

Central Film School

2026-27

Central Film School

Student Handbook

1. Introduction

1.1. Welcome to Central Film School! This guide explains how to get started, where to find reliable information and who can help throughout your studies. Keep it alongside the Knowledge Hub, your course information and your module guides.

1.2. Our Academic Community

- We are one academic community, with a responsibility to each other and to the work we create together. Our mission includes amplifying under-represented voices in the creative industries. Your experiences and perspective matter here, as do those of the people you study and work with.
- Our values ask us to be creative and innovative, strive for excellence, champion local and independent voices, remain authentic and open-minded, support an inclusive community, and use the world's resources thoughtfully. In practice, this means preparing for shared work, listening to different perspectives, giving constructive feedback and respecting each other's time, boundaries and contributions.

1.3. How to Use This Guide

- The [Knowledge Hub](#) brings together guidance, services and links to policies.
- [Google Classroom](#) contains your module materials, assessment briefs and course announcements.
- [SISO](#) provides your timetable and equipment booking access.

- Your CFS email is an essential channel for messages about your studies.
- This guide summarises key information. Read the approved policies and regulations that apply to your course and cohort for the full rules, deadlines and review rights. It does not change your enrolment terms or replace those documents. If information appears inconsistent, ask the Quality and Registry team to clarify which provision applies to you.

2. Find Your Way Through this Guide

2.1.

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- 2.2. Need help now? In an emergency, call 999.
- 2.3. For a safeguarding concern, email safeguarding@centralfilmschool.com or speak to a member of staff.
- 2.4. General help is available from studentservices@centralfilmschool.com.
- 2.5. See page 6 for the different support routes.

3. Who to Contact

3.1. For teaching, feedback and course questions, begin with your Module Tutor or Leader. For other matters, use the contacts below. If you are unsure, Student Services can help you find the right person; you do not need to diagnose the issue yourself.

3.2.

Your question	Start here
A class, assessment brief, feedback or project	Your Module Leader or tutor. Use the contact details in your module guide or Google Classroom.
Your course, workload or academic progress	Your Course Leader. For an unresolved course matter, ask to speak to Gareth Spicer, Director of Curriculum and Courses. Student Services can help you make contact.
Academic development and study planning	Your Personal Tutor. Ask your Course Leader if you do not know who your tutor is.
Equipment, technical support or safe use of facilities	resourceteam@centralfilmschool.com
Equipment and room booking enquiries	booking@centralfilmschool.com
Everyday student life, practical help or finding the right support	studentservices@centralfilmschool.com
Personal difficulties, wellbeing or a more detailed support conversation	studenttriage@centralfilmschool.com
Safeguarding, harassment, sexual misconduct or concerns about harm	safeguarding@centralfilmschool.com
Student records, official letters, timetables, mitigating circumstances, Student Support Plans or formal academic processes	gar@centralfilmschool.com (Quality and Registry Team)
Fees, payments, Student Loan queries or production budget administration	financesupport@centralfilmschool.com
Sharing a film, screening or student achievement	marketing@centralfilmschool.com

3.3. When contacting a department, use your CFS email and include your course, module where relevant, and a brief explanation of the help you need. Share sensitive personal information only with the relevant team. If your concern involves your usual contact, approach another appropriate member of staff or use the formal reporting route.

4. Getting Started and Learning at CFS

4.1. Your First Week and Each New Term

- Complete enrolment or re-registration and keep your contact and emergency contact details up to date.
- Check access to your CFS email, Google Classroom, SISO and online learning resources. Report access problems promptly to the Quality and Registry team.
- Check your timetable and term dates, identify your Course Leader and Personal Tutor, and read each module guide and assessment brief.
- Complete the required induction, safety and harassment prevention training. Tell us about any access or support needs, including help evacuating the building.
- You can access the [Term Dates](#) on the Knowledge Hub.

4.2. Your Course and Award

- Your course descriptor explains the approved structure and intended learning outcomes; module guides explain what you will study and how you will be assessed. Check your course and enrolment documents for the qualification and awarding body that apply to you. Ask Quality and Registry if anything is unclear, including how any proposed course change would affect your cohort.

4.3. How You Will Learn

- Learning combines taught sessions with independent preparation and practice. Depending on your course, you may take part in lectures, workshops, rehearsals, tutorials, screenings, peer review, production meetings and panels. Pre-production meetings and panels help you test ideas, discuss feasibility and respond to feedback before work moves forward. Your module guide will explain whether a particular activity contributes to assessment.
- Independent learning is part of your course: plan time for research, viewing, reading, writing, rehearsal, editing and project preparation. Use tutorials to discuss your development and act on feedback. In collaborative work, agree responsibilities early and raise difficulties while there is still time to address them.

4.4. Attendance and Engagement

- Attend scheduled learning and required project activities, arrive prepared and take part fully. Other students often depend on your contribution. We will help you address barriers, but you remain responsible for attending and engaging with your studies.

