

# BTEC Level 3 National Foundation Diploma in Music Performance + Songwriting QS24

Course Handbook 2024-2025

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# Contents

## Welcome to Confetti from the Head of FE

### Welcome to your course

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The Basics.....	4
Four Rules .....	4
What you'll need .....	6
Email & the Internet .....	6
Moodle .....	7
Keeping in Touch .....	7
Health & Safety .....	7
Term Dates .....	7
Your Tutors .....	8
Teaching, learning and assessment .....	8
Course Overview .....	8
Timetable .....	9
Lessons.....	11
Assessment and Feedback .....	11
Deadline Planner .....	13
Resubmissions: Fails .....	15
Resubmissions: If you wish to improve a pass or merit grade .....	16
Working out your final grade.....	16
UCAS points .....	17
Tutorials.....	17
Student feedback.....	18
Student Representatives .....	18
Industry Opportunities at Confetti.....	19
Ambassadors.....	19

# Welcome to Confetti from the Head of FE

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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

# The Basics

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While you are with us at Confetti there are a number of key aspects that we expect you to follow.

## Four Rules

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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. If you are not meeting these standards you will be subject to a disciplinary which could lead to your place on the course being placed in jeopardy. If for whatever reason you are unable to attend college on your chosen days, you must call in on our absence line on **0115 993 2315** or email your absence to [absent@confetti.ac.uk](mailto:absent@confetti.ac.uk) – if you are under the age of 18 this will be classed as unauthorised unless your parent / guardian calls on your behalf.

### Disciplinary Framework

Where students fail to meet their obligations on their programme of study or are in breach of the college code of conduct then action will be taken. If you are under 18, your parents or guardians will be involved in the disciplinary process, informed of any warnings you receive and be invited along to disciplinary meetings. Where student fail to attend the meeting, a decision relating to the incident or your place on the course can be made in your absence.

A contract is used as a way of presenting and delivering the process in a clear and measurable way. There are three formal warnings before a student may be excluded. The stages of the disciplinary framework are as follows:

#### Informal warnings on Day to Day Behaviour

Your tutors or Personal Tutor will monitor your progress and contact you to address any minor issues on a daily basis. This may take the form of Concern Notes on your individual learner record (ILR). If there is no improvement:

STAGE 1: Cause for Concern (Discussion between Yourself and Your Personal Tutor) Your Personal Tutor will discuss their concerns with you, and the discussion will be recorded on your ILR. Targets for improvement will be set. If there is no improvement:

STAGE 2: First Formal Warning You will be given a contract outlining specific targets to meet and measurable criteria to fulfil. This will be agreed in the presence of your Personal Tutor and the Course Leader. If there is no improvement:

STAGE 3: Second Formal Warning Confetti-ICT Student Handbook 2019/20 Welcome and Introduction Page 38 of 46 You will meet with the Course Leader and the Core Skills and Progression Leader to review your place on the course and previous disciplinary record. You will receive a new contract containing further targets to improve. If there is no improvement:

STAGE 4: Final Formal Warning You will be required to attend a formal meeting with the Core Skills and Progression Leader. A final contract will be drawn up containing specific targets to improve within an appropriate timescale. If there is no improvement:

Suspension: Suspension You will be suspended from studies and will not be permitted to enter the building until a panel has met to discuss the case. The panel may request additional information or may invite you to attend a suspension meeting. The decision will be made as to whether you are permanently excluded or conditions for your return.

**Note that it is possible to skip some of the stages outlined above, depending on the situation.**

From Stage 1, you will receive written correspondence outlining your position in the disciplinary framework. You will have the right to bring along an impartial friend or relative to support you in any disciplinary meetings arranged. If you are under 18, your guardians will be informed and invited to disciplinary meetings.

