



MBBS Student Handbook

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1 Welcome to UCLMS

We're pleased to welcome you to UCL Medical School, which has a proud history of educating doctors and scientists in London since 1834. Our aim today is to graduate 'The UCL Doctor' - a highly capable, and patient-centred clinician, equipped to practise medicine in a professional, inclusive, and sustainable way grounded in science and best practice. This vision is underpinned by the values of scholarship, rigour and professionalism. The focus is on the development of the student as a scientifically informed, socially responsible professional who, in turn, can serve the health needs of individuals and communities

Our [MBBS Current Student website](#) provides an overview of our [MBBS programme](#), [Curriculum Map](#), [Academic and Clinical Leadership](#), [Education Management teams](#), [Key Contacts](#), [Quality Assurance and Enhancement](#), [Programme and Progression Support](#) and [Student Support and Personal Academic Tutoring](#) services to support you through your undergraduate medical studies.

Our [A-Z of policies and procedures](#) builds on UCL regulations and procedures to set out information and guidance specific to the MBBS as a university governed and GMC regulated programme.

Advice and guidance on support available to you from UCL can be found on UCL's [Student Support and Wellbeing](#) webpages and, on campus, you can also access support from the [Student Enquiries Centre](#). You can also log a query with UCL's new online enquiries system and self-help centre, [askUCL](#), which is always open.

Please also see UCL's quick guide to how UCL can support your studies at [Our Support Processes](#).

2 Introduction to the Medical School

2.1 UCLMS and its history

UCL has educated doctors since 1834 and the medical school sits in the heart of London. Working closely with several major teaching hospitals – including University College London Foundation Trust, the Great Ormond Street Hospital for Children, the National Hospital for Nervous Diseases (Queen Square), the Royal Free Hospital and Moorfields Eye Hospital, it provides truly world class medical education.

Information about the Medical School and our history can be found at [About Us](#).

Relationship between UCLMS and the Faculty of Medical Sciences

UCL Medical School is part of the Faculty of Medical Sciences which, working in collaboration with the Faculties of Brain Sciences, Life Sciences and Population Health Sciences, forms a major biomedical research centre and leader in medical and health research with one of the largest and most renowned groupings of academics in these areas.

Information about our relationship with the Faculty can be found at [Our Place at UCL](#).

2.2 Key staff members within the Medical School and Faculty

UCL Medical School houses our prestigious and long established MBBS undergraduate medicine programme, postgraduate education programmes, education research activity and Widening Participation Programme. Information about our activities can be found on our website [here](#), including:

[Undergraduate](#)
[Postgraduate](#)

MBBS Education Management is the Faculty of Medical Sciences' professional services team responsible for co-ordinating the MBBS programme, supporting students and liaising with the large number of contributing academics and across UCL and NHS Provider Trusts. MBBS Education Management comprises 6 teams:

- Programme and Progression Support & Student Support and Personal Tutoring
- Clinical and Professional Practice & Quality Assurance
- Assessment
- Curriculum
- Digital Education
- Placements

Key contacts and team email addresses can be found on our MBBS Current Student Website [here](#).

Where to find us

The Medical School Directorate and MBBS Senior Education Management, Assessment, Curriculum and Digital Education Teams are located on the ground, first and second floors of the Medical School Building, 74 Huntley Street.

Our Programme and Progression Support, Student Support and Personal Tutoring, Clinical and Professional Practice and Quality Assurance Teams are located on the ground floor or the Rockefeller Building, 21 University Street.

Placement Offices are located in the UG Centre at The Royal Free Hospital, UG Centre at The Whittington Hospital and 250 Euston Road at UCLH. The Primary Care and Community Medicine Office is based in the Department of Primary Care at Royal Free Hospital.

MBBS Student Offices are open to students from 9am-5pm each day.

3 Divisional and other staff related to the programme

3.1 MBBS Senior Leadership Team, Clinical and Professional Practice Leads, Year and Module Leads, Placement Leads, and other key staff involved in programme delivery

The MBBS programme draws on a wide range of academic and clinical leads committed to managing and supporting teaching and learning within UCL and our NHS and Primary Care Placement Providers.

Our [MBBS Governance and Committees](#) webpage sets out our leadership structures and the roles and responsibilities of each member of staff.

Our [Key Dates and Contacts](#) webpage provides names and contact details for academic and clinical leads and Professional Services staff.

4 Key dates

4.1 Term dates, exam dates and core UCL activities (Module Selection)

4.1.1 MBBS term dates are published at: [MBBS Key Contacts and Dates](#).

4.1.2 UCL Module Selection and Verification Deadlines

All MBBS modules are core and students do not need to participate in UCL's module selection process - our MBBS Education Management Team will ensure that all students are registered for all modules needed. Where student choice is offered, for example for Student Selected Components and Placement sites, these processes are managed by the MBBS Curriculum and Placement Teams, who will provide details of the process and deadlines for submitting preferences via Year Moodle Sites.

4.1.3 Examination Dates

MBBS examination dates are published at: [MBBS Key Contacts and Dates](#).

4.2 Medical School key events and core activities

The overall MBBS timetable with the dates of key events and core activities is published at: [MBBS Key Contacts and Dates](#).

