

2023-2024

ICMP

The Institute
of Contemporary
Music Performance

Programme Handbook

icmp.ac.uk

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INTRODUCTION

YOUR PROGRAMME HANDBOOK

The purpose of this Handbook is to provide you with information about your programme of study, as well as general information about studying at ICMP.

The material in this Handbook is accurate at the date of production, although some changes may occur over the course of the academic year. Canvas will always display the most up to date information regarding your programme of study.

If you would like assistance in reading or understanding this Handbook, please contact the [Quality Office](#) or [Student Services](#).

WELCOME TO ICMP

Welcome to ICMP – The Institute of Contemporary Music Performance – your gateway to a career in the music industry. You will be studying with world-class tutors, taking your knowledge and skills to a brand-new level, and making friendships that will last a lifetime.

ICMP has been the pioneer of contemporary music education for 35 years. We are experts in our field and have developed a range of innovative and ground-breaking programmes in popular music. We operate from purpose-designed facilities at two sites in Kilburn and Queen's Park. Our campuses are equipped with cutting-edge spaces, resources and technology, providing you with the environment you need to develop your craft and complete your studies to the highest professional standards.



During your study at ICMP you will become part of a vibrant, eclectic and diverse community of musicians, creatives and entrepreneurs. Our London location enables students to learn from a staff of leading educators and industry practitioners who have developed, and who continually review, our curricula in line with the demands of the ever-changing music industry. Our location also provides unparalleled opportunities to interact and network with professional musicians and creatives throughout and beyond the programme. In an industry where so many are self-employed, this access to a professional network is critical – students leave ICMP industry-ready.

This Programme Handbook is designed to help you get the most from your time with us, and to enable you to settle into an enjoyable but very industrious environment. The Handbook gives you all the essential points and information about your programme, key contexts, the programme structure, forms of support, and the key regulations and processes you will need to become familiar with. You are never far away from help and support at ICMP. Your Programme Leader, tutors and our support staff are all at hand to guide you through your studies.

All the very best for the year ahead. Make the most of the many opportunities ICMP makes available, and I look forward to joining you in celebrating your success when you graduate.

Prof Tony Harris

Principal



STUDENT CHARTER

The ICMP Student Charter, developed in collaboration with our students, summarises the ways in which the institution and its student community work in partnership to achieve an innovative educational experience of the highest quality.

ICMP will...

- Deliver high standard of teaching in line with good academic practice, with enthusiastic and qualified tutors who are both professionally engaged in the music industry and experienced in the classroom
- Foster an accessible and encouraging learning environment in which every student has the opportunity to succeed and realise their potential, free from discrimination and regardless of circumstance
- Provide academic, disability, professional development and wellbeing support to students who seek it, as well as opportunity to discuss specific learning requirements from the point of confirming a place
- Actively engage in partnership with students, enabling them to speak freely and encouraging them to play a constructive role in shaping the future of ICMP and its programmes through student voice opportunities at all levels

Students will...

- Take ownership of and responsibility for their experience at ICMP
- Attend all classes and planned events that make up their programme of study
- Complete all assessments and submit all work and feedback on time
- Commit to their studies and engage in learning with a professional and responsible approach
- Be fully aware of and adhere to the rules, regulations, and policies of the institution
- Seek support from ICMP as needed to ensure they can reach their full potential
- Actively engage in partnership with the institution, checking communication channels regularly and participating in student engagement, professional development, and feedback opportunities

Everyone will...

- Create a professional, supportive and welcoming community by acting with courtesy and respect towards all those who work and study at ICMP
- Recognise, support and celebrate the diversity of our community
- Commit to a culture of development in all spheres, where constructive feedback is welcomed, listened to and responded to by all parties



[ICMP Student Charter](#)

EQUALITY AND DIVERSITY

Equality, Diversity and Inclusivity (EDI) ensures fair treatment and opportunity for any person working for, studying at or considering ICMP.

Equality stands for equal opportunity, meaning that if someone is disadvantaged, they can access the tools they need to enjoy the same opportunities as their peers.

Diversity is recognising and celebrating our many differences.

Inclusivity means creating an environment where everyone feels welcome and valued.

By upholding these values, we benefit from a culture that empowers us with more creativity, broader thinking and innovation.

Our six EDI objectives...

1. Everyone working for and studying at ICMP will have an awareness and understanding of our EDI goals and help us ensure they underpin everything we do.
2. Our staff population should be reflective of the student body, the local and wider community, and the needs of the industry.
3. Our student body should be reflective of the local and wider community and the needs of the industry.
4. ICMP's approach to the values of equality, diversity and inclusivity will be communicated to and understood by all relevant stakeholders.
5. We will monitor data to assess the impact and effectiveness of the committee activities; eliminating discrimination, advancing equality of opportunity, and fostering good relations between different groups.
6. Staff and students will be supported with training and development to understand and advance our ICMP values.



[MyICMP](#) on Equality, Diversity, and Inclusivity

ZERO TOLERANCE

ICMP does not tolerate any form of abuse in our community on our campuses, events, or online. We are committed to ensuring all people are treated with dignity and respect, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation,

If you experience or witness any form of discriminatory behaviour, violence or harassment, you can report it – and choose to do so anonymously, if you prefer – and can also get mental health support.



[Zero Tolerance](#) | [Report an Incident](#) | [ICMP](#)

ACCESS AND PARTICIPATION

We are committed to ensuring ICMP is an inclusive and supportive environment where all students are able to participate, succeed and progress from Higher Education. Our Access and Participation work ensures students from underrepresented groups who are UK domiciled are supported to have equal opportunities across the whole student lifecycle (access, success and progression).

Underrepresented groups we aim to support with our Access and Participation activity are:

- Care experienced or estranged students
- Black, Asian, Mixed and Global Majority students
- Disabled students
- Students with a low household (family) income
- Mature students
- Students from IMD Quintiles 1 and 2 and/or previously eligible for FSM

Activities the Access and Participation team support include Personal Tutoring, Peer Support programmes such as Course Link and Skills Link, Student Voice opportunities for students from these groups, and outreach and transition activities. We also work with The Hub to support grants, placement and mentoring opportunities for students from these groups.

There is a range of bursaries and financial support available to students from target groups, including:

- My ICMP Bursary: for UK domiciled undergraduates with a household income less than £25,000.
- Care Experienced and Estranged Students Bursary: for UK domiciled undergraduate students who are either care experienced or estranged from their family.
- Additional Support Fund: supports students in immediate financial hardship who are UK domiciled and have a household income less than £30,000.

More information about the bursaries and financial support offered, including the terms and conditions and full eligibility criteria, can be found using the links below.



[ICMP's Access and Participation Plan](#)
[Access and Participation Plan: Accessible Summary](#)
[ICMP's Bursaries and Scholarships](#)

GENERAL REGULATIONS

The [General Regulations](#) set out ICMP's expectations of you and your responsibilities as a student. They should be read in conjunction with the Student Charter (at the beginning of this Handbook) and the [Student Disciplinary Policy](#).

KEY CONTACT DETAILS

Principal: Professor Tony Harris

tony.harris@icmp.ac.uk

Academic Support:

academic.support@icmp.ac.uk

Student Wellbeing:

studentwellbeing@icmp.ac.uk

Careers and Industry:

thehub@icmp.ac.uk

Student Voice:

studentvoice@icmp.ac.uk

Events:

events@icmp.ac.uk

Facilities:

<https://helpdesk.icmp.ac.uk>

INTRODUCTION TO THE TEACHING TEAM

Programme Leader

Your Programme Leader coordinates the day-to-day business of your programme and has ultimate responsibility for the students on the programme. They coordinate the team of tutors and work hard to

keep your programme running smoothly. All Programme Leaders are experts in their field, with a wealth of industry and teaching experience and a deep commitment to your subject.

