

UCL Academic Manual 2024-25

Chapter 9: Quality Review Framework

Annex 9.9.1

Standard UCL Text for Core Programme Information

How to use the Core Programme Information:

* The Core Programme Information (CPI) should be provided to all current UCL Undergraduate and Taught Postgraduate students (including MRes students).
* The CPI should be included in a single location, available to current students, via handbooks, Moodle pages or online websites/intranets.
* The CPI represents the minimum information that should be provided to all students. As such, programmes are encouraged to add local information where appropriate.
* Programmes are free to change the formatting, numbering and order of items, but, where marked ‘**Centrally Provided**’, the text itself must be included in its current form. However, departments may change specific terminology to reflect local practice (e.g., ‘Programme Director’ for ‘Programme Leader’).
* There are two versions of this document one with hyperlinks for online documents/ Moodle sites and one with URLs for printed documents. Departments should select one of the two options.
* Additional notes and instructions can be found in the main text in blue text and should not be reproduced for students.
* Departments should ensure that information provided to students is accurate and clear in line with Consumer Protection Law. Compliance with consumer protection law is externally monitored by the Competition and Markets Authority (CMA) and Office for Students (OfS). For more information and a training module, please see [Consumer Protection webpages](https://www.ucl.ac.uk/srs/compliance/consumer-protection). For any concerns relating to consumer protection, please contact [srs-compliance@ucl.ac.uk](mailto:srs-compliance@ucl.ac.uk) .
* The CPI document was initially published in advance of the main Academic Manual and some links and sections subsequently updated:

Section 13.5 UCL Standard Feedback Turnaround Time (Text updated)  
Section 13.10.1 Absence from Assessment (Academic Manual link updated)

Section 15.1.2 SSW How to Contact us (Text and Academic Manual link updated)  
Section 19.1.1 TeamUCL (Academic Manual link updated)

Should a link not work, please notify the APQS team ([apqs@ucl.ac.uk](mailto:apqs@ucl.ac.uk)).

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# Welcome to UCL

## Provost’s Welcome (Centrally Provided)

Dear students,

A warm welcome to those of you who are new and congratulations on making UCL your university of choice. To those of you returning, welcome back.

Your UCL education will take you deep into your chosen field and give you its broader context in our rich multidisciplinary academic culture. It will help you develop skills and networks to prepare you for your future.

We want you to learn how to think, not what to think, through UCL’s research-based approach to education. Our students are our partners and contributors, working alongside world-leading academic staff to pursue excellence, break boundaries and make an impact on global challenges.

I warmly encourage you to shape your journey at UCL. Take our university-wide surveys and work in partnership with academics to make your programme of study even better.  Each programme also has opportunities for you to volunteer as an academic representative to work closely with your department to improve the student experience.

This is an exciting time to make your voice heard, with [UCL East](https://www.ucl.ac.uk/ucl-east/), the biggest development in UCL’s history, welcoming its second cohort of students and work continuing on implementing our 2022-2027 strategic plan for education. Preparations are also in train on marking UCL’s bicentennial in 2026, with our student partners involved in planning an inspiring programme of events to celebrate this landmark anniversary.

UCL is a community of great minds. You are a valuable member of that community. I hope you will take every opportunity to shape your time with us, so that your experience is the best possible.

Dr Michael Spence

UCL President and Provost

# Introduction to the department and parent faculty

## Introduction to the department and its history

Department to add details and may also wish to include UCL and local maps to assist student orientation.

## Explanation of the relationship between department and faculty

Department to add details and may also wish to include diagrams outlining the relationship with the faculty.

## Key staff members within the department and faculty

Department to add details, including some information about the protocol for contacting departmental/faculty staff.

# Departmental staff related to the programme

## Explanation to students of the roles of module and programme leaders and other key staff involved in programme delivery

Department to add details.

# Key dates

## Term dates, exam/assessment period, core activities (Centrally Provided)

### UCL Term Dates: 2024/25

| **Term** | **Dates** |
| --- | --- |
| First Term | Monday 23 September 2024 to Friday 13 December 2024 |
| Second Term | Monday 13 January 2025 to Friday 28 March 2025 |
| Third Term | Monday 28 April 2025 to Friday 13 June 2025 |

For those departments that operate them, Reading Weeks are the weeks beginning Monday 4 November 2024 and Monday 17 February 2025.

| **UCL Closure** | **Dates** |
| --- | --- |
| Christmas College Closure | Close 5.30pm Friday 20 December 2024 |
|  | Open 9.00am Thursday 02 January 2025 |
| Easter College Closure | Close 5.30pm Wednesday 16 April 2025 |
|  | Open 9.00am Wednesday 23 April 2025 |
| Bank Holidays | Closed - Monday 05 May 2025 |
|  | Closed - Monday 26 May 2025 |
|  | Closed - Monday 25 August 2025 |

#### Further information:

* [Term Dates 2024-25](https://www.ucl.ac.uk/students/life-ucl/term-dates-and-closures/provisional-term-dates-and-closures-2024-25)

Add local term dates if applicable. For term date exceptions see Term Dates 2024-25 e.g. Medical School, Institute of Education, School of Pharmacy.

If applicable, departments should include information regarding year-round attendance for PGT students.

### UCL Examination Periods 2024-25

The centrally organised examinations will take place from 29 April until 30 May 2025.

Add local exam periods, submission deadlines, events etc.

## Department- and faculty-level events and key dates

Department to add details.

## How UCL and the department will communicate with students (Central and Local)

UCL will communicate with students via:

* **UCL student email** – Students should check their UCL email regularly.
* [UCL student email](http://www.ucl.ac.uk/isd/services/email-calendar)
* **UCL Moodle** – UCL's online learning space, used by module organisers, programme leaders, departments and faculties to provide essential information in addition to learning resources.
* [UCL Moodle](https://moodle.ucl.ac.uk/)

* **myUCL** – A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.
* [myUCL](http://www.ucl.ac.uk/news/student/what-is-myucl)

* **UCL Instagram** – UCL’s official Instagram channel, featuring news, events, competitions and images from across the UCL community.
* [UCL Instagram](https://www.instagram.com/ucl/)

* **X.com/ucl** - Sharing highlights of life at UCL from across UCL’s diverse community.
* [X.com/ucl](https://x.com/ucl)

Add department-specific information where applicable.

# Hours of Study

## Hours of study (Central and Local)

Department to add hours per week (or per module) and term times for full time, part time, flexible, UG or PGT etc. e.g. full time UG = 40 hours per week during term time. Departments may also wish to add default hours of operation, i.e. Mon – Fri 9 am – 6 pm, and/or include a note that all teaching should finish at 12.50pm on Wednesday afternoons to enable students to participate in extra-curricular activities including sports.

This time is made up of formal learning and teaching events such as lectures, seminars and tutorials, as well as independent study.

Department to add any further detail on types of learning.

## Personal study time

Department to add details.

## Attendance requirements (Central and Local)

### Attendance Requirements

UCL expects students to attend all the scheduled learning events which appear on their timetable as this gives students the best chance of academic success. This includes all events set out in the programme handbook or those provided to students during a module, including personal tutorials.

#### Further information:

* [Attendance at UCL](https://www.ucl.ac.uk/students/life-ucl/attendance-ucl)

Department to add attendance information if available.

### Degree Apprenticeships Attendance Requirements (where applicable)

The Education and Skills Funding Agency (ESFA) requires UCL to share details of an apprentice’s attendance, progress, and any issues with a current employer as stated in the [Degree Apprenticeship Funding Rules.](https://www.gov.uk/guidance/apprenticeship-funding-rules)

Apprentices are expected to attend all scheduled learning events which appear on their timetable. Unexplained absences will be recorded and communicated to the apprentices’ employer.

### Student Visa students: Absence from teaching and learning activities

In line with UCL’s obligations under UK immigration laws, UCL is required to report to UK Visas and Immigration (UKVI) when a student has not been engaging with their studies. RegisterUCL is used by departments and the central Student Immigration Compliance team to report on student attendance. This is not only to meet the UKVI requirements, but also to identify any problems as early as possible to ensure action is taken to advise or assist the student.

#### Further information:

* [Student visa responsibilities](https://www.ucl.ac.uk/students/immigration-and-visas/student-visa/student-visa-responsibilities" \l "attendance)
* [Attendance at UCL](https://www.ucl.ac.uk/students/life-ucl/attendance-ucl)

# Our expectations of students

## UCL Code of Conduct (Centrally Provided)

UCL enjoys a reputation as a world-class university. It was founded on the basis of equal opportunity, being the first English university to admit students irrespective of their faith and cultural background and the first to admit women. UCL expects its members to refrain from interfering with the proper functioning or activities of UCL, or of those who work or study at UCL. Students should ensure they read and familiarise themselves with UCL’s Student Code of Conduct and other related policies and should be aware that any inappropriate behaviour may lead to actions under UCL’s Student Disciplinary Procedures.

#### Further information:

* [UCL Code of Conduct for Students](https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework/section-1-code-conduct-students)
* [UCL Disciplinary Code and Procedure in Respect of Students](https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework/section-8-disciplinary-code-and-procedure-respect)
* [UCL Prevention of Bullying, Harassment and Sexual Misconduct Policy](https://www.ucl.ac.uk/equality-diversity-inclusion/dignity-ucl/prevention-bullying-harassment-and-sexual-misconduct-policy)
* [UCL Code of Practice on Freedom of Speech](https://www.ucl.ac.uk/srs/sites/srs/files/ucl_code_of_practice_on_freedom_of_speech_v1.0.pdf)
* [Religion and Belief Equality Policy for Students](https://www.ucl.ac.uk/students/policies/equality/religion)

## Degree Apprenticeships Expectations of Students (Centrally Provided) (where applicable)

### Safeguarding

Safeguarding is the overarching term used to describe the protection of the health, wellbeing, and human rights of individuals, ensuring the right to live in safety, free from abuse and neglect.

Apprentices will be introduced to safeguarding as part of their apprenticeship induction and safeguarding will be embedded through tripartite review meetings, handbooks, and course resources.

### Prevent

UCL has a duty to safeguard all learners and Prevent is about safeguarding our apprentices to keep them safe and within the law.

At UCL, our approach to Prevent focuses on safeguarding our learners from harm. Safeguarding vulnerable people from radicalisation is no different from safeguarding them from other forms of harm.

As part of their programme of study apprentices will be given a forum to explore Prevent themes. UCL will ensure apprentices can express views in an environment that encourages respectful free speech

### “British Values”

UCL is committed to upholding and actively promoting “British Values” that include but are not limited to:

* Democracy
* The Rule of Law
* Individual liberty
* Mutual respect and tolerance of those with different faiths and beliefs

These four values are not necessarily only British values and can be considered positive values for any society to live by. These values align with [UCL values](https://www.ucl.ac.uk/2034/founding-principles) that are already embedded and encouraged at UCL. Apprentices are encouraged to explore ideas in a context where these values are recognised and respected.

