Futureworks

Student Handbook 2026-27

Futureworks

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If this document is required in an alternative format, please contact Futureworks on 0161 214 4600 or via email: info@futureworks.ac.uk

Futureworks

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This handbook contains information about facilities and services that will be helpful to you during your time at Futureworks. If there is any information that you find unclear, please speak to your tutors, Personal Tutor, Programme Leader, or Student Services and they will be happy to help. You can also find out everything you need to know about your life at Futureworks by logging on to MyFutureworks VLE my.futureworks.ac.uk. We hope that you enjoy your time with us. If you have any questions about Futureworks, or the information in this handbook, please come to the Student Advice Centre on Floor 3.

Futureworks

1 Welcome & Introduction

1.1 On behalf of the whole Futureworks team, I would like to welcome you to Futureworks and congratulate you on your enrolment on this programme.

1.2 During your time here you will have the opportunity to study in a unique learning facility, develop technical and transferable skills and prepare for a career in one of the many media and entertainment industries.

1.3 We have designed the Futureworks environment as one of collaboration, not only between students across a range of courses, but also between staff, tutors and a variety of other organisations from the wider industry.

1.4 As you move through the course and your skills evolve, you will also witness the evolution of Futureworks as a learning centre. New courses will be developed, curricula and facilities will be updated, and new students will join us. We hope that you will continue to be an integral part of this process, not only during your course, but as you move through your subsequent career.

1.5 The following document contains useful information about procedures, guidelines and working practices which are in place to assist you.

1.6 Once again, welcome to Futureworks. I hope your time here is exciting, rewarding and enjoyable. Here's to your future success.

Yours sincerely,

Chris Mayo

Principal, on behalf of the Futureworks team.

2 Futureworks Community

2.1 Now that you're enrolled with Futureworks, you're a part of a community of people who are here because they want to learn the skills the industry demands on the equipment the industry uses.

2.2 At Futureworks you can develop those skills in a supportive, creative and enthusiastic environment - somewhere full of like-minded individuals and tutors who will help instruct and ultimately inspire you. Your tutors are all highly motivated and we are looking forward to sharing our enthusiasm with you.

2.3 Your course curriculum has been specifically designed to meet this goal, but it doesn't stop there. As well as the technical knowledge you'll pick up on your course there will be opportunities for continuing development to encourage you to develop other skills that will make you a stronger candidate for employment once you graduate such as project managing a team to a deadline and learning how to work with people whose specialism lies in a different field.

2.4 The best way to develop these skills is to create your own projects and to work in collaboration with both your classmates and students from other courses in order to complete them. You will be part of a diverse group of students, and our aim is to provide support that meets your individual needs. Your tutors and Student Services are available to help with any problems – don't be afraid to ask.

2.5 Our aim is that your learning experience will be stimulating, challenging and engaging. The emphasis is on learning through undertaking real industry-standard tasks, often in a team situation, designed to develop the skills and knowledge you will need to take up a professional career in your chosen industry.

2.6 Futureworks recognises the benefit in having a diverse student body with different backgrounds, and that it is essential to provide equal opportunities to all persons without discrimination or unconscious bias. It is the policy of Futureworks to ensure that no student receives less favourable treatment on the grounds of sex, race, marital status, disability, age, sexual orientation, gender reassignment, pregnancy & maternity or religion. Futureworks also includes alternative sub-cultures as a category to be recognised. The organisation is committed

not only to its legal obligations but also to the positive promotion of equality of opportunity in all aspects of training and education.

3 Academic Calendar

3.1 The Academic Calendar provides an overview of teaching weeks, holidays and assessment boards for this year. At Futureworks we do not have set exam periods as the majority of our assessments are coursework-based. In the case of live assessments, such as presentations, these will be scheduled in specific weeks and your tutor will let you know when you need to attend. You can find live assessment weeks and coursework submission deadlines in your Programme and Module Handbooks

4 Opening Hours & How to Contact Us

Futureworks Riverside Building	**Student Advice Centre**
Monday - Thursday: 8.30am - 10pm	Monday – Friday:
Friday: 8.30am – 6pm	10.30am - 12.30pm & 1.30pm - 4.30pm
Saturday & Sunday: 10am – 6pm	Saturday & Sunday: Closed
Main Reception: 0161 214 4600	0161 214 4610
Facilities: 0161 214 4607	student.services@futureworks.ac.uk

5 Support Staff

5.1 The Student Services team are here to provide support to students from the moment of application right through to graduation. We offer help on a range of non-academic issues, such as; support, disabilities, mental health, financial difficulties, or fee payments. We also organise and manage the election of Student Partners and certain social events.