## 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.

## **What you'll need**

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

- Confetti folder with paper
- Lanyard
- Pen/pencils
- USB stick

For performance sessions, Demo skills you be expected to bring your instruments

- Guitars & Basses
- Sticks for drummers
- Any pedals you may need
- Optional Breakables (Drummers)

Through your Confetti emails you will also have access to 25Gb of storage available free through OneDrive to store your files. Loss of data is something we are not responsible for and it is your job to ensure that you back up your files to avoid this. **YOU WILL NOT BE GIVEN EXTRA TIME ON YOUR ASSESSMENTS IF YOU LOST YOUR WORK!**

## **Email & the Internet**

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As a student at the College you will be given access to an e-mail account and the Internet. You are expected to use these business tools in a mature and responsible way. **Please check your email daily** (install mobile phone app to help). Students found to be misusing them may have access taken away and be subject to disciplinary procedures. Your email address is your first name dot surname at student dot confetti dot ac dot uk. For example, [joe.bloggs@student.confetti.ac.uk](mailto:joe.bloggs@student.confetti.ac.uk) with the password being your two digits followed by the hyphen and your full date of birth. For example, AB-01012001.

## Moodle

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[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. Each assessment brief will be issued on a Monday morning via Moodle and a submission expected by the Friday deadline once again through the VLE.

## Keeping in Touch

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As well as one-to-one tutorials and phone calls, your tutors may keep you informed of your progress, useful information, events, experience opportunities and feedback via email. All discussions with your course team should be handled through your Confetti Live Email account, and not your personal, to ensure your email is clearly identifiable.

## Health & Safety

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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 specification 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.

## Term Dates

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### Term 1 2024-25

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

### Term 2 2024-25

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

### Term 3 2024-25

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

## Your Tutors

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<b>Name</b>	<b>Role</b>	<b>Email Address</b>
Ian Marshall	Course Leader	<a href="mailto:ian.marshall@confetti.ac.uk">ian.marshall@confetti.ac.uk</a>
Tom Darke	Tutor	<a href="mailto:tom.darke@confetti.ac.uk">tom.darke@confetti.ac.uk</a>
El Brown	Tutor	<a href="mailto:el.brown@confetti.ac.uk">el.brown@confetti.ac.uk</a>
Rob Fulton Hamilton	Tutor	<a href="mailto:robert.fulton@confetti.ac.uk">robert.fulton@confetti.ac.uk</a>
Will Saddington	Tutor	<a href="mailto:will.saddington@confetti.ac.uk">will.saddington@confetti.ac.uk</a>
Dave Culling	Tutor	<a href="mailto:dave.culling@confetti.ac.uk">dave.culling@confetti.ac.uk</a>

## Teaching, learning and assessment

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Your course is a BTEC Level 3 National 540 Diploma in Creative Media Practice. [Read the full specification](#), however this handbook contains the most important bits.

The Level 3 qualification covers a wide range of aspects relating to Games Technology in the modern market. The course is aimed at passionate students who want to create and produce Games, while considering and looking at the technology required and available behind this.

The UK Games Industry was valued at £5.35 billion in 2019 (UKIE, 2019) with approximately 2,277 companies across the country (UK Games Map, 2018), and is one of the most competitive markets within the creative media industries. Our Level 3 Games Technology course focuses on the creation and production of Games, 2D and 3D, using the most relevant and up to date industry standard software to bring those ideas to fruition.

Throughout the two-years you will be developing both the theoretical and practical techniques required to design, practice and produce game ready components and sequences. You will also apply industry standardised methodologies and principles into your projects.

Your sessions will be a mixture of individual, and group based, projects that will allow you to explore, refine and apply your skillset across the industry roles through regular feedback opportunities. Not only will you have the opportunity to build your portfolio, demonstrating your technical and cognitive skills, of work but also to expand your industry contacts where appropriate.

Your submissions will be holistically assessed throughout the academic year to give you the chance to constantly improve and be accurately rewarded for your development through dedicated "formal" assessment briefs supported by "projects".

This will culminate in presenting your work professionally as portfolio pieces to demonstrate your comprehension, advancement of skillset and application to showcase your desire to work within the games industry within the appropriate fields.



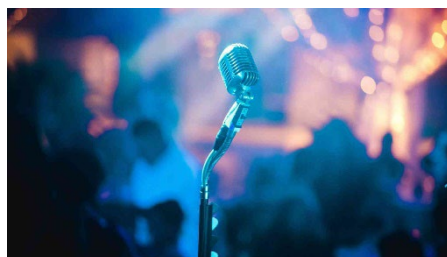
## Course Overview

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### Term 1

#### Ensemble Development

During the first term you'll be introduced to a variety of skills required to gain employment in the music performance industry. From the fundamentals of working as an ensemble through to performing live to an audience. Throughout your initial steps on your journey you will also be able to supplement your skills by being able to plan produce and document the processes required to prepare for performances of differing scales. You will have a showcase performance in term 1 as a group or solo.