Detailed year and module timetables are published on Year Moodle Sites.

Placement timetables are published in the MBBS [Curriculum Map/ASR](#).

4.3 How UCL and the Medical School communicate with students

UCL communicates with students via:

- [UCL student email](#) – Students should check their UCL email regularly.
- [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.
- [myUCL](#) – A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.
- [UCL Instagram](#) – UCL's official Instagram channel, featuring news, events, competitions and images from across the UCL community.
- [@ucl Twitter channel](#) – Sharing highlights of life at UCL from across UCL's diverse community.

The Medical School communicates with students as set out in the MBBS communications policy drawn up in collaboration with Medical Student Representatives:

- [MBBS Communications Policy](#) – Students are invited to provide feedback via Learning Surveys or to contact the MBBS Quality Assurance Team directly where standards are not met so that the Team can investigate and address issues.
- [UCL student email](#) – Students should check their UCL email regularly.
- [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.

- [Curriculum Map/Academic Student Record](#) – for placement timetables, medical school records, interview notes.
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5 Hours of Study

5.1 Hours of study

The required hours of study for the **MBBS**, including personal study time, are published in the A-Z of policies on the Current MBBS Students website at: [Attendance and Engagement](#)

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

5.2 Personal study time

Medical students are expected to spend a minimum of ten hours per week in additional study outside the prescribed course.

5.3 Attendance requirements

5.3.1 Attendance Requirements

UCL's attendance requirements are published here: [Attendance Requirements](#)

5.3.2 As a professionally regulated programme; all MBBS teaching is core with a 100% attendance requirement. Full details of the attendance and engagement requirements and procedures for reporting or requesting authorised absence are set out at: [Attendance and Engagement](#).

In line with UCL's obligations under UK immigration laws, students who hold a Student Visa must obtain authorisation for any absence from teaching or assessment activities. UCL is required to report to UK Visas and Immigration (UKVI) and engagement monitoring is undertaken by departments at regular points during a student's registration. 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:

- [Registration Framework – UCL Student Attendance Policy](#)
 - [UCL Immigration and Visas](#)
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6 UCL's expectations of students

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](#)
- [UCL Disciplinary Code and Procedure in Respect of Students including Academic Insufficiency](#)
- [UCL Policy on Conduct including Harassment and Bullying](#)
- [UCL Code of Practice on Freedom of Speech](#)
- [Religion and Belief Equality Policy for Students](#)

As a professionally regulated programme, the MBBS has these additional requirements for professional conduct and a Fitness to Practise Procedure:

- [Medical Student Code of Conduct](#)
 - [Fitness to Practise Guidance](#)
 - [Fitness to Practise Procedure](#)
-

7 Programme structure

7.1 Structure of the MBBS programme, duration, credits, qualification(s)

An overview of the structure and duration of the MBBS programme is published in the MBBS Programme Summary in Portico and at:

- [MBBS Programme Information](#)
- [MBBS Course Structure](#).

Details of each year of study are published in the relevant year Moodle sites.

7.2 Projects, placements and study abroad

7.2.1 Finding projects

Where applicable to MBBS modules, details are set out on the relevant Moodle site or provided by educational supervisors as students rotate to each clinical placement/student selected component.

Where applicable to Year 3/IBSc programmes, students should check the relevant iBSc departmental website/Moodle site or contact the IBSc programme lead or programme administrator.

7.2.2 Placements

Details of MBBS clinical placement arrangements and requirements are provided on Year and Module Moodle sites. Timetables are published in the [Curriculum Map/ASR](#).

7.2.3 Study abroad options

Year 6 offers the opportunity for students to take a clinical placement overseas. Information about MBBS elective placements and the approval process are published at [Elective Planning](#), with further details provided via the Year 5 and Year 6 Moodle sites.

7.3 Professional accreditation

7.3.1 Professional accreditation and associated requirements integrated into the programme

The MBBS degrees which are awarded at the end of the undergraduate course are currently a primary medical qualification (PMQ). Holding a PMQ entitles you to provisional registration with the General Medical Council. Please note that a candidate may not be awarded a PMQ where fitness to practise concerns have been raised or are under consideration. All fitness to practise concerns must have been considered under UCL's Fitness to Practise Procedure and a determination reached before a candidate can graduate with a primary medical qualification.

GMC provisional registration is time limited to a maximum of three years and 30 days (1125 days in total). After this time period provisional registration will normally expire. From 2024-25, all students will need to pass the Medical Licensing Assessment, as part of their undergraduate medical degree, to be granted registration with a licence to practise.

8 Tutorials and supervision

8.1 What students can expect in terms of personal academic tutoring and programme support

Personal Academic Tutoring

UCL's guidance about personal academic tutoring can be found [here](#).

Information about student support and personal academic tutoring in the **MBBS** can be found [here](#).

Additionally, as the **MBBS** is a long and complex programme which draws on teaching commissioned from the Faculties of Life, Brain, Medical and Population Health Sciences and on clinical training commissioned from numerous Central and Associated NHS Provider Trusts, Community and Primary Care Provider Trusts and other private providers, the MBBS leadership and NHS clinical structures provide additional support.

