

Level 3 Audio and Music Technology

Course Handbook 2024-2025

DS23

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Welcome to Confetti from the Head of FE

Dear Students, Parents, and Carers



I'm Nathan Levi Simpson, Head of Further Education here at Confetti.

It's great to have you as part of our Confetti community, and we look forward to supporting you on your creative industry journey. This handbook gives you with all the essential information you'll need throughout the year.

Inside, you'll find our guidelines and policies, as well as specific information related to your course. From academic expectations and support services, to course schedules and assessments, this handbook is your go-to resource. Whether you are a new or returning student, we encourage you to take the time to familiarize yourself with its contents.

This handbook is designed to help you navigate your time at Confetti confidently, ensuring that you have the information and tools necessary to succeed.

The year ahead is brimming with possibilities, and I am confident it will be a time of academic achievement, personal growth, and creative exploration.

For our new students, this is the start of an exciting journey. You are joining an institution that values dedication, creativity, innovation and excellence. For our returning students, welcome back! We look forward to seeing you build on the strong foundation you've already established, continuing to uphold the high standards that make Confetti such a special place.

As we come together this year, it's important to remember the four Confetti rules:

1. **Be Here** - Regular attendance is crucial for success. Whether you're new or returning, being present in classes and college activities is key to making the most of your time here.
2. **Be On Time** - Punctuality shows respect for yourself, your peers, and your tutors. It ensures that everyone benefits fully from each class and college activity.
3. **Work To Deadline** - Managing your time effectively and meeting deadlines is essential for academic success and future career readiness.
4. **Be Professional** – Professionalism helps to create a positive, productive learning environment where everyone can thrive.

These principles are central to everything we do at Confetti and are designed to prepare you for the challenges and opportunities that lie ahead.

We are committed to supporting you every step of the way, providing the highest quality education and resources to help you achieve your full potential. Thank you for choosing Confetti as your place to learn, grow, and succeed.

Here's to a fantastic year ahead, welcome, and let's make it one to remember!

Welcome to your course



Dan Woodward

Course Leader

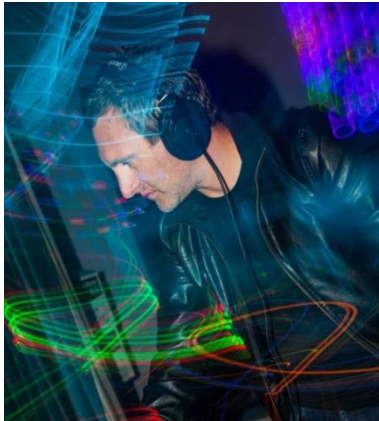
daniel.woodward@confetti.ac.uk

Welcome back to Year 2 of Level 3 Audio and Music Technology! This year, you will be building on the strong foundations you developed in Year 1, with a focus on enhancing your independence and preparing you for a successful career in the music industry.

In Year 2, you will be working towards two key modules that will further develop your skills and knowledge in preparation for life in the industry. The Personal Music Profile module will help you refine your musical and technical skills, create a personal development plan, and complete a music project like an album/E.P. or showreel. You will also develop self-promotional materials for

networking, such as an EPK or personal website. The Collaboration Music Project module focuses on enhancing your ability to work both collaboratively and independently by taking on technical roles in producing a collaborative album, providing you with crucial experience in planning, executing, and presenting music projects essential for a career in the industry.

The team are excited to see how you apply your skills and creativity this year, and we look forward to supporting you as you prepare for the next steps in your music career. Let's make this year a productive and inspiring one!



Chris Goss

Tutor

chris.goss@confetti.ac.uk



Matt Horobin

Tutor

matt.horobin@confetti.ac.uk



Kevin Thomson

Tutor

kevin.thomson@confetti.ac.uk

Four Rules

Our Confetti four rules are essential in your journey to employment and we expect you to take them as seriously as we do:

- Be Here
- On Time
- Stay on Track
- Be Professional

We aim to ensure you have the best possible experience while studying at Confetti and we always welcome your feedback on any aspect of what we do.