You should contact your Programme Leader with questions, concerns, or any challenges that arise. You are, of course, free to speak with any member of staff you feel comfortable with. Confidentiality will be respected, but it may be necessary to inform the Programme Leader of any significant issues to ensure that they can offer the best support possible

Module Leaders

Your programme is divided into modules, and each module has a Module Leader who has overall responsibility for the teaching, learning and assessment on the module. Each module has a page of Canvas where key information is stored, but you should contact the Module Leader if you have any problems or queries relating to a particular module.

Teaching Staff

You are welcome to discuss any programme-related matter either directly before or after classes, as long as the matter can be dealt with relatively quickly. For more substantial discussions, students can request to book a meeting with a staff member by emailing them directly. You can find a staff member's email address by searching in your Outlook directory or using the format firstname.lastname@icmp.ac.uk

GENERAL ACADEMIC INFORMATION

PROGRAMME STRUCTURE, AIMS, AND OUTCOMES

All programmes are credit-rated to help you to understand the amount and level of study that is needed. Credits are assigned to one of five levels:

- 4 – Equivalent in standard to the first year of a full-time undergraduate degree programme
- 5 – Equivalent in standard to the second year of a full-time undergraduate degree programme
- 6 – Equivalent in standard to the third year of a full-time undergraduate degree programme
- 7 – Equivalent in standard to a Master's degree

Programmes are made up of modules that are each credit weighted. One credit is equal to 10 hours of directed study time (this includes everything you do, for example lectures, seminars, and private study).

The overall credit-rating of this programme is 120, 180, or 360 credits, depending on the nature and level of the programme. If for some reason you are unable to achieve this credit you may be entitled to an intermediate award; the level of the award will depend on the amount of credit you have accumulated, as described in the next section. You can find more information about the credit rating and structure of your programme in the Programme Specification, which can be found on the course page on the [ICMP website](#).

In the Programme Specification too you will find information about the programme aims (what it will be given the opportunity to do and learn) and learning outcomes (what you will learn).

PROGRESSION AND COMPLETION

These are the awards that you can obtain at ICMP:

Award	FHEQ Level	Credit weighting	Outcomes
Masters degrees (MA or MMus)	7	180 credits at Level 7.	May be awarded with Merit or Distinction
Postgraduate Diploma (PgDip)	7	120 credits at Level 7.	May be awarded with Merit or Distinction
Postgraduate Certificate (PgCert)	7	60 credits at Level 7.	May be awarded with Merit or Distinction

Bachelors degrees with Honours (BA (Hons) or BMus (Hons))	6	360 credits with a maximum of 40 credits at Level 3 and a minimum of 100 credits at Level 6	May be awarded with First Class Honours, Second Class Honours in the Upper or Lower Division, or Third Class Honours
Unclassified Bachelors degree	6	300 credits with a maximum of 40 credits at Level 3 and a minimum of 60 credits at Level 6	May be awarded with Merit or Distinction
Diploma of Higher Education	5	240 credits with a maximum of 40 credits at Level 3 and a minimum of 80 credits at Level 5	May be awarded with Merit or Distinction
Certificate of Higher Education	4	120 credits with a maximum of 40 credits at Level 3	May be awarded with Merit or Distinction

The [Academic Regulations](#) provide more detailed information about progression and completion.

AWARD CERTIFICATES

Awards are considered by the ICMP Assessment Board. ICMP will issue a degree certificate and transcript following confirmation of the Assessment Board.

All students who have been conferred an award from ICMP are entitled to attend ICMP's Graduation Ceremony.

Those attending the graduation ceremony as participants are required to wear the appropriate academic dress for which they are eligible and to conform to the appropriate procedures and conventions.

MODULES ON YOUR PROGRAMME

Each module has its own Module Specification, which explains the learning outcomes and the aims, as well as other important information. Reading lists and module content may differ slightly from what is stated on the specification because we occasionally make modifications to ensure that the module is as current and relevant as possible. You can find all Module Specifications on your Canvas pages.

STUDENT REGISTRATION

Student registration is the process whereby new and existing students are formally confirmed as students of ICMP. Students must register before starting an ICMP programme and must re-register annually if their programme is of more than one year's duration.

INTERMISSIONS AND WITHDRAWALS

INTERMITTING FROM THE PROGRAMME

Intermission means taking a break from studies and returning to continue the course at a point in the future. If you find yourself in a position where you need to interrupt your studies, there are a number of things you must do:

- Discuss your intermissions from studies and gain approval from your Programme Leader
- Seek guidance on the implications of intermitting, including student finance/fees and visas
- Provide evidence to accompany your application to intermit

WITHDRAWING FROM THE PROGRAMME

Withdrawal means the act of fully leaving the course and no longer remaining a student of ICMP. If you do decide to withdraw from the course, there are a number of things that you must do:

- Discuss your decision to withdraw from studies and gain approval from your Programme Leader
- Seek guidance on the implication of the withdrawal, including student finance/fees and visas
- Complete the documentation required



[Withdrawal and Intermission policy](#)

KEY DATES

You can find all the information you need about term dates [here](#) on the ICMP website.

YOUR TIMETABLE

Your timetable is personalised to you and lists all your scheduled classes, as well as room bookings that you might make. Timetables are released to students approximately one month before the start of a semester and can be accessed via a link on the [ICMP Dashboard](#). Your timetable will also sync with your Office 365 account and can be viewed on the Outlook iOS/Android app. Please note that your schedule may vary week on week and therefore it is important to check your timetable regularly and not rely on a screenshot. Any unexpected changes to your timetable will be communicated to you via email and/or SMS.

PROGRAMME EVALUATION

At ICMP we work hard to foster an environment of open communication and continuous feedback, and you should always feel free to raise concerns and questions with your tutors, Programme Leader or Student Reps. We also collect formal feedback from students at certain points in every Academic Year. These are detailed below:

Module Evaluations are surveys that students fill out at the end of each semester, one for each module. The feedback is used by Module and Programme Leaders to enhance the module and address any concerns as appropriate.

The Student Satisfaction Survey is filled out by Level 4 and 5 students during the second semester and focuses on your overall experience at ICMP. The questions on this survey are replicated from the National Student Survey (see below) and are central to programme and institutional planning.

The National Student Survey (NSS) is an external survey completed by all Level 6 or final year students in UK Higher Education from January-April every year. The data from the NSS is available online to the public and often used by prospective students to compare different institutions.

PROGRAMME COMMITTEE MEETINGS

Programme Committees provide a formal structure for student participation and feedback. Programme committees provide a forum in which students can express their views about the management of the course, and the content, delivery and assessment of modules in order to identify appropriate actions to be taken.

The Programme Committee is responsible for the overall quality of the programme and for driving change and improvement. Programme Committee Meetings, or PCMs, take place once per term and are attended by Student Reps, your Programme Leader, a member of the Academic Management Team and other support staff members. Your Student Representatives will keep you up to date with the results of these meetings.

QUALITY ASSURANCE AND ENHANCEMENT

For information on how ICMP assures the quality and standards of your programme, please see the ICMP [Academic Quality Framework](#).

If you have any concerns, please contact one of your Student Representatives, the Student President or Vice-President, your Programme Leader or ICMP's Quality Office.

ATTENDANCE AND ENGAGEMENT

ATTENDANCE

A good attendance record is crucial to your success at ICMP. It is your responsibility to manage your time, ensure that you attend all timetabled sessions and make every effort to engage with the many co-curricular opportunities on offer. Our data shows us that attendance and engagement directly affects academic outcomes and assessment results.

ICMP monitors attendance very closely and will intervene should attendance fall below our expectations.