[Programme and progression support](#) is provided by the Divisional Tutor and team of MBBS Tutors. Student clinics are held each day and appointments can be booked via medsch.student-support@ucl.ac.uk.

Each year of the programme has an Academic Year Lead, a Deputy Year Lead, individual Module Leads and Deputy Module Leads, each of whom may be approached for academic guidance; each clinical placement provides a named educational supervisor whose details will be provided by local placement administrators as students rotate to each, and in year 6 an educational supervisor is assigned for the duration of the Year 6 assistantship.

As for students across UCL, medical students have access to UCL's student support and wellbeing services for mental health support, counselling etc.

8.2 Transition Mentors (first year UG)

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 website](#)
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9 Modules and Student Selected Components

9.1 Choosing Modules and Student Selected Components

For the **MBBS** programme, all modules are core and students do not need to participate in UCL's module selection and registration process. Student Selected Components in Years 1, 2 and 6 are managed by the relevant year team in the Medical School's central MBBS Management Team. Details of the process for submitting preferences are published on the relevant Year Moodle Sites.

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.

10 Changes to Registration Status

10.1 How to change, interrupt or withdraw from a programme

Changes to Registration

Students wishing to make changes to their registration status should first discuss their plans with their Personal Academic Tutor or one of the MBBS Tutors 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.

10.1.1 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.

Transfer into the MBBS from other programmes is not possible.

Further information:

- [Changing your degree programme or modules](#)

10.1.2 Interruption of studies

If a student requires a temporary break from their studies and plans to resume their programme at a future date, they must apply for a formal Interruption of Study.

Further information:

- [Interrupting your studies](#)
- [Student Support Framework – Interruption of Study](#)

10.1.3 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:

- [Withdrawing from a Programme](#)
- [Registration Framework – Withdrawing from a Programme](#)

10.1.4 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. Contact the MBBS Student Records Manager at medsch.studentrecordsmanager@ucl.ac.uk if you require a CoC form to be submitted on your behalf or if you have any related queries.

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

Medical students seeking advice may request advice from the MBBS Student Support Team or request an appointment with the Divisional Tutor, Deputy Divisional Tutor or an MBBS Tutor via medsch.mbbstutors@ucl.ac.uk.

11 Progression, Award and Classification

11.1 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 [Assessment Framework - Progression and Award](#) defines 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.

Requirements specific to the MBBS are set out at Section 6.12.4 in the [Assessment Framework - Progression and Award](#).

Further details can be found at: [MBBS Assessments and Prizes](#) and in each Year Moodle Site.

Portfolio requirements can be found at: [MBBS Portfolio](#).

11.2 How will marks be combined to reach a classification?

The MBBS programme is awarded on a Pass/Fail basis with Distinctions awarded to students in the top decile in Years 1 and 2 (Distinction in Medical Sciences), Years 4 and 5 (Distinction in Clinical Science) and Year 6 (Distinction in Clinical Practice); students will not receive a Classification.

For IBSc degrees, students who have successfully completed the Progression and Award Requirements will be awarded a Classification. UCL's [Assessment Framework - Classification](#) defines the Classification Schemes for each qualification.

12 Information on assessment

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

- [Students' webpages](#)

12.1 How will students be assessed?

Details of **Medical School** assessments and the mark scheme are published at: [MBBS Assessments and Prizes](#) and the [Assessment and Feedback Moodle](#) course.

Portfolio requirements are published at: [MBBS Portfolio](#) and on the relevant Year Moodle sites.

12.2 What are the marking criteria and learning outcomes?

Details of the marking criteria applied during **MBBS** modules are issued by the Module Leads/Module Managers responsible for the coursework and can be found on the relevant Module Moodle sites.

12.3 What marking scale is in use on the programme?

The **MBBS** Mark Schemes for summative assessments are published at: [MBBS Assessments and Prizes](#) and on the [Assessment and Feedback Moodle](#) site.

12.4 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?

An overview of assessment feedback provided and other feedback opportunities in the **MBBS** programme are published at: [MBBS Assessment Feedback](#). Further information is provided in instructions for Portfolio items where appropriate and in Case of the Month guidance.

12.5 UCL Standard turnaround time for feedback

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 one calendar month 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 one calendar month 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:

- [Assessment Framework - Assessment Feedback](#)

12.6 Examinations

Prior to taking an examination, students must ensure they are aware of UCL's regulations governing examinations set out at:

- [Student Regulations for Exams and Assessments](#)

Further information:

- [Examinations and Assessments](#)
- [Assessment Framework for Taught Programmes](#)

Medical students must ensure they are familiar with additional information specific to **MBBS** written and practical/clinical examinations set out at:

- [Instructions for MBBS Students](#)

12.7 Coursework submissions

Medical School information about coursework submissions is provided by each Module Lead and Module Administrator who issues a piece of coursework.

Information about Portfolio requirements and Case of the Month submissions can be found on the relevant Year Moodle Sites.

12.8 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.

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:

- [Assessment Framework - Module Assessment](#)
- [Student Support Framework - Extenuating Circumstances](#)

Medical School information about submission of EC's potentially affecting coursework or assessments can be found at:

- [MBBS Assessments](#)
- [Extenuating Circumstances](#)
- [MBBS Coursework Requirements](#)

12.9 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.

