SCHOOL OF PHARMACY

STUDENT HANDBOOK

A guide for students on taught programmes in the UCL School of Pharmacy

2012/13

Disclaimer

Every effort has been made to ensure that the information in this Handbook is correct at the time of going to press (September 2012). UCL reserves the right to make amendments to the information contained in this Handbook as a result of unforeseen events or circumstances beyond UCL's control or if deemed reasonably necessary by UCL.

This handbook is deemed to be the definitive version of information for all students in the UCL School of Pharmacy enrolled on the following taught programmes:

- **Certificate in Medicines Management for Pharmacy Technicians (CMMPT)**
- **Postgraduate Diploma in General Pharmacy Practice (PG Dip GPP)**
- **MSc Pharmacy Practice (Advanced Pharmacy Practice Fast-Track)**
- **Master of Pharmacy (MPharm)**
- **MSc Clinical Pharmacy, International Practice and Policy (CPIPP)**
- **MSc Drug Delivery**
- **MSc Drug Discovery and Development**
- **MSc Drug Discovery and Pharma Management**
- **MSc Pharmacognosy**
- **Master of Research (MRes)**

In the event that amendments are made, UCL shall take reasonable steps to notify students as soon as possible.

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Welcome from the Director

Welcome to the UCL School of Pharmacy and congratulations on gaining a place to study here. You are commencing your studies here at a particularly exciting time. The School has been committed to leading in education, research and policy development since it was established in 1842 and on 1st January 2012, the School merged to become part of University College London (UCL).

All of the School's staff are committed to your education and to supporting you in achieving your ambition. Whether you are an MPharm student on your journey to becoming a pharmacist, a post-graduate MSc or MRes student or pharmacy practitioner engaging in further postgraduate training, I wish you good look with your studies and I look forward to seeing you around the School.

Dr Brian Pearce BSc, PhD
Director, UCL School of Pharmacy
Head, Department of Pharmacology

1. General Information

1.1 STUDENT HANDBOOK

This Student Handbook provides you with essential information about UCL and the UCL School of Pharmacy including: School staff, policies and procedures, academic regulations, sources of information, assessment, good academic practice and codes of conduct. The Student Handbook is also available on the School website and an updated version will be published annually under the *Student Life* section here: http://www.ucl.ac.uk/pharmacy/student_life

This Handbook will be relevant to you throughout your degree programme. It should serve as your first point of reference. The Handbook will not provide all the answers that you need but it will direct you to the relevant information on the School and UCL websites. Students are expected to be fully aware of all academic regulations, policies and procedures pertaining to their programme of study. If you are unclear about anything, please enquire at the School Registry for help (Room G11, Ground Floor, Brunswick Square) or email sop.registyrshared@ucl.ac.uk.

In addition to this Student Handbook you will be provided with a Programme Handbook for your degree programme. This will contain more detailed information about your degree programme including staffing, modules, syllabi and assessment methods. If your degree has any specific regulations or procedures which differ from the main regulations, these will be contained in the Programme Handbook. You must read the Programme Handbook in conjunction with the Student Handbook.

There will inevitably be some changes during your time with us, possibly in relation to the teaching staff, programme content and assessment patterns. We shall keep you informed of any important changes as they occur, but you should make sure that you keep up to date by reading our communications, checking the notice boards, reading your emails and browsing Moodle and the School/UCL Websites.

We hope you find this handbook useful. It is revised every year to include new information and to make it easier to use. If you have any comments about the handbook or suggestions for improving the information provided, please forward your comments to the School Registry (email sop.registryshared@ucl.ac.uk).

1.2 CONDUCT AND BEHAVIOUR

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. It was the first university in England to admit women. UCL expects its members (including staff) to conduct themselves at all times in a manner that does not bring UCL into disrepute; this includes conduct whilst not on UCL premises.

In light of this, UCL has developed a Code of Conduct for a student which is outlined here: http://www.ucl.ac.uk/dean-of-students/conduct.. The *Code of Conduct* provides a framework for what is considered to be appropriate behaviour for students at UCL.

The School is a professional environment and students are expected to conduct themselves in a professional manner at all times whilst at the School and when representing the School externally. In addition to the Code of Conduct, MPharm students are required to abide by the *Code of Conduct for Pharmacy Students* issued by the General Pharmaceutical Council (GPhC). Further information about this can be found in the MPharm Programme Handbook. The GPhC Code of Conduct can be found here:
http://www.pharmacyregulation.org/education/pharmacist/student-code-conduct

Any breach of the *Student Code of Conduct* or the *GPhC Code of Conduct for Pharmacy Students* may result in proceedings being brought under UCL's disciplinary and/or fitness to practise procedures and could lead to your withdrawal from the School.

UCL's disciplinary procedures can be found here: http://www.ucl.ac.uk/academic-manual/part-5/disciplinary-code

1.3 ENROLMENT

All students must enrol with UCL at the start of their studies. Upon completion of enrolment you will be able to access all the facilities and services you are entitled to as a student at UCL. All students **must enrol within 2 weeks of their start date.**

1.4 STATEMENT OF STUDENT STATUS

Once you have enrolled you will receive a *Statement of Student Status*. This is an official document confirming that you are a UCL student. You will present this statement to obtain your UCL ID card and can also use this as evidence to open a student bank account and claim council tax exemption (full time students only). It is essential that your home, contact and term-time address are valid so that the correct information will appear in this letter. Once you have enrolled you will be able to update this information via PORTICO. Here is a link to the system: https://evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn

1.5 STUDENT ID CARD

Students at the UCL School of Pharmacy are required to have two Student ID Cards - the UCL ID card (your main card) and the School of Pharmacy card (so you can gain access to the Brunswick Square Building).

UCL Identity Card
Your UCL identity card shows that you are a UCL student and it will contain your unique student number. It is very important that you carry the card with you at all times as it allows you to gain access to certain UCL buildings including the library and the UCLU (UCL student Union) activities. You can also use your card to take advantage of discounts in many cafes, restaurants, cinemas and shops.

The ID card is produced by Security Systems which is based in the Andrew Huxley Building. You will need to show them the *Statement of Student Status* you received when you enrolled and they will then produce your first ID card. Your photograph will be taken and the card will be produced while you wait. If you lose your ID card or it gets stolen please visit the Security Systems Team to get a replacement, there may be a charge for this. Further information on ID cards can be found on the web site here: http://www.ucl.ac.uk/estates/security/systems/identity-cards/

SoP Identity Card
Because the School has a separate access system to the main UCL campus; you will need to obtain a School of Pharmacy ID card when you arrive. Entry to the School is via swipe card barriers near the front door. You must carry your ID card with you whenever you are in the School and show it if asked by a member of staff. ID cards are issued by the porters at the front reception desk in the Brunswick Square building. Further information on how to obtain this card will be provided after you have enrolled.

Please note that you must NEVER give your Student ID card to someone else to gain access to UCL buildings or for any other purpose. To do so, would constitute a breach of the UCL's policies and would result in a disciplinary and/or a fitness to practise proceedings.

1.6 OPENING A BANK ACCOUNT

If you do not already have a UK student bank account you should make it one of your priorities to get one as soon as possible after you arrive at UCL. Most of the major banks offer student bank accounts with features designed for student life.

In order to open a bank account you will need:

- A valid passport

- Proof of address
- Proof of Student Status (Statement of Student Status given at enrolment)

If you are an international student some banks require an adapted version of the Statement of Student Status. To obtain this letter, please either email your request to studentstatus@ucl.ac.uk, specifying the name and address of the bank you would like to join or visit the Student Centre.

