wide range of newspapers, magazines and websites. Her main specialities are health, food issues and parenting.

Eamon McDonnell is a screenwriter who lectures for Birkbeck College in film as well as giving master classes for the London Film Academy. He is also Managing Director of the writers' company Screenwriters Inc.

Shirley Scott has experience as a journalist, has published five novels under the name of Catherine Dunbar and is currently researching for a PhD in screenwriting.

Nikki Townley has an award winning track record as a professional journalist, broadcaster and editor for British Forces Broadcasting overseas and LBC in London. She is currently freelancing for a range of professional media organisations.

Department Information

The Department office is in room 202 on the first floor of the New Academic Building and is generally open for student enquiries **09.00 - 12.00 and 13.00 - 16.00pm** during term time, but may be closed at certain times to enable staff to deal with important tasks such as the collation of examined work.

Accommodation and Facilities in the Department

Most staff and facilities are housed in the New Academic Building (NAB).

Some seminar rooms and technical facilities are in the Media Research Building (MRB). Most theory lectures and seminars will take place in the New Academic Building but do check as some may be in the MRB.

Communication via e-mail

Goldsmiths will communicate with you in a variety of ways. Formal correspondence (which includes information on enrolment, fees, and assessments) will be sent to you by letter. However, it is very common for us to contact you frequently by email. You are given a Goldsmiths computer username and password when you enrol. This username is also your Goldsmiths email address (username@gold.ac.uk).

We will only use your Goldsmiths email address when we need to communicate with you by email. You are advised to check your Goldsmiths email account regularly. You can use 'WebMail' whether you're checking your email on or off campus (go to <http://webmail.gold.ac.uk>).

There is a Goldsmiths Email Policy for students, which you can read by visiting <http://www.gold.ac.uk/it/guides/email/>

learn.gold is the College-wide Virtual Learning Environment (VLE), providing access to resources and notices in electronic formats. You can access the VLE from on and off campus, using your standard computer userid and password.

In the Media and Communications section you will find course outlines and other useful information, as well as the 'Undergraduate Office' containing further information, including this handbook.

Notice boards

Each study programme and year group has a notice board on the concourse near the Department Office (NAB 202). These boards are reserved for information relating directly to courses, seminar groups, meetings and tutorials etc. and you should **check them on a regular basis**. General information about departmental activities and interests will be displayed on other boards near the office and in other department buildings.

Mailboxes (pigeonholes)

These are in the corridor immediately outside the Department Office (NAB 202). Please check regularly as they may contain vital information.

Goldsmiths Card

This is very special so keep it close to your heart. Take care not to lose it (as it opens many doors) and it is official proof that you are who you say you are. Carry it at all times when on College premises. Should you be unlucky enough to lose it, report the loss to the Registry as soon as possible. A replacement card will be issued but at a cost of £5.

Practice

Access to Practice Facilities

Your access to practice facilities ends at the completion of your particular practice course. You may be able to make copies of work but this will be at the discretion of the Practice Manager in consultation with your Course Convener. No further production work can then be undertaken.

Booking Facilities

Practice facilities are booked through your course technical adviser.

Booked facilities, which are not taken up within thirty minutes of their start time, may be released to another user. Please let us know if you are delayed in collecting equipment or taking up facility bookings. Bookings for edit suites, or other dedicated facilities, are usually limited to 3 consecutive days. Bookings for longer periods will only be confirmed after discussion with the tutor in charge of the course.

All bookings made are at the discretion of the teaching and support staff.

Every effort will be made to honour bookings properly made, and to be fair to all students, but equipment breakdowns or other circumstances beyond our control may necessitate cancellation or alteration.

Production Costs

The Department pays for all reasonable equipment and material costs which you incur as part of your practice coursework. However, apart from the agreed use of College equipment and facilities, you fund the costs of your projects yourself, to enable the Department to concentrate its resources on the provision of high quality facilities, staff support and teaching. You must also pay for any other charges and insurance costs for equipment which you may hire.

The Department will supply a 'master' for time-based media productions, which will remain the property of the College for examination purposes. You must ensure that you have your own 'master', which is probably best produced at the same time as the copy which is handed in, as this may not be available later.

Code of Practice for all users

The Department endeavours to offer practice facilities to a high standard on a large scale, and meeting the needs of users has its problems. A lot of planning goes into course scheduling to get the best out of staff time and equipment and to maintain and develop the facilities. Staff make great efforts to support the work of all users. However time and money are often wasted because of the carelessness and thoughtlessness of SOME users.

To avoid unnecessary problems all users MUST read carefully - and make sure that they FOLLOW - this code of practice.

Food and drink must NEVER be taken into edit-suites, studios, darkrooms, seminar or computer rooms, or any other production/post-production areas.

You must leave rooms in a tidy condition for the next user.

Return loan items in the same condition as when taken.

It is YOUR responsibility to look after tapes, discs, etc. and personal possessions. Goldsmiths is an open campus and you should never assume that rooms are secure.

Production & Post Production

The department offers hands-on production experience in all practical courses and therefore provides a comprehensive range of high quality facilities, which have been designed to give students experience of media production from introductory to advanced levels. For many courses the facilities will be booked by the tutor but more advanced students will be expected to arrange access to specific facilities after consultation with tutors and technical staff. A bookings system is used to ensure that access to the facilities is available to the maximum number of students. You must abide by the Departmental and College codes of practice and any local rules operating in each of the practice areas.

For all practice, it is particularly important that you:

return equipment on time, complete with all accessories

report equipment faults or damage to a member of staff

take up bookings promptly, they will not be honoured after 30 minutes

follow all Health and Safety codes and operational instructions

ensure that you are familiar with the operation of any equipment you are using

Any studio booking must be cleared by the tutor concerned, and made in consultation with the technical advisers who will be working with you.

All equipment needed must be pre-arranged with the technical advisers concerned.

Make sure that you have proper permission for the use of any set dressing/props and that anything of value is properly insured.