Apprentices will demonstrate their knowledge, skills, and behaviours of “British Values” in various exercises UCL have adopted throughout the apprenticeship.

# UCL’s Student Support Framework

UCL is committed to providing the support you need in order to make the most out of your studies. The Student Support Framework draws together our main academic support processes under one banner to help you understand the options open to you.

* [UCL’s Student Support Framework](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework)

The Framework includes the following components:

##### Part 1: How to Use this Framework helps you find your way around the different support options open to you. It includes:

* Where to find help and advice
* Information about when to use this framework (for example if you are an affiliate, study abroad or placement student)
* Advice on confidentiality and how UCL will look after your data
* Information on providing supporting evidence
* Links to other support options that are available to you.

##### Part 2: Types of Support explains how each of the following processes works:

| **Support process:** | **Use this if:** | **What this covers:** |
| --- | --- | --- |
| [Delayed Assessment Scheme](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework) | You need a small amount of flexibility to help you manage your wellbeing, student life, and workload due to reasons which are not grounds for evidenced EC’s. | Taught students have a maximum of 3 Delayed Assessment Permits to use during the year. Each permit grants you a set mitigation such as a 5working day extension or deferral. There are no minimum grounds, but you should think carefully before using your permit.  Make sure to review the restrictions of the scheme, and note that not all assessments are eligible. |
| [Short-term Illness and other Extenuating Circumstances](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework) | You have a short-term illness, bereavement or other unexpected emergency. Normally you must provide evidence. | ‘Extenuating Circumstances’ (often know as ‘ECs’) are events which are sudden, unexpected, significantly disruptive and beyond your control and which may affect your performance at summative assessment, such as a serious illness or the death of a close relative. You can submit an Extenuating Circumstances claim to access ‘mitigation’ such as an extension or deferring an assessment to a later date. |
| [Reasonable Adjustments for Disabilities and Long-term Conditions](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework) | You have a disability or long-term physical or mental health condition. | UCL can provide longer-term ‘Reasonable Adjustments’ to support your learning and assessment. This includes setting up a ‘SoRA’ (Summary of Reasonable Adjustments) with UCL’s Student Support and Wellbeing team. |
| [Academic Adjustments](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework) | You need long-term or ongoing support with one or more of the following:   * You or your partner is pregnant or planning maternity, paternity or adoption leave * You are a parent or carer * You observe religious beliefs or cultural customs * You are affected by any form of harassment or discrimination * You are affected by traumatic world events such as war or terrorism * You are a critical worker (e.g. NHS staff). | Academic Adjustments include long-term reasonable adjustments arranged by your Department if you need additional support with learning, teaching and assessment. |
| [Exam Adjustments](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework) | You need additional support to sit an online or face-to-face exam. | Exam Adjustments are specifically for Controlled Condition Exams and Take-Home Papers, and include adjustments such as extra time, rest breaks, a more comfortable chair and specialist equipment. These are available to students with a longer-term disability or health condition, and to students who need shorter-term support e.g. if you are pregnant, or have a broken arm. |
| [Interruption of Study](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework) | You are thinking of taking time out from your studies . | Interruption of Study is for students who wish to take a break from their studies and return at a later date. You can take time out from your studies for a wide range of reasons - you might want to take up an internship or placement, take time out to travel, be planning to have children, or be facing personal challenges which are making it hard to study. |
| [Support to Study](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework) | You are having persistent or ongoing difficulties and UCL’s other support processes are not providing the right level of help. | Support to Study aims to help you if you are having significant, persistent, longer-term difficulties and UCL’s normal mechanisms (e.g. Reasonable Adjustments, Extenuating Circumstances, Interruption of Study) are not providing enough support. We will work with you to put together a Support Plan to help you get the most out of your studies. |

The Student Support Framework is just one of the ways in which UCL helps you to get the most out of your time with us:

|  |  |  |
| --- | --- | --- |
| **The Student Support Framework** | **Your Personal Tutor** | **Your Department** |
| The Student Support Framework explains how you can apply for formal support with your studies such as extensions, reasonable adjustments, or taking time out from your studies. | One of your first priorities should be to meet your Personal Tutor. They will help you to get the most out of your studies, and provide support and encouragement during your time with us. | Help is also available from members of staff in your UCL department including academic staff and departmental administrators. You can find their contact details on Moodle or in your Student Handbook. |
| **UCL Student Support and Wellbeing** | **FAQs and Enquiries** | **Students’ Union UCL Advice Service** |
| UCL’s team of expert wellbeing, disability and mental health staff provide a safe, confidential and non-judgemental space in which you can discuss any issues that may be affecting your ability to study. | askUCL is our self-help centre and student enquiry system. It includes a wide range of Frequently Asked Questions. If you can’t find what you’re looking for, you can log an enquiry. | The Students’ Union UCL provides a free, confidential and independent advice service with a trained and experienced team. |

## Information on local fitness to practise policies (if applicable)

Department to add details if a local fitness to practise policy applies.

## Key contacts in the department for assistance with any of the above

Department to add details.

# Programme structure

## The structure of the programme, duration, credits, qualification(s)

Department to add details and may wish to also refer students to the Programme Summaries.

## Projects, placements and study abroad (if applicable)

### Finding projects

Department to add details if the programme includes projects.

### Information on placements

Department to add details if the programme includes placements.

### Information on study abroad options

Department to add details if the programme includes study abroad.

#### Further information:

* [Go Abroad](https://www.ucl.ac.uk/students/go-abroad)

### Information about regulations concerning the year abroad (academic requirements if they exist)

Department to add details if the programme includes study abroad.

### Information on summer internships

Department to add details if the programme includes summer internships.

### Information on internships from UCL Careers

UCL has web resources, a student toolkit and bookable appointments for students to support them with applications for internships, and guidance in sourcing opportunities.

#### Further information:

* [Internships](https://www.ucl.ac.uk/careers/internships)

## Professional accreditation (if applicable)

### Details of any professional accreditation and associated requirements integrated into the programme and requirements for students

Department to add details if the programme includes professional accreditation.

## Academic partnerships (if applicable)

### Who the partner is, what is involved in the partnership and how it impacts the students

Department to add details if the programme involves an Academic Partnership.

## Degree Apprenticeships (Centrally Provided) (where applicable)

### Degree Apprenticeship Standard

Each Degree Apprenticeship is governed by a specific standard which is comprised of three components: Knowledge, Skills, and Behaviours (also referred to as KSBs).Apprentices are expected to achieve and demonstrate all KSBs as part of their standard to exhibit full occupational competence in the identified job role.

* **Knowledge**: Acquired through formal learning and applied in your place of work.
* **Skills:** Gained and demonstrated through continuous professional development in the workplace to do the job to a specified standard.
* **Behaviours:** Developed and exhibited in the workplace, behaviours that you will need to demonstrate to become occupationally competent. This may include leadership techniques, reflection, and valuing diversity, etc.

An apprenticeship is made up of three mandatory elements, as outlined by the Education and Skills Funding Agency (EFSA):

* Off the Job training (the study element of the apprenticeship).
* On the Job learning (in a relevant job role).
* End-point assessment.

All three elements must be successfully completed before an apprenticeship completion certificate can be awarded.

Attainment of approved level 2 English and Maths qualifications, known as functional skills, is part of the apprenticeship programme. For those undertaking degree apprenticeship, it is a requirement that they hold or achieve an approved level 2 (equivalent to GCSE C, or 4, and above) in both subjects before they can successfully complete the apprenticeship. If learners are unable to provide evidence that they hold functional skills prior to starting the apprenticeship we will support them in gaining the qualification through a third party supplier so that they can pass through gateway. This will be in addition to the 6 hours per week OTJ.

### Off the Job (OTJ) Training

The Off-the-Job training is a statutory requirement of an apprenticeship and therefore must take place during employed time. The apprentice will be contracted to a minimum of 30 hours per week which will be split between training at UCL and working for their employer. A minimum of six hours per week must be spent on OTJ training.

The OTJ training is defined by ESFA as learning, which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at the apprentice’s usual place of work but **must not be** delivered as part of their normal working duties.

OTJ training is delivered by subject experts and can include:

* teaching theory (e.g., classroom lessons, lectures and online learning)
* practical training (e.g., shadowing, mentoring, industry visits)
* learning support and time to write assignments.

### On the Job Learning/Training

This is the work-based element of the programme integrated into the overall apprenticeship programme. The Degree Apprenticeship Standard sets out the work-based training that the apprentice needs to undertake to develop the skills for their chosen career. The apprentice must spend their time at work not undertaking Off the Job training and completing the on-the-job training.

### Tripartite Review Meeting

A tripartite review meeting (TRM) is held between the employer, learner, and university every 12 weeks. The three parties meet to review the progress of the learner on the KSBs and address any issues arising in the apprenticeship. These meetings are recorded on a form and must be signed off by all parties.

### Gateway

At the end of the training period (academic programme), each apprentice will go through ‘Gateway’ to assess their readiness for EPA. The Gateway is the sign-off process that must be completed before the apprentice can move onto their end-point assessment and complete their apprenticeship. The Gateway will ensure the apprentice has completed the mandatory aspects of the standard, including functional skills, and have all the required skills and knowledge. A list of these requirements will be included in the Apprenticeship Standard for the job role.

A full breakdown of gateway requirements and EPA details for each apprenticeship can be found on the Institute for Apprenticeships website:

* [Institute for Apprenticeships](https://www.instituteforapprenticeships.org/apprenticeship-standards/)

### End Point Assessment

Apprenticeships have an End Point Assessment (EPA). This is a formal, independent assessment of performance against the Apprenticeship Standard which will measures the apprentice’s capabilities across the skills, knowledge, and behaviours as per the Standard. The assessment plan for the Degree Apprenticeship sets out the requirements and processes for the EPA. To sit an EPA, the apprentice must meet all gateway requirements set out in the assessment plan.

# Tutorials and supervision

## What students can expect in terms of academic and personal tutoring (Central and Local)

#### Academic and Personal Tutoring

UCL is committed to providing all students with the academic guidance and personal support that they need to flourish as members of our active learning and research community. As part of the wider support infrastructure provided by a programme, every undergraduate or taught postgraduate student will be assigned a member of staff who can provide constructive academic and personal development guidance and support.

At the start of the year, students will be provided with the name of their personal tutor, and information about how meetings will work. Students are encouraged to be proactive in engaging with their Personal Tutor: make sure you reply to emails from your personal tutor in a timely manner and always let them know if you can’t attend a meeting. It’s important to build a relationship with your tutor so that you feel comfortable approaching them, should problems arise. Your personal tutor can also provide academic references for you, which is an important reason to build a professional relationship with them.

Add local information about personal and academic tutoring.