In line with UCL's obligations for students studying under a visa, these students must also obtain authorisation for any absence from teaching or assessment activities under the Authorised Absence for Students on a Student Visa procedures.

Further information:

- [Registration Framework - Student Attendance Policy](#)
- [Student Support Framework - Extenuating Circumstances](#)

12.10 Word counts and penalties

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:

- [Assessment Framework - Module Assessment](#)

12.11 Consequences of failure

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

- [Students' webpages](#)

Information about the consequences of failure, including eligibility for further attempts and arrangements for resit attempts are set out in UCL's [Assessment Framework for Taught Programmes](#).

MBBS specific information is set out at 9.6.4.

The MBBS mark scheme is also published at [MBBS Assessments](#).

Reassessment

UCL's rules for Reassessment do not apply in the MBBS.

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'.

12.12 Academic Integrity

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 written examinations should also familiarise themselves with the requirements set out in the [Student Regulations for Exams and Assessments](#) published annually. 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.

For medical students, completion of UCL's Academic Integrity module is a portfolio requirement in Year 1, Year 3 iBSc and again in Year 5. Breaches of Academic Integrity will trigger a Concern over Professional Behaviour(s) and may constitute a Fitness to Practise issue.

Further information:

- [Student Casework Framework - Student Academic Misconduct Procedure](#)
- [Library Guide to References, Citations and Avoiding Plagiarism](#)
- [Assessment Framework - Examinations](#)
- [Examinations and Assessments](#)

12.13 Accepted referencing methods on the programme

Information relevant to the **MBBS** programme is issued by the Module Lead responsible for each piece of coursework to which this applies.

IBSc information is issued by the relevant IBSc department and students should refer to the relevant IBSc websites/Moodle sites or contact their Programme Lead or Programme Administrator.

12.14 Academic integrity (plagiarism) in the discipline

UCL's policy, detection system, definition and penalties are set out in UCL's [Academic Integrity](#) guide.

Additionally **MBBS** students should be aware that academic misconduct may constitute a fitness to practise offence. Details of the Faculty of Medical Sciences' Fitness to Practise procedure, Medical School guidance relating to Fitness to Practise and Medical School Concerns over Professional Behaviours are published at:

- [FMS Fitness to Practise Procedure](#)
- [MBBS Fitness to Practise Guidance](#)
- [Concerns over Professional Behaviours](#)

12.15 Research ethics, approvals process, code of conduct, etc. on the programme

Medical School information can be found in the A-Z of policies at: [Research Project Recruitment](#).

12.16 Marking, Second-Marking and Moderation

UCL's requires all written work submitted for summative assessment to be marked by a UCL Internal Examiner or Assistant Internal Examiner with second-marking and internal moderation processes to ensure that marking is consistent and fair.

This does not apply to MBBS assessments as:

- summative written assessments are computer marked
- clinical assessments take the form of a circuit with multiple stations marked during the assessment by internal examiners at a level of seniority appropriate to the station who have undertaken OSCE training.

12.17 External Examiner process and how to access reports via Portico

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 Staff-Student Consultative 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.

13 Extenuating Circumstances and Reasonable Adjustments

13.1 Reasonable Adjustments

Students with Disabilities and Long-term Conditions

UCL will make Reasonable Adjustments to learning, teaching and assessment to ensure that students with a disability are not put at a disadvantage. UCL also provides Reasonable Adjustments for students who might not consider themselves to have a 'disability' but who nevertheless would benefit from additional support due to an ongoing medical or mental health condition. It is the responsibility of the student to request Reasonable Adjustments, and students are encouraged to make a request as early as possible.

Further information:

- [Student Support Framework - Reasonable Adjustments for Disabilities and Long-Term Conditions](#)
- [Support for disabled students](#)
- [Mental health and wellbeing support](#)

Medical School guidance specific to reasonable adjustments during clinical placements and at written and clinical assessments is published here:

- [Reasonable Adjustment](#)
- [Student Support Cards](#)
- [Examination Adjustments](#)

Pregnancy and Maternity, Paternity, Parental and Adoption Leave

UCL can also make Reasonable Adjustments for students who are pregnant or who need to go on Maternity, Paternity, Parental Leave and Adoption Leave. Students do not have to apply for a Summary of Reasonable Adjustments but should instead contact UCL Student Support and Wellbeing to find out about the support available.

- [Support for Pregnant Students](#)
- [Support for Student Parents](#)

Religious Observance

Students may need Reasonable Adjustments to help them observe their faith, particularly where classes or assessments might fall on important religious dates. Students do not have to apply for a Summary of Reasonable Adjustments and should instead contact UCL's Chaplain and Interfaith Advisor and refer to UCL's Religion and Belief Policy.

- [Religion and Faith](#)

- [Religion and Belief Equality Policy for Students](#)

MBBS students should arrange to see an MBBS Tutor and refer to the Medical School's guidance relevant to a professionally regulated programme, at:

- [Personal Beliefs](#)
- [Religious Beliefs](#).

13.2 Examination Adjustments

Examination Adjustments are adjustments to written examinations for students with a disability, medical or mental health condition, such as extra time, rest breaks or specialist equipment.