1.7 REGISTERING WITH THE POLICE

You only have to register with the police if you have been instructed to do so when you receive your visa. If so, you must register within 7 days of your arrival in the UK. To register with the Overseas Visitor Records Office, you will need:

- Your passport and visa
- Registration fee
- Two passport photos

If you are staying in London, within the Metropolitan Police area, you should register in person at the Overseas Visitor Records Office in Borough High Street. Their website and further information can be found here: http://content.met.police.uk/Site/overseasvisitorsrecordsoffice

Once registered, you will be given a Police Registration Certificate (PRC). You must inform the police of any change to your address within 7 days and of any changes to the other details on your certificate within 8 days. If you are granted an extension of stay you must report to the police to have your certificate renewed.

If you are required in the term of your visa to register with the police, failure to do so is a criminal offence and could lead to prosecution.

1.8 GETTING CONNECTED (IT SYSTEMS)

As a student at UCL you have aces to central School IT Facilities including Electronic Library Services, email, Moodle and Portico. You need to have a UCL userid and password to access these services which you will receive prior to pre-enrolment.

During enrolment you will receive an information card about IT services, covering email, internet connections in halls, wireless, security, training and remote desktop services. The card also contains a map showing where all the main computer rooms are, and details on how to contact the ISD Service Desk. The Information Systems Division has a dedicated page for new students here: http://www.ucl.ac.uk/isd/students/new-students

General IT queries should be directed to the ISD Service Desk which is located on the ground floor of the DMS Watson Science Library in Malet Place (see here http://www.ucl.ac.uk/isd/common/servicedesk). The ISD Service Desk can also be contacted by calling 0207 679 5000 (Monday to Friday, 8:30 - 17:30) or emailing servicedesk@ucl.ac.uk.

1.9 CHANGE OF NAME

In order for UCL to change your name on its central records you will need to bring official documentation i.e. Passport, Marriage Certificate, change of name deed to the Student Centre, Registry and Academic Services.

Please bring the original documentation as photocopies will not be acceptable. You must also inform the UCL School of Pharmacy of your name change.

Certificates will be awarded in your name as it appears on the UCL central records, so it is important that you make any changes before the completion of your programme of study.

Tier 4 and other visa Points Based System migrants are required to report their name change to the Home Office. Please see guidance and information at http://www.ukba.homeoffice.gov.uk/while-in-uk. The Home Office will issue you a new biometric identity card which you must then bring to the Student Centre.

1.10 CHANGE OF ADDRESS

It is your responsibility to ensure that your address details are up-to-date on PORTICO so that you receive all communications promptly. All correspondence will be sent to the contact address that is held on your student central record and displayed via Portico.

On completion of your programme of study your degree/diploma certificate, official transcript and graduation ceremony information will be sent to the last contact address provided by you. If you need to update your address at this time but no longer have access to Portico, please email studentrecords@ucl.ac.uk.

You must not have private correspondence addressed to UCL. Only letters dealing with UCL business may be addressed to you at UCL.

1.11 STUDENT OYSTERCARD

In conjunction with Transport for London (TfL), full-time UCL students can apply for a TfL Student Oyster Photocard which entitles the holder to buy student-rate Travelcards and Bus and

Tram Pass season tickets valid for 7 days, one month or longer periods, which cost 30% less than adult-rate season tickets.

To be eligible for this card you must have fully enrolled as a full time student at UCL before you apply and be over 18 years of age. In order to apply online for your photocard you will need:

- Your credit/debit card number and expiry date
- A digital photograph of yourself saved as a jpeg file
- Your UCL student number (SN on the front of your UCL ID Card)

Transport for London liaises with UCL directly to confirm your eligibility for the photocard scheme. The cost for each application is £10. You may use the online application process for both your first application and any subsequent applications, including replacements for lost/stolen photocards. Visit the TfL website for more information and to apply.

1.12 COUNCIL TAX

If you are a full-time student living in University accommodation or in a house where everyone is classed as a full-time student then you will normally be exempt from paying council tax. The rules are different if you live with someone who is not a full-time student and you should contact your local council to confirm your eligibility. Information about students and council tax can be found on the Government website www.direct.gov.uk. In order to gain exemption from paying council tax you will be required to provide a letter from the UCL Student Centre confirming that you are a student studying a full-time programme.

1.13 LOCKERS

Lockers are available to MPharm students for the duration of their programme. MPharm students who want to rent a locker must do so within the first two weeks of the first term. After this date, non-MPharm students may request a locker, if required, from the reception. Students who lose their locker keys or fail to return them upon completion of their studies will be liable to a fine which could prevent the release of results. Locker keys are issued by the porters at the main reception desk in Brunswick Square.

1.14 REFECTORY

The Refectory serves hot and cold meals, including vegetarian options. Dishes containing halal meat will be identified by notices on the refectory counter.

Hours: 09.30 to 15.00 (Monday-Friday during term-time)
10.00 to 14.30 (Monday-Friday outside of term-time)

Lunch: 12.00 to 14.00 (Monday to Friday)

The Refectory is closed in August and on UCL holidays.

The Refectory is for customers only during lunch service (12:00 until 14:00). Students are allowed to use the Refectory as a study area but **NOT** between the hours of 12:00 to 14:00 during lunch service. Students are requested to recycle or dispose of all rubbish and stack their trays away once they have eaten.

1.15 LITTER AND RECYCLING

All litter must be placed in the appropriate recycling facility or in the litter bins provided. There are recycling bins provided in the refectory and the square lounge for plastic, paper and cans. There are further recycling facilities outside the UCL School of Pharmacy adjacent to Brunswick Square and behind the Brunswick Shopping Centre on Bernard Street.

1.16 EQUALITY AND DIVERSITY

The UCL School of Pharmacy is committed to respecting equality and diversity in all its activities. Further information and policies can be found here: http://www.ucl.ac.uk/hr/equalities/

All students and staff must act in accordance with these policies, have respect for others and ensure that everyone receives fair treatment. UCL will not tolerate any form of bullying, harassment or discrimination on the grounds of age, disability, gender, marital status, pregnancy and maternity, race, religion or belief, sexual orientation or socio-economic background. Infringements of these policies by students or staff will be treated very seriously by UCL and may lead to disciplinary and/or fitness to practise proceedings.

1.17 RELIGIOUS AND CULTURAL CONSIDERATIONS

UCL has a Religion and Belief Equality Policy for Students which can be found at the following link: http://www.ucl.ac.uk/academic-manual/part-5/religion-belief-equality

The School is a multi-cultural institution which tries to give consideration to students' individual needs and preferences. However, it is also a secular institution where health, safety and security requirements as well as the needs and aspirations of the academic community as a whole are paramount.

Students should be aware that:

- There are no single sex facilities, except for toilets.
- Students will not be excused from practical classes requiring protective gear such as trousers but single-sex changing facilities will be made available.
- Students may be required to roll up their sleeves to take blood pressure in practical classes.
- It is not possible to guarantee a timetable that has no afternoon commitments.
- All students must, for security reasons, have their photo taken for their Student ID card.
- All students must abide by the School's dress code policy.

A Quiet Room is available for prayer and contemplation on a bookable basis. Students should ask their Student Union Representative for more information. Foot washing facilities are available in the male and female student toilets in the basement.

The School is mindful of the needs of students wishing to be absent from the School during certain holy or religious holidays. It is essential that you plan ahead if you are to be unable to attend a class for religious reasons. Students will be required to contact their tutors and to make up any work missed. No allowance can be made for poor performance as a result of work missed for religious reasons. **If your absence is likely to be for 3 weeks or more then it may not be possible for you to meet the requirements of the programme and you may have to interrupt your studies until the following academic year**.

