



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



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

**Satellite**  
**Students' Handbook**

**2019-20**

We would like to welcome you to the Royal School of Needlework.

Although our main centre is at Hampton Court Palace, you are one of the growing number of students attending our satellite venues and you are an important part of the RSN.

Each satellite venue has individual rules and requirements but the following expectations are common to all our classes.

### **Hours of attendance**

Tuition is usually from 10am to 4pm with an hour's break for lunch. Please arrive and leave promptly at these times. We do not do half day sessions.

### **Cancellations**

If you have to cancel a class for any reason please give as much notice as possible so we can try to fill your place on that day. These can all be done via Bookeo if done in the right time frame. Any cancellation done too near to the date of the course must be in writing to: [education@royal-needlework.org.uk](mailto:education@royal-needlework.org.uk). RSN Certificate & Diploma courses receive no external funding so we are reliant on student fees to make the classes run. Too many empty seats on one day means the course is not financially viable and may have to close.

### Cancellations

- 0-24hrs before class starts: Full fee applies
- 24hrs – 7 days: 50% cancellation fee
- Over 7 days: Full refund

### Amendments

- Within 2 days of class starting: considered a cancellation (see policy above)
- 2 days or more before class starting: no fee

### USA

- Except USA classes which are 100% non-refundable unless a replacement student is found for their place.

## **Food and Drinks in the Classroom**

Please follow your tutor's advice and take great care if food and drink is consumed in the classroom. Please keep it as far away as possible from everyone's work.

## **Mobile Phones**

Please keep your mobile on silent or discreet when you are in the classroom and avoid taking phone calls. If you must talk on your phone, leave the classroom and carry out your conversation outside. Phone conversations can be very disruptive to other students and tutors.

## **Fire and emergency drill**

Your tutor will advise you on the drill for evacuating the building you are using.

## **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 she 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, tolerance, and respect for others in the class, as well as be aware of your surroundings to gauge what is morally and publicly acceptable. Harassment or bullying of any kind against an individual or group will not be tolerated.

## **Social Media**

It is not acceptable to post profanity on to our social media platforms, or any form of bullying and misconduct. If you have any issues, please raise it with a member of staff before posting online via [education@royal-needlework.org.uk](mailto:education@royal-needlework.org.uk) who will be able to rectify issues.

## **Visiting the RSN**

If you plan to visit the RSN at Hampton Court, please let one of the Education Team here know in advance due to security measures that are put in place now. We will be delighted to meet you, show you around and introduce you to any Certificate and Diploma students and tutors who are here on the day you visit.

We look forward to having you on our courses, please enjoy.

## **The Education Team**

[education@royal-needlework.org.uk](mailto:education@royal-needlework.org.uk) / 0203 166 6928 / © RSN 2019