#### Further information:

* [Personal Tutors](https://www.ucl.ac.uk/students/academic-support/personal-tutors)

**Degree Apprenticeships Personal Tutoring (where applicable)**

Degree Apprentices will be assigned a Personal Tutor to act as a link between the academic and work-based learning in addition to the usual supportive and developmental guidance. The Personal Tutor will support the development of an apprentice’s knowledge, skills, and behaviours in line with the Apprenticeship Standard and preparing for the End Point Assessment (EPA) which is the culmination of the Degree Apprenticeship.

Add local information about degree apprenticeships personal tutoring.

## Transition Mentors (Centrally Provided) (first-year UG only)

### Transition Mentors

The **UCL Transition Programme** supports new first-year students at UCL, helping them to settle in quickly and achieve their potential. Each first-year student is assigned a **Transition Mentor** for their first term. Transition mentors are later-year students within each department who work with small groups of students on a weekly basis to help them settle in to UCL and London as well as focussing on academic issues and topics specific to their degree programme. First-year students meet their Transition Mentor during the first week of term at their department’s ‘Meet your Mentor’ session.

#### Further information:

* [UCL Transition Mentors](https://www.ucl.ac.uk/students/academic-support/transition-mentors)

# Advice on choosing module options and electives

## Choosing modules (Central and Local)

Modules are the individual units of study which lead to the award of credit.

### Choosing Modules for 2024/25

Departments may use the following text OR draft department-specific information:

Many programmes offer students the opportunity to choose between different modules that they are interested in. However some new students will find they do not need to make selections as all their modules are compulsory. If students need to choose modules, their department will advise them of how and when to do this, usually during departmental introductions.

### Process for Choosing Modules for 2025/26 (continuing students)

Continuing undergraduate students and postgraduate students on programmes of more than 1 year’s duration will have an opportunity to make an initial selection of modules for 2025/26 at the end of the spring term, with places being confirmed in the summer.

### UCL Module Catalogue

UCL‘s Module Catalogue gives access to a comprehensive catalogue of all modules across the whole of UCL, published in a consistent, searchable and accessible format.

#### Further information:

* [Module Catalogue](https://www.ucl.ac.uk/module-catalogue/?collection=drupal-module-catalogue&facetsort=alpha&num_ranks=20&daat=10000&sort=title)

If the programme includes Affiliate students:

Affiliate students will be advised of the process for selecting modules by their home department. Modules may need to be selected before enrolment, or after the student has arrived at UCL.

If the programme includes Modular/Flexible Taught Postgraduate students:

Modular/Flexible Taught Postgraduate students may be unable to pay their fees until they have chosen their modules. Students should check with the UCL Student Fees Team if they are unsure about this by emailing [fees@ucl.ac.uk](mailto:fees@ucl.ac.uk) or calling +44 (0) 20 3108 7284. Students might also wish to contact their programme administrators to confirm details of their programme’s fee structure.

### Module Selection and Verification Deadlines

You will receive an email through the Student Records system, Portico, with details of module registration deadlines. Later on, you will also be asked to check in Portico and confirm that your module registrations are correct. It is important that you check that you are registered for the correct modules so that you are entered for the right assessments.

#### Further information:

* [Module Registration](https://www.ucl.ac.uk/students/student-status/module-registration)

### Change of Module Selection

If a student wishes to change a module selection, requests need to be submitted and approved by the department.

Exact deadlines will be published each year in the ‘Module Selection Task’ on Portico. On Online Programmes, exact deadlines will be set, managed and communicated by the Department.

#### Further information:

* [Portico Login](https://evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn)
* [Academic Manual Chapter 3, Section 2: Module Selection](https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-2-module-selection)

## Contact details for staff who can give advice

Department to add details.

# Changes to Registration Status

## Information on how to change, interrupt or withdraw from a programme (Centrally Provided)

#### Changes to Registration

Students wishing to make changes to their registration status should first discuss their plans with their Personal Tutor or Supervisor who can explain the options available and help students to make the right decision. Students should also ensure that they read the relevant sections of the UCL Academic Manual before making any requests to change their academic record.

Applications must be made in advance of the effective date of change.

### Changing programme

If a student wishes to transfer from one UCL degree programme to another, they must make a formal application. The usual deadline for change of degree programme during the academic session is the end of **October** each year (for students registering in September, with a later date for students registering in January) to be compatible with module selection deadlines, although later transfers may be possible, where the transfer does not affect module selections. Students should log in to their Portico account and complete the online application. Students are strongly advised to discuss their plan with the departments involved before requesting a change of programme on Portico.

#### Further information:

* [Changing your degree programme or modules](https://www.ucl.ac.uk/students/status/change-your-studies/change-your-degree-programme-or-modules)
* [Academic Manual Chapter 3, Section 5 Programme Transfers](https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-5-programme-transfers)

### Degree Apprenticeships Interruption of Study (where applicable)

An Interruption of Studies for Degree Apprentices is referred to as a Break in Learning. There is a different process for a Break in Learning: A break in learning is an authorised break in training where the apprentice is not continuing with their apprenticeship but has agreed with their employer and the main provider that they intend to resume the apprenticeship in the future. The end date or return to study date should be agreed in advance, although this can be reviewed as needed. A break should not exceed twelve months. Apprentices should speak with their employer and their UCL programme team for guidance on applying for a Break in Learning.

### Withdrawing from a programme

If a student wishes to leave their degree programme prior to completing their final examinations they must apply for a formal withdrawal from their studies. Applications must be made in advance of the effective date of change. Students should log in to their Portico account and complete the online application.

#### Further information:

* [Interrupting or withdrawing from your studies](https://www.ucl.ac.uk/students/student-status/changes-your-studies/interrupting-or-withdrawing-your-studies)
* [Academic Manual Chapter 3, Section 7: Withdrawing from a programme](https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-7-withdrawing-programme)

### Informing the Student Loans Company of changes to your student status

If a student makes a change to their programme or registration status during the course of the academic year, it is important that the Student Loans Company (SLC) is notified. The SLC can then re-assess and update its records. Changes could include a student withdrawing from their academic programme, an interruption in studies or transferring to a new programme. The SLC must also be notified when there is a change in mode of study or when a student has returned from an interruption.

To inform the SLC of a change in your student status, a Change of Circumstance (CoC) form must be completed online by your Faculty. See the Key Contacts section for details of who to contact in the Faculty if you require a CoC form to be submitted on your behalf or if you have any related queries.

## Key contacts in the department and faculty for assistance with any of the above

Department to add details.

# Progression, Award and Classification

## Information on how a student progresses through the programme – what does a student need to complete and pass to be awarded a degree, what are the consequences of unsatisfactory progress

UCL’s Progression and Award Requirements define how many credits and modules students need to pass to progress from one year of study to the next and to be awarded a UCL qualification.

Use one of the following:

Cert HE and Foundation Degrees:

This programme uses the Pre-Honours Progression and Award Requirements in the UCL Academic Manual, Chapter 4, Section 6: Progression and Award.

Bachelors and Integrated Masters Degrees:

This programme uses the Honours Degree Progression and Award Requirements in the UCL Academic Manual, Chapter 4, Section 6: Progression and Award.

Graduate Certificates:

This programme uses the Graduate Certificate Progression and Award Requirements in the UCL Academic Manual, Chapter 4, Section 6: Progression and Award.

Graduate Diplomas:

This programme uses the Graduate Diploma Progression and Award Requirements in the UCL Academic Manual, Chapter 4, Section 6: Progression and Award.

Postgraduate Certificates including PGCE:

This programme uses the Postgraduate Certificate Progression and Award Requirements in the UCL Academic Manual, Chapter 4, Section 6: Progression and Award.

Postgraduate Diplomas including PGDE:

This programme uses the Postgraduate Diploma Progression and Award Requirements in the UCL Academic Manual, Chapter 4, Section 6: Progression and Award.

Masters Degrees including MRes:

This programme uses the Masters Progression and Award Requirements in the UCL Academic Manual, Chapter 4, Section 6: Progression and Award.

Non-Modular Programmes:

This programme uses the Non-Modular Progression and Award Requirements in the UCL Academic Manual, Chapter 4, Section 6: Progression and Award.

The regulations work slightly differently depending on the programme structure. Specific regulations for each individual programme are published in the Portico Progression and Award Rules Tool. Students will be notified when their regulations are available. To find the Tool, students should click on the 'My Programme' box on the 'My Studies' page in Portico. The 'Progression and Award Rules' link is below the programme information.

#### Further information:

* [Academic Manual Chapter 4, Section 6: Progression and Award](https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-6-progression-award)
* [Portico Login](https://evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn)

## How will marks be combined to reach a classification? (Central and Local)

Students who have successfully completed the Progression and Award Requirements will be awarded a Classification. The UCL Academic Manual, Chapter 4, Section 7: Classification defines the Classification Schemes for each qualification.

The regulations work slightly differently depending on the programme structure. Specific regulations for each individual programme are published in the Portico Progression and Award Rules Tool. Students will be notified when their regulations are available. To find the Tool, students should click on the 'My Programme' box on the 'My Studies' page in Portico. The 'Progression and Award Rules' link is below the programme information.

Use one of the following:

Cert HE and Foundation Degrees:

This programme uses the Pre-Honours Classification Scheme in UCL Academic Manual, Chapter 4, Section 7: Classification.

Bachelors and Integrated Masters Degrees:

This programme uses UCL Honours Degree Classification Scheme A/B/C [delete as appropriate]in the UCL Academic Manual, Chapter 4, Section 7: Classification.

Graduate Certificates and Diplomas:

This programme uses the Numeric/ Letter Grade [delete as appropriate] Graduate Classification Scheme in the UCL Academic Manual, Chapter 4, Section 7: Classification.

Taught Masters, Postgraduate Diplomas and Postgraduate Certificates:

This programme uses the Numeric/ Letter Grade [delete as appropriate] Taught Postgraduate Classification Scheme in the UCL Academic Manual, Chapter 4, Section 7: Classification.

MRes Programmes:

This programme uses the Numeric/ Letter Grade [delete as appropriate] Research Masters Classification Scheme in the UCL Academic Manual, Chapter 4, Section 7: Classification.

Non-Modular Programmes:

This programme uses the Non-Modular Classification Scheme in the UCL Academic Manual, Chapter 4, Section 7: Classification.

Unclassified Programmes (including MBBS, PGCE, PGDE):

This programme is awarded on a Pass/Fail basis only; students will not receive a Classification.

All programmes:

**Credit Awarded via the Recognition of Prior Learning (RPL):**

If the programme regularly admits students with Recognised Prior Learning, explain how this will affect the Classification, following the regulations in the relevant sub-section of the Academic Manual, Chapter 4, Section 7: Classification.

#### Further information:

* [Academic Manual Chapter 4, Section 7: Classification](https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-7-classification)
* [Portico Login](https://evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn)

# Information on assessment

## How will students be assessed?

Department to add details.