Please note that it is rarely possible to alter assessment deadlines or examination dates due to religious or cultural reasons. The School will consider any requests made but it may not be possible to meet the requirements of all students due to timetabling constraints and the needs of other students.

Further information can be found here: http://www.ucl.ac.uk/hr/equalities/belief/index.php

1.18 DRESS CODE

As a professional School, there may be times when appropriate dress is required (e.g. hospital visits). The overriding consideration is the health, safety and security of students, staff and patients, and students may be asked to refrain from wearing any clothing which poses an unacceptable risk.

Women students who wear headscarves may generally wear them in practical classes, as long as they do not interfere with the work. However, the wearing of the veil is not permitted at the School, due to security reasons.

1.19 SCHOOL ACCESS

Students have full access to all floors of the School between 8:00am and 6:00pm Monday to Friday. Before and after these hours and during the weekends the swipe card access control system will be in operation and restricted access to the building applies. Students on different programmes of study are permitted different levels of access. Access to the School is available during normal working hours as follows:

MPharm Students

- Monday – Friday 8:00am – 11:00pm (during term time)
- Monday – Friday 8:00am – 6:00pm (at all other times)
- Saturday 9:00am – 6:00pm

Postgraduate Students

- Monday – Sunday 8:00am – 11:00pm

Doctoral Students

- Monday – Sunday 24 hours access

The full *Out of Hours Access Policy* and *Out of Hours Access Form* can be found on the School website under *Student Life.* Students who require access to the building outside of the times listed above will need to complete an *Out of Hours Access Form* and submit this to the School Registry for approval.

All students should familiarise themselves with this policy at the start of their degree programme. Any breach of this policy will be treated seriously and the matter will be subject to disciplinary and/or fitness to practise proceedings and may result in the student being withdrawn from the School.

1.20 DATA PROTECTION ACT 1998

UCL will process your personal data for any purposes connected with your studies, your health and safety whilst on the premises and for any other legitimate reason. After you leave UCL your data are retained as a permanent archival record for research purposes.

Relevant information will be used by the UCL Students' Union to enable it to issue your NUS card, return lost property, deal with disciplinary matters and contact you in relation to service provision development, representation and democracy. Information will also be used by the Alumni Office to keep you in touch with UCL and the Alumni Network, and a snapshot of your data may also be used for training purposes.

Information about you may be disclosed to other organisations as required by law, for crime prevention or detection purposes, or in order to comply with our obligations as a sponsor of migrants by the United Kingdom Border Agency (UKBA).

Disclosures will also be made by UCL as outlined below:

(a) To sponsors, government agencies and present or potential employers. One such body is the Higher Education Statistics Agency (HESA); further information about the uses for which HESA processes personal data can be found on the HESA website at http://www.hesa.ac.uk/collection-notices/. Your contact details may also be passed to the Higher Education Funding Council (HEFCE) or its agents for the purpose of administering the national student survey, and to UCL's agents for the purpose of administering our own surveys
(b) Where a programme of study leads to a qualification recognised by a professional body UCL will disclose relevant information to that body
(c) Statements of student status will be provided on request to Council Tax Registration Officers
(d) To the Student Loans Company
(e) To debt collection agencies acting on behalf of UCL in the event that you owe money to UCL
(f) Release of results to former schools/colleges
(g) If you decide to make on-line payments to UCL, limited information (date of birth and student numbers) will be disclosed to UCL's service provider for validation purposes
(h) Names will be included in pass lists

If you are an Undergraduate Degree Student:

(i) To GradIntel, the service through which the Higher Education Achievement Record will be delivered
(j) If you do not complete your programme, to the organisers of the "Back on Course" scheme - the Open University and UCAS.

As a College of the University of London, UCL provides student personal data to the University for administration of examinations and for the award of degrees.

UCL may hold information about your ethnicity and the disability classification which you supplied to us. Ethnicity information will be used to comply with the requirements of HESA, equal opportunities legislation and UCL’s Race Equality Policy.

Disability information will be shared with relevant UCL staff in order to provide you with the best possible support for your studies.

UCL may contact you by post or by telephone, SMS or email. You have the right to opt out of receiving marketing material by contacting the sender of the communication.

UCL's Data Protection Policy can be found at http://www.ucl.ac.uk/efd/recordsoffice/policy/data-protection/

END OF SECTION 1

2. Key Contacts and Communication

2.1 SCHOOL ORGANISATION

The School is located within the Faculty of Life Sciences which is in turn, part of the UCL School of Medical and Life Sciences. The Director is the academic and administrative Head of the School and responsible for all aspects of its management. The Director is supported by the Divisional Manager who oversees the administrative areas of the School. The School is organised into four research departments which are each led by a Head of Department and supported by a Departmental Secretary or Manager. A number of Departments have one or more specialist research centres and groups associated with them:

Department of Pharmaceutical and Biological Chemistry
Head of Department: Professor Simon Gibbons
Departmental Manager: Samantha Essex
Associated Centres and Groups:

Drug Discovery - Cancer Research:

- Centre for Cancer Medicines
- Cancer Research UK Biomolecular Structure Group

Natural Products Research:

- Centre for Pharmacognosy and Phytotherapy

Neurosciences:

- Molecular Neuroscience Research Group

Department of Pharmaceutics
Head of Department: Professor Kevin Taylor
Departmental Secretary: Catherine Baumber
Associated Centres and Groups:

- Centre for Drug Delivery Research
- Centre for Paediatric Pharmacy Research *(joint with Practice and Policy)*

Department of Pharmacology
Head of Department: Dr Brian Pearce
Departmental Secretary: Vicky Welsh

Department of Practice and Policy
Head of Department: Professor Rob Horne
Departmental Manager: Rebekah Nichols
Associated Centres and Groups:

- Centre for Behavioural Medicine
- Centre for Medication Safety and Service Quality
- Centre for Paediatric Pharmacy Research *(joint with Pharmaceutics)*
- FIP Collaborating Centre
- Joint Programmes Board (JPB)

2.2 ACADEMIC AND ADMINISTRATIVE STAFF

Academic Staff

The contact details for all academic staff can be found under the departmental pages here: http://www.ucl.ac.uk/pharmacy/people. There is a directory of all staff in UCL available on the website http://www.ucl.ac.uk/ (click on "Staff Directory" at the top.)

School Academic Leads

The following staff have School-wide roles for academic management and leadership.

Name	*Role*	*Email*
Dr Brian Pearce	Director of the School	b.pearce@ucl.ac.uk
Dr Mike Munday	Academic Director of Studies	michael.munday@ucl.ac.uk
Dr Kirsten Harvey	Graduate Tutor	kirsten.harvey@ucl.ac.uk

Heads of Research Departments

The following staff have an academic management and leadership role for their respective departments.