In the event of any problems caused by your use of equipment or facilities, future access may be restricted and reference may be made at the time of assessment.

IMPORTANT

The College cannot insure items of equipment below £2000 replacement value. The cost of repair or replacement of these items is THE RESPONSIBILITY OF THE BORROWER.

You must take the greatest care of all equipment on loan to you.

**NEVER LEAVE EQUIPMENT UNATTENDED – even for a moment
ALWAYS LOCK UP EQUIPMENT WHEN NOT IN USE
NEVER LEAVE EQUIPMENT IN VEHICLES, EVEN IF ON CAMPUS
ALWAYS HANDLE CAREFULLY TO AVOID DAMAGE**

Portable Equipment

Before taking out equipment you must have proof of insurance and/or signed authority from your course tutor.

Each user must check thoroughly all equipment borrowed and complete and sign an inventory indicating that the equipment is all there and in working order at the time of borrowing. THIS IS YOUR RESPONSIBILITY.

Where appropriate, insurance charges for College owned equipment used for coursework and productions will be paid by the Department. Any extra costs which arise because of special circumstances, additional Public Liability requirements etc, must be paid for by you.

The equipment must be checked and signed in by a member of staff when it is returned to certify that everything, including all accessories, is accounted for. You will be liable and payment will be taken for any missing or damaged items. It's clearly in your own interest to make sure that your inventory is checked and signed.

Equipment **MUST** be returned at the agreed time. Other courses or individuals may be depending on its return. If you intend to use equipment and there is any possibility of late return - then extend the booking if that is possible.

The maximum loan period will normally be 15 days, unless there are very special circumstances and agreement is reached between the course convenor/tutor and Practice Manager. Equipment can only be taken abroad if a case is made in advance and agreement reached as above. Special insurance is also needed.

Any missing/damaged equipment or late return will be logged. Future access may be restricted and on many courses reference can be made to this at the time of assessment.

Purchasing

Some companies may offer generous discounts to students for the purchase of materials, film and processing. Often these discounts are only available if accompanied by an official College Order or letterhead. The Department will prepare Official orders for students who have negotiated a discount with outside organisations, but the following conditions apply in ALL CASES.

You must make all the arrangements and have a firm price agreed, preferably in writing.

10 days notice must be given for orders to be processed by the Department and the Finance Office, we cannot handle requests for 'urgent' orders.

Payment to the value of the order must be made to the College in advance of the order being processed.

Where you are paying COD then payment MUST be made at the time of collection, the Department will take no responsibility for paying outstanding invoices.

A special version of the Departmental letterhead is also available for student productions.

Hiring equipment

If you wish to use facilities or equipment other than those provided by the Department, that is your choice and your responsibility. You are personally responsible for making all financial, transport and insurance arrangements for equipment, which has been hired or borrowed, from external suppliers. The College Finance Department may be able to help with insurance by arranging to extend the benefits of the College insurance cover to items not belonging to the Department. Students wishing to arrange insurance cover should contact the Finance Department. A charge may be made to arrange insurance cover of this type.

Bear in mind the following very important points:

All insurance of equipment, whether owned by the College or hired from an outside supplier, is subject to excess charges if a claim is made. In the case of theft the excess charge is currently £2000 for equipment (£2500 for computers). In the case of departmentally owned equipment you may be asked to make good any shortfall between the cost of replacing/repairing the equipment and the insurance settlement.

If you use equipment from outside suppliers then the agreement is between the company and you personally. The Department is not responsible for any breaches in the conditions laid down by the supplier, or the insurer, and you will be financially responsible for any losses or claims.

If you do not meet the conditions laid down by the insurer whilst the equipment is in your care, the insurance will be invalidated. In the case of a claim for loss or damage this means that you will be personally liable for the repair or replacement of equipment on loan to you. Before entering into any arrangements with outside suppliers you should be quite clear as to the value of the equipment you are borrowing and for which you will be responsible. Frequently the value of location production equipment is in excess of £30,000.

Any loss must be reported to the Police. Full details of loss or damage to equipment must also be reported to the owners immediately and confirmed in writing giving a copy of any correspondence to the Department.

Health and Safety

Specific arrangements detailing how safety is achieved are to be found in Codes of Practice issued by the department.

Goldsmiths' policy is to provide and maintain, as far as is reasonably practicable, a working environment that is safe and without risks to health.

The aims of this policy are:

- The elimination of hazards and reduction of risks to prevent harm to staff, students and others affected by Goldsmiths operations.
- Compliance with relevant legislation and with good practice in the higher education sector.
- Support for Goldsmiths' mission and strategic aims.
- Integration of health and safety with other management planning, strategies and responsibilities.

This policy applies to all employees, students, premises and activities under the control of Goldsmiths, including staff and students travelling off-campus in the UK or overseas on Goldsmiths business.

All staff and students are responsible for taking reasonable care that they: do not endanger themselves or others; do not deliberately damage or misuse anything provided for their health and safety; do follow health and safety instructions, regulations and policies; do report faults or dangers; and do report accidents and cooperate in any investigation to find causes and prevent a recurrence.

For more information about health and safety, please visit www.goldsmiths.ac.uk/health-safety.

Smokefree buildings

All Goldsmiths' buildings are smokefree – no smoking permitted. Also please be considerate of others and do not smoke near windows or doorways.

If you would like help to give up smoking, the NHS offers a range of free services. Visit www.gosmokefree.co.uk.

Fire safety

Fight the fire only if you have been trained and it is safe to do so. Activate the nearest fire alarm (red 'break glass' box on the wall next to exit doors) then leave the building by the nearest available exit and go to the fire assembly point. Do not re-enter the building until it is declared safe by Head Porter, Security or fire officer.