1. All students are expected to attend all classes and planned events that make up their programme of study
2. Where absence is unavoidable, attendance must not fall below levels that the education team assess as being appropriate for students to successfully complete the programme
3. Students are expected to arrive punctually and to attend for the full duration of learning sessions. If you arrive more than fifteen minutes late to a scheduled class, it is at the tutor's discretion as to whether they admit you to the class. This avoids disruptions to the other students in the class.
4. Students are expected to inform ICMP of any absence (see next section) and must ensure they make up any missed work.
5. Visa students should see the important information about attendance in the section below.
6. Students are expected to monitor and respond punctually to all email communications from ICMP.
7. Assessments should be attempted at the first opportunity. This will constitute part of the assessment of a student's engagement.

Note: It is the student's responsibility to comply fully with this policy and take advantage of all activities, planned and un-scheduled, to enhance their learning opportunities. The full Attendance and Engagement Policy is available [here](#).

NOTIFICATION OF ABSENCE

If for any reason you are going to be absent, you should notify ICMP Student Helpdesk, studenthelp@icmp.ac.uk. You may also apply to have the absence authorised if it meets certain criteria. You may need to provide evidence. Please check the Attendance and Engagement Policy and [MyICMP](#) for further details.

STUDENTS STUDYING ON A STUDENT VISA

The information in this section is for students who are being sponsored by the University for a student visa.

Travelling to the UK

If you have applied for your visa from outside the UK (entry clearance), you will need to enter the UK after the start date of your student visa to activate your student immigration permission. Depending on

your nationality, the start date will either be stated on the vignette issued in your passport or confirmed by checking your online status (EEA and Swiss students only). The government website provides information about travelling to and entering the UK.

Arriving at the airport

Most non-EEA nationals are required to join the queue to speak to a Border Force officer at the passport desk.

Use of e-Gates at airport

Students who are nationals of the following countries and hold a biometric passport, however, are able to use the eGates if they are open: European Economic Area, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA

You must be entering the UK during the validity of your student immigration permission. If you are eligible to use the eGates you should retain evidence of your **flight (e.g boarding pass)** to confirm you have entered the UK during the validity of your vignette.

Collecting your BRP in the UK

If you have received a vignette in your passport you will need to collect your Biometric Residence Permit (BRP) after arrival in the UK. The BRP is evidence of your student immigration permission in the UK. The decision letter notifying you of your successful visa application will confirm where you should collect your BRP. This will be at a designated Post Office.

EEA and Swiss nationals who used the ID Check app for their visa application will receive a digital status only and do not need to collect a BRP after arriving in the UK.

Attendance

Students studying on a Student Visa run the risk of breaching the terms and conditions of their Visa through poor attendance.

In addition to the expectations outlines in ICMP's Attendance and Engagement Policy, due to the Terms and Conditions of UKVI, students studying at ICMP will be withdrawn from studies and UKVI notified if they miss 10 consecutive expected contact points.

For the purposes of UKVI, ICMP define a contact point as a student attending at least one timetabled class during a scheduled day of course delivery.

'Student Visa' students should be aware that if they are in breach as outline above, they will be no recourse to appeal ICMP's decision to withdraw them and notify UKVI.

Student Visa Working Rights

From August 2019, ICMP has been regarded as a Higher Education Provider with a track record of compliance. This means that students who received their Confirmation of Acceptance of Studies (CAS) from August 1, 2019 will have working rights whilst studying at ICMP.

If your CAS was issued prior to 1st August 2019, you are not eligible to work.

All international students are responsible for understanding and complying with the conditions of their own visa.

If your visa conditions state that you are allowed to work full time during vacation time and on completion of your course then you need to find out when these times are. They are different depending on the level of programme you are on.

The immigration authorities treat work restrictions very seriously. They can refuse your immigration application, or remove you from the UK, if you work too many hours or if you do work which you are not allowed to do. You might also be barred from returning to the UK for a certain period. Therefore, it is extremely important to understand your rights as a student and make sure you follow the rules.

There are also restrictions on the number of hours you can work and what type of work you can do, you should find out what these are. For example, you may not:

- Open up a business of your own.
- Work on a self-employed basis (this includes business based outside the UK or online businesses).
- Act as an employer in any way.
- Work as an entertainer.
- Sign a permanent contract of employment.

If ICMP finds or suspects a student is failing to comply with the conditions of their visa or failing to hold the correct visa for studying at ICMP, or where a student is otherwise deemed to be putting ICMP's Student Visa sponsor licence at risk, then ICMP reserves the right to administratively suspend or withdraw the student from their programme of study, in order to protect its Student Visa sponsor licence. There is no right of appeal against this action.

Further information can be found [here](#).

TEACHING, LEARNING AND ASSESSMENT

LEARNING AND TEACHING METHODS

You will be taught through a variety of teaching and learning methods at ICMP, including lectures, seminars, small group tutorials, performance workshops, technology seminars, student-led classes/presentations, independent and self-directed learning, peer review sessions and critical listening. These methods are explained below:

- **Lectures** are talks on particular topics or subjects which may include audio and audio-visual examples. You will get the most out of lectures if you do a small amount of preparation in advance on the given topic, either through reading, listening or watching related materials (as outlined by your lecturer prior to the lecturer) and take notes throughout. You will also be given the opportunity to discuss topics covered either in the class or in small group seminars.
- **Tutorial Groups** are mainly tutor-led technique classes which include tutor demonstrations, audio examples and an opportunity for you to demonstrate your attainment of the techniques/subjects being taught.
- **Performance Workshops** are tutored rehearsal classes which support the development of an original and advanced musical repertoire by the students. These will discuss and evaluate topics and skills such as musicianship skills and interpersonal performance communication/interaction skills (both as a musician and a musical director), and you will be given the opportunity to contribute creative ideas and work under the direction of other creative musicians.
- **Technology Seminars** are based in one of ICMP's tech suites. These lessons will introduce you to subjects such as studio production techniques and will incorporate both tutorials and hands-on practical work.
- **Student-Led Classes/Presentations** will require you to make a presentation either on your own or in collaboration with other students. This enables you to develop and demonstrate a wide range of skills.
- **Independent and Self-Directed Learning** allows you to pursue your own scholarly, creative and professional interests. The module information on Canvas contain lists of recommended books, equipment and sources of support, and tutors may suggest additional reading or sources of information. However, this will be only part of what you need to know, and you will be expected to take responsibility for finding out yourself what additional reading is needed and what resources are available. You will be expected to identify most of your own needs, and to take steps to find the support you need – the ability to learn independently is viewed as one of the most valuable skills imparted to graduates of a UK Higher Education degree. It allows you to continue to develop and better your skillsets beyond your time at ICMP.

LECTURE CAPTURE, NOTE-TAKING AND RECORDING CLASSES

A lecture capture service is provided at ICMP for many of our teaching rooms. Timetabled classes in those rooms will be automatically recorded and made available to you via the module site in Canvas. Lecture Capture is available to you as a revision aid only and not a substitute for attending class. Reviewing a recording is not treated as attendance, and we do not provide a live link to the classes.

More information on how lecture capture works and an up to date list of rooms that are enabled can be found [here](#).

Resources you need for your classes will be available on your Canvas module site; however they will not cover everything taught, and you may want to take notes either on paper or using an electronic device or laptop to ensure you don't forget any important information.

You may wish to audio record parts of classes to help you with study later and for your own personal learning. You must seek permission from the tutor to record in class using your own equipment. Recordings can only be made using following guidelines (extracted from the Digitally Mediated Academic Content (Including Lecture Capture) Policy):

- Students may only make their own recordings with the permission of the tutor
- Recordings made by students should be as overt as possible (i.e. on equipment that is visible) in order that the lecturer and other students are aware that they are being recorded.
- Student audio recordings of lectures sessions are for the sole use of the individual concerned and cannot be made on behalf of other students. Once the recording has served its purpose, it should be erased. This will normally be after the module has been passed and confirmation that future learning from the recording will not be necessary. In doing so students must adhere to the Student Code of Conduct.