Name	*Department*	*Email*
Prof Simon Gibbons	Pharm. & Biological Chemistry	simon.gibbons@ucl.ac.uk
Prof Kevin Taylor	Pharmaceutics	kevin.taylor@ucl.ac.uk
Dr Brian Pearce	Pharmacology	b.pearce@ucl.ac.uk
Prof Rob Horne	Practice & Policy	r.horne@ucl.ac.uk

School Learning and Teaching/Student Support Staff

The following staff have School-wide roles for student support and learning and teaching:

Name	*Role*	*Email*
Dr David West	eLearning Facilitator	d.west@ucl.ac.uk
Mrs Nadia Bukhari	MPharm Support Manager & Pre-Registration Coordinator	n.bukhari@ucl.ac.uk
Mrs Rosemary Smyth	Postgraduate Programmes Manager	r.smyth@ucl.ac.uk

Heads of Administration

The following staff lead and manage student-facing administrative departments at the School:

Name	*Role*	*Email*
Ms Joanna O'Brien	Divisional Manager (SoP)	j.peck@ucl.ac.uk
Mr John Peck	Head of School Registry	joanna.o'brien@ucl.ac.uk
Mrs Michelle Wake	Librarian	m.wake@ucl.ac.uk
Mr Nick Clark	IT Manager	nick.clark@ucl.ac.uk
Mr John Day	Finance Officer	c.day@ucl.ac.uk
Mr Jeremy Cullen	Head Porter	j.cullen@ucl.ac.uk

Faculty of Life Sciences Staff (FLS)

The following staff have key roles in the Faculty of Life Sciences of which the UCL School of Pharmacy is a part:

Name	*Role*	*Email*
Dr Hilary Richards	Faculty Tutor	h.richards@ucl.ac.uk
Dr Stephen Price	Faculty Graduate Tutor	s.price@ucl.ac.uk
Ms Jane Inge	Faculty Teaching Assistant	j.inge@ucl.ac.uk
Ms Gillian Hogg	Faculty Officer (undergraduate)	g.hogg@ucl.ac.uk
Ms Supneet Bajwa	Faculty Admissions Officer (undergraduate)	s.bajwa@ucl.ac.uk

2.3 SCHOOL CONTACT DETAILS

The UCL School of Pharmacy is located at two sites around Bloomsbury in central London. The main site is the Brunswick Square building and the other site is BMA/Tavistock House (Department of Practice and Policy).

Brunswick Square

Address: UCL School of Pharmacy, University of London
29-39 Brunswick Square, London, WC1N 1AX
Tel: 020 7753 5800 (switchboard)
Fax: 020 7753 5829
Web: http://www.ucl.ac.uk/pharmacy/

BMA/Tavistock House (Entrance A)

Address: Mezzanine Floor, Tavistock Square
London, WC1H 9JP
Tel: 020 7874 1270 (switchboard)
Fax: 020 7753 5693
Web: http://www.ucl.ac.uk/pharmacy/people/PracticeandPolicy

2.4 COMMUNICATING WITH THE SCHOOL

It is your responsibility to let the School know of any change in your personal or academic circumstances which may have an impact on your studies. Notifying the School at the earliest opportunity can help to prevent these issues developing into more serious problems later on.

2.5 SCHOOL ADMINISTRATION OFFICES

The School Registry or the Joint Programmes Board (JPB) Office will be your first point of contact for most administrative matters. The School Registry also incorporates the Teaching Office which manages examinations, coursework and projects and timetabling matters for a number of programmes.

The first point of contact for students on Pharmacy Practice programmes will be the Joint Programmes Board (JPB) Office on Level 3. The JPB Office provides support to the following programmes:

- Certificate in Medicines Management for Pharmacy Technicians (CMMPT)
- Postgraduate Diploma in General Pharmacy Practice (PG Dip GPP)
- MSc Pharmacy Practice (Advanced Pharmacy Practice Fast-Track)
- MSc Clinical Pharmacy, International Practice and Policy (CPIPP)

School Registry

Hours: 9.00 to 17.00 (Monday-Friday)
Location: Room G11, Brunswick Square
Tel/Fax: +44 (0) 20 7753 5831 / 5829 (fax)
E-mail: sop.registryshared@ucl.ac.uk

Teaching Office

Hours: 10.00 to 16.00 (Monday-Friday)
Location: Room G12, Brunswick Square
Tel/Fax: +44 (0) 20 7753 5812
E-mail: sop.teachingoffice@ucl.ac.uk

Pharmacy Practice Office

Hours: 09.00 to 17.00 (Monday-Friday)
Location: Floor 3, Brunswick Square
Tel/Fax: +44 (0) 20 7753
E-mail: sop.pgadmin@ucl.ac.uk

***School Registry* administrative staff**

Name	*Role*	*Email*
Mr John Peck	Head of School Registry	j.peck@ucl.ac.uk
Ms Elizabeth Mead	Deputy Registrar	elizabeth.mead@ucl.ac.uk
Mr Rory McGrath	Assistant Registrar (admissions)	rory.mcgrath@ucl.ac.uk
Mr Patrick Barnett	Postgraduate Registry Officer	p.barnett@ucl.ac.uk
Mr Berni Widemann	Assistant Registrar (PhDs)	b.widemann@ucl.ac.uk
Mr Victor Diran	Registry Officer (PhD admissions)	v.diran@ucl.ac.uk
Mr Tufael Hussain	Registry Assistant (MPharm)	tufael.hussain@ucl.ac.uk

***Teaching Office* administrative staff**

Name	*Role*	*Email*
Mrs Susan Smyth	Teaching Office Coordinator	s.smyth@ucl.ac.uk
Mr Elias Skourletos	Assessment Administrator	e.skourletos@ucl.ac.uk

***JPB Office* administrative staff**

Name	*Role*	*Email*
Mr Neil Haribhai	Senior Programmes Administrator	n.haribhai@ucl.ac.uk
Mrs Verona Zloh	Programmes Administrator	v.zloh@ucl.ac.uk
Ms Alicia Gaze	Programmes Administrator	a.gaze@ucl.ac.uk
Mr Michael Goetzinger	Course and Research Administrator	michael.goetzinger@ucl.ac.uk

2.6 ACADEMIC DIRECTOR OF STUDIES

The Academic Director of Studies is Dr Mike Munday. Dr Munday has overall responsibility for all taught programmes at the UCL School of Pharmacy and Chairs the Undergraduate Programmes Committee (UPC) and the Postgraduate Programmes Committee (PPC).

2.7 GRADUATE TUTOR

The Graduate Tutor is Dr Kirsten Harvey. Dr Harvey has overall responsibility for research degree programmes at the UCL School of Pharmacy and Chairs the Research Degrees Committee (RDC).

2.8 PROGRAMME DIRECTORS

The organisation and management of each degree programme is overseen by a Programme Director who leads the Programme Team which delivers the degree programme. The Programme Director is supported by a Deputy Programme Director. The Programme Director convenes a Programme Board which has student representation on it. The Programme Board deals with any problems or issues that arise during the degree programme. However, students are also welcome to speak to the Programme Director or any member of the Programme Team directly, if they have particular areas of concern. Contact details for the Programme Directors will be included in the individual Programme Handbooks.

2.9 PROGRAMME TEAM

The Programme Team comprises all of the academic staff who teach on a particular degree programme. This can include internal academic staff, external vising staff and clinical or other staff at placement providers. Students may approach any member of the programme team if they have questions about the syllabus, assignments, examinations or any other matter relating to the programme. Contact details for the Programme Team will be included in the individual degree Programme Handbook.

2.10 MODULE LEADERS

The Module Leader is responsible for the organisation and running of individual modules (modules on the MPharm are known as Course Units and the Module Leader is known as the Course Coordinator). Students may approach the Module Leader if they have any questions about the syllabus, assignments, examinations or any other matter relating to the module. Contact details for the Module Leader will be included in the individual Module Outlines distributed at the start of the module.

2.11 PERSONAL TUTORS

All students are assigned to a member of academic staff who serves as their Personal Tutor throughout their time at the School. Personal Tutors are responsible for monitoring your attendance and progress and may or may not teach on your modules. For postgraduate students this is normally the Programme Director. For MPharm students a Personal Tutor is appointed for small groups of students and meets with them regularly throughout the first year of the MPharm programme. Further information about the Personal Tutor arrangements for MPharm students can be found in the MPharm Programme Handbook.