Health and Safety
020 7919 7119
www.goldsmiths.ac.uk/health-safety

Working Safely – College Guidance for Students

To ensure as SAFE a work environment as possible make sure

- **That you have been properly trained for the tasks you are undertaking**
- The College requires teaching and technical staff to ensure that appropriate training is given to students in the safe use and handling of equipment and materials, prior to use.
- Please make sure that you have been given and have understood this training before beginning your practical work.
- **That you are aware of and adhere to all Health & Safety Regulations and departmental rules about the handling of equipment and materials**
- You are required to adhere to Health & Safety Regulations and follow all departmental rules about the safe operation of equipment, the handling of potentially hazardous materials and liquids and the wearing of protective clothing.
- **That you only work without direct supervision in College areas when you have the permission of a departmental member of staff to do so**
- It is the responsibility of your department to minimise any safety risks to you and others by deciding the level of risk involved and the competence which needs to be demonstrated before allowing you to work without direct supervision in its areas or with its equipment. In some cases of 'high risk' activity, your department now issue written procedures which will need to be followed.
- **That you only work alone in departmental areas when you have the permission of a departmental member of staff to do so**
- It is very important, after permission has been granted, that you keep members of staff updated as to where and when you will be working. You may only undertake activities which have been specifically approved by your supervisor.
- **That if you are working alone you must be aware that you have a legal responsibility not to endanger yourself or others by your actions**
- **That if you have been given permission to work alone or at weekends or in the evenings in departmental areas which are not staffed, you must take every precaution for your personal safety**
- The College recommends this as an **exceptional practice** and students must defer to the decision made by the Department about when this may be approved. Make sure that you have access to an internal telephone to summon help in case of difficulty, and make College Reception aware of your presence in the building.
- **That you are familiar with escape routes in the case of fire and that you leave the building immediately if you hear the fire alarm.**

That in an emergency YOU RAISE THE ALARM. You can telephone 666 or 7100 (College Reception) or dial 0999 on ANY College extension to all the emergency services.

College Resources

Goldsmiths offers a wide range of study resources for students. While some of these are provided by individual academic departments, most are housed together in the Rutherford Building (RB). This building houses the College Library, open access computing facilities, the Languages Resources Centre and Media Services Workshop. A wide range of facilities, library books, journals and other resources, computer workstations, language learning equipment, along with extensive multimedia and audio-visual materials can be found in the RB. There are also well equipped specialist teaching rooms for language learning and computer-based teaching. Goldsmiths students also have access to many of the resources provided elsewhere within the University of London.

Changes of address

You are responsible for keeping Student Services informed of any changes to your home or local (term-time) address. Important information about enrolment, examinations, fees or graduation may be posted to your address, and it is critical that your address details are kept up-to-date.

It is also important that such information is relayed to the departmental office. The degree classifications for final year students are posted on the exams notice-boards in early July. Transcripts of your results will also be sent to the address held by Student Services. They can also help you with a standard letter for landlords, banks and other interested parties stating that you are on course. Any late essays should be handed in to the Examinations Office together with the correct paperwork. Fees & Awards can deal with problems relating to your fees. Student Services deal with Exam Assessment changes or queries and all enquiries regarding graduation ceremonies for finalists.

The student details held by the College can be reviewed at <https://secure.gold.ac.uk/studentDetails/>. Please ensure that any changes to your term-time or home address or telephone details are notified to Enrolments and Records either via the web interface or by e-mail, studentrecords@gold.ac.uk. For further details on other matters please see <http://www.gold.ac.uk/student-services/current-students/>.

General computer facilities

There are open access computing facilities for all students in the Rutherford Building, providing PC and Macintosh systems. These are also used for computer-based class teaching. The majority of computers have software for word-processing, database management, text processing and internet and email. There are also some specialist systems, mainly Macintosh machines, which have a similar range of software, but with greater emphasis on graphics, desktop publishing and multimedia applications. The New Academic Building also has some open-access facilities.

Help Desk

If you need assistance or have particular queries and problems you can visit or email the Computer Services Helpdesk. The Helpdesk also holds a wide range of introductory leaflets about the College's computer facilities and how to make the most of them.

More information about Goldsmiths

The Goldsmiths web site is at www.goldsmiths.ac.uk. Supporting this is Student Gold, an area of the web site specifically for students. This is at www.gold.ac.uk/student/.

You'll find news and information on Student Gold, plus a link to the online noticeboard

where you can post notices for free, advertising items for sale, rooms to rent, or calls for research participants.

Information on who to contact for help or advice, and general information about how things work at Goldsmiths can be found at www.goldsmiths.ac.uk/student-handbook.

Digital Media Suite

The Digital Media Suite on the ground floor of the Rutherford Building provides facilities (and assistance if required) with many media copying tasks and has ten Apple Macintosh digital video editing suites utilising Final Cut Pro. Two acoustic booths are also available in the suite for audio and post-production testing of video projects. Occasional training sessions are also held on the use of high-end video recording equipment such as HD video cameras.

Media Equipment Centre

This is located in the Richard Hoggart Building in room MB181 and provides a central audio-visual equipment loan service for staff and students. Students may borrow a variety of portable items for use in coursework, seminars and productions. Loans must be authorised by a tutor.

The Library

Your Goldsmiths Card is personal to you and is not transferable. Don't lend your card to allow anyone else into the building. Anyone who wishes to enter the building who does not have a card should see the Reception Desk staff. For your own safety, do not lend your card or reveal your security number to anyone else. You will be responsible for all books on your card. If you still have books on your card at the end of your final term your degree results will be withheld until they are returned and/or fines paid.

ITS staff will retain any card being used by someone other than the person named on the card. You will need to show a current registration card in order to retrieve your library card at the Reception Desk.

Opening Hours

Please see <http://www.gold.ac.uk/library/opening-times/>

Security system.

There is a security system in operation to ensure that only items which have been issued to a reader may be taken out of the library.

Borrowing Information

Please see <http://www.gold.ac.uk/library/using-the-library/borrowing/>

Subject Guides

Please see <http://www.gold.ac.uk/library/subject-guides/>

Audio / Visual Library

Please see <http://www.gold.ac.uk/library/collections/audio-visual-collection/>

Photocopying

There are photocopiers operated by your Goldsmiths card where extracts can be copied subject to the Copyright Licenses held by College. Your Goldsmiths card may be credited with photocopy value at valuator machines in the library.