[Lecture Capture Policy](#)

ASSESSMENT & FEEDBACK

Assessment and feedback are fundamental parts of your learning experience at ICMP, and each module that you take will have at least one assessment component (task) which will determine your grade for that module.

Every component of assessment that contributes to an award, at all levels, is subject to moderation both internally and by an External Examiner. This ensures that your work is marked fairly and consistently and maintains standards both internally and in comparison with similar programmes delivered at other Higher Education institutions.

ICMP's Assessment and Feedback policy, outlining the process for the various stages of the marking process, can be found [here](#).

HOW YOU WILL BE ASSESSED

You will be assessed via assignments that can take many different forms, including presentations, portfolios, individual and group performances, recitals, projects, case studies, written examination papers, essays, aural examinations, coursework, group problem solving, reflective journals, peer- and self-assessments.

Every module site on Canvas contains detailed information about each assignment component and its grading criteria. Detailed information regarding the way in which your final module grade is derived from the individual assessment components can be found in the Module Specifications.

FORMATIVE AND SUMMATIVE ASSESSMENT

There are two categories of assessment at ICMP: formative and summative.

Formative Assessment doesn't count towards your final grade for a module – it is primarily developmental in nature and designed to give you feedback on your performance and enable you to improve. This is a key part of the learning process and has been shown to contribute to enhancement of learning and the raising of standards. Formative assessment may be in the form of a 'mock' assessment similar to the summative assessment style or may be woven into your everyday classes as a part of regular teaching and learning.

Summative Assessment counts towards your grade and is designed to measure the extent to which you have attained the intended learning outcomes of a module in a secure, fair and accurate manner. They are always detailed in the module information on Canvas.

PEER ASSESSMENT AND SELF-ASSESSMENT

Peer Assessment: Some modules will require you to comment on, or even grade, the work of your peers (or some part of it). Peer assessment can be either formative or summative but has been demonstrated to assist students in developing a real understanding of the assessment criteria. You may be asked to verbally assess an individual or group performance and/or presentation or to complete a written feedback template. Preparation for peer assessment activities will include a thorough discussion of the grading criteria and you will need to justify your judgement.

Self-Assessment: You will be given the opportunity to reflect on your progress, recognising where you need to improve and identifying how you will meet these needs (be it independently, or by requesting assistance from tutors when needed). These skills will be developed further as you progress through your programme. The ability to critically reflect, self-assess and identify your own development needs is a graduate skill highly valued by employers.

SUBMITTING YOUR WORK

The majority of your assessment components will require you to submit work to ICMP. This must be done by the required submission date, and in accordance with the module guidelines. The following is generic guidance around coursework submission – always check your module pages on Canvas for details on submitting specific assessments.

It is important that all coursework assignments include (in a title page or header, and ideally in the file name) your ICMP student number. This ensures that your mark is correctly assigned to your student record. You must also keep a copy of all submitted work, regardless of the method of submission.

ELECTRONIC SUBMISSIONS

Electronic submission is via your module site on Canvas. Submissions may comprise different file formats. You can see the information about your modules on Canvas for details on how to submit your work.

Please note: ICMP does not accept any responsibility for technical or other unforeseen delays; any assignments arriving after the deadline will be processed the following day and identified as late. See the section below on late coursework for details.

HARD COPY SUBMISSIONS

You may be required to submit some assessment components as a hard copy. These must be delivered to the main reception desk inside a plastic sleeve or envelope and you will have to complete and sign a cover sheet in order for the submission to be accepted.

Where additional items such as flash drives, CDs, DVDs etc are to be included with submissions, they must be clearly marked with your name, student number, course, term, assessment title and the date.

Upon submission, you will receive a receipt. It is very important that you keep this receipt, as it acts as proof that you have submitted your work.

MARKING AND FEEDBACK

Feedback is central to learning and is provided to students to develop their knowledge, understanding and skills and to help promote learning and facilitate improvement. It is not just about being given a mark – feedback can be given in a variety of ways. For example, a lecturer might take time out at the end of a lesson to provide comments on a recent assessment, provide feedback through Canvas or hold one to one feedback sessions with students.

There are several safeguards in place to give you confidence that your work is being marked fairly, and that your marks are equitable with other ICMP programmes and across the UK. At ICMP it works like this:

Moderation is a process undertaken to ensure that the marking scheme has been applied fairly and uniformly. Wherever possible, summative assessment that contributes towards an award will be second marked in order to ensure the maintenance of academic standards.

The External Examiner is an independent academic from another institution who reviews a sample of work from your programme to assure the awarding institution that marking is fair, that regulations have been applied properly, and that standards are comparable to other institutions. All universities have an external examining system and their role gives further assurance, beyond the marking and moderation that your tutors already do internally, that marking is sound.

The external examiner will be invited to ICMP's external examiner day. This day provides external examiners a chance to meet each other and be updated on ICMP's activities and plans. External examiners are then given access to all student work and moderation on the modules that they are assigned. The programme team are made available to the external examiner should any needs arise.

ASSESSMENT CRITERIA

Each module assessment will have its own bespoke grading criteria in which students will be assessed against. These grading criteria grids will be made available to students at the beginning of each module on Canvas.

Below is an exemplar grading criteria grid:

		Grading Criteria						
Module learning outcomes assessed		80-100	70-79	60-69	50-59	40-49	30-39	0-29
		Outstanding	Excellent	Assured	Competent	Satisfactory	Unsatisfactory	Fail
1	Demonstrate a comprehensive understanding of how chosen techniques used for project realisation may influence the audience perception	Exceptionally conceived, with final consumption to target audience realised within the media.	Ideally suited to target audience with solid realisation of how product will be engaged with, inherent in the media	A confident consideration of audience perception has been reflected in the product.	Ideas and approaches appropriate for intended audience, realisation of how product will be engaged with, inerrant in the media.	Ideas and approaches dubious for intended audience. Little realisation of how product will be engaged with. Though follows some received conventions.	Ideas and approaches do not relate to audience engagement in relation to intensions.	Ideas and approaches unconsidered in relation to audience perception many elements detract from engagement in relation to intensions.
2	Demonstrate ability to synthesise the relevant skills to generate novel results.	Exceptional consideration has been taken over every aspect of the recording with consummate attention to detail to overall concept.	Excellent attention to detail has been taken over this production and mix in relation to the intended product	A confident mix that delivers a well thought through production showing good attention to detail and a relationship to the intension of the product	Some detail has been lost within the mix, though in keeping with the musical form and does not detract from the overall experience.	Product lacks originality and attention to detail lacks within the clarity and direction of the intentions or the recording.	Unwanted artefacts present within production that detract from material and show a lack of attention to detail	Bad sound quality, clearly audible distortion, clipped unfinished work without form or intent. Production in unfinished
4	Demonstrate ability to apply relevant innovative techniques necessary to realise the chosen project	Inspired production and recording styles, inventively incorporated to fulfil final product.	Production style and recording techniques are excellently conceived and appropriate for intended outcome	An assured application of recording and production techniques, relevant to the intentions of the musical form.	You have demonstrated a competence in production conventions that support your chosen intensions.	The recording and production techniques have been considered in relation to the musical form. Though are not fully developed or consistent.	The recording and production techniques have not been considered in relation to musical form or intention.	The recording and production techniques show no relation to the intention of the musical form.
5	Demonstrate ability to confidently communicate the musical ideas through the chosen project media	Original communication and adaption of musical material that has an integral cohesion between the media form and Musial ideas	Excellent communication and adaption of musical material that connects the media form and musical ideas.	Assured communication and adaptation of musical material. That shows a connection between media form and musical ideas.	The communication and adaption of ideas is competent and shows a link between product and musical ideas though may be clumsy in its relationship.	The communication and adaption of material has been considered but shows little connection to media product.	The adaption and communication of the musical material has not been considered and shows a clash between the media form and its intentions	The material is unfinished and needs adapting. The communication of material is not considered and the media form is inappropriate for the musical intentions.