Students should keep in contact with their Personal Tutor and make contact with them within the first two weeks of term. After that, your Personal Tutor will arrange a timetable to meet with you on a regular basis throughout the year to discuss your general progress as per UCL's Personal

Tutoring guidance http://www.ucl.ac.uk/personaltutors/. Students often ask Personal Tutors to provide references for them for further academic study or job applications. This will be difficult if the Personal Tutor has had no contact with the student during their time at the School.

2.12 SCHOOL STUDENT SUPPORT MANAGERS

MPharm Student Support Manager
Mrs Nadia Bukhari
Room: M5 (Mezzanine Floor)
Tel: 020 7753 5807
Email: n.bukhari@ucl.ac.uk

Nadia organises a number of drop in sessions for students. If you are unable to attend these sessions, and your query is urgent, email Nadia or telephone her to book an appointment. Nadia will advertise her drop-in sessions at the star5t of the academic year.

Postgraduate Programmes Manager
Mrs Rosemary Smyth
Room: 432 (Level 4)
Tel: 020 7753 5950
Email: r.smyth@ucl.ac.uk

Rosemary provides support for students on the postgraduate full-time programmes at the School (MSc and MRes).

2.13 UCL STUDENT CENTRE

The UCL Student Centre brings together staff from a number of areas of UCL Registry and Academic Services (RAS) in order to offer you a more integrated approach to the delivery of services to students enrolled on programmes of study at UCL. The Student Centre exists to answer your questions and assist you in many aspects of your student life relating to for example:

- pre-enrolment and enrolment
- tuition fees and funding
- graduation ceremonies

They can also provide:

- statements of student status
- bank letters
- council tax exception certificates
- authorisation of student travel cards

The Student Centre is located on the ground floor of the Chadwick Building on the Gower Street Campus. As you enter the main gate from Gower Street the Chadwick Building is the large building on your right. Just past the Front Lodge Reception on your right you will see a large glass door which leads into the Chadwick Building. You can reach the door via steps or a ramp. The Student Centre is through this door and is the first room on your right.

The Student Centre is open between 10am and 4pm, Monday to Friday (excluding weekends, public holidays and UCL closure days).

Further details of the services offered by the UCL Student Centre and other departments in UCL Registry and UCL Academic Services can be found online at: http://www.ucl.ac.uk/current-students/student_centre_folder/index. Contact details for staff in the UCL Student Centre can be found at the following link: http://www.ucl.ac.uk/ras/about/division/ss_folder/sa

2.14 OTHER UCL SUPPORT SERVICES

UCL offer a wide range of support services that you may find helpful throughout your programme of study, including health and dental services, counselling services, career support and much more. You can find a full and up-to-date list of services and contact details for UCL departments online at: https://www.ucl.ac.uk/current-students

2.15 MOODLE

Moodle is UCL's online teaching and learning environment where you can take part in activities and read resources as part of your studies. This is an excellent way to keep in touch with your department and other students on your programme and to get help with academic work.

The resource is used in a variety of ways across UCL:

- Online activities - you can contribute to discussions or work through scenarios with feedback provided as you complete each step.
- Programme Materials - Moodle is the place for accessing materials for your Programme and Modules, this could be handouts, notes, slides, handbooks or more. It may be that your tutor releases them periodically so check back regularly.
- Peer study - you may not know everyone in your group but Moodle should, so you can use it to connect with other students to share resources and create discussion. You can also find your tutor/lecturer or an administrator via your Moodle course.
- Links to other useful resources - Moodle links to other systems such as PORTICO, the library, Tunitin plagiarism detection and Lecture recording.
- Moodle archive - a copy of all Moodle data is taken each year so you can view your previous courses and your contributions to them.

The best thing about Moodle is that you can access it whenever and wherever you like. To start using Moodle you need to:

1. Visit Moodle and sign in with your UCL userid and password.
2. Search for the Moodle Student Induction Course and work through the activities within it.
3. Look in *My Courses* on your Moodle homepage to see what else you have access to

There are many other services available to support students in their studies outside of Moodle, for more information, visit the student e-learning website: http://www.ucl.ac.uk/isd/students/e-learning

2.16 E-MAIL

UCL communicates with students frequently via e-mail. Students will be given a UCL email address after they have enrolled. Students must check their email regularly and delete unwanted messages to prevent the inbox becoming full.

Students should **ALWAYS** use their UCL email address when communicating with staff in the School and at UCL. Please note that we will only use your UCL email account for communicating important information to you. UCL will not respond to non-School email accounts on confidential matters.

All staff have email addresses which can be found in the Staff Directory and on the School website. http://www.ucl.ac.uk/pharmacy/people

Misuse of email is a serious matter and will be dealt with under UCL's disciplinary and/or Fitness to Practise procedures.

2.17 WEBSITES

The UCL and School websites contain essential information for students and you should become a regular user of the site.

- UCL website – http://www.ucl.ac.uk/
- UCL School of Pharmacy – http://www.ucl.ac.uk/pharmacy/
- Essential Information – http://www.ucl.ac.uk/current-students/essentials_benefits
- Student Services – http://www.ucl.ac.uk/current-students/services
- School Research Departments – http://www.pharmacy.ac.uk/departments.html
- Portico – https://evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn

2.18 NOTICEBOARDS

Noticeboards can be found outside the Teaching Office in Room G12. These contain information about timetabling changes and Module notices. General noticeboards can be found in the basement corridor leading to the Junior Common Room (JCR). These are mainly used to advertise other degree programmes and career opportunities. Noticeboards are also found in research departments and are used to promote information specific to the department. Students should ensure they are familiar with the location of relevant noticeboards and check them regularly for updates.

END OF SECTION 2

3. Planning Your Studies

3.1 TERM DATES

These are the standard UCL Term Dates. For some programmes, teaching may fall outside of these periods and this will be detailed in individual Programme Handbooks. Students must ensure that they are available to attend the School during these dates and any other dates published in the academic calendar in your degree Programme Handbook.

Term Dates

Induction Week	24 September – 28 September 2012
Term 1	Monday 24 September – Friday 14 December 2012 (teaching starts on Monday 1 Oct 2012)
Term 2	Monday 7 January – Friday 22 March 2013
Term 3	Monday 22 April – Friday 7 June 2013
Summer Term	Monday 10 June - Monday 23 September 2013

3.2 SEMESTER DATES

Teaching for a number of programmes in the School is divided into two semesters which cut across UCL's term dates.

Semester 1: 1 October 2012 – 8 February 2013
Semester 2: 11 February 2013 – 21 June 2013

3.3 CLOSURE DATES

UCL will be closed on the following dates:

Christmas holiday	Friday 21 December 2012 (5:30pm) – School reopens on Wednesday 2 January 2013
Easter holiday	Wednesday 27 March 2013 – School reopens on Wednesday 3 April 2013
May Bank Holiday	Monday 6 May 2013
Spring Bank Holiday	Monday 27 May 2013
August Bank Holiday	Monday 26 August 2013

3.4 PROGRAMMES OF STUDY

The UCL School of Pharmacy offers a range of taught programmes at undergraduate and postgraduate level. The programmes of study offered by the School are:

Undergraduate

- Certificate in Medicines Management for Pharmacy Technicians (CMMPT)
- Master of Pharmacy (MPharm)

Postgraduate

- Postgraduate Diploma in General Pharmacy Practice
- MSc Pharmacy Practice (Advanced Pharmacy Practice Fast-Track)
- MSc Clinical Pharmacy, International Practice and Policy (CPIPP)
- MSc Drug Delivery
- MSc Drug Discovery
- MSc Pharmacognosy
- Master of Research (MRes)

3.5 MODULES AND MODULE OUTLINES

The majority of programmes in the School comprise a number of individual modules each with their own learning outcomes. Modules are the individual units which a student studies in order to obtain credits towards their degree programme. Modules for undergraduate programmes are referred to as Course Units (c.u.) Students should wait until they have had their programme induction before selecting their modules.