Students will need to apply for a Statement of Reasonable Adjustment (SoRA) and should contact UCL's Disability, Mental Health and Wellbeing team who can help them to complete an application and advise them on gathering the required documentary evidence. Guidance about SoRAs and timelines are set out at:

- [Reasonable adjustments to your assessments](#)

SoRA applications submitted after UCL's deadlines and for examinations held outside of UCL's main and LSA exam periods are subject to departmental policies.

The Medical School's departmental policy and guidance is set out at:

- [Examination Adjustments](#)

Applications must be submitted 6 weeks prior to your first examination date. After this point, we cannot guarantee being able to accommodate adjustments, as spaces in special venues for written papers are limited and CPSA/OSCE circuit timetables are finalised 6 weeks before the exam date after which adjustment may not be possible. You may be offered a deferral if late adjustments cannot be accommodated.

Further UCL information:

- [Reasonable adjustments to your assessments](#)
- [Student Regulations for Assessments](#)
- [Support for Disabled Students](#)
- [Mental Health and Wellbeing Support](#)

Further Medical School information:

- [MBBS Examination Arrangements](#)

13.3 When, where and how to submit a claim for Extenuating Circumstances

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

- [Students' webpages](#)

Short-term Illness and other Extenuating Circumstances

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.

Please see UCL's

- [Short-term illness and other extenuating circumstances](#)
- [Quick guide to how to apply](#)

Medical Students should also read our departmental guidance published at:

- [Extenuating Circumstances](#)

Longer-term conditions

The Extenuating Circumstances regulations are designed to cover unexpected emergencies; they are not always the best way to help students who might have a longer-term medical or mental health condition, disability or learning difficulty or protected characteristics. Although there may be times when it is necessary for such students to use the EC regulations, students should make sure they take advantage of all the other support mechanisms provided by UCL such as:

- [Reasonable Adjustments for Disabilities and Long-term Conditions](#)
- [Academic Adjustments](#)
- [Exam Adjustments](#)
- [Interruption of Study](#)
- [Support to Study](#)
- [Support for Disabled Students](#)
- [Mental health and wellbeing support](#)

13.4 Academic Insufficiency

There may be occasions when a student's physical or mental health, wellbeing or behaviour is having a detrimental effect on their ability to meet the requirements of their programme, or is impacting on the wellbeing, rights, safety and security of other students and staff. In such cases UCL may need to take action under the Academic Insufficiency Procedure.

- [Academic Insufficiency Procedure](#)

13.5 Fitness to practise policies

The MBBS, as a professionally regulated programme, has fitness to practise obligations to the GMC.

Information about fitness to practise for medical students is published here:

- [FMS Fitness to Practice Procedure](#)
- [Fitness to Practise Guidance for Medical Students](#)
- [GMC Student Professionalism and Fitness to Practise](#)
- [Medical Schools Council Student Fitness to Practise](#)

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

Medical students seeking advice may request an appointment with the MBBS Lead for Fitness to Practise at uclms.mbbs-ftp@ucl.ac.uk or an MBBS Tutor via medsch.student-support@ucl.ac.uk

14 Learning resources and key facilities

14.1 University-wide learning resources and key contacts for support

14.1.1 UCL Library Services

UCL has 16 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 resources. The UCL Library Services page has information for students about using the library, services available, electronic resources and training and support.

Further information:

- [Library information for students](#)

14.1.2 UCL Information Services Division (ISD)

The UCL Information Services Division (ISD), the primary provider of IT services to UCL, offers IT learning opportunities for students and staff in the form of 'How to' guides which provide step-by-step guidance to all of ISD's key services, including email and calendar services, user IDs and passwords, print, copy and scanning, wifi and networks.

There are also opportunities for Digital Skills Development through face-to-face training in areas such as data analysis, programming, desktop applications and more, along with individual support through drop-ins and via the ISD Service Desk:

Please check the webpages below for current information.

- [Information Services Division](#)
- [Learning and Teaching](#)
- [Digital Skills Development](#)
- [Learning on Screen \("bob"\)](#)
- [Kanopy](#)
- [E-learning services](#)
- [Laptop Loans](#)

Information on Learning and Teaching spaces as well as a map of computer workrooms is available on the ISD website. Computers at UCL run a Desktop@UCL service which provides access to hundreds of software applications to support students.

- [Learning and Teaching Rooms and Spaces](#)
- [Map of Computer Workrooms](#)

It is also possible to access a large range of applications remotely, from any computer, using the [Desktop@UCL Anywhere](#) service.

Students also have access to a range of free and discounted software via ISD Software for Students:

- [ISD Software for Students](#)

All students are encouraged to download the UCL-Go app, available for iOS and Android devices. The app gives access to Moodle and timetabling and shows where desktop computers are available on campus.