Term Dates

Term 1 2024-25

Starts	9 th September 2024
Half-Term	28 th October – 1 st November 2024
Ends	20 th December 2024

Term 2 2024-25

Starts	6 th January 2025
Half-Term	17 th February – 21 st February 2025
Ends	4 th April 2025

Term 3 2024-25

Starts	21 st April 2025
Half-Term	26 th May – 30 th May 2025
Ends	17 th July 2025

What you'll need

To ensure you are ready to learn you should bring the following to each session at Confetti.

- Notepad
- Pens
- USB stick
- Headphones
- Lanyard

You may choose to bring your own laptop to use with Microsoft Office applications and for music production; however, you will be fully responsible for this. You will have access to the DAW Logic Pro within all production and studio sessions throughout the academic year and have the option to migrate to your chosen personal DAW once projects have been defined within the planning stages.

Email & the Internet

As a student at the College, you will be given access to an e-mail address, Microsoft Teams account and the Internet. You are expected to use these business tools in a mature and responsible way. Your internet use at Confetti is monitored and inappropriate use will be challenged.

Please check your email and Teams account daily as important information will be sent here such as feedback for your work and important updates and announcements.

Moodle and Microsoft Teams

[All of our sessional resources are placed on a virtual learning environment \(VLE\) called Moodle.](#) You should be checking this regularly for your sessional content and also your assessment briefs. This is also where you will submit your coursework, which will be checked for the plagiarism and use of AI.

As part of your timetable, you will engage in one online session: Guest Lecture Masterclass. You will be invited to a relevant Teams class where you may access these sessions on a desktop computer, laptop, tablet or smartphone. As part of your enrolment at Confetti, you will be provided with access

to a Microsoft 365 account where you will be able to access applications such as Teams, Word, PowerPoint and OneDrive.

Keeping in Touch

If you will be absent or late, please call 0115 993 2315 or email absent@confetti.ac.uk for this to be logged on the system. It is also expected that you contact your course leader and personal tutor with regards to any absences or lateness.

If you are under 18 your parents must call in or email the absence line.

Health & Safety

Matters regarding your Health & Safety, including your responsibilities as a student of Confetti are included within the College Handbook and available on the college intranet. There are specific additional matters relating to your health & safety on this program of study, particularly in relation to safe studio practice. These issues will be covered during the first part of your course and as part of your modules.

Student Services and safeguarding

Student Services Team:

The Student Services Team are based behind Confetti Main Reception in our DMH building. Our staff are available from 08:30-18:00, Monday-Friday (excluding Bank Holidays and Christmas Closure).

The team consists of Safeguarding leads, Welfare officers, an Information, Advice and Guidance (IAG) Officer and Student Services Administrators.

We can offer advice and support around a host of topics and provide help both practically and emotionally. Our remit includes:

- Safeguarding
- Mental Health Issues/Concerns
- Wellbeing Support such as, bereavement, family problems, identity issues, anxiety etc.
- Finance, funding and bursaries
- Information and Guidance such as, volunteering opportunities, careers, UCAS, progression etc.
- C-Card Registration

We offer confidential support meetings to students in a 1:1 setting, as a group or jointly with your curriculum team

You can contact us by dropping in during our usual working hours or alternatively, via the below methods:

- Phone- 0115 9522075
- Email- studentservices@confetti.ac.uk
- [Self-referral](#)

Safeguarding:

Confetti is committed to the support and protection of children and vulnerable adults.

Detailed and rigorous policies are in place to support all students in achieving their full potential.

Safeguarding is the *action that is taken to promote the welfare of children and vulnerable adults and protect them from harm.*

Safeguarding means:

- protecting children and vulnerable adults from abuse and maltreatment
- preventing harm to children and vulnerable adult's health or development
- ensuring children grow up with the provision of safe and effective care
- taking action to enable all children, young people and vulnerable adults to have the best outcomes

The Safeguarding Team at Confetti also holds responsibility for the Prevent Duty and concerns around radicalisation and extremism are dealt with as a safeguarding issue. The Prevent duty is the duty in the Counter-Terrorism and Security Act 2015 to have due regard to the need to prevent vulnerable people from being radicalised in to terrorism.