## What are the marking criteria and learning outcomes?

Department to add details.

## What marking scale is in use on the programme?

Department to add details of Numeric, Letter Grade or Pass/Fail marking scale and any professional practice marking scales, following the regulations in the UCL Academic Manual, Chapter 4, Section 3.8: Marking Scales.

## What is feedback, and how will students recognise it (questions in lectures, emails etc.)? How and when will students receive feedback on their work and what will it look like?

Department to add details.

## UCL Standard turnaround time for feedback (Centrally Provided)

#### UCL Feedback Turnaround Policy

Regular feedback is an essential part of every student’s learning. It is UCL policy that all students receive feedback on summative assessments within twenty working days of the submission deadline. This feedback may take the form of written feedback, individual discussions, group discussions, marker’s answers, model answers or other solutions (although students should note that UCL is generally unable to return examination scripts). Students writing dissertations or research projects should also expect to receive feedback on a draft on at least one occasion.

If, for whatever reason, a department/division cannot ensure that the twenty working days deadline is met then they will tell students when the feedback will be provided - it is expected that the extra time needed should not exceed one week. Where feedback is not provided within the timescale, students should bring the matter to the attention of their Departmental Tutor or Head of Department.

#### Further information:

* [Academic Manual Chapter 4, Section 5: Assessment Feedback](https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-5-assessment-feedback)

## For centrally organised assessments, instructions and Regulations on the Examinations and Awards website (Centrally Provided)

Please check the Students’ webpages for the most up-to-date information:

* [Students’ webpages](https://www.ucl.ac.uk/students/)

### Assessment Regulations

Students must ensure that they are aware of the regulations governing assessments and examinations on the Examinations and Assessment website.

#### Further information:

* [Examinations and Assessments](https://www.ucl.ac.uk/students/exams-and-assessments)

### **Intercollegiate** Exams (If applicable)

UCL students taking examinations at other colleges as part of the University of London’s intercollegiate module sharing scheme should refer to the Student Policy outlined in the Academic Manual, Chapter 8 (Annexe 10: “Intercollegiate Module Sharing with other University of London Colleges – Student Policy”).

#### Further information:

* [Academic Manual Chapter 8: Academic Partnerships Framework](https://www.ucl.ac.uk/academic-manual/chapters/chapter-8-academic-partnerships-framework)

## For coursework submissions, clear information about where and how to submit work, including details of any electronic submission methods and the technical support available

Department to add details.

## Degree Apprenticeships Tripartite Reviews and Portfolio of Evidence (Centrally Provided) (where applicable)

### Tripartite Reviews

Throughout the apprenticeship, apprentices will be required to participate in mandatory tripartite reviews that involve UCL, the employer and apprentice to discuss progress made, support required, and issues raised. Tripartite review meetings take place approximately every twelve weeks.

### Degree Apprenticeship Portfolio of Evidence

Degree Apprentices are required to develop a Portfolio of Evidence throughout the apprenticeship to demonstrate gained Knowledge, Skills, and Behaviours and record and gather evidence of six hours per week off the job training.

The portfolio will form a significant part of the End Point Assessment (EPA) where it will be assessed via a professional discussion to clarify and explore aspects of the evidence in more detail. Apprentices will be guided in the development of the portfolio during tripartite review meetings. Evidence should be updated regularly to support meeting the knowledge, skills, and behaviours required.

## Information about penalties for late submissions (Centrally Provided)

### Coursework Late Submission Penalties

Planning, time-management and the meeting of deadlines are part of the personal and professional skills expected of all graduates. For this reason, UCL expects students to submit all coursework by the published deadline date and time, after which penalties will be applied.

However, to support you in being autonomous learners and balance the challenges of study, life, and your wellbeing, UCL has introduced the Delayed Assessment Scheme. The Delayed Assessment Scheme entitles all taught students to pre-determined flexibility for a small number of eligible assessments throughout the year. Our hope is that by providing you with tools to access mitigations when you need, you can develop healthy and resilient approaches to your studies.

The Delayed Assessment Scheme provide students a maximum of 3 permits to use during each year of study. Each Delayed Assessment Permit (DAP) entitles you to a pre-determined mitigation for an assessment such as a 5 working day extension or deferral. Please note; mitigations are pre-determined and not all assessment are eligible.

If a student experiences something which prevents them from meeting a deadline that is sudden, unexpected, significantly disruptive and beyond their control, they should submit an Extenuating Circumstances (EC) Form. If the request is accepted, the student may be granted an extension. If the deadline has already passed, the late submission may be condoned i.e. there will be no penalty for submitting late.

#### Further information:

* [Academic Manual Chapter 4, Section 3: Module Assessment](https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-3-module-assessment)
* [UCL’s Student Support Framework](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework)

## Information about absence from assessment (Centrally Provided)

### Absence from Assessment

Any student who is absent from an assessment without prior permission will receive a mark of 0.00%/ Grade F unless they formally request to defer their assessment to a later date by submitting a claim for **Extenuating Circumstances with appropriate supporting evidence.** If Extenuating Circumstances are not approved, the mark of 0.00%/ Grade F will stand and the student will be considered to have made an attempt.

#### Further information:

* [Academic Manual Chapter 2, Section 3: Short Term Illness and Other Extenuating Circumstances](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework/3-short-term-illness-and-other-extenuating)

## Information about word counts and penalties (Central and Local)

Include faculty or departmental policy AND/ OR the following text:

#### Word Counts

Assignment briefs will include clear instructions about word counts, the inclusion of footnotes, diagrams, images, tables, figures and bibliographies etc. Students are expected to adhere to the requirements for each assessment. Students exceeding these parameters may receive a reduction in marks.

#### Further information:

* [Academic Manual Chapter 4, Section 3: Module Assessment](https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-3-module-assessment)

## Information about the consequences of failure (Centrally Provided)

Students are permitted a maximum of two attempts at any given assessment. If a student fails an assessment at the first attempt they might:

* Be eligible for Condonement
* Need to Resit or Repeat the assessment
* Apply for a Deferral or other support under the Extenuating Circumstances procedures

#### Condonement

Condonement allows a student to progress from one year to the next and/ or to be awarded a qualification where they are carrying a small amount of failure, as long as their overall performance is of a good standard and the requirements of any relevant Professional, Statutory or Regulatory Bodies are met. Students who meet the Condonement Criteria will not be reassessed.

A student’s eligibility for Condonement in any given module is determined by the programme on which they are enrolled - some modules may be ‘Non-Condonable’ i.e. students must pass them. Condonement applies to module marks falling within a certain range, and students will need to meet defined criteria to be eligible for Condonement.

#### Further information:

* [Academic Manual Chapter 4, Section 6: Progression and Award](https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-6-progression-award)

Department to add one of the following:

#### Student Guides to Condonement

* [Undergraduate Student Guide to Condonement](https://www.ucl.ac.uk/students/student-guide-undergraduate-condonement)

* [Taught Postgraduate Student Guide to Condonement](https://www.ucl.ac.uk/students/student-guide-postgraduate-condonement)
* [Graduate Certificate and Diploma Guide to Condonement](https://www.ucl.ac.uk/students/student-guide-graduate-condonement)

#### Reassessment

Depending on the amount of failure, Reassessment may take the form of either a Resit, which usually takes place in the Late Summer, or a Repeat in the following academic session. The marks for modules successfully completed at the second attempt will be capped at the Pass Mark – 40.00% for modules at UG Level/ Levels 4, 5 and 6; 50.00% for PGT modules at Masters Level/ Level 7.

Taught Postgraduate students:

Students who fail a Masters dissertation/ research project will normally resit by 31 January (30 April for January-start programmes). Exceptionally, the Exam Board may decide that the extent of failure is such that the student needs to repeat the dissertation with tuition and fees.

Local information:

If applicable, add local information about exams run in Departments, approved arrangements for resits outside of the LSA period, information about reassessment on non-modular programmes etc.

#### Further information:

* [Academic Manual Chapter 4, Section 9: Consequences of Failure](https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-11-consequences-failure)

#### Deferred Assessment

If an assessment has been affected by Extenuating Circumstances (ECs) students may be offered a Deferral i.e. a ‘new first attempt’ or a ‘new second attempt’. Students may be able to use a Delayed Assessment Permit to defer an assessment, if eligible. If the student successfully completes a Deferral of their first attempt, their module marks will not be capped. If the student successfully completes a Deferral of their second attempt (i.e. they have ECs on a Resit or Repeat), their module marks will be capped at the Pass Mark (i.e. the existing cap will not be removed).

#### Further information:

* [UCL’s Student Support Framework](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework)
* [Academic Manual Chapter 4, Section 8: Deferred Assessment](https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-8-deferred-assessment)

## Academic Integrity (Centrally Provided)

High academic standards are fundamental to ensuring continued trust and confidence in UCL’s world-leading research and teaching, as well as the individuals who work and study at UCL. UCL takes Academic Integrity very seriously, and expects students to familiarise themselves with UCL’s referencing and citation requirements. A good starting point is the UCL Library Guide to References, Citations and Avoiding Plagiarism. Students should also ensure that they are familiar with the specific referencing requirements of their discipline, as these may vary.

Candidates for controlled condition examinations should also familiarise themselves with the requirements set out in the Academic Manual, Chapter 6, Section 9.2 (weblink provided below). It is also very important that students are aware of what items they are permitted to bring into the Examination Halls, so they can ensure they do not unintentionally breach the examination rules.

UCL has a zero tolerance approach to the use of essay mills and contract cheating, as they go against every principle that UCL stands for. These types of service disadvantage honest students and devalue standards in our universities.

The vast majority of students at UCL will maintain their Academic Integrity throughout their studies, but it is important to be aware that UCL may consider breaches to your Academic Integrity as an instance of Academic Misconduct. When Academic Misconduct occurs there can potentially be penalties imposed, and it is important to note that repeated breaches will be taken very seriously and could result in exclusion from UCL (see Academic Manual, Chapter 6, Section 9.3, web-link provided below). For students who are unsure of what may be considered as Academic Misconduct, the procedures in Chapter 6 of the Academic Manual define all such behaviour and how this is taken forwards. UCL also has online tools available to help students identify what behaviours may be considered as Academic Misconduct.

#### Further information:

* [Academic Integrity](https://www.ucl.ac.uk/students/exams-and-assessments/academic-integrity)
* [Library Guide to References, Citations and Avoiding Plagiarism](http://www.ucl.ac.uk/library/training/guides/webguides/refscitesplag)
* [Academic Manual Chapter 6, Section 9: Student Academic Misconduct Procedure](https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework)
* [Examinations and Assessments](https://www.ucl.ac.uk/students/exams-and-assessments)

## Information about academic integrity and accepted referencing methods in the discipline

Department to add details.

## Information about academic integrity (plagiarism) in the discipline

Department to add details.

