

The **Media Arts Centre** comprises the facilities and support services offered in the **Williams Building**, the **TV Studio** (part of the Moore Building), the **Computer Centre Annex** media labs, and the **Garden Lodge**. This is an annual agreement between you and the Media Arts Centre, which runs as a support service for students taking courses run by the Department of Media Arts. This Agreement operates within relevant [College regulations and procedures](#). It is intended to facilitate effective operating practices in the Media Arts Centre in support of media practice work undertaken during your course of study with the Department. It outlines certain standards that are reasonable for both parties to expect and adhere to in order for the Department to offer a consistent level of service to all students during the Agreement Period. This Agreement becomes effective when you choose the declaration at the end of the agreement. The Agreement Period ceases on Friday 18<sup>th</sup> September 2020 or, when applicable, at noon on the day of your Summer graduation.

## Our obligations to you

1. **We are committed** to providing a range of fit-for-purpose facilities, skills training and support services of a sufficient quality to enable you to fulfil the essential course requirements in relation to your media practice work. The main activities we support are location filming, sound recording, production design/art department, post production, television studio operations, digital art, and design for gaming and animation.
2. **We operate** a range of systems and processes that are intended to offer you fair and consistent access to services, and provide a framework to enable you to operate safely and securely when engaged in media practice work.
3. Appropriately **experienced/ qualified staff** will be present in the Media Arts Centre during office hours, i.e. between 09.00 – 12.00 and 13.00 - 17.00 hours weekdays, with the exception of public holidays and College closure periods. The Media Arts Centre team is there to provide **skills training and advisory support**, but not to do your practice work for you. They recognize you are learning new skills and will respect, value and encourage your questions.
4. **Media Arts Centre team** is timetabled to provide skills training throughout your course. Out of class time, they **may be contacted** by phone or email, by visiting service points, or by making appointments for tutorials (sign-up sheets are posted on office doors). They may not always be able to offer immediate assistance if they are already working on another activity, but will make this clear when you ask and offer an alternative time to assist you.
5. We provide a primary service point in the form of the **Equipment Store** (Williams W029), which is open for two sessions a day for making bookings for equipment and post production facilities, for purchasing blank media and related items, and for enquiries about using equipment for location filming.

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

**The Equipment Store operates an appointments system for collection and return of equipment. Please adhere to the agreed times in order to minimize waiting time for other users.**

6. If you are experiencing difficulty when using the systems in the **media labs (including the Computer Centre Annex), editing rooms, sound studios, or animation studio** during office hours, you should seek advice from the Desktop Support Coordinator or other appropriate technical staff in the Williams east corridor. They will ask you questions to determine the exact nature of the problem and then advise on an appropriate course of action for you to take. If they are unable to offer immediate advice, they may accompany you to the workstation to investigate further the precise nature of the problem and guide you through the solution.
7. If you wish to use the **TV Studio**, or any of the Media Arts Centre facilities to do **filming or exhibition work**, you should make an appointment to see our Studio Manager and discuss your plans.
8. For **art department and production design** queries, please make an appointment by calling 01784 414461 or by signing up on the door of the Art & Design Technicians' room W018, where an appointments sheet is displayed. To get the best from your appointment you need to prepare well in advance of your planned shoot, especially if any prop-making is involved. Please provide a copy of your script (even if still in draft form) so we can understand the design context of your piece, together with some visual references such as mood boards, photos of your location, floor plan, etc. We keep a limited stock of props and costumes, but you will often need to source your own or have some props made specially, so please plan ahead and allow plenty of time to obtain what you need before your shoot.
9. You can access the Media Arts Centre facilities **outside office hours**, though if you encounter a problem we will be unable to offer technical support until the next working day. You are only permitted to use these areas if you are carrying your RHUL Student card. For some editing rooms, you will need to have booked and collected a key via the Equipment Store during opening times. Before using the facilities, please refer to our guide [Using the Media Arts Centre post production facilities: a health and safety guide](#).
10. We will advise you of any **planned events, changes to services, disruptions to normal services**, etc. In cases of unexpected breakdowns, system failures, staff absences etc. we will, during office hours, display notices and post status reports to your College email account.
11. We provide a standard range of equipment and software suitable for the majority of practice course requirements. Our **production workflow** is **HD** and we have issued guidance notes for importing HD video from card-based media so it can be compressed into a suitable form for editing. If you are unable to find these guidance notes in the Media Arts Skills Centre on Moodle, then please ask the technical staff for assistance.
12. We run a range of **professional applications** which are widely used in the creative industries. In principle, we aim to offer the current version of the application, but for the sake of operational consistency we need to do install upgrades on all computers at the same time and this may not be possible during term time or certain other times of the year. If you attempt to move your project

between your own computer and one of the Media Arts Centre's, please check the application version compatibility and test your workflow in advance otherwise you may be unable to access your work after project migration.