There are two different types of module that students in the School can take:

- Core The module must be taken as part of the programme
- Option A restricted choice of modules, i.e. 1 out of 2 or 2 out of 5

Students will be provided with detailed Module Outlines at the start of each module and these will also be available on Moodle. The Module Outline sets out the detailed syllabus for the module, the style of teaching (i.e. lecture, class, practical), the reading list, the assessment pattern and weighting, attendance requirements and any specific regulations which relate to that particular module. If students are unclear about the requirements for the module they should clarify this with the Module Leader at the outset.

3.6 MODULE SELECTION

Details of module availability for each programme of study are available in individual Programme Handbooks. The majority of programmes in the School are comprised of core modules with only a few programmes having optional modules.

Once you have your UCL userid and password you can access PORTICO and make your module selections. The deadline for registering for your modules is as follows:

- Whole Modules/Course Units - End of October
- Half Course Units/15 credit modules running in the first term -End of October
- Half Course Units/15 credit modules running in the second term -End of January

For more information and instructions on how to register for modules on PORTICO please refer to the online user guide.

You will be able to view your module selection throughout the year on PORTICO. Please alert the School Registry immediately if the module information displayed is incorrect.

3.7 TIMETABLE

All students will be given a copy of the timetable for their module. UCL offers an online timetabling system; however, the School of Pharmacy timetable is not available in this system as yet. Any changes to the current timetable will sent to you by email.

3.8 AUDIO RECORDING OF LECTURES

Students are generally permitted to tape record lectures, provided they have the agreement of the lecturer concerned. Some lecturers may specifically prohibit the recording of lectures due to the confidential nature of some of the material discussed. The copyright of all the materials remains with the lecturer. Students may not under any circumstances videotape a lecture or class.

3.9 ATTENDANCE REQUIREMENTS

You are expected to be in attendance throughout the duration of your programme of study until when your programme registration ends (excluding the approved vacations).

UCL regulations state that the minimum attendance for ‘satisfactory performance’ is 70% but individual programmes/modules may stipulate a higher percentage of attendance in order for you to pursue the programmes/modules to their satisfaction. Should you fail to engage in your

module to a level your tutor deems adequate, you may not be permitted to enter for assessment. Tutors regard satisfactory attendance and behaviour at lectures, seminars, tutorials and other classes as obligatory.

You must ensure you arrive at any class on time. Late arrivals are very disruptive and often delay the teaching session for everyone. Tutors reserve the right to refuse admission to those who arrive late.

3.10 ATTENDANCE MONITORING

The UCL School of Pharmacy is required by the UCL Registry to report on student attendance at various points during the academic year. Attendance will be monitored through a combination of class registers, meetings with personal tutors, examination attendance and coursework essay and dissertation submission. This is known as “Engagement Monitoring” and the School Registry will notify you via your UCL email account when each engagement monitoring report is due to be submitted, and will provide you with clear instructions if you are required to take any action and of the relevant deadlines.

3.11 ABSENCE

If you are absent from your programme for more than two consecutive days due to extenuating circumstances such as illness, bereavement etc., you must inform the School Registry. It is also advisable to inform your tutors if you have missed any of their classes, so you can obtain any hand-outs or other materials that you may have missed.

The following is the School’s policy on student absences:

1. Students missing class for any reason must notify the member of staff responsible for that class and arrange to make up any missed work.
2. Students absent over 48 hours and up to one week must send a written note/email to the School Registry stating the dates and reasons why. Students absent up to 48 hours do not need to do this, however the School Registry may contact those with repeated absences of less than 48 hours to ascertain the reasons for this.
3. Students absent for more than one week must send a written note/email to the School Registry stating the dates and reasons why using the Student Absence Form and provide original documentary evidence to support their absence.
4. Students whose ability to submit coursework or revise for or sit exams is in any way affected must submit an extenuating circumstances claim in line with the School Policy. Please note that the School operates a fit to sit policy.
5. Students are responsible for making up all missed coursework and for obtaining missed lecture notes.

You should not be absent from your programme of study for any reason other than extenuating circumstances, such as illness, bereavement etc., without prior approval. If you have special reasons for wishing to be absent from UCL during term-time, you must obtain approval from the Academic Director of Studies, Dr Mike Munday, who can be contacted via the School Registry. If you are absent from your programme of study without approval, the School Registry is required to report this to the UCL Registry. **For students studying at UCL on a Tier 4 (general students) visa, UCL will additionally report the absence to the UK Border Agency, which could result in your visa being revoked.**

Your registration on the programme may also be affected if you fail to follow these guidelines. Students who are repeatedly absent from the School without permission may be withdrawn from assessments which will result in an automatic failure.

Students who are experiencing any difficulties which are preventing them from attending should contact their Personal Tutor and/or the School Registry immediately.

3.12 INTERRUPTION OF STUDIES

For various reasons of a personal nature it is sometimes necessary for students to take a temporary break from their studies. Such interruptions must be approved in advance by the Academic Director of Studies, the Faculty Tutor and UCL Registry. An interruption of study cannot be approved retrospectively. If you are thinking about taking a temporary break from your studies you must contact the School Registry. Further information and an Interruption of Study application form is available online at: https://www.ucl.ac.uk/current-students/services/studyinformation/interruption.

If you are a Visa National and hold a Tier 4 (general student) visa you will be required to leave the UK for the duration of your interruption and re-apply for a new visa in order to return to UCL and continue your studies. You must comply with this visa requirement to safeguard your immigration status and future entry to the UK. Under the Points Based Immigration System (PBIS) UCL is legally required to notify the UK Border Agency of any changes to a student's status. Please check up-to-date immigration regulations with the UK Border Agency.

Students should be aware that the timing of the interruption could have financial implications in terms of obtaining a full refund of fees. Students should consult the UCL Student Funding section of the website http://www.ucl.ac.uk/current-students/money.

3.13 WITHDRAWAL FROM STUDY

Withdrawal from Study is for students who intend to leave UCL permanently prior to completing their programme assessments. Once you have withdrawn from a programme you cannot return to the programme at a later date without reapplying through the UCL Admissions Office.

The effective date of withdrawal will affect the amount of tuition fee liability, as well as eligibility for bursaries, student loans and other benefits.

If you are contemplating withdrawing from the School for whatever reason, you should discuss the matter in the first instance with the Academic Director of Studies, Dr Mike Munday, who can be contacted via the School Registry.

3.14 JURY SERVICE

Students may be summoned for jury service during their time at the University. A prolonged period of jury service may be incompatible with full-time study, particularly when continuous assessment is part of the programme. If you are summoned for jury service you should speak to the Academic Director of Studies in the first instance to ascertain what impact a period of jury service would have on your studies.

Please note that deferral of jury service is not a right and each application is reviewed on its merits by the relevant Court's Office. However, where jury service is likely to impact on your study or assessments, you may seek a deferral of your service. The Jury Central Summoning Bureau evaluates any requests for deferral and those requests may usually be for no longer than 12 months.

Jury Service normally lasts for around ten days; however this can be extended if the trial takes longer. The School recommends that students who wish to accept Jury Service (or whose application to defer has been refused) should interrupt their studies at the University until the next possible start date.