## Information about research ethics, approvals process, code of conduct, etc. on the programme (where applicable)

Department to add details.

## Information about Marking, Second-Marking and Moderation (Central and Local)

#### Marking, Second-Marking and Moderation

All work that is submitted for summative assessment is marked by a UCL Internal Examiner or Assistant Internal Examiner. All UCL programmes also include second-marking and internal moderation processes to ensure that marking is consistent and fair. Second-marking can take a number of different forms depending on the type of assessment, but the overall aim is to ensure that marking is as accurate as possible. Internal moderation also helps UCL to ensure that marking is equitable across different modules, pathways, options and electives.

Add local policy if desired.

## Information about the External Examiner process and how to access reports via Portico (Centrally Provided)

#### External Examining at UCL

External Examiners are senior academics or practitioners from other universities who help UCL to monitor the quality of the education we provide to our students. In particular, External Examiners scrutinise the assessment processes on each programme, helping UCL to ensure that all students have been treated fairly, that academic standards have been upheld and that the qualifications awarded are comparable with similar degrees at other UK universities.

Each External Examiner submits an on-line annual report. Faculties and departments are required to reflect on any recommendations and address any issues raised in a formal response. The report and response are discussed with Student Reps at the Student Partnership Committee, and are scrutinised by faculty, department and institution-level committees. Students can access their External Examiner’s report and departmental response via the “My Studies” page through their Portico account either through ‘Module Assessment’ or ‘Summary of Results and Awards’ or by contacting their Departmental Administrator in the first instance. On the same “My Studies” Portico page, students can also access UCL wide External Examiners reports for the last three years. For central queries relating to External Examining, please contact Student and Registry Services at [examiners@ucl.ac.uk](mailto:examiners@ucl.ac.uk).

# Learning resources and key facilities

## Information on university-wide learning resources and key contacts for support (Centrally Provided)

### UCL Library Services

UCL Library Services provides support to students online and in person via our libraries. UCL has 14 libraries covering a wide range of specialist subjects with expert staff that students can ask for help. UCL Library Services provides access to a huge range of digital and print resources. The UCL Library Services page has information for students about using the library, services available, electronic resources and training and support. Subject guides provide targeted information on resources and support available, and online reading lists, which are also linked to Moodle modules, will provide students with access to core readings for their modules.

#### Further information:

* [Discover Library Services](https://www.ucl.ac.uk/library)
* [Library Subject Guides](https://library-guides.ucl.ac.uk/subject)
* [ReadingLists@UCL](https://ucl.rl.talis.com/index.html)

### UCL Information Services Division (ISD)

The UCL Information Services Division (ISD), the primary provider of IT services to UCL, offers guidance on all of ISD’s key services, including email and calendar services, user IDs and passwords, print, copy and scanning, wifi and networks on their web pages. ‘How to’ guides and individual help and support is available from IT Services.

* [Help and support](https://www.ucl.ac.uk/isd/help-support)

There are also opportunities for Digital Skills Development through face-to-face training in areas such as data analysis, programming, multimedia and graphics packages and more.

* [Digital Skills Development](http://www.ucl.ac.uk/isd/services/learning-teaching/it-training)

UCL also has a licence for LinkedIn Learning which provides thousands of high quality video-based courses from programming to presentation skills:

* [LinkedIn Learning](https://www.ucl.ac.uk/isd/linkedin-learning)

Learning on Screen (“bob”) provides students with access to a vast archive of 65 free-to-air channel programming for educational usage – you can view TV programmes and films, and listen to radio programmes. In addition, Kanopy (“thoughtful entertainment”) is available to UCL students, and offers a wide range of movies:

* [Learning on Screen (“bob”)](https://learningonscreen.ac.uk/ondemand/)
* [Kanopy](https://www.kanopy.com/)

New students are encouraged to complete the ‘Digital Education at UCL’ course which is available on Moodle, UCL’s virtual learning environment, to familiarise themselves with the tools and technology available to support their digital learning experience.

* [Digital Education at UCL](https://moodle.ucl.ac.uk/course/view.php?id=41939)

ISD provides desktop computers and laptops for loan in a number of learning spaces.

Computers at UCL run a Desktop@UCL service which provides access to hundreds of software applications to support students. Students also have access to a range of free and discounted software.

Departments may wish to highlight any subject specific software that is available to their students.

Visit the **IT Essential for new students** page for details of all IT services available:

* [ISD IT Essentials for new students](https://www.ucl.ac.uk/isd/it-essentials-for-new-students)

All students are encouraged to download the UCL Go app, available for iOS and Android devices and on the web. The app gives access to the timetable, Moodle, email, Portico, and library loans. It has maps to locate lecture theatres, water fountains, computers and study spaces on campus. It has checklists of things students need to do and sends important alerts, as well as having opt-in notifications on topics of interest. You can also see lists of events hosted by Students' Union UCL and UCL departments.

* [UCL Go](https://www.ucl.ac.uk/isd/services/websites-apps/ucl-go)

### UCL Centre for Languages & International Education (CLIE)

The UCL Centre for Languages & International Education (CLIE) provides modern foreign language, British Sign Language and English for Academic Purposes (EAP) modules for UCL students. CLIE also heads the UCL Academic Communication Centre (ACC). The ACC offers discipline-specific academic communication support to both native and non-native English speakers currently studying an undergraduate or postgraduate degree at UCL. Evening courses are offered in nine foreign languages across a range of levels to support UCL students, staff and London’s wider academic and professional community. Students can access language-learning resources online through the CLIE Self-Access Centre, including films and documentaries and books for self-study.

#### Further information:

* [CLIE website](http://www.ucl.ac.uk/clie)
* [CLIE Self-Access Centre](https://resources.clie.ucl.ac.uk/home/sac)
* [Academic Communication Centre (ACC)](https://www.ucl.ac.uk/languages-international-education/ucl-academic-communication-centre)

### Sustainable UCL

UCL launched its Sustainability Strategy in 2019 – one of the most ambitious across the UK higher education sector. It includes many headline commitments – to be a net zero carbon institution by 2030; to be single use plastic free; and that every student has the opportunity to engage with sustainability during their time at UCL. The Sustainable UCL team offers students many different opportunities to learn about sustainability as part of their studies or extracurricular activities.

In particular, students can engage with sustainability in their free-time by joining one of UCL’s green clubs and societies or taking part in UCL’s Student Sustainability Council to help direct UCL’s sustainability vision and represent the students’ voice on sustainability.

#### Further information:

* [Sustainable UCL Website](https://www.ucl.ac.uk/sustainable/)
* [Sustainability Student Opportunity Website](https://www.ucl.ac.uk/sustainable/student-opportunities)
* [Student Sustainability Council](https://studentsunionucl.org/sustainability-council)

## Information on department/faculty library spaces/resources, IT provision/support, social spaces etc.

Department to add details.

## How to access Moodle and support contacts (Centrally Provided)

Moodle is UCL's online learning space. It includes a wide range of tools which can be used to support learning and teaching. Moodle is used to supplement taught modules, in some cases just by providing essential information and materials, but it can also be integrated more fully, becoming an essential component of a module. Some modules may use Moodle to provide access to readings, videos, activities, collaboration tools and assessments.

#### Further information:

* [Moodle](https://moodle.ucl.ac.uk/)
* [Moodle Resource Centre](https://ucldata.atlassian.net/wiki/spaces/MoodleResourceCentre/overview)

## Portico – what it is, why it is important and who to contact for support (Centrally Provided)

### Portico

Portico is the main UCL student information system which is used by all students for:

* Updating personal data such as addresses or contact numbers
* Completing online module registration
* Viewing information about programmes/modules
* Viewing module results
* Pre-enrolment and re-enrolment
* Applying for programme transfer
* Plan and record skills development
* Applying for graduation ceremonies

#### Further information:

* [Portico Login](https://evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn)
* [What is Portico](https://www.ucl.ac.uk/srs/portico/what-portico)
* [Portico Support](https://www.ucl.ac.uk/srs/portico/portico-support)

## Research Student Log (Centrally Provided) (MRes only)

### Research Student Log

To fulfil UCL’s commitment to the quality of its research programmes, the Doctoral School provides the Research Student Log for the use of all research students at UCL. The Log is a mandatory component of all UCL research degree programmes (including the MRes) and has been prepared to assist students throughout their degree programme at UCL. It provides a framework for recording details related to the student’s graduate research programme, scheduled supervisory meetings and activities concerning the development of academic and key skills. The Log will also help students to assess their progress and to plan and chart evidence of the development of academic and discipline-specific skills and key skills.

#### Further information:

* [Research Student Log](https://researchlog.grad.ucl.ac.uk/)

# Student support and wellbeing

## Information regarding central wellbeing and support services, including what services are offered, locations and contact information (Centrally Provided)

Departments may also wish to refer students to departmental and faculty contacts in Section 2.

### UCL Student Support and Wellbeing

UCL is committed to the wellbeing and safety of its students and tries to give assistance wherever possible to ensure that studying at UCL is a fulfilling, healthy and enjoyable experience. There is a wide range of support services for student – the Students website provides more information:

* [Student Support and Wellbeing](https://www.ucl.ac.uk/students/student-support-and-wellbeing)

Students should be aware that, while there are many services on offer, it is their responsibility to seek out support and they need to be proactive in engaging with the available services.

#### Further information:

* [askUCL](https://www.ucl.ac.uk/students/askucl-student-enquiry-system)
* [Student Support and Wellbeing](https://www.ucl.ac.uk/students/student-support-and-wellbeing)

### How to contact us

**Walk-in Service**

Student Support and Wellbeing Services have a physical space that students can visit for walk-in questions and enquiries on the 1st floor of the Student Centre and 2nd Floor of Marshgate Building at UCL East. We can assist you with questions or concerns you may have around Student Support, Wellbeing, your student record and give guidance and information on a range of areas such as, Student Fees, Study Abroad or any matters regarding your studies at UCL. Please visit our webpage to see our latest opening hours.

### Telephone Service

You can also contact us via our telephone service:​

Student Support and Wellbeing Services Telephone Support : +44 (0)20 3108 8836.​

Telephone service hours:

**9am to 12pm & 2pm to 5pm on Monday-Wednesday & Friday**

**9am to 12pm & 2pm- 4pm on Thursday.**

### askUCL

Log an enquiry via [askUCL](https://www.ucl.ac.uk/students/askucl), our online student enquiries system, to ask a question or directions to a particular service. We are currently responding to enquiries between the hours of **9am - 6pm (Monday – Friday)** and will aim to provide you with a response within 5 working days.

## Accessing our self-service options​

Self-service remains the quickest and most efficient way for students to complete certain processes and obtain key documentation. We recommend that students use the following self-service opportunities:

* Launch [askUCL](https://www.ucl.ac.uk/students/askucl) to access the comprehensive and extensive database of Frequently Asked Questions (FAQs);
* The letter self-service options on Portico where students can print off a statement of student status (current students) or statement of award (alumni);
* The personal details & address containers on Portico where students can update their preferred name, title, trusted contact details and addresses.