5.2 The Facilities Department is the largest non-academic department at Futureworks. They are responsible for the management and upkeep of the Futureworks campus, including building maintenance and improvement, learning resource repair and maintenance, IT, events and

logistics support, health and safety, cleaning and security. The Facilities Team supports students directly to get the best out of the available learning resources as well as supporting Academic and Professional Services staff to provide a safe and enjoyable learning environment for all students and staff members. Facilities Staff come from a wide range of backgrounds, bringing extensive technical knowledge to all aspects of the departments work.

Student Services Team	**Facilities Team (Reception)**
Kate Sayer (Head Admissions and Student Experience) Rachel Kolker (Student Experience Officer) Student Welfare Officer	Zoe Lo Callum Laybourne Jodie Krakowski Macy Lomas
Facilities Team (Technical Support)	
Oli Walker (Facilities Manager) Adam Shearman (IT & Technical Support) Craig Kinsella Tavish Cross Wesley Roskell	Jim Ehlinger Millie Mulvenna Scott Douglas Bailey Singleton Jamie Pettitt

6 Student Support, Guidance & Advice

6.1 Induction

6.1.1 Futureworks runs a Welcome Week at the start of your course and the induction period continues into the first few weeks of teaching to help you settle in. You will be introduced to:

- your course
- your tutors
- your Programme Leader
- learning resources and facilities
- the Virtual Learning Environment (VLE)
- Student Services
- Student voice

6.1.2 Your Programme Leader will introduce you to your Programme Handbook, which contains information relating to your specific programme and to your studies. Module Tutors will introduce you to your Module Handbooks for each module, which include details about your assessments, and you will be guided through what each module comprises of. Student Services will introduce you to this Handbook.

6.2 MyFutureworks Virtual Learning Environment (VLE)

6.2.1 MyFutureworks VLE is hosted on Moodle and contains both academic and non-academic information for students. You will see that your programme has its own VLE page, which includes useful information such as timetables, how to make an extension request and how to contact your Student Partner. Each module also has its own page, which includes learning materials and assessment briefs relevant to the module.

6.2.2 In the Student Information you can find all of our policies and guidance for students. This includes how to make a complaint, how to apply for extenuating circumstances, Guidance on the Use of AI Tools in Assessments and many more helpful documents.

6.3 Student Services

6.3.1 Student Services are here to help you every step of the way. You can get assistance with any non-academic questions or concerns you may have during your studies, such as support, disabilities, mental health, financial difficulties, or fee payments. We also organise and manage admissions, enrolment, graduation, election of Student Partners and certain social events.

6.3.2 Student Services can offer advice with regards to health, bullying, discrimination and harassment, we can also direct you to the best place to go for additional support and can talk through your options with you whatever you are facing.

6.3.3 The Student Advice Centre is located on Floor 3 of our Riverside building and is open 10am-12.30pm & 1.30pm-4.30pm Monday – Friday. You can come and visit us any time during our opening hours and speak to a member of staff, or email us using one of the below:

STUDENT SERVICES: student.services@futureworks.ac.uk

STUDENT SUPPORT: support@futureworks.ac.uk

TUITION FEES/FINANCE: finance@futureworks.ac.uk

6.3.4 Student Welfare & Counselling

6.3.4.1 Our Student Welfare Officer offers 1-1 confidential support meetings to talk through any issues you may be having. Students can book a support meeting online, by scanning the QR code or emailing support@futureworks.ac.uk

https://calendly.com/hazel-sewell-futureworks

6.3.4.2 Futureworks provides talking therapy. You may hear various terms used to describe talking therapy including, counselling, therapy, talking therapy or psychological therapy. These are all used to describe generally the same style of treatment. If you are struggling with your mental health and would like to discuss counselling or if you have any questions about the service, please contact Hazel, our Welfare Officer, via email (support@futureworks.ac.uk) or book a 1-1 support meeting via the calendar above (just scan the QR code).

