

SHORT COURSES CODE OF CONDUCT (IN PERSON)

1. INFORMATION ABOUT YOUR VISIT

The Academy aims to maintain a safe and welcoming environment for all staff, students and visitors. Short courses and participation workshops form part of the Academy's provision of activities and events that extend beyond Higher Education (HE) teaching and learning. This Code of Conduct applies to in-person short courses and workshops.

For information on travelling to the Academy, including parking and building accessibility, please visit our website: [Your Visit](#).

Please do not arrive any sooner than 30 minutes before advertised start time when stewards will be ready to welcome you and direct you to the venue. Please have your confirmation email or e-ticket to hand. The Academy reserves the right to refuse admission to latecomers.

On Monday to Friday during term time, the Academy's canteen is open until 6pm for hot and cold food and soft drinks. The Academy's bar is open on weekday evenings in term time, from 5pm.

We regret the Academy does not have cloakroom facilities. Where possible, please do not bring luggage and large bags to short courses and events.

No food/drink is permitted in the performance venues, with the exception of bottled water. As part of the Academy's commitment to sustainability, we do not provide single-use cups at our water dispensers. All participants are encouraged to bring reusable bottles which can be refilled at water points around the building.

2. SAFEGUARDING

The Academy is committed to meeting its duty to safeguarding responsibility under relevant legislation and guidance, in particular for children and adults at risk with whom it comes into contact through activities and events within and linked to the Academy environment. For further information, please see the Academy's [Safeguarding Policy](#).

Tutors with responsibility for delivering short courses to participants under 18 have enhanced DBS certificates (or are on the DBS Update Service) and have taken NSPCC safeguarding training.

3. PHOTOGRAPHY AND RECORDINGS

No audience filming or photography of events is permitted. *This can be changed if the necessary copyright and data protection conditions are in place, but our preference is that audience members are not permitted to film or photograph performances, courses or workshops.* Please see our [Privacy Policy](#) for more information.

The Duke's Hall, Susie Sainsbury Theatre, Angela Burgess Recital Hall, David Josefowitz Recital Hall, Concert Room and Forsyth Room have in-built show relay active at all times. The show relay system provides an audio and/or video feed to designated backstage, technical, and front-of-house areas to support the smooth running of performances and rehearsals. This system ensures that performances, rehearsals, and other activities can be monitored for operational and safety purposes. Please be mindful that while show relay is in place to support the smooth running of events, it also means that activities in these spaces may be relayed to designated backstage or technical areas.

4. ACCESS

We are proud to be able to offer appropriate access to all parts of the main building and the York Gate Building. Please find full details on how best to access the Academy on our [Access to the Academy](#) page. [Access to the Academy | Royal Academy of Music](#)

Participants with special educational needs and disabilities (SEND) are encouraged to notify the Academy's short courses team at the time of booking (or in advance of the event) of any reasonable adjustments or access requirements. This will enable us to cater more easily for any specific access requirements.

The Angela Burgess Recital Hall is located between the second and third floors of the building. The Concert Room is located on the lower ground level of the building. Step free access to this venue is via a lift with limited capacity. Please discuss any concerns regarding this with the Academy venue hire team in advance of your course or workshop.

The Academy undergoes building maintenance, renovation and repair work during the Christmas, Easter and Summer vacations. Whilst every effort is made to limit any impact, there may be evidence of this work in communal areas such as corridors and toilets. The Academy cannot guarantee that noise from any work to the building will not be audible within with designated venue.

Due to the nature of the Academy's business the Academy cannot guarantee that there will be no sound transference from neighbouring rooms. Please be aware that the Academy is a working building and other events may be taking place throughout the premises. The Academy remains open for teaching and student practice throughout the advertised opening hours.

5. HEALTH AND SAFETY

Participants are expected to observe the Health and Safety procedures of the Academy as directed by Academy staff, Front of House Managers, Stage Managers and Security personnel.

Evacuation: In case of fire or emergency, sirens will sound in all parts of the premises, and everyone must leave as quickly as possible, in an orderly manner. All persons evacuated from the building must assemble at the fire assembly point on the pavement alongside the museum on York Gate, not on Marylebone Road, and await further instructions from Academy staff.



Smoking and vaping are not permitted in any part of the Academy buildings or outside on the Academy's estate. Illegal drugs or substances are not permitted on Academy premises. Anyone found under the influence of or in possession of such substances on their person will be referred to the police.

Participants should ensure that any electrical equipment brought into the venue conforms to the relevant fire and health and safety regulations.

The Academy reserves the right to lower the volume of any music and/or to switch it off completely if requests to keep it at an acceptable level are breached. Participants are expected to maintain noise levels to reasonable levels so that they do not interfere with other activities in the building.

The Academy reserves the right to delay the start of an event if safety regulations or serious technical difficulties require it.

6. DURING YOUR VISIT

At the Academy we believe in respect and safety for all. Participants are expected to behave appropriately and responsibly for an educational setting. We expect everyone to uphold inclusive behaviours, and we reserve the right to ask someone to leave if unacceptable behaviour is observed or reported, or where this may cause a risk, disruption or annoyance to other visitors, students and staff. Unacceptable behaviour may include, but is not limited to:

- Aggression (whether verbal or physical), insults or threats
- Behaviour that raises safeguarding concerns
- Unwanted advances or invading personal spaces, including touching, staring or taking photos of people without consent
- Unwanted behaviour of a sexual nature including jokes, comments, physical contact or overly sexualised conduct
- Behaviour that puts the health and safety of other visitors, students and staff at risk
- Criminal offences

Bullying and harassment of any kind by any person is not tolerated. Concerns may be reported via an Academy staff member, Designated Safeguarding Officer (DSO) or the Designated Safeguarding Lead (DSL). Where it is found to involve a staff member, student or another person connected to the Academy disciplinary action may be taken.

Use of facilities and equipment. Designated venues should be kept in the same good standard of repair, good working order and clear of rubbish as they were at the commencement of the event. The Academy reserves the right to prevent the use of any instrument belonging to the Academy or which the Academy holds if it has any reservations about how it has been, is being or may be played.

Goods or equipment left at the Academy uncollected for longer than 28 days after the end of the engagement period may be disposed of by the Academy. All personal property, including clothing, bags, bicycles and other valuables, left unattended in any area of the Academy's estate are left at the owner's risk. The Academy will not be liable for any loss, theft or damage to any personal items left unattended. Participants are advised to ensure they have adequate insurance in place for any self-supplied instruments or equipment to be used during a short course or workshop.

Any specialist electrical equipment brought onto the premises for use during a course or workshop must have a PAT test certificate within the previous 12 months. The Academy will have the right to stop any events in which any equipment is deemed unsafe or unsuitable.

No birds or animals, with the exception of assistance dogs, may be brought into the Academy at any time.

7. FURTHER INFORMATION

For further information about Academy short courses get in touch at shortcourses@ram.ac.uk

For general safeguarding matters please contact safeguarding@ram.ac.uk

For further information on reporting and seeking support, please visit the Academy's report and support pages: [Report + Support - Report + Support - Royal Academy of Music](#)