#### Further information:

* [askUCL](https://www.ucl.ac.uk/students/askucl-student-enquiry-system)
* [Student Support and Wellbeing](https://www.ucl.ac.uk/students/student-support-and-wellbeing)

### Student Advisers for First Year Undergraduates (first-year UG only)

UCL Student Advisers are a key contact for first-year undergraduates for any wellbeing, support and student experience matters. They can help students navigate any aspects of student life that may appear challenging, including policies, assessments and finding the right kind of support. All UCL departments have dedicated Student Advisers who make contact with students before the start of the academic year to introduce their role and offer individual appointments.

* [Student Advisers](https://www.ucl.ac.uk/students/support-and-wellbeing/meet-ssw-team/meet-your-student-advisers" \l "brain-sciences)

### Disability, Mental Health and Wellbeing team

The Disability, Mental Health and Wellbeing Team in Student Support and Wellbeing (SSW) provide a safe, confidential and non-judgemental space, in which students can discuss any wellbeing, mental health and/or disability concerns that may be affecting their ability to study. This encompasses any personal or emotional challenges students may be experiencing, mental health difficulties such as anxiety or depression and long-term health conditions. The service also supports students with physical and sensory impairments, specific learning difficulties, and autistic spectrum conditions. As well as arranging for adjustments to learning environments, the team loan out specialist equipment. They provide one-to-one tutoring and support for students with specific learning difficulties and mentoring for students with mental health conditions.

#### Further information:

* [Support for Disabled Students](https://www.ucl.ac.uk/students/support-and-wellbeing/support-disabled-students)
* [Mental health and wellbeing](http://www.ucl.ac.uk/students/support-and-wellbeing/wellbeing) support

### Student Psychological and Counselling Services

Student Psychological and Counselling Services (SPCS) is dedicated to helping UCL students with personal, emotional and psychological concerns. The SPCS team is diverse and consists of a variety of highly trained and experienced professionals, who offer short-term CBT and psychodynamic support. There are currently two psychiatrists and ten therapists on staff with varying kinds of psychological training and expertise.

Students wishing to access counselling through SPCS need to first complete an online registration form that can be found through the link below.

#### Further information:

* [Student Psychological and Counselling Services](https://www.ucl.ac.uk/students/support-and-wellbeing/student-psychological-services)

### International Student Support

The International Student Support team provide specialist support and advice for all non-UK students at UCL. They help international students settle into life in the UK and make the most of their time at UCL and in London. This includes practical guidance on healthcare, banking, transport and safety, as well as information about the International Student Orientation Programme (ISOP).

#### Further information:

* [International Student Orientation Programme (ISOP)](https://www.ucl.ac.uk/students/international-students)

### Study Abroad support (if applicable)

The Study Abroad team provide administrative and welfare support to all undergraduate students undertaking a period abroad as part of their studies, working with colleagues, including Study Abroad Tutors, across academic departments in order to advise and guide students from application through to their return to studies at UCL. The team coordinates a diverse portfolio of global student opportunities via different projects: Student Exchanges and Exchange Agreements, the Turing Scheme, Global Experience (Summer Schools, volunteering abroad, short-term mobility).

#### Further information:

* [Go Abroad](https://www.ucl.ac.uk/students/go-abroad)

### Accommodation

UCL Accommodation provides a range of housing options which includes two Halls of Residence (catered), self-catered Student Houses and Intercollegiate Halls (both catered and self-catered) shared with other colleges of the University of London. Each Hall has a designated Warden supported by a number of live-in Student Residence Advisers (SRA) to provide support for students and to foster a positive environment within the accommodation.

#### Further information:

* [Wardens and Student Residence Advisers at UCL Residences](https://www.ucl.ac.uk/students/life/accommodation/wardens)

### Financial support

The UCL Student Funding Office provides a central service aimed at supporting students with money matters. We can assist with scholarship, bursary and loan queries, and help signpost students to sources of funding. We also offer a range of resources and tips on money management. The easiest way to access our information and guidance is online, but for students with more complex circumstances an appointment can be booked with one of our Student Funding Advisers.

#### Further information:

* [UCL Financial Support](https://www.ucl.ac.uk/students/funding/financial-support)
* [Manage your Money](https://www.ucl.ac.uk/students/funding/manage-your-money)

### Student of Concern

There are many sources of support for students who are having difficulties, but sometimes it is hard to know how to help a student who appears to be struggling, particularly if they seem unwilling or unable to seek the help they need. Anyone concerned about the behaviour of a student, who believes the problem may be related to health and wellbeing issues, is encouraged to complete the online UCL Student of Concern Form:

* [Student of Concern](https://www.ucl.ac.uk/students/support-and-wellbeing/if-you-are-concerned-about-student)

Depending on the concerns raised, Student Support and Wellbeing may respond by offering support or advice to the student or the person who submitted the form, liaise with support services or, if necessary, work with the relevant authorities to ensure the student is safe.

## Information about registering with a doctor and out-of-hours support services (Centrally Provided)

### Registering with a doctor

Students are strongly encouraged to register with a doctor as soon as possible after they arrive in London so that they can access healthcare quickly if they become ill or injured. When attending a university in the UK students under the age of 25 are also advised to be vaccinated against meningitis (ACWY). The[Ridgmount Practice](http://www.gowerplacepractice.nhs.uk/) is a National Health Service (NHS) practice providing healthcare for students living within its catchment area (i.e. near the main UCL campus). Students can also choose to register with a practice closer to where they live if they prefer. The Ridgmount Practice also runs a walk-in surgery which any UCL student can attend, even if they are not registered with the practice.

#### Further information:

* [Register with a doctor](https://www.ucl.ac.uk/students/support-and-wellbeing/register-doctor)
* [Ridgmount Practice](https://www.ridgmountpractice.nhs.uk/)

### Counselling, support and information helpline

As part of a partnership with an organisation external to UCL, we provide an information and counselling helpline. The helpline is free of charge and includes access to information specialists who are trained by Citizens Advice and to professionally qualified and BACP-accredited counsellors who can help students with a range of emotional and psychological difficulties.

#### Further information:

* [UCL 24/7 Student Support Line](https://www.ucl.ac.uk/students/support-and-wellbeing/mental-health-and-wellbeing/ucl-247-student-support-line)

### Crisis support - immediate and urgent help

If anyone is in immediate danger, medical support can be received by:

* Attending an Accident & Emergency (A&E) department of a local hospital. University College Hospital is the nearest A&E department to UCL’s main campus (this A&E department has a dedicated mental health unit)
* [University College Hospital](https://www.uclh.nhs.uk/)
* Calling 999 to request an ambulance if you are unable to reach the hospital yourself

If a student is feeling distressed, urgent medical support can be obtained by:

* Contacting the student’s GP surgery to request an emergency appointment
* If the GP surgery isn't open, the free NHS out-of-hours medical line on 111 can help students access the right services.
* Calling the Samaritans on 116 123 to talk to someone at any time, day or night
* [Samaritans](http://www.samaritans.org/)
* Nightline are available overnight and can help students across London, call them on +44 (0) 207 631 0101
* [Nightline](http://nightline.org.uk/)

#### Further information:

* [Urgent and out of hours support](https://www.ucl.ac.uk/students/support-and-wellbeing/urgent-and-out-hours-support)

## Information on how students can access support/information related to Equality, Diversity and Inclusion (Centrally Provided)

### Equality, Diversity and Inclusion

The Equality, Diversity and Inclusion Team aims to acknowledge, understand, and tackle structural inequities and unjust social power imbalances that affect our communities across the institution. This means recognising how we got here and what needs to be done to ensure equity, inclusion and belonging for those who are not systemically privileged by our society. UCL is a place where people can be authentic and their unique perspective, experiences and skills seen as a valuable asset to the institution.

The Equality, Diversity and Inclusion website brings together a range of information on issues relating to race, gender, religion and belief, sexual orientation, gender identity, and disability amongst other equalities initiatives at UCL.

#### Further information:

* [Equality, Diversity and Inclusion](https://www.ucl.ac.uk/equality-diversity-inclusion/)

### Inclusion Leads

Inclusion Leads provide support and assistance for students and staff on issues relating to equalities and diversity.

Departments to add contact details for Inclusion Leads and any local information.

#### Further information:

* [Inclusion Leads](https://www.ucl.ac.uk/equality-diversity-inclusion/equalityucl/inclusion-leads-ucl)
* [Inclusion Leads Contact List](https://www.ucl.ac.uk/equality-diversity-inclusion/equalityucl/inclusion-leads-ucl/inclusion-leads-contact-list)

### Useful Links

* [Support for Pregnant Students](https://www.ucl.ac.uk/students/support-and-wellbeing/pregnant-students)
* [Support for Student Parents](https://www.ucl.ac.uk/students/support-and-wellbeing/information-specific-groups/student-parents)
* [Faith and belief](https://www.ucl.ac.uk/students/support-and-wellbeing/resources-and-information/information-and-support-specific-student-groups-3)
* [LGBTQ+ Students](https://www.ucl.ac.uk/students/support-and-wellbeing/information-specific-groups/lgbt-students)

## Information about UCL’s approach to preventing and responding to harmful behaviours (Centrally Provided)

### Bullying, harassment, sexual misconduct and/or domestic abuse

Every student and member of staff has a right to work and study without experiencing harm. Bullying, harassment, sexual misconduct and/or domestic abuse of one member of our community by another or others is never ok. UCL is working to eradicate these issues and seeks to promotes an environment in which they are known to be unacceptable and where individuals have the confidence to raise concerns in the knowledge that they will be dealt with appropriately and fairly.

To help with this, UCL has **Report and Support**, an on-line reporting tool where students can report any issues anonymously or with contact details request to speak to an advisor in order to make an informed decision about their options.

Unacceptable behaviour includes:

* Intimidating, hostile, degrading, humiliating or offensive behaviour which has the purpose or effect of violating a person’s dignity or creating an intimidating environment.
* Unwanted conduct related to a protected characteristic that has the purpose or effect of violating a person’s dignity. The unwanted conduct can be physical, verbal, or non-verbal.
* Unacceptable behaviour of a sexual nature such as sexual harassment, invitations, comments, coercion and promised advancement in exchange for sexual access.

If you experience any of these behaviours, you can report it and/or access support. You can request to be contacted by an advisor or you can report anonymously. With either option you can give as much or as little detail as you wish. The reports are strictly confidential and only shared on a need to know basis.