- If you cannot attend, follow the absence reporting procedure and inform your academic team promptly. Reporting an absence does not automatically authorise it or extend an assessment deadline. Check the attendance guidance for recording arrangements, support and the formal steps that may follow continued non-engagement.
- If CFS sponsors your Student visa, you must also meet the engagement and contact requirements explained to you by the School. Seek advice before a prolonged absence or change to your studies; visa conditions can affect your options.

5. Assessment and Academic Progress

5.1. Read each assessment brief for the task, learning outcomes, marking criteria, deadline and submission method. Ask your Module Leader about anything unclear before you begin. Assessment may include films, performances, scripts, essays, portfolios, presentations, panels or observed production work, depending on your module.

5.2. Feedback and Submission

- Formative tasks help you practise and improve through feedback without contributing to the final mark. Summative assessments contribute to the module result. The brief identifies which applies, including for production panels and practical activities.
- Submit through the specified route, in the required format, and check that the files open and submission is complete. Keep a copy of your work and submission confirmation. Read your feedback and use it to plan your next steps; ask your tutor if you need help understanding it.

5.3. Struggling to Meet a Deadline

- Contact your tutor and Quality and Registry promptly. If circumstances outside your control affect assessment, use the mitigating circumstances process and check the evidence and submission deadline. Do not assume that telling a tutor, requesting support or having a support plan automatically changes a deadline.
- Late work and missed assessments can affect your marks and progression. The rules differ for initial submissions, reassessments and deferred deadlines: do not assume that a late submission window applies to every attempt. Read the Academic Regulations and your assessment instructions.

5.4. Reassessment, Retakes and Credits

- If you fail or miss an assessment, the regulations provide an opportunity for reassessment, subject to the applicable rules. A retake is a further attempt at the module after failed reassessment and requires an Examination Board decision. On

accelerated courses, it may be with attendance or without attendance. The Quality and Registry team will confirm what is permitted, the work required, deadlines and any fees.

- CATS credits record the amount and level of learning achieved by passing modules; marks measure performance and contribute to classification under the applicable rules. A BA with honours requires 360 credits and a taught master's 180. Exit awards depend on the credits and levels achieved and the approved award requirements.
- On accelerated degrees, more than 60 outstanding credits normally prevents progression. Complete reassessments needed to reduce a deficit above 60; if your deficit is 60 or fewer, complete reassessment before the relevant level's Exam Board, by your notified deadlines. Read the regulations for exceptions and foundation requirements. Starting classes at the next level does not itself confirm progression.

5.5. Academic Integrity

- Credit sources and collaborators, represent your own contribution accurately and follow the assessment rules on AI. Ask your Module Leader what is permitted and how any use must be acknowledged. Keep evidence of your process and do not submit someone else's work as your own.
- **FIND IT ONLINE:** [Academic Regulations](#) • [Assessment and progression procedures](#) • [Assessment support and mitigating circumstances](#) • [Academic integrity guidance](#)

6. Support, Wellbeing and Safety

6.1. Finding the Right Support

- Start with Student Services for practical questions, help navigating school processes or uncertainty about where to turn. They can help directly or arrange contact with the appropriate colleague. For personal difficulties or wellbeing concerns needing a fuller conversation, ask for the Student Support Manager, or email studenttriage@centralfilmschool.com
- The Student Support Manager can discuss what is affecting you, help identify suitable support and explain access to specialist services, including counselling where appropriate. A support conversation is not automatically a counselling appointment. Ask about the current referral arrangements and availability.
- **FIND IT ONLINE:** [Student Services](#)

6.2. Disability and Access Needs

- You can tell us about a disability, long-term health condition, neurodivergence or access barrier at any point. Contact Quality

and Registry or Student Services to discuss a Student Support Plan and reasonable adjustments. Read your agreed plan, tell us if it is not working and ask for a review when your needs change.

- The Knowledge Hub explains the support plan process and links to Disabled Students' Allowance guidance. You can ask Student Services for information in an accessible format or help using a form. Discuss any personal emergency evacuation needs before using spaces where you may need assistance.
- **FIND IT ONLINE:** [Student Support Plans](#)

6.3. Safeguarding and Reporting Harm

- If you are worried that you or someone else is at risk of harm, abuse or exploitation, speak to a member of staff or email safeguarding@centralfilmschool.com
- You can use this route for harassment or sexual misconduct concerns too. You do not need to investigate the matter or be certain which policy applies before asking for help.
- The harassment and sexual misconduct guidance explains support and reporting options, including named and anonymous reports. An anonymous report may limit the action possible. You can ask about support and the reporting process before deciding how to proceed. Information is handled sensitively, but staff may need to share it with appropriate people to protect someone from harm; absolute confidentiality cannot be promised.
- **FIND IT ONLINE:** [Harassment and sexual misconduct support and reporting](#) • [Safeguarding Policy](#)

6.4. Immediate Danger or an Emergency

- Call 999 if someone is in immediate danger or needs emergency assistance. On campus, alert a member of staff as soon as it is safe to do so. Follow evacuation instructions and ask staff for a first aider if needed. Do not wait for an email reply in an emergency; school support inboxes are not emergency services.
- **FIND IT ONLINE:** [Health and Safety](#)

7. Facilities, Resources and Student Life

7.1. Booking Equipment and Spaces

- Use SISO to check the equipment available to you and request bookings. Access depends on training, permissions and availability. A request is not a confirmed booking: wait for approval before relying on it for your shoot. Ask the Resource

Team about suitable kit, room bookings or any training you need.