6.3.5 Students with Disabilities

6.3.5.1 Futureworks is committed not only to its legal obligations but also to the positive promotion of equality of opportunity. Please see our website for more information about how we can support students with disabilities: https://futureworks.ac.uk/disability-support/

If you have a disability or health condition, we encourage you to disclose this to us at your earliest opportunity, either via your Student Support Form or by contacting Student Services directly. Once we are aware of your specific needs, we can work together with you to ensure that any reasonable adjustments that are required can be put in place. If, during the course of your studies, you require a reasonable adjustment for a specific assessment and/or module you can also contact your Programme Leader. For more information on reasonable adjustments please see our Extenuating Circumstances Policy.

6.3.5.2 Futureworks can refer students for a Specific Learning Difficulties (SpLD) (e.g. dyslexia, dyspraxia) or ADHD assessment if they believe they have symptoms of one of these conditions. Students must meet with the Student Welfare Officer first before any referrals can be made. Any referrals are at the discretion of the Student Welfare Officer.

6.3.6 Finance

6.3.6.1 Futureworks is proud to offer a range of financial support funds for our undergraduate students. We aim to actively support access to our courses from groups of applicants who are underrepresented in Higher Education that face financial challenges and hardship.

6.3.6.2 Please visit our website here for further information:

- futureworks.ac.uk/student-services/financial-support

6.4 Registering with a Doctor or Dentist

6.4.1 If you are living away from home it is important that you register with a local doctor and dentist. For more information on NHS services and the best way to find your local NHS doctor visit the NHS website:

6.4.1.1 www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

6.4.2 For more information on NHS services and the best way to find your local NHS dentist visit the NHS website:

6.4.2.1 www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist

6.5 Futureworks Support Initiatives

6.5.1 Sanitary Products

6.5.1.1 As requested by our Student Partners, period products, such as pads and tampons, are available in our toilets at both Riverside & Media City to those who need them in order to access education. Having periods should not be a barrier to education for anyone.

6.5.2 Toiletries

6.5.2.1 Futureworks offers free essential toiletries packs. These are available to all students. By providing the essentials to stay clean, we hope that our students will feel more confident and comfortable and that we can relieve some of the financial pressure they might be under.

6.5.3 Food Packs

6.5.3.1 We offer food packs for any student who is struggling to afford food. These can be collected from Floor 1 outside the Support Room, and contain shelf-stable essentials such as tea, cereal, long life milk, pasta, rice, tinned vegetables and sauces.

6.5.4 Foodbank Vouchers

6.5.4.1 Futureworks works with Salford Foodbank to provide foodbank vouchers for students who need them. If you are experiencing financial hardship and are struggling to afford food, you should book a support meeting with our Welfare Officer to discuss your personal situation

6.6 Personal Tutors

6.6.1 Each student is assigned a Personal Tutor. Your Personal Tutor is here to help you with any support you may need. If you have any concerns about your course, you'd like to

withdraw or change courses, need help with an assignment or study skills or you need personal advice please speak to your Personal Tutor. You can find more information about how your Personal Tutor can support you in your Programme Handbook.

6.7 Safeguarding & Prevent

6.7.1 Futureworks safeguarding responsibilities relate to:

- Current students and vulnerable adults;
- Prospective students, children and vulnerable adults engaged in Futureworks activities;
- Staff in the course of their duties; and
- External organisations/individuals where we engage in branded activities.

6.7.2 The Futureworks Safeguarding Policy:

- Reflects legislation and relevant guidance and good practice relating to the education sector;
- Provides protection for children, young people and vulnerable adults who come into contact with Futureworks;
- Provides staff, students and volunteers with guidance on procedures that must be adopted: (a) to ensure safeguarding in relation to children and vulnerable adults, (b) in the event that they suspect a child or vulnerable adult may be experiencing, or be at risk of, harm.

6.7.3 A child is a person under the age of 18.

6.7.4 A vulnerable adult is someone over 18 who may be unable to take care of/protect themselves against significant harm or exploitation.

6.7.5 A student at risk is one who is at risk of harm or exploitation relating to their physical, mental, psychological wellbeing or potential for being drawn into criminality.

6.7.6 What is safeguarding?

- Safeguarding is a process of making sure vulnerable children, young people and adults are protected from being abused, neglected or exploited. Futureworks recognises that it is unacceptable for a child/young person or adult to experience abuse of any kind and recognises its responsibility to safeguard children, vulnerable adults and students at risk of harm at Futureworks and those who come into contact with Futureworks activities.