The safeguarding team consists of five members of staff who work within Student Services. They are contactable from 08:30-18:00, Monday-Friday (excluding Bank Holidays and Christmas Closure).

If you are concerned about yourself or somebody else and/or feel that someone may be at risk, you can contact us as per below:

- Email- safeguarding@confetti.ac.uk
- Phone- 07752 729566

If you or someone else is at risk and you require urgent support outside of Confetti's working hours, please speak to a trusted adult (such as a parent or guardian), call your GP during their usual working hours, present at your local A&E Department or dial, 999 for the relevant emergency service.

Student Services: Access & Inclusion Support Offer

The Student Services pathway of support provides a graduated approach to promoting independence, personal development and supporting individual needs.

We have the below offers of support for students:

Universal open to all students:

Study Zone*/ LRC drop ins throughout the week.

Study Zone is in our Learning Resources Centre which is open Monday- Friday 9-5pm where students can work in a quiet space, with access to an A&I tutor.

By referral:

All referrals are triaged to ensure that you are signposted to the most appropriate pathway of support. Some students will be signposted to universal services, others will have an initial assessment, and will be referred to group-based support services, according to need.

Access & Inclusion services by referral can include:

Study Zone/ LRC drop ins, Group Study (FE), Check in appointments and regular 1:1 session if identified.

Tutors and support staff can make a referral, with your permission, [you can also self-refer through the website on the support page](#).

Targeted:

Sometimes a short-term, focussed, support intervention is needed to overcome particular challenges. This can range from a 1-hour session up to a 6-week block of structured support.

We aim to identify barriers and work towards positive outcomes. We may create a support plan, in which goals and targets are set with you.

(See above for types of support)

1:1 Structured support strategies may include can cover:

Study Skills Strategies

- Reading strategies (comprehension, reading at speed, decoding strategies)
- Planning for assignments
- Organisation and time management, including workspace organisation

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- Academic writing skills
- Accurate thought presentation/ writing with clarity
- Note taking techniques
- Using assistive technology
- Research techniques
- Citing references
- Developing critical analysis skills
- Presentation techniques
- Spelling, punctuation and grammar
- Proof reading strategies
- Memory strategies

Mentoring strategies

- Managing change and transition
- Strategies for coping with anxiety and stress
- Encouragement to explore and use course materials independently
- Clarifying course expectations
- Exploring appropriate study strategies including organisation and time management
- Developing communication and social interaction skills
- Confidence building
- Strategies for maintaining focus and motivation
- Finding a healthy work/life balance
- Encouraging independence/self-management
- Help in accessing other areas of college life (e.g. library)
- Managing classroom concerns

Individual Support:

Some students are eligible for individualised support. This is determined through disclosure evidence and may include those with an EHCP (High Needs Funding).

This may, depending on individual needs and course level, include:

- support plans
- support to access the curriculum and Confetti Community

If you have an EHCP you will have an EHCP practitioner at Confetti that you can discuss any support needs with as well your tutors, course leader and LSAs in session.

Disciplinary Stages

Disciplinary Stages

- **Stage 1 Initial Concern**
Meeting with Group tutor
- **Stage 2 First Formal Warning**
Meeting with Course Leader
- **Stage 3 Second Formal Warning**
Meeting with FE manager & Course Leader
- **Stage 4 Final Formal Warning**
Meeting with FE Manager & Head of FE

Suspension
You can jump between stages & suspension can happen at any time. Anything considered Gross Misconduct or persistent failure to meet agreed disciplinary targets could result in this action.

Accessible version below:

Disciplinary stages:

- Stage 1 – Initial concern: Meeting with group tutor
- Stage 2 – First formal warning: Meeting with Course Leader
- Stage 3 – Second formal warning: Meeting with FE Manager and Course Leader
- Stage 4 – Final formal warning: Meeting with FE Manager and Head of FE

Suspension: You can jump between stages and suspension can happen at any time.

Anything considered Gross Misconduct or persistent failure to meet agreed disciplinary targets could result in this action.