#### Units Studied

A3 – Musical Styles

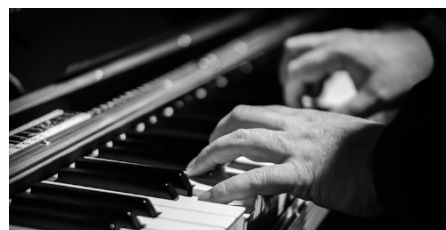
C7.2 – Planning a Career in the Music Industry

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### Term 2

#### Digital Audio Skills

Building on your previous experience from term 1, you'll refine and rework your skills creating a reimagined piece of music. Drawing on your influences to create original music using a borrowed theme. You will expand your theoretical understanding and use of digital audio workstations; creating a remix of a set of audio stems. You will further develop your music industry understanding, looking at the foundations of the industry and making judgements and predictions of the industries future.



#### Units Studied

A2 – Creating Musical Material

C7.1 & C7.3 – Planning a Career in the Music Industry

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### Term 3

#### Solo Development Module

A final event will be booked and you are performing. This term the focus is on you as an artist, songwriter and performer. You will write, create and work as a musical director; instructing your peers to bring your musical vision to life.



#### Units Studied

A3 – House Band

C7.1 & C7.3 – Planning a Career in the Music Industry

## Timetable

Your timetable shows the time, location and tutor of each session. If you have achieved a C or above in GCSE maths and English you do not need to attend Maths or English sessions.

We aim to keep timetables the same from term to term, however if this isn't possible there may be changes.

Example timetable:

**QS21-1 (Music Performance)**

		09-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18	
QS21-1 (Music Performance)	Mon										
	Tue	<b>DO IT FOR REAL, MUSIC INDUSTRY</b> Naim Cortazzi <i>C108 (Media Computer Suite - ex h105)</i>					<b>DAW SKILLS</b> Holly Taylor-Gamble <i>C100 (Super-Mac Suite)</i>				
	Wed										
	Thu	<b>REHEARSAL</b> Nathan Simpson <i>Metronome FE Rehearsal Studios (10-15)</i>									
	Fri	<b>DEMO SKILLS</b> _Music Tutor FE 0.6 <i>Metronome FE Rehearsal Studios (16-20)</i>						<b>FUNCTIONAL SKILLS MATHS (L1)</b> <i>C103 (maths)</i>	<b>ONLINE VIDEO LAUNCH (DEMO SKILLS)</b> Tom Darke	<b>ONLINE VIDEO LAUNCH (PERFORMANCE TECHNIQUES)</b> Nathan Simpson	

Accessible version:

### Tuesday

- 9am-10am: Do It For Real – Music Industry, Naim Cortazzi, C108 (Media Computer Suite)
- 1pm-3pm: DAW Skills, Holly Taylor-Gamble, C100 (Super-Mac Suite)

### Thursday

- 9am-1pm: Rehearsal, Nathan Simpson, Metronome FE Rehearsal Studios

### Friday

- 9am-1pm: Demo Skills, Music Tutor, Metronome FE Rehearsal Studios
- 2pm-4pm: Functional Skills Maths (L1), C103
- 4pm-5pm: Online video launch (demo skills), Tom Darke
- 5pm-6pm: Online video launch (performance techniques), Nathan Simpson

## Lessons

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You will study 2 Modules to complete the course, with the modules being split into sub units, A1 A2 A3 and C7. These grades are then used to calculate your final achievement through a points conversation system discussed later within this document. These units are split over the three terms and over a number of sessions throughout the week to ensure you are covering what is required.

Each week you will have two practically focused performance sessions, alongside an industry session and Daw Skills. You will have two video launches (CL Update and Performance Skills) you must watch and complete any tasks for prior to attending a practical session. For those of you who are required to study maths and or English with us, these sessions will also be listed on your timetable.