6.7.7 Abuse & neglect

- There are many forms of abuse and neglect. Some examples of types of abuse are: sexual abuse, physical abuse, psychological/emotional abuse, domestic abuse, discriminatory abuse and financial abuse. See the NHS website for more information on abuse and neglect of vulnerable adults.
- Child abuse is any action by another person – adult or child – that causes significant harm to a child. It can be physical, sexual or emotional but can also be through neglect – lack of love, care and attention. This can be just as damaging to a child as physical abuse. Read more about the different types of child abuse on the NSPCC webpages.

6.7.8 What is radicalisation?

- The government's Prevent Duty Guidance defines radicalisation as: "the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups".

6.7.9 What will happen if I raise concerns?

- Reporting concerns does not mean that the student will be in trouble, or that the member of staff who raised the concerns will have no more involvement. Futureworks will work together with staff and students and provide updates where necessary.

- Most concerns raised are not Prevent related and staff/students are supported through long-standing protocols. If it seems appropriate to respond to your concern in relation to Prevent, the Prevent Lead will carry out further checks with colleagues at Futureworks to build a clear picture. It is possible that the Prevent Lead might seek advice from relevant authorities.
- If the concern is Prevent related, the Futureworks Safeguarding Panel will convene to discuss the most appropriate and supportive actions, calling on expertise from within the institution and the relevant authorities (e.g. Channel, GMP, etc.). This would take place with the student's consent and engagement. If the student does not wish to engage, we would continue to offer support.

6.7.10 Policies & Procedures

- This information about safeguarding and Prevent should be read in conjunction with other Futureworks policies and procedures on MyFutureworks VLE, including but not limited to:
  - Safeguarding Policy & Procedure
  - Prevent Policy & Procedure
  - Regulations for the Conduct of Students

- Student Social Media Policy
- Data Security Policy
- Equality & Diversity Policy
- Ethical Practice Policy (Academic)
- Fitness to Study Procedure
- Academic Freedom and Freedom of Speech Policy
- External Speaker and Events Code of Practice
- External Speaker Code of Conduct

7 Our Expectations

7.1 In the interest of maintaining a relaxed atmosphere in a positive, professional and creative environment we expect you to adopt a courteous attitude while at Futureworks. This includes treating learning resources, studio and computer equipment with respect, as well as the fabric of the building and all of our facilities. Any abuse of staff will not be tolerated.

7.2 Consuming food and/or drink in the studios, post production suites, studio space and classrooms is not allowed. If you wish to consume food and drink on the premises you should do so in the student lounge. Please ensure that all litter is placed in the bins provided.

7.3 In compliance with the law, smoking is not permitted anywhere in the building. Smoking is also prohibited immediately outside reception doors. Electronic cigarettes are not permitted to be used in the building.

7.4 You should also be aware that Salford council wardens regularly patrol New Bailey Street and will issue fines to anyone they see dropping litter or cigarette butts.

7.5 You can find out more about our expectations of behaviour and what may happen if your behaviour falls short of what we expect in our Regulations for the Conduct of Students.

7.6 Attendance requirements

7.6.1 At Futureworks we expect you to attend 100% of your timetabled learning activities, so it is important to make sure you keep avoidable absences to a minimum. Please make every effort to arrive at each session on time - lateness will not only disrupt other

students, but will also affect your own learning. You will find that in most teaching sessions there will be a lot of information given out, so it is unfair to expect the tutor to go over this material again for each latecomer. If you are going to be absent or late, please inform by phoning reception and contacting your tutor. You can find out more about attendance expectations and may happen if your attendance becomes a concern in our Student Attendance & Engagement Policy.

7.7 Futureworks' Approach to Harassment & Sexual Misconduct

7.7.1 Futureworks values and respects all students and is committed to providing an inclusive and supportive student experience for all.

7.7.2 We aim to foster a culture which supports and encourages all under-represented groups, promotes inclusion and values diversity. Our vision and values are set out in our Equality & Diversity Policy alongside the rights and responsibilities we all have as members of the Futureworks community. It is expected that all members of the Futureworks community, alongside visitors and contractors, will treat each other with respect, courtesy and consideration.