- Plan bookings and required production approvals in advance, including risk assessments and any location or participant permissions.
 - Follow the Resource Policies and Procedures and booking terms. Check equipment when collecting it and report faults, loss or damage promptly.
 - Return equipment on time and leave shared spaces ready for the next user. Tell the team promptly if plans change.
 - Raise safety concerns before proceeding. Discuss stunts, weapons or replicas, intimacy and other sensitive production activity with staff before planning or filming it.
- **FIND IT ONLINE:** [Booking Equipment Through SISO](#) • [Facilities and Resources](#)

7.2. Library and Research

- Use the on-site library and VLeBooks to support your research, reading and creative practice. The Bertha DocHouse Archive offers documentary material for exploring different subjects, perspectives and approaches to storytelling. Ask the team how to search and request titles, and follow the viewing and copyright conditions. The Knowledge Hub also signposts external film and study resources.
- **FIND IT ONLINE:** [CFS VLeBooks](#)

7.3. Money and Practical Matters

- Contact financesupport@centralfilmschool.com early if you have questions about fees or payments. Check your fee agreement and the Tuition Fee Policy for payment terms, refunds and charges, including retakes. For financial difficulty, Student Services can help you find hardship support and explain how to apply; support depends on the relevant eligibility criteria.
- Use the Student Benefits section of the Knowledge Hub for concessions and student benefits. Quality and Registry can provide student status letters. Student Services can help you find accommodation information and practical guidance about living in London. Check individual eligibility before relying on a discount or exemption.
- **FIND IT ONLINE:** [Financial Support on Knowledge Hub](#) • [Tuition fee policy](#)

7.4. Opportunities Beyond Your Modules

- Check Google Classroom announcements and the relevant student and industry hubs for screenings, talks, collaboration

and careers opportunities. Ask Student Services about societies, student-led events and opportunities to get involved. Use the Industry Partnerships article to explore links relevant to your practice and check the current access arrangements for each opportunity.

- Keep backups of your creative work, protect your account details, respect copyright and consent, and ask before sharing recordings or personal information about others. Check current campus opening hours and access arrangements before travelling for independent work.
- **FIND IT ONLINE:** [Industry Partnerships](#)

8. Student Voice and Your Rights

8.1. Shaping the School

- Student voice is central to our decisions about courses and the student experience. Each cohort selects a representative, and students contribute through Student Council, Courses Board and Academic Board. Speak to your representative, take part in module feedback and student experience surveys, or raise an issue directly with your Course Leader or Student Services.
- Your feedback informs review and improvement. Ask your representative or the relevant team what action has followed an issue you raised. If a matter needs an individual response or formal decision, use the relevant support, complaint or appeal route; a survey response is not a formal complaint.
- **FIND IT ONLINE:** [Student Voice](#)

8.2. Respect and Freedom to Learn

- You should be able to participate, question ideas and develop your creative voice in a respectful learning environment. Respect other people's dignity, boundaries and right to disagree. Discrimination, bullying, harassment and sexual misconduct have no place in our community. These expectations apply in teaching, productions, online spaces and other school-related activity. Follow the conduct, freedom of speech and disciplinary policies.

8.3. Raising a Concern or Challenging a Decision

- A complaint concerns a service, course delivery or something the School has done or failed to do. An academic appeal asks for review of an academic decision on the grounds allowed in the policy; disagreement with academic judgement alone is not a ground of appeal.
- Where appropriate, raise the issue early with the relevant team. If this does not resolve it, or an informal approach is unsuitable, follow the formal policy. Check the submission deadline,

required evidence and review stages promptly; do not assume that an informal conversation pauses a deadline. Ask Student Services for help accessing the procedure or Quality and Registry for clarification of the academic process.

- **FIND IT ONLINE:** [Complaints Guidance](#) • [Academic appeals guidance](#)
- After the applicable internal procedures, you may be able to seek a free independent review by the Office of the Independent Adjudicator for Higher Education. Check eligibility and the Completion of Procedures Letter. The OIA normally requires a complaint within 12 months of the provider's final decision, usually the date of that letter.
- **FIND IT ONLINE:** [OIA Guidance on Making a Complaint](#)

8.4. Changing Your Studies and Protecting Your Interests

- Before taking a break, transferring or withdrawing, discuss your options with your Course Leader and Quality and Registry. Ask about the approval process, return arrangements, fee and funding implications, and any visa consequences. Simply stopping attendance does not formally change your registration.
- The policies below explain enrolment and registration, school-initiated suspension, support and fitness to study, fees and refunds, and the Student Protection Plan for risks to continuation of study. The Privacy Policy explains how personal information is used. Ask for the documents that apply to your cohort and written clarification if a proposed change affects you.
- **FIND IT ONLINE:** [Policies and Procedures](#) • [Full CFS policies including terms privacy and student protection](#)

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