Fines

Fines are charged on all books if they are returned late.

No more books can be borrowed until the fine has been paid.

Quality of Learning and Teaching

As a student at Goldsmiths, you play a key role in the College's processes for assuring the quality of its programmes, and your feedback on your learning experience is very important. As well as informal feedback to the teaching staff, the College collects information through course evaluation questionnaires and regular staff/student forums. In addition to this the College takes part every year in the National Student Survey, where final year undergraduates are asked to comment on the quality of their learning experience in a nationwide survey.

Course evaluation

All students are invited to provide feedback on each course that they take at the College. Course Evaluation is in the form of a questionnaire, and covers all aspects of the course, including teaching and administration. The results of these are analysed by the Department, with students' views being taken into account and appropriate action taken if necessary. Course Evaluation can also be discussed in staff/student forums.

Student feedback and staff/student forums

Student feedback also takes place through staff/student forums, which are held twice a year. Departments choose how to allocate programmes to forums for representative purposes, but all departments are required by the College to have at least one forum for undergraduate students and one for postgraduate students.

Autumn Term Staff/Student Forum

Wednesday 16 November *provisional date*

Spring Term Staff/Student Forum

Wednesday 22 February *provisional date*

The forum consists of a Chair (normally a member of academic staff), members of academic staff who teach on the programmes under consideration including (at least) all programme convenors, the Departmental Student Coordinator, Departmental Administrator and *student representatives for particular programmes/all students on the programmes under consideration*. *Student representatives/students* have the opportunity to discuss any matters regarding their programme, courses, teaching, Department or College resources and student services. Issues raised will be communicated to the relevant staff members, within the Department if they can be resolved at this stage, or via the Quality Office if they need to be raised at College level. Student representatives represent the students on their particular programme, whereas the Departmental Student Coordinator represents all students covered by the forum and plays a key role in liaising with the Department and its students regarding issues raised at the forum.

Feedback is given at each forum regarding any issues from the previous meeting that required action.

Students are able to view the minutes from both Departmental Board/Departmental Learning and Teaching Committee and staff/student forums which will be made available on the VLE.

Student Representatives

Student representatives' play a vital role at Goldsmiths; providing an essential link between the students, the Students' Union and the College.

Being a Student Representative is an excellent way to really have a say in the development of your degree programme. If you are interested in representing the students on your degree programme, get in touch with the Students' Union for more information on how to become a Student Representative.

Student Departmental Coordinators

Each department will have at least one Undergraduate and one Postgraduate Student Departmental Coordinator (DSC) who will attend the relevant Staff/Student Forum in addition to student programme representatives covered by the Forum. DSCs are recruited and trained by the Students' Union. They are paid for their work and provided with contracts and job descriptions. DSCs are responsible for collecting student feedback, raising issues with the Department either through the Staff/Student Forum or otherwise with appropriate Department staff, attending the Staff/Student Forum and taking notes of the meeting and feeding back to students on the outcome of issues raised.

Being a DSC means learning how to be an effective advocate for others and would be a great opportunity to develop your organisational, communication, negotiation and note taking skills, as well as learning about working on committees.

Use of online technology

In order to provide students with a mechanism for giving prompt feedback on programme level issues and to discuss issues with peers, departments each have an online forum, hosted within the Virtual Learning Environment (VLE). An important part of the DSC's role is soliciting and giving feedback to students via the online forum.

The National Student Survey

If you're going to be a final-year undergraduate in 2011-12, you'll be amongst over 170,000 students across the UK, who will be asked to give anonymous feedback on their academic experience at university. The results of the National Student Survey are published in the Guardian, used by HEFCE (the Higher Education Funding Council for England) to monitor the performance of the higher education sector, and are available to help inform future students' choices.

The survey normally starts in January and can be completed online, by post or over the phone. Goldsmiths will contact all final-year students with details of this closer to the time.

Students sometimes express concern that Goldsmiths has passed on their details to Ipsos MORI, who run the survey for HEFCE. Goldsmiths does not pass on student contact details to outside bodies; the only exception is for HEFCE. Ipsos MORI have guaranteed that they will destroy all student records at the close of each year's survey.

NEED HELP?

Help, Advice, Support from the Dept

Personal Tutors and Tutorials

Each year of each degree has its own **Personal Tutors** whose job it is to look after the welfare of students and to take part in formal Programme Monitoring meetings in the Autumn and Spring terms. Each Course has its own staff, (a course convener/leader and one or more seminar leaders for theory courses and course convener/practice tutors for practice courses).

See below for further information on arranging tutorials.

Your personal tutors

If you are a first year student, you will meet your tutor in a group in the Autumn and Spring terms. The aim of these tutorial sessions is to monitor YOUR progress through your programme and to provide us with feedback.

Attendance at these group tutorials is compulsory in your first year.

Your personal tutor also has a weekly tutorial hour for you to use if you are concerned about your overall academic progress or if you have domestic difficulties affecting your work. Your tutor is here to provide advice and help. Some personal tutors have lists for appointments (check with Undergraduate Secretary) or staff can be contacted by email. In an emergency, urgent messages can be left with the Department Office. It is in **your interest** that your personal tutor is informed of any problems you may have in completing your work. They may refer you to the Departmental Senior Tutor. Your personal tutor can also be contacted about particular problems with individual courses, although the course staff concerned should normally be consulted in the first instance.

In order that we can stay in touch with you, please:

- inform the departmental office and Student Records of any change of address and/or phone number
- check your pigeonhole and **COLLEGE e-mail** regularly
- check departmental notices regularly
- inform your personal tutor of any significant problems affecting your work

Your course tutors

If you encounter any problems with your coursework ALWAYS SEEK THE HELP OF THE SEMINAR LEADER/COURSE LEADER OR PRACTICE TUTOR IN THE FIRST INSTANCE, as that person is in the best position to offer direct and immediate support. You can use tutorial hours to see your theory seminar leader or course convener.