14.1.3 UCL Centre for Languages & International Education (CLIE)

The UCL Centre for Languages & International Education (CLIE) offers courses in 13 foreign languages and English for Academic Purposes (EAP), across a range of academic levels to support UCL students, staff and London's wider academic and professional community. CLIE provides modern foreign languages and EAP modules for UCL students, including courses satisfying UCL's Modern Foreign Language requirements and degree preparation courses for international students. CLIE also offers UCL summer school courses. 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](#)
- [CLIE Self-Access Centre](#)

14.2 Information on Medical School/faculty library spaces/resources, IT provision/support, social spaces etc.

Information about the **Medical School** and Placement Provider resources available at each of our central campuses can be found at:

- [Campuses](#)

14.3 How to access Moodle and support contacts

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](#)
- [Moodle Frequently Asked Questions](#)
- [Moodle Quick Start Guide](#)

14.4 Portico – what it is, why it is important and who to contact for support

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 examination timetables and results
- Pre-enrolment and re-enrolment
- Applying for programme transfer
- Plan and record skills development
- Applying for graduation ceremonies

Further information:

- [Portico login](#)
- [What is Portico](#)

15 Student support and wellbeing

15.1 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 published at:

- [Student Support and Wellbeing](#)

The **Medical School** provides support and guidance through the **Programme and Progression Support Team** and **Student Support and Personal Tutoring Team**. Details of the services available are published at:

- [Programme and Progression Support](#)
- [Student Support and Personal Tutoring](#)

15.1.1 The UCL Student Enquiries Centre

The Student Enquiries Centre provides a range of services from assisting you with questions or concerns you may have about your student record to giving guidance and information on a range of areas such as Student Support and Wellbeing, Fees, Funding or any matters regarding your studies and life at UCL.

- [Student Enquiries Centre](#)
- [askUCL](#)

15.1.2 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.

Further information:

- [Support for Disabled Students](#)
- [Mental health and wellbeing support](#)

15.1.3 Student Psychological and Counselling Services

15.1.4 Student Psychological Services

Student Psychological Services is dedicated to helping UCL students with personal, emotional and psychological concerns. The Student Psychological Services 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.

Further information:

- [Student Psychological Services](#)

15.1.5 International Student Support and Welfare

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 Students](#)

15.1.6 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](#)

15.1.7 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](#)
- [Manage your Money](#)

Financial assistance offered by the Medical School can be found here:

- [Medical School Financial Assistance](#)

15.1.8 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](#).

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.

Further information:

- [Student of Concern](#)

15.2 Registering with a doctor and out-of-hours support services

15.2.1 Registering with a Doctor

It is very important to register with a GP whilst you are at UCL so that you can access medical care if you need it. The Ridgmount Practice is UCL's partner GP surgery and a short walk from campus.

Further information:

- [Register with a Doctor](#)
- [Ridgmount Practice](#)

15.2.2 Out-of-hours support and information helpline

Contacts for urgent and out-of-hours support can be found at:

- [Out of Hours Support](#)

15.2.3 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)
- 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
- [Nightline](#) are available overnight and can help students across London, call them on +44 (0) 207 631 0101

15.3 How students can access support/information related to Equality and Diversity

UCL fosters a positive cultural climate where all staff and students can flourish, where no-one will feel compelled to conceal or play down elements of their identity for fear of stigma. 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 Equalities and Diversity website brings together a range of information on issues relating to race, gender, religion and belief, sexual orientation, and disability amongst other equalities initiatives at UCL.

15.3.1 Inclusion Leads

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

The Inclusion Lead for the Medical School are the Co-Chairs of our EDI Committee, currently r.chakrabarti@ucl.ac.uk and h.groves@ucl.ac.uk.

Further information:

- [Inclusion Leads](#)

- [Equality, Diversity and Inclusion](#)
- [Support for Student Parents](#)
- [Religion and Faith](#)
- [LGBTQ+ Students](#)

15.4 UCL's Zero Tolerance policy on harassment and bullying

15.4.1 Harassment and bullying

Every student and member of staff has a right to work and study in a harmonious environment. UCL will not tolerate harassment or bullying of one member of its community by another or others and promotes an environment in which harassment and bullying 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 launched **Report and Support**, an on-line reporting tool where students can report any issues anonymously or contact an advisor to make an informed decision about their support options.

Further information:

- [UCL Policy on Harassment and Bullying](#)
- [Report and Support](#)
- [Student Mediator](#)
- [Students' Union UCL Advice Service](#)

Additionally for MBBS students, the Medical School runs **Raising Concerns**, which is an online portal for students on clinical placements to report concerns involving clinicians.

- [Raising Concerns](#)

15.4.2 Sexual misconduct

It is unacceptable for any person at UCL, whether staff or student, to be subjected to any unwanted and persistent behaviour of a sexual nature. Any UCL student experiencing sexual harassment may access confidential support from a range of sources including their personal academic tutor or any other member of staff in their department or faculty who they trust, their Hall Warden, or a Students' Union student officer. Support is also available from the trained staff in the Students' Union Advice Service or the UCL Student Mediator:

- [Students' Union UCL Advice Service](#)
- [UCL Student Mediator](#)

Further information:

- [Zero Tolerance to Sexual Harassment](#)

15.4.3 Support for students who have been affected by sexual violence

UCL will do its utmost to support anyone who has been, or is being, affected by sexual violence. 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:

- [Report and Support](#)

MBBS students may contact a member of the MBBS Quality Assurance Team for advice or report through Raising Concerns:

- [MBBS Quality Assurance Team](#)
- [Raising Concerns](#)

16 Employability and Careers

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

Medical School careers events and advice can be found at:

- [Supporting your career](#)

16.2 Information on UCL Careers

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 2 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, this includes our summer internships and global internships schemes.