7.7.3 Instances of bullying, harassment, victimisation, sexual misconduct, violence or abuse will not be tolerated, and allegations will be taken seriously, considered carefully and acted upon appropriately. This includes behaviour (both in-person and electronic) which occurs at Futureworks, or whilst participating in any Futureworks-related activity that results in a legal or police investigation, charge or conviction, or which – in the view of the institution – poses a serious risk to one or more members of the Futureworks community.

7.7.4 You can find out more about our approach to dealing with harassment & sexual misconduct on our website here, including how to notify us of any concerns or incidents.

7.8 Regulations for the Conduct of Students

7.8.1 The Regulations for the Conduct of Students sets out expectations for student behaviour and includes the Student Disciplinary Procedure, which may be enacted if behaviour falls short of expectations.

8 Facilities & Services

8.1 At Futureworks we provide truly outstanding facilities to deliver our industry-focused courses. During your course you will make extensive use of the professional grade learning resources – studios, technical equipment, computer hardware and software.

8.2 Futureworks Facilities Staff have a wealth of industry experience and are here to help you with technical support. If you are working outside a lesson and would like some support with any technical resource, please visit Studio Reception to ask for help or call directly on 0161 214 4607.

8.3 Please also contact facilities staff if you need to reset your Futureworks email address password.

8.4 If you would like to report a fault with any of the facilities or learning resources at Futureworks please do so via the student portal at https://futureworks.ac.uk/student-portal

8.5 Reception

8.5.1 If you would like to speak to a member of Futureworks staff, please ask at Main Reception on the ground floor and they will contact them on your behalf.

8.5.2 Any student letter requests will be left at Main Reception for you to collect.

8.5.3 Course fee payments can be made at Main Reception and consumables can also be purchased here.

8.5.4 You can also set up a printer account at Main Reception.

8.5.5 Lost property items may be collected from the Main Reception area if they have been handed in. Items will be held until the end of the day before being taken to Studio Reception. Lost property is kept by the Facilities Department for a limited time only.

8.6 Student Lounge

8.6.1 The Student Lounge can be found on floor 1 and is a recreational area.

8.6.2 While we accept that the lounge is a recreational area, we ask that you are mindful and considerate of staff and other students, and please try to ensure that volume is kept to a reasonable level. Please ensure that all litter is placed in the bins provided.

8.7 Learning Resource Centre

8.7.1 The Learning Resource Centre is on floor 3 adjacent to the Student Advice Centre. Here you can find physical books relating to your modules and a comfortable place to sit. You can borrow books by completing a form at the Student Advice Centre hatch.

8.8 Studios & Classrooms

8.8.1 Futureworks has a variety of studios and a number of classrooms, which can be booked out by students when they are not in use for scheduled learning activities. All classrooms have computing facilities. For more information about the specific studios you will be using on your course, see your Programme Handbook. For more information on how to book, see Learning Resource Booking below.

8.9 Learning Resource Booking

8.9.1 Many of Futureworks learning resources, such as classrooms, studios and specialist equipment relating to your programme, are available for booking via our online booking system. Please register an account with this system at https://bookings.futureworks.ac.uk

8.9.2 See MyFutureworks VLE for a guide to setting up an online booking account.

8.9.3 Learning resources can also be booked out at Studio Reception. The learning resources you are able to access are determined by your course and year of study. Once you have been trained on a resource by your tutors, you will have permission to create bookings.

8.9.4 Facilities Staff will check the condition of all learning resources with you on collection and will do the same on return. All learning resources must be returned to a member of Facilities Staff so they can be checked back in to stock. Failure to check learning resources in with a member of Facilities Staff will result in a resource warning.

8.9.5 Damage to any learning resources whilst in your possession as a result of carelessness or misuse will be taken very seriously and you may be liable for the cost of repair or replacement. We expect students to show the highest level of respect for all of Futureworks' learning resources.

8.9.6 Learning resources must be returned at the expected time. Failure to do so will result in a resource warning.

8.9.7 Access to bookable learning resources is only possible using a specific electronic key card. You will be issued with the appropriate key card at Studio Reception in exchange for your student ID. Your ID card will be returned to you in exchange for the key card at the end of your session.