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

<b>Rates for 2019-2020</b>	
Standard limit of personal liability for lost, stolen or damaged equipment	£100 per claim
Higher limit of personal liability for lost, stolen or damaged equipment [applicable for any filming outside of the UK, or other work involving higher risk of theft or damage]	£200 per claim
In the event of a claim being made against a production under the College's Public Liability Insurance, the Department and the production will pay an equal share of the £250 insurance excess	£125 per claim
Minimum charge for loss or damage of any prop loaned from the department	£5 or greater depending on replacement cost
Externally hired equipment, costumes or props, which by prior arrangement are covered by the College insurance policy	The full value stated at time of hire up to £2,000, OR in the event of an insurance claim for a loss exceeding this amount, the full £2,000 excess.
Fine for late return of keys or equipment	£5 per session per loan agreement or key booking
Failure to report lost key or student card within one working day	£25 plus actual card or key replacement cost
Standard Penalty	£25 for each offence
<b>Please note that any unpaid charges still outstanding by the end of the Summer Term will be recorded as a debt and may result in the suspension of your degree award.</b>	

## Your obligations

The following rules were agreed in consultation with undergraduate and taught post-graduate students during 2018, which serve to maintain the highest achievable standards of provision and reduce risk levels for personal safety and security.

### By selecting the Media Arts Centre Agreement declaration you agree:

- 1) To **carry your own RHUL Student card** at all times and to produce this when requested. Your card is required for accessing the facilities and borrowing equipment and must not to be lent to any other person.
- 2) To **report immediately any loss** of your Student card or borrowed Media Arts Centre keys, either to the Equipment Store during opening times, or to the Security office in Founders Reception at other times. You may be required to pay reasonable replacement and consequential costs. Failure to report such losses in good time poses a significant security risk and consequently the Standard Penalty is applicable in such instances.
- 3) To treat Media Arts Centre staff, other students, others contributing to or affected by your practice work, the equipment and the facilities, with **due respect and professionalism**. This includes leaving any spaces you have occupied clean and tidy.
- 4) That **you will not allow anyone into the Media Arts Centre**, unless you have prior permission to do so from a member of Media Arts staff and will assume full responsibility for their actions during their visit.
- 5) To ensure that you are **sufficiently competent to operate** the Media Arts Centre equipment and computer systems and seek further training and advice from the Media Arts Centre staff if you anticipate or experience any difficulties. You have also agreed to accept full responsibility for any damage or injury caused by attempting to use equipment or facilities without the necessary level of training.
- 6) **Not to lock rooms from the inside** as is likely to cause false activation of the burglar alarm system. If the system has locked you in, and the door release button is inactive, you should call Founders Security on 01784 443063.
- 7) That if you are the last person leaving the room, even momentarily, **you will ensure the door is locked**, the windows are secured, the blinds are drawn and the lights switched off.
- 8) **Not to leave any department equipment unattended**, either during class sessions or whilst issued to you under an Equipment Loan Agreement, **nor any personal belongings**.
- 9) You will **keep all corridors free from obstruction**, ensure fire escapes and other passageways are never blocked, and keep fire door windows unobstructed.
- 10) To **observe the College's smoking policy**, which **prohibits smoking inside or within 5 metres of any College buildings**.

- 11) To **keep food or drink out of any of the media labs areas, editing rooms, sound rooms and studios**. Bottled still water is permissible, but must be stored and consumed well away from any equipment. You may eat and drink in the Common Room (Wo-27), which also has a water dispenser.
- 12) To **obtain the necessary permissions** prior to doing any location filming, photography or sound recording work, whether you are working on or off campus. There is a [provisional booking form](#) available to request filming permission on College property.
- 13) To obtain the **necessary** rights clearances from performers and contributors, using the relevant [Media Arts forms](#), and not to copy any software applications, supplied content, or other intellectual property without appropriate licensing or evidence of permission.
- 14) To **collect and return in person any equipment or keys** that you have booked and not to ask others to do this on your behalf.
- 15) That when borrowing equipment, you **accept full responsibility for checking the kit contents** and effective operation of the equipment before leaving the building, in accordance with the Loan Agreement Form, and to comply with the Terms and Conditions throughout the Loan Period.
- 16) To take **full responsibility for maintaining a current back-up set of any media files and project files** you are working on, irrespective of whether or not you are also keeping a set on the Media Arts Centre server. As a professional discipline, get into the habit of storing current versions of your digital media work on at least three different drives.
- 17) To comply with the Department's [Filming with child actors policy](#) regarding any involvement of **children or young persons under the age of 18 years** in your media production, including full participation in required training.
- 18) That **if equipment is stolen while in your care**, you will report the theft immediately to the Police (via Security if the incident takes place on College premises) and obtain a crime reference number that can be used by the College to initiate an insurance claim.
- 19) To **report any equipment or computer system faults** to Media Arts Centre staff at the earliest opportunity during office hours. If your SD card gets stuck inside the equipment, you will not attempt to remove it yourself.
- 20) That **if you hear a fire alarm** in the Williams Building, TV Studio, Computer Centre Annex, or Garden Lodge, you will evacuate the building immediately and go to Fire Assembly Point 9, opposite the SU Shop next to the ATM (NB The only exception to this rule is the regular scheduled alarm test – times on display in the respective buildings).
- 21) **Not to tamper with or remove any fire equipment** as such action will constitute a criminal offence.

**Any contravention of the above rules will result in the imposition of the Standard Penalty of £25, and in some cases may in addition result in disciplinary action.**