ASSESSMENT BOARDS AND MARKS RELEASE

At the end of each academic year the ICMP Assessment Board confirms your marks for each assessment component and module for the year. A second Assessment Board is held at the end of the re-sit period.

Please note: All marks you receive in-year are considered provisional until confirmed by the Assessment Board.

Provisional marks and feedback will be available on Canvas within 20 working days of the submission deadline.

LATE SUBMISSIONS

Where work is submitted late for a particular deadline the Programme Leader will have the discretion to mark the work and may treat that work as submitted against the resit deadline; the grade will normally be capped.

Where work is submitted late for a resit deadline, it cannot be marked.

RESULTS DISCUSSION

You can always reach out to your Programme Leader if you would like to discuss your feedback and your progress and achievement to date. You should contact your PL via email if you wish to schedule a one-to-one meeting.

In addition, there are a number of resources and activities built into your ICMP experience to enable you to focus upon and understand your own learning and development. Induction activities provide an initial introduction to study skills, personal development planning, and academic standards.

WHAT HAPPENS IF YOU DON'T PASS AN ASSESSMENT?

If a student has not achieved a pass or compensated pass in all modules, then the relevant Assessment Board will be required to make a decision as to the student's status on the programme.

In most cases, students will be able to undertake a reassessment opportunity after the end of year Assessment Board. However, where there has been poor engagement or attainment, and a student profile shows very few component attempts with no accepted extenuation, the Board may recommend that a student is withdrawn.

If you don't pass a module and are unsure what happens next, please contact your Programme Leader, who will be able to provide guidance.



[Assessment and Feedback Policy](#)

[Academic Regulations](#)

EXTENUATING CIRCUMSTANCES

Extenuating Circumstances are circumstances which:

- impair your examination performance or prevent you from attending examinations or other types of assessment, or
- prevent you from submitting coursework or other assessed work by the scheduled deadline date.

For an extenuation claim to be considered, it is the student's responsibility to inform Academic Support via email as early as possible of any difficulties they have encountered which will affect their ability to submit coursework or attend exams.

Claims must be complete and accompanied by evidence at the time of submission. Incomplete claims, including those without evidence, cannot be submitted and you will be advised to submit the form once it is complete.

Additional information about the process for claiming Extenuating Circumstances can be found on [MyICMP](#) or by emailing Academic Support.

Please note: Any claim for extenuation which is found to be in any part fraudulent will be considered as a matter of misconduct and dealt with under the Academic Integrity Policy.



[ICMP's Extenuating Circumstances Policy](#)

APPEALS

An appeal is defined as a request for review of an assessment board decision about a grade, progression, or award.

Students are strongly encouraged to make every reasonable effort to resolve their appeal informally, through meeting with the member of staff most directly concerned with the matter, such as the Programme or Module Leader, before submitting a formal Academic Appeal request.



[Academic Appeals Policy](#)

LIBRARY, REFERENCING, & INTEGRITY

ICMP LIBRARY

The ICMP Library is on the third floor of the Dyne Road site and forms part of our Learning Resource Centre, or LRC - a quiet study area that also accommodates dedicated writing/production rooms and our range of iMac equipped technology suites.

The Library houses a wide range of study resources from best-selling music related books, journals, scores and online resources through to free-to-use computers and printing facilities. Every core or recommended text from your modules is kept in the Library so you always have access to the books that will help your learning.

ICMP's Subject Librarian is also available to assist students with guidance and information on how to best utilise the Library, as well as those of our partners, and online resources.

By clicking the [Library tab](#) on the Dashboard, you can search our database of books, see which texts are currently free to borrow, renew texts you have borrowed, send a message to the Librarian and access our extensive online resources.

As a student you will be taught how to write correctly referenced essays. ICMP's standard Harvard referencing system is from *Cite Them Right*.



[Cite This for Me: Harvard, APA, MLA Reference Generator](#)

ACADEMIC INTEGRITY

ICMP is committed to maintaining high standards of assessment. Academic misconduct is taken very seriously, and ICMP will take action against any student in breach of the Academic Integrity Policy.

Examples of academic misconduct include:

- Plagiarism: Presenting someone else's work or ideas as one's own;
- Self-Plagiarism: Submitting the same assessment (in part or full) already submitted to ICMP or another institution;
- Collusion: Unauthorised collaboration on an assessment; all parties involved will be subject to investigation;

- **Contract Cheating:** Submitting work that has been completed by someone else. This includes the use of “essay mills,” where an individual or organisation is paid to complete an assessment, and the unauthorised use of AI (Artificial Intelligence);
- **Submission of fraudulent evidence for academic purposes:** This includes making false Extenuating Circumstances claims or submitting false evidence for such claims;

Anyone caught cheating in exams/in-class tests or through coursework assignments will be subject to formal investigation in accordance with ICMP’s Academic Integrity Policy and may face expulsion.

You will be taught how to write correctly referenced essays using the standard Harvard referencing system. Guidance is available on the [Study Skills](#) section of MyICMP.

All academic writing will be submitted via Canvas, which uses Turnitin software to check your writing’s originality. Turnitin matches what you submit against hundreds of thousands of documents world-wide. It is a very powerful tool that can identify plagiarism and contract cheating, including the use of AI.

It is possible to plagiarise your own work if you have previously submitted it for a module. If you are resitting an assessment component or module, you must double check with your Programme Leader whether you can resubmit the same work.



[ICMP’s Academic Integrity Policy](#)

RESEARCH INTEGRITY

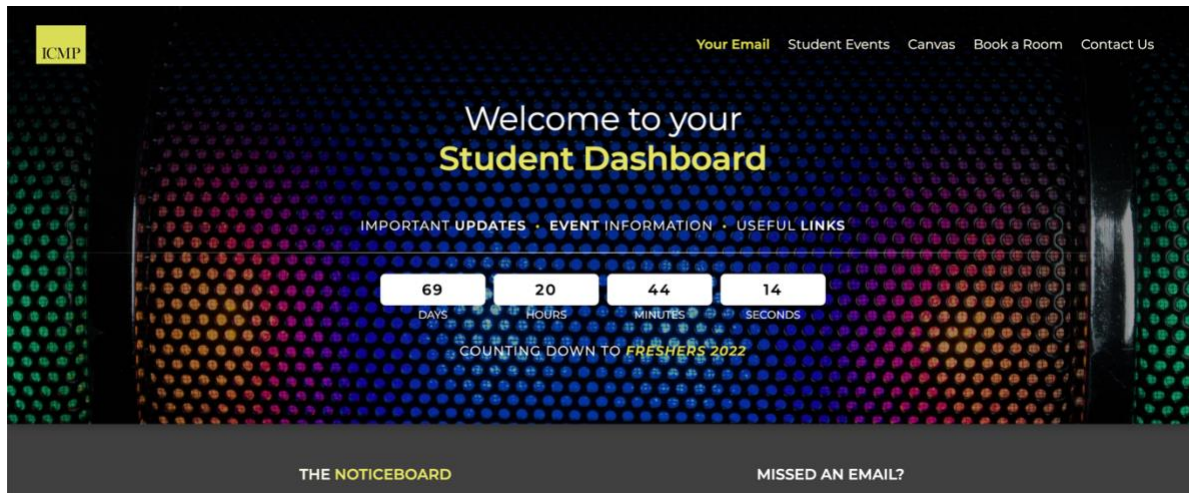
ICMP has a responsibility to support and promote the highest standards of rigour and integrity and to embed a culture of honesty, transparency and care and respect for all participants and subjects of research. We are committed to ensuring that research is conducted with integrity and good research practices are upheld.



[Research Integrity and Ethics at ICMP](#)

INFORMATION ACCESS

ICMP STUDENT DASHBOARD AND PROGRAMME INFORMATION



The Student [Dashboard](#) is a landing page that links to every online service/resource you will need during your time at ICMP. It can be accessed at home.icmp.ac.uk and you should bookmark this site for easy access.