8.9.8 If you have booked studio time and find that you are unable to attend the session for some reason, please contact Facilities Staff so that they can reschedule your booking for another time and free the studio up for another student.

8.9.9 You will need to buy certain consumable items for your own use and for assignment submissions in accordance with the information in your Programme Handbook. USBs, animation paper, sketchbooks, erasers, pencils, sharpeners and assignment submission folders can be purchased from Reception.

8.10 Computing

8.10.1 We recommend that you invest in an external storage device, such as a hard drive or SSD so that you can use this to carry your files around with you and create backups. Students also have access to Microsoft OneDrive online storage for use during their studies.

8.10.2 As with all computer systems, work can easily be lost as a result of hardware malfunction or human error and you should always have a backup copy of your work on an external device.

8.10.3 No student work should be stored long term on any computer. All classroom computers are cleared on a regular basis by Facilities Staff. In studios, work can be stored on the ‘Workspace’ drive, however work should always be backed up, this is a shared drive and work may be lost at any time. Use personal external hard drives for storage and backup - NOT the classroom computers. Futureworks is not responsible for the management of student files.

8.10.4 Students are expressly forbidden from installing, removing or reconfiguring any software whatsoever on Futureworks computers. All of our computers have been carefully configured to meet the specific requirements demanded by the high-end software we use in our facility.

8.10.5 Additionally, the effects of a virus, trojan or other malware can be very serious to our network and ultimately this is likely to adversely affect the work of other Futureworks students.

8.10.6 Printing & scanning facilities are available on floor 2 at the Riverside Building. In order to use the printing facilities you will need to set up an account at Main Reception. When your account is created you will be given a user code which you will need to input every time you wish to use the printer.

8.10.7 The printer is only accessible by computers in the drop-in area, so ensure that work you are trying to print is either in your student OneDrive account or on other media.

8.10.8 If you would like to use Futureworks' scanner please use the instructions displayed. A code is not needed to access this resource.

8.11 Health & Safety

8.11.1 Before being allowed to use any Futureworks practical learning resources you will receive appropriate health and safety training. You must not use any learning resources for which you have not received the appropriate health and safety training.

8.11.2 First Aid

8.11.2.1 In the event of an emergency please call 999 and ask for an ambulance.

8.11.2.2 You must report any accident, however minor, to the First Aider on site at the time. If you are unsure where to report an incident, please go to Facilities Office

8.11.2.3 Part of your induction includes a health and safety brief where you will be informed of the location of the emergency exits. If you are unaware of the location of the emergency exits or have any questions regarding the fire evacuation procedure please speak to Facilities Staff.

8.11.2.4 If you will need any assistance during an evacuation due to a disability, mental health issue or health condition please let Student Services know as soon as you enrol at Futureworks.

8.11.3 Fire Evacuation Procedure

- Futureworks has a number of members of staff trained as First Aiders who are there to assist you in the event of an accident or injury while on the Futureworks premises.
    - Reception (ground floor)
    - Student Advice Centre (3rd floor)
    - Facilities reception (5th floor)
- If you discover a fire:
    - Verbally alert those around you.
    - Leave the building via the nearest available fire exit.
    - Operate the fire alarm (a fire alarm call point is located at every fire escape).
    - Once outside the building, call 999 and inform a Fire Warden of the location of the fire.

8.11.4 Upon hearing the fire alarm:

- Leave the building via the nearest available fire exit.
- Ensure all doors and windows are closed behind you if it is safe to do so.
- Do not stop to collect personal belongings.
- Do not use lifts.
- Proceed to the designated Fire Assembly Point.
- Follow the instructions of Fire Wardens.
- Do not re-enter the building until authorised to do so by a Fire Warden.

8.11.5 Fire Warning System

- The fire alarm, when activated, will ring with a continuous tone. The alarm is tested every Wednesday at 09:15 for around a minute. If the alarm sounds at any other time or for longer than a minute, all building occupants should evacuate. In the event of a system failure, Fire Wardens will use verbal warnings to raise the alarm.

8.11.6 Fire Assembly Point

- The designated Fire Assembly Point for the Riverside Building is Clermont - Ferrand Square. Upon leaving the building, occupants should turn left along New Bailey Street then turn left and follow the River Irwell until they reach the Assembly Point. Fire Wardens will be stationed outside to direct those evacuating.
- The designated Fire Assembly Point for Futureworks Film Studios is the area of grass outside the main gate. From the main entrance, occupants should walk straight ahead to the main gate. When leaving the building from the rear, occupants should turn right to reach the access road and then turn right again towards the Assembly Point.
- Once the building has been fully evacuated, Fire Wardens will gather at the Assembly Point to provide assistance where required.