3.15 PREGNANCY

If you become pregnant during your degree programme or decide to have a termination, it is important to obtain good advice **as soon as you know you are pregnant**. Delay can cause problems later on, particularly if you are considering a termination of the pregnancy. You can obtain confidential advice from the UCL Student Health Centre at Gower Place, even if you are not registered with one of the doctors there, or you can consult your own GP. If you prefer to go outside UCL for advice, there are a number of agencies that you can visit, including the Marie Stopes Foundation. Further guidance can be found on the UCL website at the following address: http://www.ucl.ac.uk/current-students/support/wellbeing/pregnancy

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END OF SECTION 3

4. Assessment

4.1 INTRODUCTION

This section gives you a brief outline to some of the assessment procedures and regulations at UCL. Further information will be provided in individual Programme Handbooks and Module Outlines which will be available at the start of your studies.

Assessment for each programme will be a mixture of continuous assessment (coursework) and written examinations. Assessment can either be formative or summative: formative assessment does not contribute to final marks for a module whereas summative assessment does. Students who are unclear about the assessment requirements for any programme/module should clarify this with the appropriate Programme/Module Leader at the start of their studies.

Regulations require that to be awarded academic credit, students must satisfactorily complete all assessment and attend satisfactorily. You are expected to hand work in on time as required and in return you can expect to receive your work back promptly, usually within a maximum of 4 weeks. Staff are always happy to discuss individual essays in office hours or to make an appointment for this.

4.2 ACADEMIC REGULATIONS

UCL publishes academic regulations for all students studying on taught programmes at UCL. The academic assessment regulations for the 2012-13 academic session can be found online: http://www.ucl.ac.uk/ras/acd_regs

Some of the key regulations are reproduced on the following pages of this handbook. However, it is your responsibility to ensure that you have read and understood all regulations and ensure that you abide by them throughout your programme of study and know they may affect you. If you are in any doubt about a particular regulation, please contact the School Registry to obtain clarification.

There are also some School exceptions to the Academic Regulations, known as School Regulations. These are available on the School website and it is important that students follow these regulations and not the equivalent UCL ones. One of the reasons for these exceptions is that the School is undergoing a merger transition year as it becomes aligned with UCL policies and regulations. It is envisaged that the School will fully align with UCL regulations and procedures by the next academic year (2013/14). There may be some exceptions still where programme specific requirements have to be met. Therefore there may be some changes in the

regulations and procedures during the course of your study. However, you will be notified of any changes prior to the start of the next academic session.

It is important that you familiarise yourself with both the UCL and School Academic Regulations and any specific Degree Programme Regulations at the start of your programme. Some of the key principles included in the Academic Regulations are listed below:

- Students cannot progress to the next part of their programme until they have completed and passed the previous part. Students will not be allowed to trail modules into the next year of study on a programme.
- The pass mark for undergraduate modules is 40% and for postgraduate modules is 50%.
- Students are normally permitted **two** attempts at an assessment component but the second attempt is at the discretion of the Board of Examiners and not an automatic right. In very exceptional circumstances the Board of Examiners may permit a third attempt.
- Any marks received during the year are provisional until ratified by the main Board of Examiners.

4.3 COURESWORK

Coursework varies according to the requirements of each programme/module and can comprise a mix of one or more of the following assessment components:

- Practical write-ups
- Patient profiles
- Essays and written reports
- Group projects
- Project dissertation
- Oral presentations
- Practical theory tests
- Progress tests
- MCQ (multiple choice question) tests
- OSPE-style assessments (objectively structured pharmaceutical evaluations)

For some modules, assessed coursework contributes a percentage to the final mark. For other modules the coursework must be completed but does not contribute to the final mark - however, failure to complete the coursework may still prevent you from taking the final examination resulting in a failure.

The deadlines for coursework are determined by the Module Leaders and are clearly set out in the Module Outlines or provided at the start of the module by the Module Leader.

4.4 COURSEWORK SUBMISSION

All assignments must be submitted by the published deadline. Some assessments will be submitted electronically via Moodle others will be submitted in hard copy via the Teaching Office, JPB Office or the Module Leader. The requirements for each Programme/Module will be outlined in the appropriate Programme Handbook/Module Outline.

All work must be stapled and bound or contained within a plastic wallet. Work that is handed in loose-leaf can easily become lost when there are lots of assignments being submitted at the same time.

Students must ensure that they submit the correct assignment and that the version they submit is the final one and not a draft. Students will not be able to claim extenuating circumstances for submitting the wrong piece of coursework.

4.5 ANONYMITY AND STUDENT CANDIDATE NUMBERS

Coursework must be submitted with a completed coursework coversheet attached. Coursework Coversheets are available on the School website under *Student Life* here*:* http://www.ucl.ac.uk/pharmacy/student_life . Some programmes/modules may have their own specific coversheets and you will be notified of this at the start of your studies.

A summative coursework element that constitutes more than 40% of a module must be submitted and assessed on an anonymous basis where possible. Where work is to be anonymously marked you must not include your name on the Coursework Coversheet or anywhere throughout the work. Anonymity is not required for a piece of coursework which constitutes 40% or less of a module.

Anonymity may not be practical when assessing laboratory work, oral examinations, exhibitions, marking clinical work with patients, portfolios of work, dissertations and group work etc.

The coursework coversheet contains the following information:

- Student ID Number (from your student card)
- First name and Surname (or Candidate number if work is to marked anonymously)
- Degree Programme
- Year of programme
- Module Title and Module Code
- Title of assignment
- Tutor's Name (the person who has is marking the assignment)

4.6 LATE OR NON-SUBMISSION OF COURSEWORK

All students are required to submit coursework by the published deadline or a penalty may be imposed. If a student is unable to submit a piece of coursework on a set date due to extenuating circumstances beyond their control, the student must submit an extenuating circumstances form accompanied by original documentary evidence in advance of the deadline. If the extenuating circumstances are accepted as a valid reason for late submission, no penalty will be imposed. The student will be informed by the School Registry of a suitable deferred submission date.

If there are no valid extenuating circumstances for non or late submission, the following penalties will be imposed:

i) The full allocated mark should be reduced by five percentage marks for the first day after the deadline for the submission of the coursework essay/dissertation.
ii) The mark will be reduced by a *further* ten percentage marks if the coursework essay/dissertation is submitted during the following six days.
iii) After 7 days, or in the case of non-submission, a mark of zero will be recorded.

4.7 PENALTIES FOR OVER-LENGTH COURSEWORK/ DISSERTATIONS

For submitted coursework, where a maximum word count has been prescribed, the following procedure will apply:

i) Assessed work should not exceed the prescribed word count.
ii) Assessed work with a stated word count above the prescribed word count should not be accepted for submission (i.e. it will not be date-stamped or otherwise recorded as formally submitted), but immediately returned to the student with instructions to reduce the word length. The work may then be resubmitted but the original deadline for submission still applies and penalties for late submission will be applied as specified above.
iii) For work that exceeds the upper word limit by 10% or more, a mark of zero will be recorded.
iv) For work that exceeds the upper word limit by less than 10% the mark will be reduced by ten percentage marks; but the penalised mark will not be reduced below the pass mark, assuming the work merited a pass.
v) For discipline specific practices such as bibliographies, tables, pictures and graphs, departments/divisions should specify in writing to students whether these are recorded as part of the upper word limit and how this will be counted.

For example, should a 12,000 word dissertation be found to have a word count of 12,001-13,200 words, then the mark awarded will be reduced by 10 percentage marks (although the mark will not be reduced below 50% if the dissertation has passed). If a similar dissertation is found to

have a word count of 13,201 or above, then the mark awarded will be zero. The same principles apply for all assessments with prescribed word counts.

There is no formal penalty for work submitted below the maximum word count. However, this may affect the quality of the assignment and affect marks accordingly.