You can use the links on the Dashboard to contact us at ICMP and stay up to date with all the information you need to succeed here.

Communication is vital to your programme and we will need to get information to you on a regular basis, so it is really important that you check your student email **every day**, as well as keeping us up to date with your correct contact details so that we can get hold of you when needed.

YOUR ICMP EMAIL

As an ICMP student, you will have a Microsoft Office account, including an email inbox which all of your programme information will be sent to, and which you can use to contact ICMP staff. It is incredibly important that you check your student email account every day, just as you would as a working professional when you graduate – the onus is on you to pick up all relevant notices as these appear. Failure to monitor your emails will not be an acceptable explanation for missing deadlines or other key dates and activities that have been communicated via email.

Tip: We highly recommend downloading the Microsoft Outlook app (free on iOS and Android) and setting up push notifications for when new messages come into your student email – this way you will never miss any important information and don't have to remember to check your account.

ICMPLIFE.COM

This platform provides allows current students, alumni and staff to support one another, stay up to date on ICMP events and join groups as part of our student-led Societies. There is an app version available to students on [Android](#) and [iOS](#), and also by visiting [ICMPLife.com](#).

MYICMP

[MyICMP](#) is our student intranet – a 'one stop shop' online portal that contains information, guidance, policies and general advice on life at ICMP, as well as job and performance opportunities, access to book an appointment with the wellbeing team and the facilities ticketing system. If you need to find some information that isn't specifically related to your programme, the likely chance is that it is on MyICMP.

CANVAS

[Canvas](#) is our digital learning platform, and the digital hub for your learning. You will be enrolled for each of the modules you study. Here your module leaders will provide all of the key information you will need to complete the module. The module site contains the details for your assessments, and is where your marks and feedback will be published. Your tutors will also communicate to you through Canvas announcements and forum discussion posts (you can set these up to be forwarded to your student email if you wish). There is also a free Canvas app available on for iOS Android devices.

TIMETABLE

Your [live timetable](#) can be accessed via the Dashboard and is built using a software called Celcat (which we also use to manage room booking). The timetable also syncs to your Outlook calendar and you can download the Outlook app on iOS or Android to view your timetable on your phone or tablet.

ROOM BOOKING

By logging in to SISO either via the Dashboard or on the app on your preferred device you can check room availability and book rooms for your personal use. Your bookings will be displayed on your timetable, and you can manage them centrally via SISO. Full guidance on booking out rooms can be found on the Facilities tab on My ICMP.

STUDENT GATEWAY

The [Student Gateway](#) is the portal you will use to confirm your place at the start of every academic year, and is also where you can update your personal contact details and request official letters from ICMP (such as proof of student status for council tax exemption).

SUPPORT SERVICES

ACADEMIC SUPPORT

The Academic Support team are here to guide, signpost and assist you throughout your student journey – from enrolment through to graduation. The team supports your experience in many ways, including:

- Pastoral support
- Official documentation ('Confirmation of Study' letters, transcripts and certificates etc)
- The upkeep of student records including attendance and engagement
- Exams and assessments
- Extenuating circumstances
- Academic Offences
- Provision of ID cards
- Printed resource materials

We will be happy to help you with any queries you have. You can contact the team at academic.support@icmp.ac.uk or by coming to the helpdesk at reception during normal office hours. If you send a query via email, the team will endeavour to reply within one working day and to provide a full resolution within three working days.

We also encourage you to contact your tutors or any member of staff directly via email to discuss any relevant matter.

STUDENT SERVICES AND SUPPORT

THE STUDENT WELLBEING TEAM

At ICMP, we want to make sure you can fully engage with academic life and studies. Our dedicated Student Wellbeing Team offers a broad network of services, information and guidance to provide you with the very best support during your time as a student with us. We understand that students can be affected by a variety of health, disability and wellbeing issues. Please get in touch immediately if you have any concerns or questions about the following:

Disability, SPLD & Mental Health	<ul style="list-style-type: none"> • Assist students in applying for additional DSA funding. • Access to Screenings for Dyslexia, ADHD and Autism
Additional Learning Support	<ul style="list-style-type: none"> • Make recommendations for 'Reasonable Adjustments' or on-course support agreements.
Referral to specialist Study Skill Sessions & Resources	<ul style="list-style-type: none"> • 1:1 or Group Study Skills Sessions
Emotional & Psychological Support	<ul style="list-style-type: none"> • Access to Counselling • Advice on long and short-term mental health issues
Financial Advice	<ul style="list-style-type: none"> • Assisting students with financial Advice • Emergency Financial Assistance / Hardship Funding
Accommodation Advice	<ul style="list-style-type: none"> • Tenancy Agreement advice and signposting to legal Advice and Emergency Accommodation
NLP Practitioner and Life Coach	<ul style="list-style-type: none"> • Performance Anxiety • Motivation and Resilience Sessions
Alexander Technique	<ul style="list-style-type: none"> • Posture & Injury Prevention • Relaxation

HOW TO CONTACT US

To request advice and guidance or book a one-to-one meeting with a member of the team, you can complete a self-referral Form or use the QR codes on the screens and posters around the building, or through the Wellbeing Drop-In sessions every Wednesday 1pm-4pm in room 206. Links to access the team are also located on the Student Wellbeing Team pages on MyICMP [linked here](#).

CAMPAIGNS AND INFORMATION SESSIONS

We run a variety of awareness initiatives throughout the year highlighting national campaigns such as World Mental Health Day, Dyslexia Awareness, Autism Awareness etc.

DISABILITY ADVICE AT ICMP

Our Disability Advisers:

- Conduct support meetings, create support agreements and provide guidance to students who suspect they may have a disability, impairment or specific Learning difficulty.
- Make recommendations of reasonable adjustments to your programme of study e.g. Assessments, examinations and strategies for support.
- Assist you in applying for the Disabled Students Allowance (DSA)
- Liaise with ICMP Teams in relation to making arrangements for supporting SpLD and disabled students.

MENTAL HEALTH ADVISERS

The role of Mental Health Adviser is to work with students across the full spectrum of mental health difficulties ensuring they obtain appropriate treatment, support & adjustments to enable them to successfully complete their studies.

A MENTAL HEALTH ADVISER CAN HELP YOU IF YOU:

- have an existing mental health condition
- are feeling anxious or depressed
- are worried about your mental health
- want to plan how to stay well whilst studying at ICMP.

WHAT CAN A MENTAL HEALTH ADVISER OFFER?

- Advice if you are concerned about your mental health or the mental health of another student
- Working with the Disability Advisers, looking at any practical support requirements you may need as a result of your mental health issues, such as extra time for exams.
- Liaison with, or referral to other ICMP functions or external agencies, such as NHS services or third party organisations.

STUDENT MONEY AND ACCOMMODATION ADVICE

Our Student Money & Accommodation Adviser offers support, advice and guidance to students who are struggling with money management, need support in applying for Student Finance or are experiencing severe financial or accommodation issues. You can request advice and guidance about tenancy agreements, disputes with your landlords, rent guarantors and Student Loans Company applications.

The Student Money & Accommodation Adviser is also the named point of contact for Care Leavers and Estranged Students commencing study at ICMP.

COUNSELLING

A specialist short term counselling support service is available to students, free of charge, during term time. You will be offered 6 sessions including an initial assessment with a counsellor. At busy times a waiting list is in operation.

There are many reasons why students may come for counselling. Perhaps they are feeling unsettled or stuck in their lives. It might be that they are facing big changes and are experiencing a mixture of feelings about their situation or their studies are impacting on their mental health in a negative way. Sometimes, people come because they don't like the way they have been behaving or reacting to certain people or situations. They may feel overwhelmed and not sure how to move forwards.