Tutorial hours

All theory course leaders/convener and practice course convener have tutorial hours, a regular time each week when they are available to students for tutorials. You can see the lecturer about any problems with the course, discuss coursework or the exam or get more detailed information about a particular area. Students may either drop in for a short meeting without an appointment **OR** can sign up on the tutor's list of times available to book a longer appointment.

All seminar leaders also have tutorial hours. The timing of the tutorial hours will be discussed with you in the seminar. These tutorial opportunities are designed for you to gain individual advice and help about your work for a course, so please use them.

A list of times of tutorial hours for all staff will be posted on notice boards soon after the start of the term.

Practice Tutorials and Feedback

You can ask for a tutorial with your practice tutor at any time during the course. Tutors will arrange, as appropriate, either seminars or tutorials at the end of a course, so that feedback is given by the tutor on the quality of work produced. You will also have access to brief written feedback from your tutor in the term following your course (with the exception of MC51003A). However, in accordance with College and University Regulations, tutors are unable to discuss marks for assessed work.

The Personal Tutors for 2011 - 2012 are:

BA Media & Communications

1st Year Natalie Fenton
 Tony Dowmunt

2nd Year Des Freedman
 Tim Crook

3rd Year Peter Lee-Wright
 Angela Phillips



Senior Tutor

Senior Tutor is Richard Smith



He is your first stop if you need to apply for Hardship funds but will be able to help with other problems too and can refer you to other agencies within and outside the College. If you are feeling anxious about the course, or anything else, don't just worry alone; problems can usually be solved with a bit of support and assistance. Please do not just 'drop-out' and disappear.

Goldsmiths Complaints Procedure

One of our aims is to provide a supportive environment including academic and welfare services, and to be responsive to concerns when they are raised. Goldsmiths recognises there may be occasions when you have cause to complain about a service you have received. When this happens, the complaints procedure is intended to provide an accessible, fair and straightforward system which ensures an effective, and appropriate response.

Before making a complaint

The majority of complaints can usually be sorted out informally by discussing the issue you wish to complain about with the member of staff or person concerned. It's best to do this immediately wherever possible.

However, it may be that you wish to discuss your complaint with somebody else, and there are a number of sources of help within the institution. Your Personal Tutor is there to provide welfare support and help as well as academic advice. You can find out who your Personal Tutor is by contacting the Undergraduate Secretary 020 7919 7639 or 7698. You can also contact the Head of Department. If you'd rather discuss your complaint with a member of staff outside of your academic department, you can get in touch with Student Services (Room 124, Richard Hoggart Building, tel 020 7919 7757), or the Students' Union Advice Centre (tel 020 8692 1406, e-mail suadvice@gold.ac.uk).

Making a complaint

If you feel discussion hasn't resolved your complaint, and you want to pursue it formally, then you must put this in writing and send it to the Head of Academic Services (room 117a, Richard Hoggart Building). You will need to explain in your letter what steps you have already taken to try and resolve the matter, for example, discussing it with the person the complaint is about, and with your Head of Department.

Your complaint will be investigated, and you'll receive a letter explaining the decision taken by Goldsmiths. If you are dissatisfied with the outcome of this investigation, you can write to the Head of Academic Services and ask for your complaint to be referred to a Pro-Warden, who may decide to set up a complaints committee. Your complaint will not be considered unless stage one and stage two of the Complaints Procedure has been completed. Please see the 'General Regulations' (number 14) linked from www.goldsmiths.ac.uk/regulations.

Help and support

If you need help with understanding this process, then get in touch with your Personal Tutor, Student Services, or the Students' Union.

Goldsmiths' Appeals Procedure

An appeal is different from a complaint, because it is an application for a decision to be reconsidered or changed. These are the procedures to do with appealing about examination results.

You have the right to appeal on the following grounds:

1. that the examiners were not aware of circumstances affecting your performance
2. that there was some form of administrative error or procedural irregularity in the way in which an examination or assessment was conducted

3. that there is evidence of prejudice or of bias on the part of one or more of the examiners

You can't appeal against the academic or professional judgement of the examiners, nor can you appeal on the grounds that you didn't know about certain assessment requirements or submission deadlines.

How to appeal

Before you appeal, you are strongly advised to seek help and advice, either from your Personal Tutor, the Departmental Senior Tutor, or the Students' Union.

If you wish to appeal, you must complete a form (available from the Head of Assessments or on the web at www.goldsmiths.ac.uk/student-services/assessments or available from the Students' Union) and submit this to the Head of Assessments within 21 days of the publication of the results, against which you're making the appeal.

Comment: This link doesn't work

You should receive an initial response within four weeks of submitting the appeals form; if it's likely to take longer, you'll be told about this.

Outcome of the appeal

If your appeal is successful, the outcome will depend on the details of your individual case. If your appeal is unsuccessful, and you are dissatisfied with this, there is a further step you can take, which involves taking your appeal to the Office of the Independent Adjudicator.

Quality Planning and Academic Governance
020 7919 7962

Student Services

Student Services has overall responsibility for supporting and offering guidance to students on non-academic matters. We also offer assistance with some of the administrative tasks you will need to undertake whilst studying at Goldsmiths.

The core services provided are:

- Advice
- Assessments
- Counselling
- Chaplaincy and multi-faith centre
- Disabled students advice and support (including dyslexia)
- Enrolment and Records
- Fees
- Management information
- Student funding and information

We also work closely with the Careers Service and New Cross Medical Centre.

Student Centre

Students are encouraged to visit the Student Centre to access information and advice on the various support services listed here. The Centre is located on the ground floor of the Richard Hoggart Building.

Contact Us

For further information about this or any of our services please visit <http://www.gold.ac.uk/student-services/>

Registering with a doctor

You must register with a local doctor (GP) as soon as possible after your arrival – do not wait until you are ill to do so. You are eligible to register with the New Cross Medical Centre (see below) if you live in a College hall of residence or within a two to three mile radius of the College.

