



Patron: HRH The Duchess of Cornwall  
President: HRH The Duchess of Gloucester



**RSN**  
**Certificate & Diploma**  
**In Technical Hand Embroidery**

**Student Handbook**

**2019-20**

# Hampton Court

Welcome to the Royal School of Needlework at Hampton Court Palace. The oldest parts of the Palace date back to the 16<sup>th</sup> century and it was originally owned by Cardinal Wolsey until Henry VIII took a liking to it and took it for his own. Edward VI was born here. Our classrooms are in the newer parts of the Palace built in the 17<sup>th</sup> and 18<sup>th</sup> centuries for William and Mary following the Glorious Revolution of 1688.

While here please show respect to the building. The rooms we use were built by Sir Christopher Wren and were occupied by courtiers and later as 'grace and favour' apartments for royal retainers.

Our rooms are above State apartments so it is very important that we do not spill anything, especially liquids, on the floor.

- No food or drinks in the classrooms, please. You can take coffee breaks in the "Well" by the upstairs entrance.
- Please take great care when using water e.g. for art classes

## **Where you can go**

Hampton Court Palace is a public building and your Palace security pass will enable you to visit any areas of the Palace or gardens which are open to the public. Please note smoking is not permitted anywhere in the Palace.

## **Mobile Phones**

Use of mobile phones is not permitted anywhere in the public areas of the Palace.

Please ensure your mobile is switched off or on silent when in the classroom. If you must talk on your phone, please leave the classroom and carry on your conversation in the Well or outside the entrance at the top of the stairs. Phone conversations can be very disruptive to other students, tutors and office staff.

## **Security passes**

You must have your pass with you at all times while in the Palace. You will have to show your pass whenever you enter the palace via the security office.

Your pass entitles you to enter the Palace building and grounds only. It does not entitle you to discounts in the HCP coffee shop, restaurant or shops.

Your pass is a precious item and must be looked after when off the premises. If you lose your pass you must report this immediately and you will have to pay £5.00 for a replacement. HCP Reception is very busy and they do not have time to create day passes for students who forget.

Your pass must be handed in to the RSN when you have finished the course.

## **Cancellations**

Booked Classes can be cancelled and re-booked up to 7 days before the class date.

No-shows are non-refundable

## **Exceptions**

Any exceptions to the non-refundable policy are to be authorised by the CEO.

## **Signing in book**

When you come in each day please sign in the time against your name. Whenever you go out and in again during the day e.g. for lunch, and at the end of the day, again write in the time. This is for a number of reasons, the most important of which is for health and safety. In the event of a fire or other emergency this book is used to check that everyone is out of the rooms. This document is also used to support the classroom register when calculating invoices for teaching days.

## **Fire and emergency drill**

To exit the building you need to walk down the usual stairs, or use the external fire escape stairs and the route on the third floor. Both bring you out into Fountain Court. Go through the East Gate onto the gravel area. This is where you congregate and report to the Programme Director or Course Administrator so we can check all are present and correct. You may not return to the rooms until you are given the all clear.

The alarm is tested every week at 9.30am on Monday mornings. If you hear the alarm at any other time you must leave the building without returning to any rooms to collect things, and go to the reporting area, as in the paragraph above.

If you are in a different part of the Palace when the alarm goes off you may be directed to a different holding area, this is why it is important that you sign out when you leave the RSN rooms.

## **Toilet facilities**

There are two toilets in the apartment. For general use there are several toilets in Fountain Court. Ladies are on the south and west corridors, Gentlemen on the south corridor.

## **Refreshment facilities**

Water is available at all times and you are welcome to use the Tea room make tea or coffee at the beginning and end of each day. You can bring food in with you which can be eaten in the Tea room by the apartment entrance or in the Palace Gardens.

There is a café and a restaurant in the Palace where you can buy food. Cheaper food can be bought over in East Molesey village. Go out of the front entrance of the Palace, turn left towards the station and cross over the bridge. Cross over at the Pelican Crossing and there is a row of shops including a convenience store. Also just past the railway station on the opposite side, is a petrol station which offers M&S sandwiches.

## **Cloakroom**

Coats can be left on the rail outside the classroom. The RSN accepts no responsibility for items left unattended.

## **Hours of attendance**

Tuition is from 10am to 4pm with an hour's break for lunch. You may use the rooms any time from 9am to 5pm.