LIFE COACH/NLP SESSIONS

Neuro-linguistic Programming (NLP) is the practice of understanding how people organise their thinking, feeling, language and behaviour to produce the results they do. NLP provides people with a methodology to model outstanding performances achieved by geniuses and leaders in their field. NLP is also used for personal development and for success in business.

1:1 SESSIONS

We can offer a small number of 1-2-1 sessions which are tailored to meet your individual needs. The sessions provide a safe, supportive environment to share thoughts, challenges and learnings, and to design ways forward with an emphasis on structure and gentle accountability. They are run by Kate Craker, who has experience in the music industry as a freelance professional cellist, manager and record company director and understands the life of a musician.

ALEXANDER TECHNIQUE

The Alexander Technique is an educational process which shows you how to release patterns of tension and habits which stop you from being your best as a musician. It can help in all areas of life as a musician, including practice, performance, long stints of driving, moving gear, and standing on stage. Equally, for those involved in music production, spending long periods at a computer, The Alexander Technique can help students optimise their posture with less strain, giving them more energy for the task at hand.

TOGETHERHALL

Students at ICMP get free access to Togetherall an online mental health and wellbeing service offering self-help programmes, creative outlets and a community that cares. The service can be accessed anonymously, 24/7, 365 days a year via www.togetherall.com. You can join Togetherall with your ICMP email address.

SAFEGUARDING

ICMP has a statutory and moral duty to ensure that it functions with a view to safeguarding and promoting the welfare of children and vulnerable adults receiving education and training at ICMP.

ICMP has a designated Safeguarding Team with responsibility for children and vulnerable adults studying at / or visiting ICMP.

Safeguarding Lead & Prevent Lead:

Angela Morley – Head of Student Services – angela.morley@icmp.ac.uk

Safeguarding Team:

Deputy Safeguarding Lead – Laura Ryan – Deputy Head of Student Services

Safeguarding Officer

Hannah Trott (Summer Schools & Outreach Provision)

Safeguarding Team

- Damien Omen (Facilities)
- Oliver Tatler (The Hub)
- Simon Phillips (Disability Adviser)
- Clare Soutter (Mental Health Adviser)
- Paula Grant (Mental Health Adviser)
- Lola Idowu (Mental Health Adviser /Autism)
- Tasnim Chamadiya (Student Wellbeing Administrator)

If you have any concerns about the health, safety and / or wellbeing of an ICMP student or member of staff you can contact any member of the Safeguarding Team and discuss your concerns. You can also speak to your Programme Leader, personal tutor or any member of staff you feel is appropriate. All concerns raised will be treated in confidence and with the utmost discretion.



[MyICMP](#)

CAREERS AND INDUSTRY HUB

Are you looking for support on your development as an Artist, Writer, Producer, Musician and connecting with industry?

Do you want help with finding and applying for work or advice on career options with your qualification?

The Careers and Industry Hub is run by a team of music industry professionals and experienced careers coaches on hand to provide you with advice and support in building your career in music during and after your study at ICMP.

To book an appointment with the team, register for workshops and panels, access handy resources and regularly updated job listings, go to [ICMP Careers+](#).

To connect and collaborate with other students and alumni, visit [ICMPLife platform](#) and register using your student email.

And as ICMP alumni, you retain access to support from the Careers & Industry Hub after you graduate including:

- Support with CVs, cover letters and application forms for all jobs and opportunities.
- Guidance and advice on topics such as identifying a range of potential career paths, further education and building revenue streams as well as guidance on working as a self-employed freelancer.
- Guidance and advice on topics such as release and marketing strategies, raising your profile as a musician, connecting with industry and much more.
- Events connecting you with industry practitioners, employers and other professionals.
- Information and resources across a range of topics .
- Access to an international network of ICMP alumni working across the music and wider industries
- Access to job and performance listings and other exclusive opportunities

If you have any questions or require any help, email alumni@icmp.ac.uk for more info.

For any other queries, contact the Careers and Industry team at thehub@icmp.ac.uk

FACILITIES

ICMP OPENING HOURS

You are welcome to make use of the ICMP facilities outside of your classes. Our most up to date opening hours are available on [MyICMP](#) under the Facilities tab, and you are advised to refer here for contemporary information. Generally, during term time our opening hours are:

Weekdays:

Monday – Friday: 09:00 – 23:00

Weekends:

Saturday & Sunday: 10:00 – 22:00

Important note: ICMP closes on all UK Bank Holidays, including Easter Weekend and Christmas. No one will be in the building at these times and rooms will be unavailable.

We also hold several Open Days for prospective students throughout the year. These are held on Saturdays, and rooms will be unavailable for booking during the day, but available after 5pm. On the evening before an Open Day, ICMP closes at 7 pm in order to prepare for the next day.

Closures will always be communicated to you in advance via email.

SECURITY

Student ID Cards

Your Student ID Card is also your secure door access. This means that when you arrive at ICMP, you can hold your ID card up to the entrance keypad (where you would have entered a pin code), it will 'beep' and the door will be unlocked.

Your ICMP ID card is not transferable and cannot be handed to another user. Cards will be checked periodically and cards not with their correct owners will be confiscated. It is very important that if you lose your ID card, you let us know as soon as possible. We can then disable your card until you either find it or it gets handed in. If you need a replacement card, these can be obtained from reception for a small charge.

WiFi Access and Multi-Factor Authentication

To protect the security of our network, you will need to log in to the Student WiFi using your ICMP login credentials.

When you first log in to your ICMP Office 365 account, you will be required to set up Multi-Factor Authentication. You will be prompted to set up either a mobile phone number to receive a text code at login

or to use an application that can send notifications for approving login. This greatly improves the security of your email and files and bring your ICMP account in line with modern cyber security practices.



[ICMP's Acceptable Use of IT Policy](#)

HEALTH AND SAFETY

Your health and safety is paramount, and we ask you to support us by reporting any hazards or health and safety issues directly to the Facilities desk, and by behaving in a responsible manner, especially whilst using performance equipment.

Fire Exits are clearly marked throughout the building. Please familiarise yourself with the fire and evacuation instructions located on each floor. In the event of the fire alarm sounding whilst in class, follow the instructions of your tutor. Please note that the fire alarm system is tested weekly and is signified by a short burst of sound.

If required to do so, leave the building calmly and quickly. Do not run, do not panic and do not take your possessions with you.



[Health and Safety Policy](#)

FACILITIES HELPDESK

Via the [online Facilities Helpdesk](#) you can create 'tickets' to request help from the Facilities Team for a variety of things, including off-site equipment hire, reporting faulty equipment, IT support and general facilities-related feedback or queries.

ICMP are committed to supporting your studies by providing the best possible environment for teaching and learning. As an ICMP student, you have access to numerous rehearsal rooms, practice booths, music production suites and tech labs, not to mention state of the art recording studio facilities. The ICMP tech suites are not bookable rooms but are available to use outside of class times. If you see an available seat in a room, you are welcome to use it.

We also maintain a stock of desirable instruments, boutique amps, synths and production equipment that can be hired out for use on campus free of charge from the facilities helpdesk. You can even hire out PA equipment and back line to perform at off-campus events, either to satisfy the requirements of your course or to gain 'real-world' experience.

Visit the [online facilities helpdesk](#) and the Facilities pages on [MyICMP](#) for further information.

GETTING INVOLVED

EVENTS AT ICMP

The ICMP Events Team organise all recruitment and student-related events, including all Masterclasses, Songwriters' Circles, Showcases, Networking Events, the Freshers Week and Graduation.

To find out more, we encourage all students to follow ICMP Life on [Facebook](#) and [Instagram](#).

If you would like to get involved, please visit Events on [MyICMP](#), or send an email to events@icmp.ac.uk.

STUDENT VOICE

Feedback from the student community is an integral and highly valued part of life at ICMP and vital in ensuring the continued improvement of our provision to you.