Students can request to speak to all the following advisors:

* Dignity Advisor
* Crime Prevention and Personal Safety Advisor
* Human Resources Business Manager (if it’s about a member of staff)
* Student Casework Team
  + - Independent Sexual Violence Advisors
* Student Support and Wellbeing

#### Further information:

* [Report and Support](https://report-support.ucl.ac.uk/)
* [UCL Policies on Conduct and Harassment and Bullying](https://www.ucl.ac.uk/students/policies/conduct/harassment-and-bullying-policy)
* [Dignity at UCL](https://www.ucl.ac.uk/equality-diversity-inclusion/dignity-ucl)
* [Students’ Union UCL Advice Service](http://studentsunionucl.org/help-and-advice/advice-service)
* [Active Bystander Programme](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fstudentsunionucl.org%2Factivebystander&data=04%7C01%7C%7C30e87ffea682459eb1a008d934a9be00%7C1faf88fea9984c5b93c9210a11d9a5c2%7C0%7C0%7C637598725904166315%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=AqDUzh9CU9YmczKm3wIZlJlRfbi84xBAGmCCs5PCYbg%3D&reserved=0)

### Support for students who have been affected by sexual violence and/or domestic abuse

UCL will do its utmost to support anyone who has been, or is being, affected by sexual violence and/or domestic abuse. If a student would like to talk to somebody at UCL, the Student Support and Wellbeing Team can offer advice on the support available both internally and externally.

#### Further information:

* [Sexual Misconduct and Violence](https://www.ucl.ac.uk/students/support-and-wellbeing/sexual-misconduct-and-violence)
* [Support for Students affected by Gendered Violence](https://report-support.ucl.ac.uk/support/support-for-students-affected-by-gendered-violence)

# Employability and Careers

## Opportunities available, where and how to get advice, career planning tips

Department to add details of local careers information sources

## Information on UCL Careers (Centrally Provided)

#### UCL Careers

UCL Careers provides a wide variety of careers information, one-to-one guidance and events for UCL students and recent graduates. UCL Careers assists them through the entire job hunting process, including exploring options, searching for vacancies, preparing CVs and applications, practicing for interviews, aptitude tests or assessment centres, and providing access to recruitment fairs and other employment-related events. They can also advise on exploring options for further study and funding. Services and events are available to all taught students, researchers (PhD students and postdocs) and graduates (for up to ~~t~~hree years after course completion).

UCL Careers also supports employability activities within departments such as work-related learning and internships.

UCL students are helped with applications and sourcing opportunities with web resources and advice.  They can book appointments and search for internship and graduate job vacancies via myUCLCareers.

#### Further information:

* [UCL Careers](http://www.ucl.ac.uk/careers)
* [myUCLCareers](https://uclcareers.targetconnect.net/home.html)
* [Sourcing and making the most of internships](https://www.ucl.ac.uk/careers/opportunities/jobs/internships-and-placements)

## Internships that are not part of the programme (i.e. faculty opportunities) (if applicable)

Department to add details if applicable.

## Entrepreneurship at UCL (Centrally Provided)

UCL has a long and successful track record of supporting spin-outs and start-ups developed by its academic and student communities. Many of the student and staff entrepreneurs have won external awards and achieved substantial investment allowing their enterprises to grow and reach their full potential. UCL offers a wide range of support to students ranging from training programmes, advice on whether an idea has commercial potential, one-to-one sessions with business advisers, funding, competitions and incubator space to help them start or grow their business.

#### Further information:

* [UCL Innovation and Enterprise](https://www.ucl.ac.uk/enterprise/)

# Student representation

## Information on Students’ Union UCL, how to run for election and how to find a representative (Centrally Provided)

#### Students’ Union UCL

Students’ Union UCL helps you to do more at UCL, experience something you’ve always dreamt of, turn a curiosity into a new passion and help you reach your potential. The Union cares about the things you care about, it’s made up of all kinds of people from all kinds of places and it’s there to fight for you when you need someone in your corner.

The Students’ Union is the representative body of all UCL students. It’s run by students for students and is a registered charity, independent of UCL. All UCL students at every level of study are automatically members of the Students’ Union (but can opt out), and student leaders are elected annually by and from all current students. The elected student leaders who work full time for you are called Sabbatical Officers and they represent students on various UCL committees and influence decisions that matter to students. Alongside the Sabbatical Officers there are more than 2000 other student representatives,who cover every part of UCL life, from your programme, research studies, department, and faculty.

#### Further information:

* [Students’ Union UCL website](http://studentsunionucl.org/)

* [Make a Change](https://studentsunionucl.org/make-change)

## Student Clubs and Societies (Centrally Provided)

#### Student Clubs and Societies

At Students’ Union UCL, there are over 400 different student-led clubs and societies for you to get involved in. Maybe you are interested in sports with our TeamUCL clubs or low commitment exercise with our Project Active scheme? Perhaps you are keen to perform on-stage in the Bloomsbury Theatre or you want to learn about and celebrate different cultures? With such a diverse offering available there is bound to be something that sparks your interest! Clubs and societies are a great way to develop your skills and find a community at UCL. The Welcome Fair in early October is the perfect chance to meet them all in one place and learn more about what they have on offer!

#### Further information:

* [Students’ Union UCL Clubs and Societies](http://studentsunionucl.org/content/clubs-and-societies)
* [Club and Society Events](http://studentsunionucl.org/whats-on)

Add information about department-specific societies where applicable.

## Information on Academic Representatives (Centrally Provided)

#### Academic Representatives

Your Students’ Union is there to make sure you have the best possible time while you’re studying at UCL. One of the ways they do that is by working with departments and faculties to ensure that every student is represented and has a voice in the way that the university works.

Every student at UCL will have a Course Representative or a Research Student Representative who will be your eyes, ears, and voice. They’ll work closely with staff in your department to make sure that they understand what you most value, and take action to deal with things you’d like to see improve. They’ll also work with your Lead Department Representative as well as your Faculty Representatives and the Students’ Union to make things better across the whole of UCL.

These Academic Representatives are appointed during early October – if you’d like to take up the role, staff in your department can tell you how. If you take up a representative role, the Students’ Union will work closely with you to provide training, support, and advice, and you’ll be able to change the experience of everyone on your course or in your department for the better.

Even if you don’t fancy taking up a role yourself, keep an eye out for your chance to vote for which students you feel will do the best job.

#### Further information:

* [Academic Representatives](https://studentsunionucl.org/academic-reps)
* [Find your representative](https://studentsunionucl.org/academic-representatives)

## Role of the Student Partnership Committee (Centrally Provided)

#### Student Partnership Committee

Every department at UCL has a Student Partnership Committee (SPC) that meets at least three times a year. Student Partnership Committees are meetings where Academic Reps and staff work together to develop solutions to students’ concerns, and prioritise areas for improvement. SPCs are co-chaired by your Lead Department Representative. Some departments have a single SPC, while others split this into different levels of study. Most commonly, departments operate both an undergraduate and postgraduate SPC.

## Other ways (specific to the department/programme) that students can give feedback, including local processes and key contacts.

Department to add.

## Students’ Union Advice Service (Centrally Provided)

The Students’ Union Advice Service is available to all current UCL students, as well as those who have interrupted their studies or recently completed their programme. Trained and experienced staff are ready to support you with any difficulties that might occur during your time at UCL. The Advice Service specialises in:

* **Academic Advice** - including extenuating circumstances, academic misconduct and the support to study framework
* **UCL Complaints and Disciplinaries**
* **Housing Issues** - including tenancy contract checks and housemate disputes
* **Employment** Rights - including unpaid wages and part time employment contracts
* **Financial Support and Budgeting –** including income maximisation, money management and hardship funds

The service is free, independent, impartial and confidential. No information shared with the service is shared with your department or any other university staff unless you request it or give your permission. Students can complete the online contact form for advice and support.

#### Further information:

* [Students’ Union UCL Advice Service](https://studentsunionucl.org/advice-and-support)
* [Advice Service Contact Form](https://studentsunionucl.org/forms/advice-service-contact-form)

## Informal and Formal Student Complaints (Centrally Provided)

### Student Complaints

UCL aims to ensure that every student is satisfied with their experience of UCL. However we recognise that from time to time problems do arise and students may wish to express concern or dissatisfaction with aspects of UCL or the quality of services provided.

### Informal resolution

Many complaints can be resolved at an informal or local level without needing to submit a formal complaint. Students can speak to their Personal Tutor, Programme Leader, Departmental or Faculty Tutor, Course Representative, or Research Student Representative if they have any concerns about their programme. They can also speak to the Students’ Union’s Advice Service. UCL strongly encourages this kind of resolution and does expect students to have attempted some form of informal resolution before making a formal complaint.

### Formal complaints

If an issue cannot be resolved at a local level, students may feel they need to submit a formal complaint using UCL’s Student Complaints Procedure. UCL aims to ensure that all complaints are treated fairly, impartially, effectively and in a timely manner, without fear of victimisation. The Complaints Procedure applies across all Schools, Faculties, Academic Departments and Professional Service Divisions. Students’ attention should be drawn to the timescales set out in the Procedure.

#### Further information:

* [Academic Manual Chapter 6, Section 8: UCL Student Complaints Procedure](https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework/section-8-ucl-student-complaints-procedure)
* [Academic Manual Chapter 6, Section 7: UCL Academic Appeals Procedure](https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework/section-7-academic-appeals-procedure)
* [Students’ Union UCL Advice Service](https://studentsunionucl.org/advice-and-support)

# Student feedback and working in partnership with staff through You Shape UCL

## The importance of feedback and how UCL uses the results (Centrally Provided)

#### Student Feedback

Our goal is to put students’ feedback, insights and contributions at the heart of decision-making. We value students’ feedback and work with students as partners in the process of shaping education at UCL. In recent years, as a direct result of student feedback, we have opened the Library over the Christmas closure period and increased study space – including 1000 in the 24 hour new Student Centre, we’ve focussed more on environmental sustainability and given clearer information about exams and assessments.

Departments are advised to add text regarding actions taken within programmes or departments as a result of student feedback.

## Student surveys and how UCL uses the results, including information about the NSS,) Annual Programme Evaluations and New to UCL survey (Centrally Provided)

#### Student Surveys

One of the principal ways in which UCL gathers and responds to student feedback is via online student experience surveys such as the National Student Survey, annual programme evaluations and the New to UCL survey. Whether it’s about teaching, accommodation, or facilities, surveys are a chance for students to have their say about what works and what needs improving, to help us make sure that UCL is delivering an excellent education for current and future students. Each survey takes just a few minutes to complete, all responses are anonymous, and some include a generous prize draw. Every piece of feedback is read and the results of each survey are shared with staff across UCL – including President & Provost Dr Michael Spence.

#### Further information:

* [You Shape UCL](https://www.ucl.ac.uk/you-shape-ucl/)

Departments may wish to refer students to other mechanisms they may have in place for student feedback, such as Unitu or Town Hall meetings, to inform students of additional ways they can engage.