Please check the Careers website below for current information.

Further information:

- [UCL Careers](#)
- [myUCLCareers](#)
- [UCL Careers Information on internships](#)

16.3 Entrepreneurship at UCL

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](#)

17 Student representation

17.1 Students' Union UCL, how to run for election and how to find a representative

Students' Union UCL

The Union 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.

Students' Union UCL 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 are automatically members of the Union (but can opt out), and the Union's leaders are elected annually by and from all current students. The elected student leaders are called Sabbatical Officers and they represent students on various UCL committees and campaign on the issues that matter to students. Alongside the Sabbatical Officers there are more than 1500 other student representatives, who cover every part of UCL life, from your programme, research students or the UCL accommodation you live in.

Further information:

- [Students' Union UCL website](#)
- [Elections information \(including how to become a representative\)](#)

In addition to UCL SU, MBBS Students have representation via the Medical Students Union - RUMS.

17.2 Student Societies

UCL students currently run over 250 different clubs and societies through the Students' Union, providing a wide range of extra-curricular activities for students to get involved with during their time at UCL. A Welcome Fair provides your opportunity to meet all of the clubs and societies in one place.

Further information:

- [Students' Union UCL Clubs and Societies \(search for RUMS\)](#)
- [Club and Society Events](#)

17.3 Academic Representatives

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 representatives in your Faculty 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](#)
- [Find your representative](#)

The **Medical School's** student representatives are appointed by **RUMS** at the start of each year and take an active role in providing student feedback through the Education Committees and Student Partnership Committee. The student representatives are invited to attend a training session, held jointly with UCLU, in order to learn more about the role and its responsibilities.

17.4 Student Partnership Committees

Every department at UCL has a Student Partnership Committee that meets at least three times a year. These are meetings where Academic Reps and staff work together to develop solutions to students' concerns, and prioritise areas for improvement. Information about UCL's student partnership initiatives is published at:

- [Student Partnership](#)

The **Medical School** has 2 Student Partnership Committees because of the length and structure of the MBBS course: Years 1-2, and Years 4-6. Each IBSc programme has its own departmental SPC and the MBBS Academic Lead for Year 3 meets regularly with the RUMS Vice President for these years to discuss any overarching issues raised. SPC minutes are reported to the Students Union and UCL Academic Services and published on the MBBS current students website [here](#).

17.5 Other ways that students can give feedback

The **Medical School** has a Quality Assurance Unit (QAU) whose role is to ensure that high standards and good practice within the teaching, learning and assessment processes for the MBBS programme are recognised and rewarded, and problems are rapidly identified and addressed. The QAU manages a number of different sources of feedback including Learning Surveys, Raising Concerns, Name and Proclaim, You Said We Listened. Full details can be found at:

- [MBBS Quality Assurance](#)

17.6 Students' Union Advice Service

The Advice Service

The Students' Union Advice Service is available to all UCL students. 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 issues** - including extenuating circumstances, plagiarism and complaints
- **Housing** - including contract checks and housemate disputes

- **Employment** - including unpaid wages and part time employment contracts
- Many other legal and university matters

The service is free, confidential and independent. We will not disclose anything to your department or any other university staff unless at your request. Students can make an appointment or attend a drop-in session for advice and support.

Further information:

- [Students' Union UCL Advice Service](#)

17.7 Informal and Formal Student Complaints

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 Academic Tutor, Programme Lead, Departmental or Faculty Tutor, Course Representative, or Research Student Representative if they have any concerns about their programme. They can also speak to the UCL Student Mediator or 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.

Further information:

- [Student Casework Framework - Student Complaints Procedure](#)
- [UCL Student Mediator](#)
- [Students' Union Advice Service](#)

Please also see [Student Casework Framework - Academic Appeals](#) for information about the academic and assessment appeals process.

18 Student feedback

18.1 The importance of feedback and how UCL uses the results

Student Feedback

UCL's goal is to put students' feedback, insights and contributions at the heart of our decision-making. We value students' feedback and work with students as partners in the process of shaping education at UCL. You can see changes inspired by student feedback at:

- [Your feedback shaping UCL](#)

For the MBBS, the **Medical School's** Quality Assurance and Enhancement Unit manages student feedback and details are set out at:

- [Quality Assurance and Enhancement](#)

18.2 Student surveys and how UCL uses the results

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, The Postgraduate Taught Experience Survey, 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 as good as it can be for current and future students. We aim to minimize the volume of surveys students are asked to take, so undergraduates will be invited to take just one institutional survey per year, and full-time postgraduate students will be invited to take two. 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 the President & Provost.

Further information:

- [Quality Assurance at UCL](#)
- [You Shape UCL](#)

18.3 Continuous Module Dialogue

The Continuous Module Dialogue (CMD) process aims to improve the learning experience for students by providing them with early and frequent opportunities to give feedback on their taught sessions and for lecturers to respond in a timely fashion.