Teaching, learning and assessment

Your course is Level 3 Audio and Music Technology. On completion of Year 2, you will achieve a BTEC qualification Level 3 National Diploma in Music (Production), an equivalent of 3 A Levels. This will then provide you with UCAS points to allow you to progress to university/higher education.

[Read the full specification for qualification.](#)

Timetable

Where possible we try to keep the same timetable for the full academic year, however your timetable may be subject to change, especially in the first six weeks of the course. In addition to your vocational timetable that focuses on audio and music technology, you may be expected to attend English and/or Maths session depending on your entry grades.

DS23-1 (Music Technology)

		09-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18
DS23-1 (Music Technology)	Mon			INDUSTRY PROJECT MANAGEMENT (PMP) Chris Goss <i>C106 (Computer Suite)</i>			ALBUM PLANNING and DEVELOPMENT (COLLABORATION) Daniel Woodward <i>C106 (Computer Suite)</i>	PERSONAL DEVELOPMENT EMPLOYABILITY Ian Marshall <i>C106 (Computer Suite)</i>		
	Tue	MUSIC PRODUCTION Matt Horobin <i>C007 (Music Mac Lab)</i>								
	Wed									
	Thu					GUEST LECTURE MASTERCLASS Daniel Woodward <i>Online (FE Music Tech)</i>				
	Fri	ALBUM STUDIO PRODUCTION (COLLABORATION) Kevin Thomson <i>Metronome FE Recording Studios</i>								

Accessible version:

Monday

- 11am-1pm: Industry Project Management (PMP), Chris Goss, C106 (Computer Suite)
- 2pm-3pm: Album planning and development (collaboration), Daniel Woodward, C106 (Computer Suite)
- 3pm-4pm: Personal development employability, Ian Marshall, C106 (Computer Suite)

Tuesday

- 9am-12pm: Music Production, Matt Horobin, C007 (Music Mac Lab)

Thursday

- 1pm-3pm: Guest lecture masterclass, Daniel Woodward, Online (FE Music Tech)

Friday

- 9am-12pm: Album studio production (collaboration), Kevin Thomson, Metronome FE Recording Studios

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DS23-2 (Music Technology)

		09-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18
DS23-2 (Music Technology)	Mon	PERSONAL DEVELOPMENT EMPLOYABILITY Will Saddington C106 (Computer Suite)	ALBUM PLANNING and DEVELOPMENT (COLLABORATION) Kevin Thomson C106 (Computer Suite)		ALBUM STUDIO PRODUCTION (COLLABORATION) Kevin Thomson Metronome FE Recording Studios					
	Tue									
	Wed				MUSIC PRODUCTION Matt Horobin C007 (Music Mac Lab)			INDUSTRY PROJECT MANAGEMENT (PMP) Chris Goss C109 (Media Production Suite)		
	Thu				GUEST LECTURE MASTERCLASS Daniel Woodward Online (FE Music Tech)					
	Fri									

Accessible version:

Monday

- 9am-10am: Personal development employability, Will Saddington, C106 (Computer Suite)
- 10am-11am: Album planning and development (collaboration), Kevin Thomson, C106 (Computer Suite)
- 12pm-3pm: Album studio production (collaboration), Kevin Thomson, Metronome FE Recording Studios

Wednesday

- 12pm-3pm: Music production, Matt Horobin, C007 (Music Mac Lab)
- 4pm-6pm: Industry Project Management (PMP), Chris Goss, C109 (Media Production Suite)

Thursday

- 1pm-3pm: Guest lecture masterclass, Daniel Woodward, Online (FE Music Tech)

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DS23-3 (Music Technology)

		09-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18
DS23-3 (Music Technology)	Mon									
	Tue							MUSIC PRODUCTION Matt Horobin C007 (Music Mac Lab)		
	Wed	PERSONAL DEVELOPMENT EMPLOYABILITY Ian Marshall C106 (Computer Suite)	ALBUM PLANNING and DEVELOPMENT (COLLABORATION) Kevin Thomson C106 (Computer Suite)	INDUSTRY PROJECT MANAGEMENT (PMP) Chris Goss C110 (Computer Suite)				ALBUM STUDIO PRODUCTION (COLLABORATION) Kevin Thomson Metronome FE Recording Studios		
	Thu					GUEST LECTURE MASTERCLASS Daniel Woodward Online (FE Music Tech)				
	Fri									