Having your voice heard at ICMP is easy, and there are many ways for you to give us your feedback. Details on these can be found on the Student Voice pages of [MyICMP](#).

The easiest and quickest ways to get your problem solved and your ideas heard is to simply talk to your tutors, who are always ready to listen whether in person or over email. We aim to encourage a culture of open conversation.

The Student President, Student Vice-President, Equality, Diversity, and Inclusivity (EDI) Officer, Societies & Co-Curricular Officer, Environment & Sustainability Officer, and International Officer are your Student Officers. These are elected by students every year in the springtime. They are here to support you throughout your time with us.

ICMP is not currently affiliated with the NUS (National Union of Students). The Student Senate acts as a general sounding board for student opinion. More information is available on [MyICMP](#) under the Student Voice and Student Senate tabs.

STUDENT REPRESENTATIVES

The Student President and Vice-President act as primary representatives of ICMP's student community. As well as sitting on a variety of staff committees and chairing the Student Senate, they head up the team of Student Representatives.

Student Representatives, or Student Reps, are elected at the start of the academic year, act as a key voice for students and have the power to improve and make changes to the student experience at ICMP. They attend both Programme Committee Meetings and the Student Senate and are a vital link between students and staff.

If you have any concerns or suggestions regarding your course, please do not hesitate to contact your Student Rep, who can pass these comments on to your Programme Leader.

More information about Student Reps can be found on [MyICMP](#), and if are interested in becoming a Rep you can email studentvoice@icmp.ac.uk at any time during the academic year.

COMPLAINTS AND DISCIPLINARIES

At ICMP, we work hard to ensure that your experience is a positive one. However, we recognise that on occasion a student may have a concern that they would like addressed.

If you are considering making a complaint or appeal, you should contact complaints@icmp.ac.uk in the first instance. The Complaints Team is part of the Quality Office and can support you throughout the process.

COMPLAINTS

A complaint is an expression of dissatisfaction with the standard of service provided by ICMP, or with the actions (or lack of actions) by ICMP or a member of ICMP staff. The Complaints process should be used for serious matters, not for minor things such as occasional lapses of good manners or disputes of a private nature between staff and students.

Students wishing to submit a complaint are strongly advised to make every reasonable effort to resolve their complaint informally, through meeting with the member of staff most directly connected with the matter, such as the Programme or Module Leader, before submitting a formal complaint.



[ICMP Student Complaints Policy](#)

DISCIPLINARY CASES

ICMP is strongly committed to providing a safe and welcoming environment for all students and staff to work, study, and socialise in. We have a formal disciplinary process to address cases where that environment is threatened by student behaviour.



[Student Disciplinary Policy](#)

OFFICE OF THE INDEPENDENT ADJUDICATOR

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints and appeals. ICMP is a member of this scheme. If you are unhappy with an outcome you may be able to ask the OIA to review your complaint or appeal

You normally need to have completed the ICMP review stage before you apply to the OIA. Once you have exhausted our processes, we will send you a letter called a “Completion of Procedures Letter” to indicate that there are no further steps you can take internally. You can find more information about Completion of Procedures Letters [here](#).

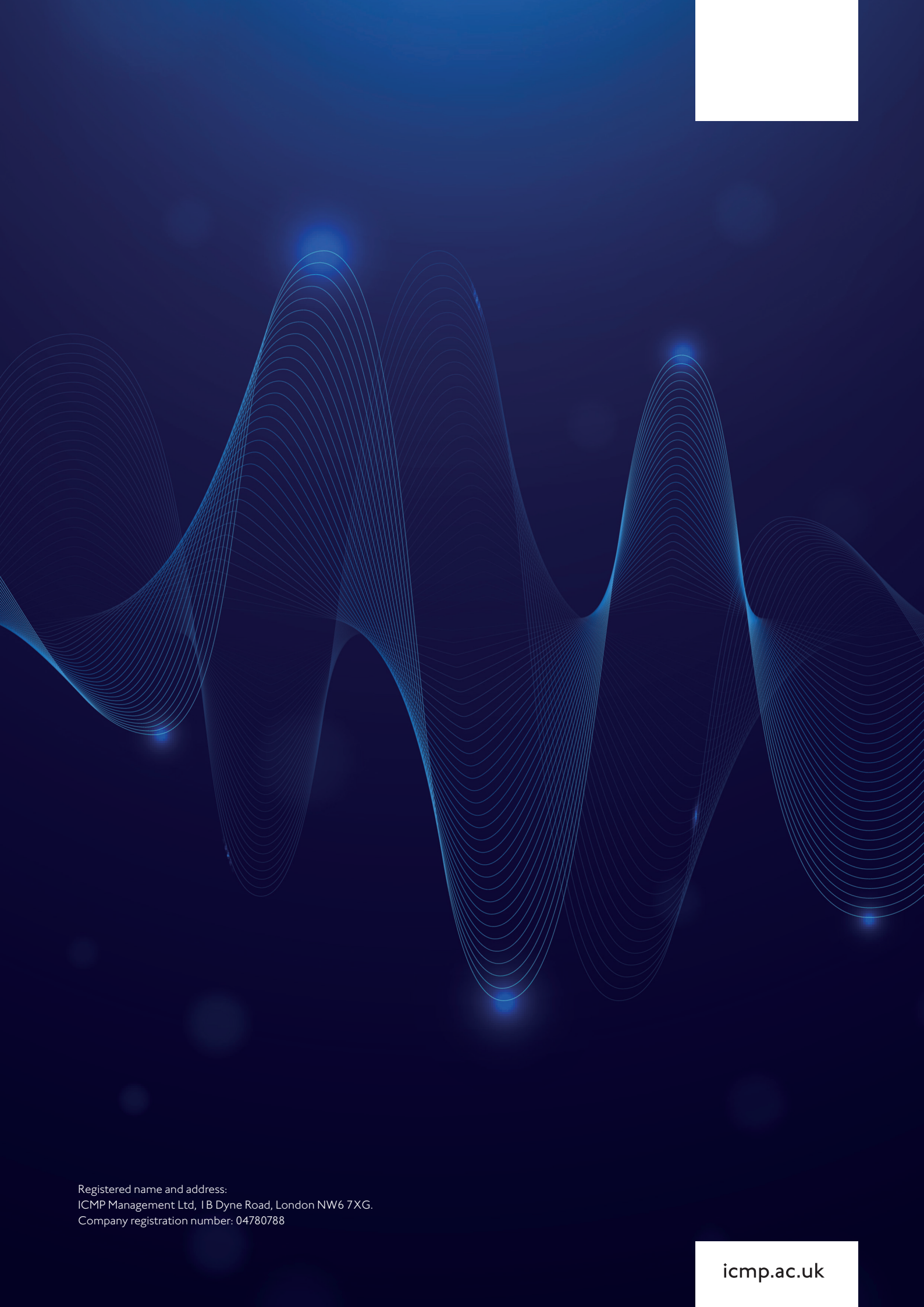


[Office of the Independent Adjudicator for Higher Education](#)

THE STUDENT PROTECTION PLAN

The [Student Protection Plan](#) is a plan of action set in place to protect student interest so that if anything should happen to ICMP, you will still be able to complete your qualification. All English Higher Education providers must have a student protection plan which is approved by the government Office for Students (OfS).

The plan is tailored to ICMP's specific circumstances and includes an assessment of the risks to the continuation of study of our students, the likelihood that those risks will materialise, and the severity of the impact on students should that be the case. In all cases, we have made a commitment to offer students advice and support in the event that any of the risks to the continuation of study materialise. We have separately published our [Refund and Compensation Policy](#) for cases where it is not possible to preserve continuation of study.



Registered name and address:
ICMP Management Ltd, 1B Dyne Road, London NW6 7XG.
Company registration number: 04780788

icmp.ac.uk