## Assessment and Feedback

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

**It is essential you check your email 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.**

Your course leader and tutors will take you through assessments, and guide you through the process of producing work and getting feedback. There are a few important things you should be aware of, that are listed here. They come from a larger document about [assessment and feedback](#).

## Teaching and learning

- During teaching and learning teaching will give verbal feedback.
- Teachers will enable you to make progress.
- Explain how BTEC assessment works and what learners need to do to achieve a Pass, Merit or Distinction.
- Give feedback on how to improve knowledge, skills, understanding, behaviour, approach, grammar etc.

## During assessment

- While you are working on assessment teachers can give general feedback, however there are rules as to what we can and cannot say.
- We will give guidance on on to approach the knowledge and skills.
- Confirm which criteria we are targeting.
- Clarify what the assignment brief means.

## Following assessment

- Following the assessment we will give clear feedback on a number of points.
- We will explain what criteria you have achieved
- We will explain why criteria is not achieved and why.
- **The feedback MUST NOT provide a list of instructions on how to get a higher grade.**

## Academic Misconduct Policy

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At Confetti Institute of Creative Technologies, we are aware of the growing misuse of AI when completing assignments and are determined to prevent this, to uphold academic rigour. To ensure that AI is not used on the Music Performance and Songwriting Course we have adopted a national AI policy as [per BTEC and JCQ guidance](#).

All of your work will be run through a plagiarism and AI checker as a matter of course, but your tutors will also take the following steps to ensure your work is your own:

- 1) Within your first half term at Confetti, you will be required to undertake a timed written assessment to establish your baseline writing style, vocabulary, punctuation and grasp of grammar. This will be completed in controlled conditions (i.e. no access to technology etc).
- 2) All of your submitted written work from this point forwards will be compared to this baseline piece and analysed in terms of style, vocabulary, punctuation and grasp of grammar.
- 3) If your work does not closely resemble your baseline piece (e.g. you are using words, grammar, punctuation that does not fall within your customary baseline usage), this will be flagged by a tutor.
- 4) A meeting will be set up to discuss this with yourself, the Course Leader, your tutor and a legal parent/guardian (if you are under 18). In this meeting, you will get the opportunity to explain your written choices, and to put your non-plagiarism/AI case forward for consideration. If your Course Leader deems that you have plagiarised/used AI, this meeting could result in Disciplinary actions which could lead to suspensions and potentially even exclusions.
- 5) If your work is deemed to be either AI generated or plagiarised, you will then be required to rewrite the work under controlled conditions.

**If you are found to be misusing AI/Plagiarism consistently, your place on the course will be in jeopardy.**

## Deadline Planner

The table below highlights all assessments being requested throughout the first year of study on the course.

Module	Hand Out	Hand In Date
Induction A New Beginning	09/09/24	22/10/24
A3 Musical Styles	30/09/24	22/11/24
C7 Your Place In The Industry	11/09/24	02/01/25
A2 Open The DAW (Formative)	04/11/24	13/12/24
A2 Remix, Revamp, Record	06/01/25	28/02/25
A1 House Band	10/03/25	16/05/25

Keep This To Hand So You Can Refer To It When You Need To  
Remember the Four Rules  
1. Be Here 2. On Time 3. **Work To Deadline** 4. Be Professional

Accessible version:

Deadline Diary QS24

Module	Hand Out	Hand in date
Induction – A New Beginning	9/9/24	22/10/24
A3 – Musical Styles	30/9/24	22/11/24
C7 – Your Place in the Industry	11/9/24	2/1/25
A2 – Open the DAW (Formative)	4/11/24	13/12/24
A2 – Remix, Revamp, Record	6/1/25	28/2/25
A1 – House Band	10/3/25	16/5/25

This is a holistically focused course meaning you should always be providing evidence for what you are working on and storing it on a per session basis. When we ask for this work to be presented you should be able to obtain this from your back up locations, memory sticks and online storage, to ensure that you are addressing all of the appropriate learning outcomes that are available to you.

These assessment points are made up of a number of assessment criterion, which will be targeted by a series of miniature projects, that feed into your main assessed piece so please don't be surprised if a tutor supplies you with a document which works you to towards the overall goal. This is expected behaviour.