Accessible version:

Tuesday:

- 3pm-6pm: Music production, Matt Horobin, C007 (Music Mac Lab)

Wednesday

- 9am-10am: Personal development employability, Ian Marshall, C106 (Computer Suite)
- 10am-11am: Album planning and development (collaboration), Kevin Thomson, C106 (Computer Suite)
- 11am-1pm: Industry Project Management (PMP), Chris Goss, C110 (Computer Suite)
- 3pm-6pm: Album studio production (collaboration), Kevin Thomson, Metronome FE Recording Studios

Thursday

- 1pm-3pm: Guest lecture masterclass, Daniel Woodward, Online (FE Music Tech)

Qualification and Lessons

You will study two modules in Year 2, which include six individually assessed units in total. Each unit has a grade, for example Merit, and each unit grade is added together to give the final grade to achieve a Level 3 National Diploma in Music (Production). At the end of the course, units from Modules B and C will be added together with your achievement from the Year 2 units to complete with a Level 3 National Diploma in Music (Production).

Learning and teaching modules	Related assessment units	Foundation diploma	Extended diploma
B Music Production Skills Development – 450 GLH	B4 Studio recording	FD	ED
	B5 Creating musical material through production	FD	ED
	B6 Music technology and live events	FD	ED
C The Music Industry – 90 GLH	C7 Planning a career in the industry	FD	ED
D Personal Music Profile – 270 GLH	D8 Using development plans to refine skills		ED
	D9 Producing a personal project		ED
	D10 Using material for self-promotion and networking		ED
Collaborative Music Project – 270 GLH	E11 Undertaking a defined technical project role		ED
	E12 Using creative collaboration to develop a project		ED
	E13 Producing a collaborative project		ED

Your Year 2 timetable consists of 6 sessions that include both onsite and online teaching.

Album Studio Production – Collaboration (onsite):

In this collaborative album studio production session, you will work within recording studios to undertake defined technical roles while demonstrating and contributing your skills to a collaborative project. You will engage personally and responsibly in the development of the album project, showcasing your musical abilities and applying collaborative skills throughout the process. Finally, you will produce a comprehensive collaborative album project, demonstrating both technical and creative music skills, culminating in a final presentation of your work. This hands-on experience will enhance your teamwork and production capabilities in a professional setting.

Album Planning and Development – Collaboration (onsite):

In this collaborative album planning and development session, you will learn to plan and prepare for a defined technical project role that coincides with the collaborative album studio production sessions. This session will equip you with the skills to effectively outline your responsibilities, set objectives, and develop a strategic approach to your technical contributions in producing the album. By focusing on preparation and planning, you will ensure a smooth workflow during studio sessions, facilitating a successful collaboration while enhancing your technical expertise and understanding of the album production process.

Guest Lecture Masterclass (online)

In this online guest lecture masterclass series, you will explore a broad range of music industry themes and topics with experienced external professionals. These sessions, varying between Q&A and demonstration formats, are designed to deepen your industry knowledge and support your career development. You will also have the opportunity to network with peers and industry experts, gaining valuable insights and connections that can enhance your future career prospects in the music industry. [Join the Guest Lecture Masterclass Teams channel.](#)

Industry Project Management – Personal Music Project (onsite):

In this industry project management session, you will focus on refining your skills through the development of personal growth plans. You will identify opportunities and areas for improvement related to your progression and create a structured plan for your musical development. Additionally, you will learn to define and plan self-promotional material tailored for networking opportunities, select and create engaging content, and effectively present your self-promotional materials for various planned opportunities, enhancing your visibility and connections within the music industry.