- [Continuous Module Dialogue](#)

Feedback feeds into the Annual Student Experience Review (ASER) process:

- [ASER](#)

18.4 Quality Review Framework and how student representatives are involved

UCL's Faculty and Departmental Education Planning

UCL's Quality Review Framework process requires all departments to undertake an annual self-evaluation and produce an educational development plan for how they plan to improve in the coming year. The self-evaluation involves looking at learning surveys as well as other data about student performance and academic standards, such as the feedback provided by the External Examiner, which helps departments to understand what is working well and what might need improving. Student's Academic Representatives are active participants in the evaluation process and creation of the development plan through discussions at departmental and faculty committees, giving students an important role in identifying and planning improvements within their department.

Further information:

- [Quality Review Framework](#)

For the MBBS, students can view Medical School reports and action plans at:

- [Quality Assurance and Enhancement](#)
-

19 ChangeMakers

19.1 Who they are and how a student can find out more or become involved

UCL ChangeMakers supports students and staff who want to work together to enhance the learning experience of students at UCL.

Further information:

- [UCL ChangeMakers](#)
-

20 Student Quality Reviewers (SQR)

Student Quality Reviewers are students who work with UCL to take an in-depth look at different areas of academic practice. They help to improve how the university works by providing detailed feedback and analysis from a student perspective. Taking part in the Student Quality Reviewer scheme gives students the opportunity to: act as a member of an Internal Quality Review panel; be a Student Reviewer for the Programme and Module Approval Panel; give feedback on pedagogic practice; work with staff to reflect on their teaching practice as a Student Reviewer of Teaching; and/or providing a student view on how teaching can include more diverse perspectives as a Student Curriculum Partner.

Further information:

- [Student Quality Reviewers](#)
-

21 Data Protection

21.1 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

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.

Information about Data Protection at UCL is published at:

- [Data Protection](#)
 - [An Overview of Data Protection](#)
 - [Practical guidance on handling personal data and special categories personal data](#)
 - [How to report a breach](#)

Further information:

- [UCL General Student Privacy Notice](#)
- [UCL Student Privacy Notice](#)
- [UCL Information Security Policies](#)
- [UCL Electronic \(email\) policy](#)

Students may send queries on data protection matters to the University Data Protection Officer at: data-protection@ucl.ac.uk

In addition, as a professionally regulated programme, **MBBS** students should refer to:

- [Medical School Privacy Notice](#)

22 Health, Safety and Security

22.1 UCL Health, Safety and Security

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. The UCL Safety Services webpage includes further information about health and safety policies and useful guidance and tools for risk assessment. The UCL Security Services webpage includes information regarding security operations, emergency contacts and tips for staying safe at UCL.

Further information:

- [Safety Services](#)
- [UCL A-Z Safety Guidance](#)
- [General Fire Safety for UCL Students](#)
- [UCL Security Services](#)
- [Safety on and off campus](#)

22.2 Health and Safety in the MBBS

Health related information specific to the MBBS programme is set out at:

- [Health](#)
- [Health Clearance](#)
- [Immunisations](#)

Additional requirements apply to the Year 6 elective placement where a risk assessment forms part of the elective approval process. Details are provided in the Year 5 and Year 6 Moodle Sites at the point at which the approval process opens and at:

- [Elective Planning and Approval](#)

Safety and Security related information specific to each Placement Provider is included in local inductions when students take up a new placement.

23 After study

23.1 Degree certificates and transcripts and how to access replacements

Degree Certificates

After completing your degree and receiving your results email from UCL with your final results, you will receive your Award Certificate.

Further information:

- [Award Certificates](#)

Transcripts

A transcript is an official record of your confirmed academic results and can be used for third party verification purposes, e.g. job applications, further study / visa applications, solicitor checks.

An official UCL transcript certifying your summative assessments results will be sent with your award certificate to your home address with 3 months of the date of award.

Further information:

- [Transcripts](#)

Medical School Transcripts and Letters of Verification

MBBS Academic Transcripts provide a full record of your programme of study including summative assessments, modules, module grades, clinical placements with dates, student selected components, prizes, merits and distinctions.

MBBS Academic Transcripts and other documentation certifying your full programme of medical studies can be ordered via [UCL's online store](#).

Further information:

- [Academic Transcripts and MBBS Certification](#)

MBBS interim transcripts can be generated by medical students from Portico at any stage to support, for example, applications for bursaries, elective placements. If, however, official certification of an interim transcript is needed, students should put in a request through medsch.studentrecordsmanager@ucl.ac.uk so that a copy can be printed, certified and stamped for you. These are usually returned to you in pdf form.

23.2 Information about the HEAR

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](#)

23.3 Graduation Ceremonies

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

Please check with the Graduation Ceremonies website below for current information.

Further information:

- [Graduation Ceremonies](#)

23.4 Information on UCL Alumni activities and key contacts

UCL Alumni Community

The UCL Alumni Community is a global network of more than 250,000 former students. Alumni can take advantage of a wide range of benefits on campus, across the UK and globally – including the Alumni Card, access to thousands of e-journals and library services, and a free UCL-branded email for life. All students and alumni can connect through the UCL Alumni Online Community, an exclusive mentoring platform with sector based and international networks, and get involved through events, reunions, and the UCL Connect professional development series.

Further information:

- [UCL Alumni](#)