These "projects" are designed to help you provide evidence for the "formal" submission pieces that you need to present. These also give you perfect opportunities to ask for feedback and guidance on areas that you are uncertain on or want to know how to get better at!

The team would encourage you to study this information carefully to ensure you know when your assignments are and when you foresee any bottlenecks in content. Use this to plan your time effectively but also to arrange tutorials when you feel they are most needed to support you with your submission achievement. **Failure to hand in to deadline will result in serious consequences and your academic performance, and course place, will be at serious risk.**

## Resubmissions: Fails

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**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. Submitting an incomplete assessment will result in your work being rejected and you will lose the right for resubmission. For the following to apply you need to have met this statement.**

If the work you submit is not yet at a passing standard, you will be **required** to continue working on it. As your first summative assessment will take place at the start of Term 3, there will be an opportunity to resubmit a second attempt at the summative submission within the timeframe highlighted by your teaching team.

Remember throughout your academic year you will need to present formative reviews which will allow your tutors to feedback, and give commentary, on your portfolios to date. You should maximise these to avoid the use of a resubmission at the conclusion of your projects. **You can ask for as much feedback as you want on formative submissions but summative we are unable to guide you!**

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

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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.
- ✓ You apply in writing to the appropriate assessor giving compelling reasons for an upgrade resubmission.
- ✓ The assessor judges that you can provide improved evidence without further guidance.

## Working out your final grade

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When studying a BTEC, you complete units. For each project piece you will achieve a "Working at" Pass, Merit or Distinction grading. Your overall Module grade is determined by the combination of grades achieved across the projects and units.

If you add up all the sub unit grade points, you will have your final grade. You will track your grades through the grade calculator issued on Moodle in combination with tutorials, but can request an update at any time from your tutors via email. The following table shows the grades achieved for each point value based on Guided Learning Hours (GLH) weighting.

	150 GLH	90 GLH
U	0	0
Pass	15	9
Merit	25	15
Distinction	40	24

A grade boundary is the minimum mark at which a grade can be achieved. For example, if the grade boundary for a Distinction is 29, then 29 is the minimum mark at which a Distinction can be achieved. A mark of 28 would therefore be a Merit.

Calculating your final grade works in a similar fashion and allows a threshold value to be used to show the overall grade at the conclusion of the first academic year of study. The following table highlights these thresholds.



Foundation diploma		Extended diploma	
540 GLH		1080 GLH	
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

As a team we could actively encourage you to gain as much feedback on your “projects”, where possible, to give you the best possible achievement you are capable of when it comes to your “formal” submissions. The higher the grade you achieve will assist you in placing you in a good position for applying to university.

**You are required to achieve at least a passing grade in all units to achieve your qualification.**

## UCAS points

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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. Your Grade Calculator also highlights your UCAS Points and final grade achievements for you. Please ensure you are regularly using this to keep track of your progress and to ensure that you are on track of progressing to the university you have applied for.

## Tutorials

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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. Tutorials can also be requested with any additional member of staff to gain feedback, or guidance, on your progress.

## Booking Policy

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You are normally expected to bring your own instruments and equipment needed for your practical sessions (guitars, picks, straps, etc.). Drummers should bring their own sticks. We

understand that breakages happen and can provide equipment for those situations but may not always be able to accommodate all requests.

Tutors will book a basic selection of relevant equipment for each session but you will often be using additional bookable equipment in your sessions: microphones, instruments, headphones, synths etc.

There are limited bookable resources so the earlier you book the more likely you are to be able to access what you need.

If you need to book equipment for a practical session then you must message your session tutor via Teams no later than the end of the day before your session with a list of equipment needed and your name/ group. Be aware that a request message does not guarantee equipment availability.

Following this procedure will ensure sessions run more smoothly and tutors are not wasting valuable time in sessions.

Bookings are your responsibility, if equipment is damaged or non-functioning let your tutor know otherwise you may be held responsible for any damage.

## Student feedback

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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](mailto: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

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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

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Whatever you're studying, there will be opportunities for you to volunteer for industry work experience - and this is what Confetti calls '**Persona Development and Employability**'.

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

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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.