9 Student Voice

9.1 Futureworks is committed to the continual improvement of our courses, facilities and student experience through student feedback and participation.

9.2 Student Feedback

9.2.1 We are always keen to hear what you think about your course, and your experience with Futureworks. Do not hesitate to pass on comments to your Module Tutors, Personal Tutor, Programme Leader, Student Partners or our Student Welfare Officer. Should you wish to discuss any aspect of your course which cannot be resolved by your Module Tutor or Programme Leader you may contact the Vice Principal.

9.2.2 We will seek formal feedback from you on a regular basis. This includes via Module Evaluations (individual survey and group discussion) at the end of each semester and via the Student Experience Survey each year. When you are a final year graduate you will be asked to complete the National Student Survey, and 14-16 months after you graduate you will be asked to complete the Graduate Outcomes Survey. We find that feedback is essential in helping us to maintain and improve the quality of our service to you and to give you the best possible basis for successful career in your chosen field.

9.3 Student Partners

9.3.1 Another way in which we engage with students is through our Student Partner system. Student Partners are elected by the student body each year, both the represent student interests at Futureworks and to provide important input into the development of Schools and the institution as a whole. As well as having their own Student Partner Committee, Student Partners also attend Student-Staff Partnership Committees, which are a key part of Futureworks governance. Student-Staff Partnership Committee membership comprises of the Vice Principal, Programme Leaders, Student Services and Facilities representatives, and Student Partners. During Student-Staff Partnership Committee meetings the operation of the course is monitored and discussed and you can give your views on developments relating to your course. All students are encouraged to suggest agenda items for Student-Staff Partnership Committee via their Student Partner.

9.3.2 Student Partners are also encouraged to participate in many Futureworks events such as enrolment, induction, open days and marketing events. Being a Student Partner is your chance to get involved in the Futureworks community. If you would like to become a Student Partner or take part in events, please contact Student Services.

9.3.3 To find out more about Futureworks' approach to ensuring the student voice is heard, see our Student Representation & Feedback Policy.

9.3.4 You can also view our Student Feedback Map, which shows you where different types of feedback go and how we ensure you know how it has been acted on.

10 Complaints

10.1 Complaints

10.1.1 If you feel dissatisfied with any aspect of your experience at Futureworks we hope you can resolve the problem by speaking to a member of the relevant department. If you still feel that your problem has not been satisfactorily resolved you can make a formal complaint. We hope that most issues can be worked out informally and we will always

aim to clear up any problems to your satisfaction. Please see our Student Complaints Policy and Procedure for more information on how to make a complaint.

10.1.2 If your complaint relates to personal behaviours, including harassment, sexual misconduct or domestic abuse, you should consult the Procedure for Reporting and Responding to Incidents of Harassment, Sexual Misconduct and Domestic Abuse. In these sensitive cases, measures may put in place to protect the interests of all parties whilst an investigation is carried out. Student Services can provide expert advice and support to any student who is concerned about these behaviours.

10.1.3 If the complaint is about the personal behaviour of a member of staff working for or on behalf of Futureworks, it will be progressed in line with the Student Complaints Policy and Procedure, in consultation with the Vice Principal's Office. If the complaint is about the personal behaviour of a Futureworks student, it will be progressed under the Student Disciplinary Procedure (found in the Regulations for the Conduct of Students).

11 Your Data

11.1 To operate efficiently as a higher education institution and ensure you receive the necessary support for your studies, academic achievements, and compliance with legal obligations, we require the collection and utilisation of your personal information.

11.2 The Privacy Notice for Students provides clear and concise information about various aspects of our data handling practices as an educational institution. It outlines our identity, the methods, and purposes behind collecting and utilising your personal information as a student, the specific types of personal information we gather, the legal grounds we rely on to process your data, the parties we may share your information with, the duration we retain your data, and most importantly, how you can assert your rights as a data subject.

12 Useful Information

12.1 Access & Participation Plan

12.2 Student Protection Plan

12.3 Tuition Fee Policy