Music Production – Personal Music Project (onsite)

In this music production session, you will refine your musical and production skills by developing and following a structured development plan. You will devise and develop a personal music project, showcasing your technical and musical abilities. The sessions emphasise the creation of final outcomes that align with the project's aims and constraints, allowing you to apply your skills and achieve a professional result. This approach ensures a comprehensive understanding of both personal growth and practical application in music production. This session will work side by side with Industry Project Management.

Personal Development and Employability (onsite)

In this personal development and employability session, you will engage in a broad range of cultural, pastoral, academic, and professional topics. These sessions are designed to enhance your self-awareness, interpersonal skills, and career readiness. You will explore diverse subjects that contribute to your overall growth, from understanding cultural dynamics and developing emotional resilience to refining academic skills and preparing for the professional world, equipping you with the tools needed for personal and career success. This academic year, these sessions will be onsite.

Assessment and Feedback

When you submit work, it is assessed within two weeks and electronic feedback is sent to your Confetti email address.

It is essential you check your email and Teams account regularly, read your feedback, and take any necessary action, for example you may have not achieved all pass criteria and therefore must complete a resubmission.

[Read BTECs rules on assessment and feedback.](#)

Your tutors will also go through this in sessions with you. Its important you understand how you will be assessed on the course. Please speak to your tutors if you unsure what your feedback means.

Deadline Planner

During your time at Confetti you will undertake a range of formative and summative assessments.

Formative assessments are a type of evaluation used during the learning process to monitor student progress and understanding. Its primary purpose is to provide ongoing feedback to both students and instructors, helping to identify strengths and areas for improvement. These formative assessments you undertake may mirror some of the summative assessments to provide you with an understanding of the processes involved.

A summative assessment is a type of evaluation conducted at the end of an instructional period, such as a unit, course, or programme, to measure student learning and achievement against specific learning objectives or standards. These assessments are designed to evaluate the cumulative knowledge and skills students have acquired and are assessed against specific objectives and grading criteria. These assessments will count towards your final grade for your BTEC Level 3 National Diploma in Music (Production).

Formative		
Assessment	Issue	Deadline
Radio Icons	9 September 2024	27 September 2024
Producing a Radio Show	16 September 2024	25 October 2024
Creative Sound Design	9 September 2024	15 November 2025

Summative		
Assessment	Issue	Deadline
Progression Opportunities	16 September 2024	18 October 2024
Personal Music Project	21 October 2024	23 May 2025
Album Proposal	4 November 2024	6 December 2024
Making the Album	9 December 2024	9 May 2025
Marketing – Get Out There	27 January 2024	6 June 2025

Please note that all formative and summative deadlines may be subject to change.

Resubmissions: Fails

If you fail an assignment, you must resubmit.

A resubmission includes any work that you missed or did incorrectly.

You can only resubmit once for each assignment. Each resubmission must be authorised by a Lead Internal Verifier at Confetti.

Resubmissions can only be authorised if:

- ✓ You meet all initial deadlines set in the assignment
- ✓ The assessor judges that you can provide improved evidence without further guidance
- ✓ You will have up to 10 working days to complete the resubmission IT CANNOT BE ACCEPTED AFTER THIS PERIOD.

IMPORTANT: Your tutors cannot give you any additional guidance on how to achieve a specific grade. This means we can't tell you specifically what to do to gain a higher grade.

Resubmissions: If you wish to improve a pass or merit grade

We will consider requests to resubmit to improve grades in special circumstances.

Upgrade resubmissions can only be authorised if:

- ✓ You made a full and genuine attempt to the best of your ability at the first submission.
- ✓ You meet all initial deadlines set in the assignment.
- ✓ The assessor judges that you can provide improved evidence without further guidance.

If your first attempt is not full and genuine, you will be refused an upgrade resubmission. This includes poor time management and prioritising other commitments like work over your assignments.

Retakes: If you do not pass a resubmission

- ✓ If you have still not achieved at least a pass after a submission and a resubmission you will be given one more chance to pass
- ✓ Your tutor will set up a retake assignment which will be different to your first assignment
- ✓ The highest grade you can achieve on a retake is a pass grade

Working out your final grade

When studying a BTEC, you complete units. For each unit you achieve a pass, merit or distinction. The lowest criteria grade in the unit determines the overall grade, e.g. in a unit with 4 criteria, if you get distinction for 3 criteria and pass for 1 the unit grade will be a pass.