If you live at an address that is not covered by the New Cross Medical Centre, the team at the centre can advise on registration with a local doctor.

You can continue to see your family doctor at home during vacations.

New Cross Medical Centre
40 Goodwood Road, New Cross SE14 6BL
Tel: 020 3049 2249

This is the closest GP surgery to Goldsmiths, and is the nearest surgery to most halls of residence.

Surgery hours

- Monday: 8.30am-6.30pm
- Tuesday: 8.30am-8pm
- Wednesday: 8.30am-6.30pm
- Thursday: 8.30am-6.30pm
- Friday: 8.30am-6.30pm

Outside of surgery hours call 020 8693 9066 or telephone NHS Direct on 0845 4647 (the telephone number is shorter than regular phone numbers). The service offers health advice 24 hours a day, seven days a week.
In an emergency always telephone 999.

Discretionary Funding

Access to Learning Fund (ALF)

ALF is paid by the Government to Goldsmiths to help Home students facing financial difficulties that may affect their studies. All applications are treated confidentially, and awards are usually in the form of a grant, so you won't have to pay the money back. The fund is discretionary, and decisions are usually made based on the information provided in your application form. ALF is intended to help with living costs, and not tuition fees. If you are eligible for a student loan you must have taken out the maximum amount before an application to the Fund can be considered.

As a guide, assistance has previously been given for the following reasons:

To help with childcare costs for those who do not receive help through the Student Support Childcare Grant

To help with high accommodation or travel costs

To students unable to take out a student loan because of age restrictions

To self-funded students

To students who entered higher education from care.

You can apply only once in the academic year. If however your circumstances change, you may request a re-assessment which will have to be supported with documentary evidence confirming any changes.

How to Apply

You can visit the following website page for an application:

<http://www.gold.ac.uk/student-services/student-funding/accesstolearningfundalf/>

Short Term Emergency Loan

The College has a facility to loan money to full-time students experiencing short-term hardship (for example, through a delay in the issue of a student loan and/or grants). The Short Term Emergency Loans are to a maximum of £300 and are repayable in full during the academic year they are taken out. They are available only to fully enrolled students.

How to Apply

You can obtain an application pack from the Student Centre.

Advice

The Student Advisers provide confidential advice, information and guidance to all students on general welfare issues including debt and money management, private sector housing, student finance, council tax and welfare benefits.

The Student Advisers also offer advice to international students on immigration matters in accordance with the [OISC Code of Standards](#).

Disabled Students including students with specific learning difficulties

Disabled students (i.e. people with physical and sensory impairments, mental health needs, people with long-term health conditions and also those with specific learning difficulties, e.g. dyslexia, dyspraxia, ADD etc).

The Disability Team provides advice and guidance on reasonable adjustments and additional support that is available. Contact us by calling 020 7 717 2292 or emailing disability@gold.ac.uk

A daily drop in service is available Monday to Friday. Further information can be found at <http://www.gold.ac.uk/disability/>

Examples of support provided through the Disability Team:

- Access around the campus
- Liaison with tutors concerning adjustments you might need
- Advice on what to do if you are unwell
- Assistive Technology
- Recording lectures
- Location of hearing loops, accessible toilets, and so on
- Examination adjustments
- Consideration of Dyslexia when marking coursework
- Study skills support
- Library support and extended loans
- Disabled Students' Allowance (DSA)

When meeting the Disability Team for the first time it is important to bring evidence of your disability or specific learning difficulty with you. This should be in the form of a recent letter from your GP or other health professional, or an educational psychologist report (if you have a specific learning difficulty)

The Disability Team can also advise on how to obtain evidence for those who think they may have a specific learning difficulty (dyslexia, dyspraxia ADD etc).

Disabled Students' Allowance (DSA)

The Disabled Students' Allowance (DSA) is a grant available for disabled students including those with Specific Learning Difficulties (eg dyslexia, dyspraxia etc) and for people with long term health conditions. The DSA can provide equipment, support such as note takers, interpreters, dyslexia tutors etc. as well as funding for books and so on, depending on your needs. More information on this can be found at <http://www.direct.gov.uk> (search 'disabled student').

To apply for the DSA you need to fill out an application form (DSA1) which you can download on the web site above. If you would like any more information or help in doing this please feel free to contact us. You will need to enclose evidence of your disability with the DSA form.

Student Counselling Service

The Student Counselling Service is located at 20 Laurie Grove, London SE14 6NH. The Service provides students with a supportive, non-judgmental, confidential environment to explore any emotional, psychological or study problems. The Service provides: individual counselling, a therapy group, facilitates workshops and provides a small library of self help material.

More information and resources can be found on the counselling service website www.gold.ac.uk/counselling. You can contact the service by phone on: 020 7919 7472 or by email: counselling-service@gold.ac.uk

Personal and Professional Development

We want all our students to become critical and self-reflective thinkers, with a set of skills and personal values that will be of benefit in the future, whether in employment or whether undertaking further studies. At Goldsmiths, we have a number of initiatives to support you in developing both personally and professionally and to help you acquire and recognise your transferable skills.

The 3D Graduate

The first of these initiatives is the 3D Graduate scheme, which incorporates Personal Development Planning (PDP), an initiative that has been introduced in all universities to provide the opportunity to take active control of your development and to plan for your future. 3D Graduate opportunities aim to support you in becoming three-dimensional, well-rounded individuals through self-directed engagement in three areas: your personal, academic and career development. 3D Graduate will also help you in recognising skills that will be invaluable for your prospective career.

3D Graduate is offered through a website found at www.goldsmiths.ac.uk/3d. The 'tools' section of the site offers a complete set of guides and exercises to start you in planning your development, regardless of which level of study you are currently engaged in. The website allows you to print or save all your exercises to create your own personal development portfolio, which you can add to at any time. The 'opportunities' section of the website lets you know about all the other workshops and activities that are available at Goldsmiths through which you can develop yourself further. These include workshops, seminars and events offered by the Careers Service, the Language Studies Centre, Student Services, the Students' Union and others.