## Module Dialogue – what is it and why it’s important (Central and Local)

Throughout all modules students will be asked to answer short pulse survey questions, on a regular basis. These pulse surveys are important because it helps teaching staff ‘check-in’ with students, making sure that they can understand and access key aspects such as the content of the module, assessment information and learning resources. This provides an opportunity for students to reflect on their learning and also give constructive feedback by engaging in a dialogue with staff about the results. Helpful comments and ideas from students mean that changes and improvements can be made to the module before it ends, as well as shaping the module for future students.

## UCL ChangeMakers

UCL ChangeMakers helps students and staff work in partnership to make education better at UCL:

* Students and staff can apply for funding to collaborate on a project focused on enhancing education and students’ experience at UCL.
* Projects address issues that are important to students, often uncovered through student survey data, discussed at Student Partnership Committees, raised through Unitu or as the result of ideas from students and/or staff.
* Students are recognised for their contribution to enhancing education at UCL through the payment of a stipend.
* There are two application deadlines a year, in terms 1 and 2.

Projects are open to all students: undergraduate, postgraduate taught and postgraduate research (MRes).

#### Further information:

* [UCL ChangeMakers](https://www.ucl.ac.uk/changemakers/)

## Student Quality Reviewers

Student Quality Reviewers, where UCL students take an in-depth look at different areas of education and provide detailed feedback and analysis from a student perspective.

Through the Student Quality Reviewer scheme, students can:

* Act as a member of an Internal Quality Review panel;
* Take on a role to review new programmes or support enhancements to assessments through the Programme or Assessment Design Student Partner roles;
* Work with staff to reflect on their teaching through the ChangeMakers Teaching Dialogue scheme;
* Provide a student view on how teaching can include more diverse perspectives as a Student Curriculum Partner;
* Students are paid a stipend of £300 for around 25 hours work.

#### Further information:

* [Student Quality Reviewers](https://www.ucl.ac.uk/you-shape-ucl/student-quality-reviewers)

# Sport and Physical Activity

### TeamUCL

With 75 Sports Clubs and our very own TeamUCL Sports Leagues, we operate one of the largest university sport programmes in the UK. There are opportunities to learn sports as a beginner, compete for TeamUCL at a national level in British Universities and Colleges Sport (BUCS), or join a department or society team to play against other UCL students in the TeamUCL leagues:

* [Welcome to TeamUCL](https://studentsunionucl.org/sport-fitness/teamucl)

UCL has a commitment to support dual-career athletes throughout their studies. If you are a national or international level athlete, find out more about the TeamUCL Elite Athlete Support Programme:

* [TeamUCL Elite Athlete Support Programme](https://studentsunionucl.org/elite-athlete-support-programme)
* [Academic Manual Chapter 2, Section 8: Academic Flexibility for Elite Athletes](https://www.ucl.ac.uk/academic-manual/chapters/chapter-2-student-support-framework/section-9-academic-flexibility-elite-athletes)

### Project Active

Project Active offers low cost, beginner friendly physical activity for all UCL staff and students including weekly classes, social sport and one off events:

* [Project Active](https://studentsunionucl.org/project-active)

### Bloomsbury Fitness

Bloomsbury Fitness is a gym that gives back. As part of your Students' Union, we offer a quality service while keeping prices low and channelling profits back into student activities. Our campus gym is located at 15 Gordon Street, WC1H 0AH:

* [Bloomsbury Fitness](https://studentsunionucl.org/bloomsbury-fitness)

# Volunteering Services

## About Volunteering Services, who they are and how a student can find out more or become involved (Centrally Provided)

### Volunteering Services

The Volunteering Service at Students’ Union UCL exists to connect UCL students with London’s Voluntary and Community Sector, primarily through volunteering. It’s one of the largest volunteering teams in UK Higher Education, meaning that UCL students have access to opportunities that their peers in other universities often do not.

The Service runs three main programmes:

**Partnerships -** linking students with volunteering opportunities within their network of around 350 community partners.

**Student-led Projects -** supporting students to set up and run their own community projects.

**Community Research Initiative -** connecting master’s students with community organisations for collaborative research and Knowledge Exchange projects that form their dissertations.

Through community volunteering, students develop new skills and learn how to enact change in the wider world. UCL Student volunteers also report positive benefits on their academic study and well-being.

The Volunteering Service’s opportunities can be found on its [online directory,](https://studentsunionucl.org/volunteering/directory) where students can search for roles related to their academic studies, by skills developed or by cause. There are plenty of one-off and flexible vacancies that students can fit around their studies and other commitments.

**Further Information**

* [Volunteering Services](https://studentsunionucl.org/volunteering)

# Data Protection and Intellectual Property

## How UCL uses student information, for what purposes, and the steps taken to safeguard this information; Where to find information security, intellectual property and email policies; Information on how to enquire or make a related complaint (Centrally Provided)

#### How UCL uses student information

UCL uses student information for a range of purposes, including the provision of teaching and learning, managing accommodation and ensuring health and safety. Further information about how UCL uses student information can be found in the UCL General Student Privacy Notice.

#### Further information:

* [UCL General Student Privacy Notice](https://www.ucl.ac.uk/legal-services/privacy/student-privacy-notice)
* [UCL Information Security Policies](https://www.ucl.ac.uk/informationsecurity/policy)
* [UCL Electronic (email) policy](https://www.ucl.ac.uk/information-security/sites/information-security/files/email.pdf)
* [Data Protection](https://www.ucl.ac.uk/data-protection/)
* [Understanding your Intellectual Property (IP) Rights](https://www.ucl.ac.uk/enterprise/students/understand-your-intellectual-property-ip-rights#:~:text=Generally%2C%20as%20a%20student%2C%20you,funded%20by%20an%20external%20organisation.)
* [Report a Breach of Personal Data](https://www.ucl.ac.uk/data-protection/guidance-staff-students-and-researchers/practical-data-protection-guidance-notices/report-breach#reporting)

Students may send queries on data protection matters to the University Data Protection Officer: [data-protection@ucl.ac.uk](mailto:data-protection@ucl.ac.uk)

# Health, Safety and Security

## UCL Health, Safety and Security information (Centrally Provided)

#### Health, Safety and Security at UCL

UCL’s overall objective is to provide and maintain a safe and healthy environment for staff, students, people who work with UCL and those who visit. Health and safety is an integral part of the way in which UCL’s activities are managed and conducted.

There are three departments that work together to provide a comprehensive system to provide the safe and healthy environment:

1. UCL Security, who cover everything from ID cards and access to our buildings to lost property and keeping people safe who work out of hours;
2. UCL Safety Services, who manage the safety management system including providing advice for risk assessments to training people to work with radioactive samples;
3. UCL Estates who ensure the buildings and sites are safe, including managing contractors, building works and access to equipment such as defibrillators.

In an emergency:

Please call **020 7679 2222** or **UCL extension** **222** from any UCL phone, before ringing 999. This allows the security team to direct the emergency services to the correct location.

If you are off the Bloomsbury campus, call **999** and request the appropriate service (police, ambulance or fire brigade).

**Safezone App:**

SafeZone is an app available to all UCL students and staff to make it easier for you to contact UCL Security directly from your mobile device. Landlines at UCL can still contact security by dialling '222'.

#### Further information:

* [Accidents and Emergencies](https://www.ucl.ac.uk/estates/safety-ucl/accidents-and-emergencies)
* [Emergency Contacts](https://www.ucl.ac.uk/students/support-and-wellbeing/staying-safe/emergency-contacts)
* [Staying Safe](https://www.ucl.ac.uk/students/new-students/countdown-ucl/staying-safe)
* [Safety Services](https://www.ucl.ac.uk/safety-services/)
* [Fire Safety at UCL](https://www.ucl.ac.uk/safety-services/fire)
* [Security at UCL](https://www.ucl.ac.uk/estates/our-services/security-ucl)
* [Safety on and off Campus](https://www.ucl.ac.uk/students/support-and-wellbeing/personal-safety/safety-and-campus)
* [SafeZone App](https://www.ucl.ac.uk/news/2022/aug/contact-ucls-security-team-direct-your-phone-safezone-app)

## Health and Safety information concerning the department

Department to add details about labs, field trips etc., if applicable.

# After study

## Information on degree certificates and transcripts (Centrally Provided)

### Degree Certificates

A degree certificate will be sent to each successful student awarded a UCL degree within three months of conferral of the award.

#### Further information:

* [Degree Certificates](https://www.ucl.ac.uk/students/exams-and-assessments/certificates-results/degree-certificates)

### Transcripts

A copy of your official transcript, detailing examinations taken and results achieved, is issued automatically to all graduating students and sent to their home addresses as held on Portico within 3 months from the date the award is conferred by UCL authorities.

Affiliate students (if applicable):

Transcripts for affiliate students are issued automatically upon the students’ completion of their study at UCL and are dispatched as follows:

* Junior Year Abroad (JYA), Exchange and Erasmus Students – transcripts are issued to the students’ home universities.
* Independent affiliate students – transcripts are posted to the students’ contact addresses.

UCL Student Records can produce additional transcripts for students on taught programmes as well as for affiliate students via the UCL Transcript Shop.

#### Further information:

* [Transcripts](https://www.ucl.ac.uk/students/exams-and-assessments/certificates-results/transcripts)

## Information about the HEAR (Centrally Provided)

Undergraduate students (excluding affiliates, MBBS and some IOE and MPharm students)

#### Higher Education Achievement Report (HEAR)

The Higher Education Achievement Report (HEAR) is an electronic transcript of a student’s verified academic results and approved non-academic achievements whilst at UCL. Students who commenced their studies in or after September 2011 will have a HEAR made available to them online, via our HEAR provider, Gradintel, each summer - new students will be invited to register for this facility during their first year of study and throughout their students. Students can share their HEAR, free of charge, as a secure electronic token with third parties via their registered Gradintel account.

#### Further information:

* [Higher Education Achievement Report](https://www.ucl.ac.uk/students/certificates-results/higher-education-achievement-report-hear)

## Graduation Ceremonies

Following successful completion of their studies, graduation ceremonies are held to celebrate students’ achievements:

#### Further information:

* [Graduation Ceremonies](http://www.ucl.ac.uk/graduation)

## Information on UCL Alumni activities and key contacts (Central and Local)

#### UCL Alumni Community

As UCL alumni, you join a global community of over 350,000 former students. All UCL alumni can take advantage of a huge range of exclusive benefits and support, including access to thousands of e-journals, use of the library, a UCL-branded email for life and UCL Careers services for up to three years. Stay connected through reunions, international networks, and interest-based groups. UCL students and alumni can also take advantage of UCL’s lifelong learning opportunities through UCL Connect, our professional development programme of panel events, workshops, and resources such as blogs, case studies and podcasts.

#### Further information:

* [UCL Alumni](https://www.ucl.ac.uk/alumni/)

Department to add details of local alumni associations, membership, how to find out about events etc.