## **Photocopier**

There is a colour copier available in the classroom for limited use. Copying items from books must be for study purposes only. Please do not abuse the use of the photocopier and if you have changed any settings during use please could you return it to the normal setting by pressing the yellow button marked AC.

## **Education Department**

This is the room to the left of the classroom, if you have any queries or concerns please feel free to come and see us.

## **Materials**

Fees must be paid at the end of each module before moving on to the next technique.

## **Borrowing Equipment**

We are not able to lend out equipment to students unless they are visiting from overseas and need additional help to be able to work in their temporary accommodation. We will require a small cash payment as a deposit and this will be refunded when the equipment is returned to us. If you wish to borrow a piece of equipment during your study with us please speak to the Education Office to make arrangements.

## **Tutors**

We try to keep continuity within the learning environment however all tutors are subject to change although we will try and keep the inconvenience to a minimum.

## **Handling collection**

We have put together a number of pieces from the RSN textile Collection for students to examine. There will be one box for each technique. These are for reference use only and must be studied on the premises. To request any of the Handling Collection, please ask your tutor.

## **Library**

The library on the landing is for reference only and students are welcome to use the books within the classroom. Please replace the books you have used back where they were removed from when you are finished using them. Library books must not be taken off the premises and there are now gates in place which will sound an alarm if a book is removed beyond them.

You may also use books in the Degree area on the top floor of the South Front of the Palace. These are again only for use on the premises.

## **Parking**

There is no free parking for students at Hampton Court Palace. The Hampton Court car park is 'first-come, first served' and current costs are available to view on the Palace website

[www.hrp.org.uk/HamptonCourtPalace/ticketsandprices](http://www.hrp.org.uk/HamptonCourtPalace/ticketsandprices)

There are free parking spaces for Blue Badge holders at Hampton Court.

Other places to park include the station and the Green. There is very limited street parking in the area.

## **Classroom Etiquette**

We encourage every student to work and develop at their own pace in a creative and supportive environment. We encourage students to listen to and respect our tutor's experience and judgement and they will make every effort to help you to improve and develop your skills. It is expected that all students and staff conduct themselves with consideration and respect for others in the class. Harassment or

bullying of any kind against an individual or group will not be tolerated.

### **Student Complaints Policy**

The RSN takes complaints from students seriously and aims where ever possible to deal with the complaint in a prompt and fair manner. We aim to learn from the outcomes to help improve the services we offer. All complaints will be treated with confidentiality however anonymous complaints will not be considered.

If you have concerns about your experience with the RSN you should speak initially to your tutors, if this is not appropriate you can speak to the following people;

- Certificate & Diploma Manager
- Head of Studio and Teaching
- Chief Executive

### **Student Charter**

We aim for:

- Delivery of high quality learning
- Encouraging development and continuous improvement
- Creating a safe and respectful environment to learn

We ask of the Student:

- To attend every session you have booked
- Arrive on time and participate in the class
- Provide information that is important to your learning and development
- Please respect your fellow students at all times

September 2019

# STUDENT AGREEMENT



Please read and complete the following form on your first lesson and return it to the Education office

I am willing for photographs(s) to be taken of my work whilst attending courses to be used by the Royal School of Needlework for marketing and presentations. I relinquish any right to edit, examine or approve the photograph(s) or the use to which the image(s) are applied . (NB photographs are taken for assessment and may also be used to select pieces for exhibition)

**Please circle** Yes No

I am willing for photographs(s) to be taken of myself within the learning environment whilst attending courses to be used by the Royal School of Needlework for marketing and presentations. I relinquish any right to edit, examine or approve the photograph(s) or the use to which the image(s) are applied

**Please circle** Yes No

I understand that the Royal School of Needlework reserves the right to change Tutors, re-schedule, cancel or combine courses if necessary.

I have declared any need for special provision that will help my participation on the course:

**Sight**  **Hearing**  **Mobility**

Details.....  
(Please continue overleaf if required)

I have declared any medical condition that I feel the Royal School of Needlework should know about:

**Allergies**  **Other**  (Details)

.....  
(Please continue overleaf if required)

Please pass any information to Anne Butcher, Certificate & Diploma Manager  
**The information will, of course, be treated in strictest confidence and will only be passed to the relevant tutor at your request**

**Email** .....

**Day time phone number** .....

**Signature**..... **Print Name**.....

**Date**.....