Some departments also offer their students sessions to help you to engage with the key concepts associated with 3D Graduate such as reflectivity and planning. 3D Graduate related activities may come in the form of personal tutoring sessions, 'professional-orientation' workshops or group self-assessment work. Speak to your tutor about the opportunities available to you

The Gold Award

The Gold Award is an initiative for undergraduates that rewards and recognises those who take active steps in developing themselves personally and professionally through participating in activities above-and-beyond your academic studies. These activities can include anything from volunteer work to putting on an exhibition, from working in the Students' Union to running a team, from mentoring your peers to running a society.

If you are an undergraduate, you may want to work towards the award because:

- Receiving a Gold Award certificate will give you something extra to put on your CV which will help you stand out from everyone else
- It helps you record your achievements, making it much easier when you come to take job interviews or write application forms
- The Gold Award Team will be able to provide you with an additional reference.

The award uses a points system: you have to achieve five points in order to receive the award.

One of these points has to be by completing a series of personal development exercises and a Personal Development Record (PDR). The other four points must be obtained through extra-curricular activities. The award is also supported by a full

programme of workshops and events to help you on your personal and professional journey. You can take a minimum of one year and up to three years to complete the award; the timescale through must be reflected in your PDR.

Numbers are limited make sure to sign up early at goldaward@gold.ac.uk. To find out more, look for the Gold Award page on <https://learn.gold.ac.uk/>

Developing your skills and attributes

Both the 3D Graduate Scheme and the Gold Award can help you to understand:

- The skills / competencies you have
- How to develop these further
- The experiences you can quote to evidence them
- How to highlight the impact of your skills / competencies on things you have done
- How you might apply and evidence these skills in new situations
- How to apply your skills / competencies in your personal and professional life.

If you would like more information on the 3D Graduate scheme or the Gold Award, please contact Goldsmiths Learning Enhancement Unit on 020 7919 5118, visit the website at www.goldsmiths.ac.uk/gleu or speak to your personal tutor about opportunities for personal development.

Goldsmiths Learning Enhancement Unit
020 7919 5118
www.goldsmiths.ac.uk/gleu

Funding schemes (UK/EU only)

As part of our commitment to academic excellence and widening participation, we are providing financial support to enable our students to reach their full potential at Goldsmiths.

The Goldsmiths Bursary - a bursary worth between £329 and £1,000 each year may be available to undergraduate students from low household income backgrounds who are in receipt of a full or partial Maintenance Grant or Special Support Grant from the Government. The Bursary is available to help with course-related costs including books, travel, and equipment and where applicable, childcare costs. For information on how to apply, please visit www.goldsmiths.ac.uk/ug/costs.

Student Residential Hardship Bursary - offers a 5–20% discount on Goldsmiths halls of residence fees to UK/EU undergraduate or postgraduate students from low-income families.

Access to Learning Fund can provide a discretionary grant to UK undergraduate or postgraduate students who experience financial difficulties during their course.

Short-Term Emergency Loan a maximum loan of £300 may be available to students who experience short-term hardship.

You can obtain details of the eligibility criteria for the above additional support schemes, as well as application forms and guidance notes from the Student Funding and Information team by calling 020 7919 7757 or e-mailing student-supp@gold.ac.uk.

Student Services
020 7919 7757
student-supp@gold.ac.uk
www.goldsmiths.ac.uk/student-services

Using the Careers Service in your First Year

As a first year your future career may not be on your mind but you can come and see us for help finding a part-time job, writing your CV, or getting ideas of what you can do over the next few years to make yourself stand out from other graduates.

Part-time Work and Volunteering

Most students find they need to work while they study. In October we host an event called 'Experience Works' where Goldsmiths students can meet employers from a wide range of industries. Look out for the posters from the start of term.

Part-time work will earn you cash but sometimes volunteering will give you better experience and useful contacts. Perhaps there might be a way you can balance the two? We can help you to find temporary, part-time and voluntary positions throughout the year. Vacancies are listed on the Careers Service website www.goldsmiths.ac.uk/careers/jobs or our work experience noticeboard at the Laurie Grove office. Come in and browse at any time during our opening hours.

Developing yourself

You might already have some good experience on your CV. Getting involved with activities will add to this and keep your experience up to date. Clubs and societies, becoming a student rep, or doing work in the community are just some of the ways to make the most of your time. Sometimes thinking about what you've got to offer and translating it to employer-speak can be hard. We can help you to analyse what you have done and present it in an effective way. We can also help you think about any skills gaps and what you can do to plug them.

International Students

Adapting to a new job market and working out how to apply can be confusing. We have leaflets explaining the basics written specifically for international students. We run two sessions each year where we cover job-hunting. Still confused? Come and see an adviser, more information below.

Adviser Appointments

These can help you plan what you can do over the next year. We can give tips on job-hunting. If your CV needs a health check bring it in. Twenty-five minute sessions are available Monday to Thursday, 2pm to 4.30pm, bookable from 9.30am on the day in person or by phone.

Seminars

We run seminars on topics such as CV writing and vacation work. We also have events where you can hear from people working in specific career areas. We'd like to see you there. Look out for the posters or go to the Careers Service website www.goldsmiths.ac.uk/careers/whats-on.

- Find us at 23/24 Laurie Grove 020 7919 7137
- Opening hours are Monday-Friday, 9.30am-4.30pm

We look forward to meeting you.

Careers Service
020 7919 7137
careers@gold.ac.uk

Using the Careers Service in your Second Year

As a second year you're probably thinking about getting work experience and might be starting to have some career ideas. You can come and see us about finding an internship, writing a CV, application and interview advice, choosing a career or simply finding a part-time job. There is lots of free information you can take away and the reference library has books on everything from working in the media to vacation work abroad. We have computers for you to do online career research and you can get help from our experienced information staff.