If your unit grade is:

- Pass – it is worth 9 or 15 points depending on the units guided learning hours (90/150)
- Merit – it is worth 15 or 25 points depending on the guided learning hours (90/150)
- Distinction – it is worth 24 or 40 points depending on the guided learning hours (90/150)

If you add up all the unit grade points, you will have your final grade.

You will track your grades in tutorials but can request an update at any time from your personal tutor via email. You can also find a grading calculator on your Moodle page.

The following table shows the grades achieved for each point value.

Foundation Diploma		Extended Diploma	
Grade	Points Threshold	Grade	Points Threshold
U	0	U	0
P	54	PPP	108
		MPP	124
		MMP	140
M	78	MMM	156
		DMM	176
		DDM	196
D	108	DDD	216
		D*DD	234
		D*D*D	252
D*	138	D*D*D*	270

UCAS points

If you wish to go to university, you will need UCAS points. Once you know your predicted grade, you can use the [UCAS points calculator](#) to figure out your grade. When it comes to going to university, you will need to meet entry requirements and may need to work towards a specific grade.

Tutorials

You will have at least one tutorial per term; however, you can request more from your personal tutor. During tutorials we discuss your learning, assessment and progress and agree targets to help you to develop skills. Your personal tutor should be your first point of contact at Confetti.

[Chris Goss](#) – Personal Tutor for DS23-1

[Matt Horobin](#) - Personal Tutor for DS23-2

[Dan Woodward](#) – Personal Tutor for DS23-3

Student feedback

Confetti strives to offer the best possible service and education thereby providing you with the best chance of success. We expect good conduct whilst you are at Confetti, and you should equally expect high standards from Confetti. We understand that sometimes you may be frustrated or disappointed with a part of the service that you receive, and Confetti is keen to resolve any complaints you may have quickly, so that you can concentrate on your studies without undue frustration.

If you have any comments regarding your experience with any of Confetti's services we would encourage you to complete a customer comments form to notify us. These forms can be found at reception with a closed box for you to post them into. This service can be used anonymously if you wish.

If you have a complaint about a member of staff, please talk to Emma Talbot in Student Services, who can look into your concerns confidentially and sensitively.

If you have a more serious complaint, it is important that you talk to a member of staff as soon as possible, so that we can help to resolve your issue. If you are not satisfied, there is a grievance procedure in place. If you would like to take your complaint further, you will be required to submit your comments in writing to complaints@confetti.ac.uk. This will then be passed on to the appropriate committee. This helps to keep any issues clear and will also help to resolve any problems as quickly as possible

Student Representatives

Your class will elect a representative who will attend termly meetings to speak directly to your Confetti course leader and senior management and give feedback on all aspects of life at Confetti. Reps are *your* mouthpiece, so make them your first port of call for any course and Confetti-wide issues

Industry Opportunities at Confetti

Whatever you're studying, there will be opportunities for you to volunteer for industry work experience - and this is what Confetti calls **'Do It For Real'**.

These opportunities will be promoted throughout the year and you'll be able to volunteer via your course tutors, who'll make sure the experience is suitable for you and you'll get the most out of it. Sometimes you may have to apply for a position which is good practice for when you come to finish your course.

Also keep an eye out on the weekly student notices as some opportunities appear there.

Ambassadors

Student ambassadors are hired by Confetti to work at promotional events, to give a first-hand account of the student experience here. We select the best students from a pool of applicants each year. If you are confident and have a lot to say about Confetti, speak to your tutor.

Enrichment activities

In addition to your weekly timetable you will have the opportunity to take part in many events throughout the academic year, this includes trips, game jams, industry talks and many other events. You will receive information about each event in the weekly student notices and from your tutors. This is an ideal way to make friends with people from other courses and open the doors to industry experiences. We encourage you to be part of the Confetti community.