Part-time Work and Volunteering

Most students find they need to work while they study. In October we host an event called 'Experience Works' where Goldsmiths students can meet employers from a wide range of industries. Look out for the posters from the start of term. Part-time work will earn you cash but sometimes volunteering will give you better experience and contacts. Perhaps there might be a way you can balance the two? We can help you to find temporary, part-time and voluntary positions throughout the year. Vacancies are listed on the Careers Service website www.goldsmiths.ac.uk/careers/jobs or our work experience noticeboard at the Laurie Grove office. Come in and browse at any time during our opening hours.

Marketing Yourself

Sometimes thinking about what you've got to offer and translating it to employer-speak can be hard. We can help you to analyse what you have done and present it in an effective way. We can also help you think about any skills gaps and what you can do to plug them this year.

International Students

Adapting to a new job market and working out how to apply can be confusing. We have leaflets explaining the basics written specifically for international students. We run two sessions each year where we cover job-hunting. Still confused? Come and see an adviser, more information below.

Adviser Appointments

An appointment with an adviser can cover anything careers-related. From thinking about yourself, through to tips on the best way to find work experience. If your CV needs a health check bring it in. Twenty-five minute sessions with an adviser are available Monday to Thursday, 2pm to 4.30pm, bookable from 9.30am on the day in person or by phone.

Seminars

We run seminars such as CV writing, interview skills and postgraduate study and funding. We also have events on specific career areas. We'd like to see you there. Look out for the posters or go to the Careers Service website www.goldsmiths.ac.uk/careers/whats-on.

- Find us at 23/24 Laurie Grove. Tel: 020 7919 7137
- Opening hours are Monday-Friday, 9.30am-4.30pm

We look forward to meeting you.

Careers Service
020 7919 7137
careers@gold.ac.uk

Using the Careers Service in your Final Year

As a finalist you're probably starting to think about life after your degree. Whether you are unsure or have a clear idea of what you want to do, a chat with an adviser can help. Come and see us about choosing a career, postgraduate study, application and interview advice, or simply finding a part-time job. There is lots of free information you can take away and the reference library has books on everything from psychometric tests to becoming a writer. We have computers for you to do online career research and you can get help from our experienced information staff.

Part-time Work and Volunteering

Most students find they need to work while they study. In October we host an event called 'Experience Works' where Goldsmiths students can meet up with employers from a wide range of industries. Look out for the posters from the start of term.

Part-time work will earn you cash but sometimes volunteering will give you better experience and contacts. Perhaps there might be a way you can balance the two? We can help you to find temporary, part-time and voluntary positions throughout the year.

Vacancies are listed on the Careers Service website:

www.goldsmiths.ac.uk/careers/jobs or on our work experience noticeboard at the Laurie Grove office. Come in and browse at any time during our opening hours.

Marketing Yourself

Sometimes thinking about what you've got to offer and translating it to employer-speak can be hard. We can help you to analyse what you have done and present it in an effective way. We can also help you think about any skills gaps and what you can do to plug them.

The Recruitment Cycle

Come and see us for leads on the best places to look and the most effective ways to find opportunities for a particular job sector. Many larger employers recruit to formal graduate training schemes with starting dates in the summer after you graduate. These programmes usually have a closing date for applications, which can be as early as November. Not all employers of graduates have a formal recruitment programme and many small to medium-sized employers recruit as and when vacancies arise. Some employers, particularly in the creative fields, fill positions from speculative applications and word of mouth.

International Students

Adapting to a new job market and working out how to apply can be confusing. We have leaflets explaining the basics written specifically for international students. We run two sessions each year where we cover job-hunting. Still confused? Come and see an adviser, more information below.

Adviser Appointments

These can cover anything careers-related, from thinking about yourself to brainstorming career ideas. If your CV or application form needs a health check bring it in. Twenty-five minute sessions with an adviser are available Monday to Thursday, 2pm to 4.30pm, bookable from 9.30am on the day in person or by phone.

Seminars

We run seminars such as CV writing, interview skills and postgraduate study and funding. We also have events on specific career areas. We'd like to see you there. Look out for the posters or go to the Careers Service website www.goldsmiths.ac.uk/careers/whats-on.

Gradclub

Finally, by joining our 'GradClub' scheme in your final year, you can continue to use our services for free or at a discounted rate for an additional two years. Ask for membership details at the Careers reception or go to www.gradclub.co.uk.

- **Find us at 23/24 Laurie Grove 020 7919 7137**
- **Opening hours are Monday-Friday, 9.30am-4.30pm**

We look forward to meeting you.

Careers Service
020 7919 7137
careers@gold.ac.uk

Presentation Ceremonies

All final-year students completing in the summer of 2012 will be invited to attend Goldsmiths' Presentation Ceremonies. Dates of the ceremonies will be published early in the autumn term, and you will be invited to one of the three dates. For further information please see the web page dedicated to the Presentation Ceremonies

Keeping in Touch

The completion of your degree at Goldsmiths doesn't have to mean the end of your affiliation with Goldsmiths. You will always be a part of Goldsmiths community and we want to keep in touch.

The Goldsmiths Society was established to help alumni and friends of Goldsmiths keep up to date with news and events, access alumni services and learn more about way they can help Goldsmiths today. For more information please visit <http://www.gold.ac.uk/alumni/>

Students who complete a course at Goldsmiths now automatically become lifetime members and we are currently in touch with over 25,000 former students based across the world.

Alumni Discount Scheme

There is a discount on tuition fees for all those who have successfully completed an undergraduate degree, DipHE or postgraduate taught programme at Goldsmiths, and who now wish to progress to a different postgraduate degree. In order to apply for the reduced tuition fee, you will need to have been accepted on to your intended programme of study and to have satisfied all the normal academic admissions criteria as well as all the conditions of enrolment and registration set down by Goldsmiths. For further information please see www.goldsmiths.ac.uk/alumni.