4.8 EXAMINATIONS

Written examinations normally take place at three main periods during the year: February, June and September. Students must ensure that they are available throughout these examination periods. The Examination Timetable is published well in advance of each examination period and students must ensure that they know the date, time and location of their examinations. Misreading the timetable and missing an exam will not be accepted as extenuating circumstances and students who miss an exam will receive a mark of zero.

Each year the UCL Examinations Office produces a set of Examination Guidelines for candidates which can be found here: http://www.ucl.ac.uk/current-students/exams_and_awards. It is important that students familiarise themselves with the examination procedures prior to their first examination. Failure to comply with the procedures may result in failure or academic irregularity.

It is your responsibility to ensure that:

- All forms are completed in time
- You are correctly entered for all the examinations for your modules
- Your exam timetable is correct and that you are aware of all the times of your examinations (beware: there are often changes between the provisional timetable publicised on notice boards and the final timetables which you receive personally)
- You have let the School Registry know if you have any extenuating circumstances which may affect your ability to sit an examination.
- You arrive in the examination at the right place at the right time well before the examination is due to start.

4.9 CANDIDATE NUMBERS

Examinations are taken anonymously using a candidate number which is sent to students approximately a fortnight before the examinations take place. Students must remember to bring their candidate number and student ID card to every examination. Students who fail to present this information will not be permitted to sit the examination.

4.10 ENTRY FOR ASSESSMENT

Students will be automatically entered for assessments by the School as long as they have met the attendance requirements for the module/programme. Students whose attendance is poor may not be permitted to take the assessments.

Students are required to sit an examination or take coursework at the first available opportunity. They may only defer the assessment due to valid extenuating circumstances, for which original documentary evidence must be provided in accordance with the School's Extenuating Circumstances policy. **An unexcused absence from an examination or the non-submission of coursework will count as an attempt and result in a mark of zero**.

4.11 SPECIAL ASSESSMENT ARRANGEMENTS

If you have a specific learning difficulty, disability or health issue, you can apply for special assessment arrangements for your examinations.

Application for special assessment arrangements on grounds of disability or ill-health should be made by completing an application form for special examination provisions and submitting it, with suitable medical evidence, to the UCL Examinations Office via the Student Disability Services in UCL Registry. An application form can be obtained from the Examinations Office. Students who require special assessment arrangements as a result of dyslexia or other specific learning difficultly must register with Student Disability Services and are required to arrange an assessment appointment with the UCL Disability Co-ordinator as soon as possible and no later than the end of the second term.

Further information about special examination provision can be found online at: http://www.ucl.ac.uk/academic-manual/part-3/exam-arrangements-students-with-disabilities

UCL Disability Services and the procedure for applying for Special Assessment Arrangements can be found at: http://www.ucl.ac.uk/disability/New_Website

4.12 EXTENUATING CIRCUMSTANCES

Extenuating Circumstances (EC's) are exceptional, short-term events which prevent students from taking an examination or completing coursework by the published deadline. There are many things which may happen to you during the course of your studies such as a minor illness, a sleepless night, a minor injury, financial worries etc.; however, it is not expected that these would have a significant impact on your assessment unless this can be documented by independent documentary evidence.

The School operates a "Fit to Sit" policy which means that by submitting coursework for assessment or attending an examination you are declaring yourself fit enough to do so. Students who take an assessment cannot then submit a claim for extenuating circumstances. Therefore, if you believe you are not well enough to take an assessment you should not do so and submit extenuating circumstances. Please note that your claim will only be accepted if it meets the requirements outlined in the Extenuating Circumstances policy.

Students who are unable to sit an assessment due to extenuating circumstances should complete an Extenuating Circumstances Form, sign it, attach original independent documentary evidence and return this to the School Registry by the deadlines outlined in the Extenuating Circumstances Policy. Not submitting extenuating circumstances by the deadline will not be grounds for appeal.

The School Procedure for extenuating circumstances can be found on the School website under *Student Life* here: http://www.pharmacy.ac.uk/studentregulations.html.

4.13 RESIT EXAMINATIONS

There is an examination period in early September for students who have been unable to sit an examination at the normal time due to extenuating circumstances or who have failed an examination and have been permitted another attempt by the Board of Examiners. It is not possible to progress to the next year of a programme whilst a resit assessment is still outstanding.

A maximum of <u>two</u> attempts is permitted for each assessment component, though this is at the DISCRETION of the Board of Examiners. Exceptionally, the Board of Examiners may grant a third opportunity for a sit.

If the Board of Examiners believes that a student's performance has been poor, they may decide not to grant a resit opportunity but may require the student to repeat the module or the entire academic year. Students with exceptionally poor performance may be required to leave the programme without the opportunity for a resit or a repeat year.

Overseas students who need to resit examinations
Overseas students whose current leave to remain in the UK expires prior to them resitting their examination(s) have two options:

- Arrange to resit examinations in their home country at an approved examination centre. Students will have to cover the costs for arranging examinations overseas.
- Return to their home country when their visa expires and re-enter the UK on a Student Visitor Visa for the purpose of resitting their examinations. In order to be eligible to re-enter the UK on a Student Visitor Visa you would need a letter confirming your status as a student of the School.

4.14 MARKING AND MODERATION

All assessments are marked internally by a member of academic staff. All assessments are moderated by a second member of staff who will look at fails, distinctions and borderline cases. For some assessment components, all students' work will be moderated by the second marker.

All examination scripts are available for scrutiny by the External Examiner who will make a judgement on borderline cases and will sample different ranges or marks to check the standard of marking. All marks received during the year are provisional until they have been reviewed by the External Examiner and ratified by the Main Board of Examiners.

4.15 BOARD OF EXAMINERS

The Board of Examiners (also known as the "Exam Board") oversees the assessment and marking processes and all marks must be confirmed by the Board of Examiners. Normally, all members of staff who teach on the programme are internal members of the Board, along with some honorary and part-time lecturing staff, who bring expertise from community, hospital and industry practice. The Board of Examiners also includes external examiners who provide independent scrutiny of the assessment system and advise the School on programme delivery, structure and content.

There are three types of Boards of Examiners in the School:

- ***Interim Board***: Provisionally agrees module results
- ***Main Board***: Ratifies module marks and makes progression decisions and awards.
- ***Resit Board***: Ratifies module marks and makes progression decisions and awards after resit assessments.

Interim Board
Marks which have been agreed by an Interim Board have to be ratified by the Main Board. These marks remain provisional and are subject to change until the Final Board of Examiners has been convened and the marks have been approved by the UCL Board of Examiners.

Main Board/Resit Board
The Main Board ratifies marks, awards degrees and agrees progression decisions to the next part of a degree programme (i.e. from Year 1 to Year 2 etc.). Students who have failed assessments are advised after the main Board of Examiners whether they will be allowed to resit an examination or if they are required to withdraw. The recommendations for awards made by the Final Board of Examiners are subject to formal ratification by the UCL Board of Examiners. Once formal ratification has occurred, module marks will be published in Portico.

Different programmes have different arrangements in terms of their Board of Examiners. These are set out in the table below.

Board of Examiners	***Interim Board***	***Main Board***	***Resit Board***
CMMPT	n/a	June	September
MPharm	February	June	September
MSc/MRes	February & June	September	September
PG Dip/MSc Pharmacy Practice	n/a	March & October	March & October

Any marks and awards published by the Faculty prior to formal ratification by the UCL Board of Examiners **remain provisional and unconfirmed until ratified by the UCL Board of Examiners and published in Portico by the UCL Registry.** This usually occurs 6 weeks after the Board of Examiners meetings has taken place.

4.16 DATE OF AWARD

The date of the award of a degree to successful students is 1 August, but where a student completes the degree at a time other than the summer vacation, the date of award is 1 November, 31 December or 1 March, as appropriate.

4.17 DEGREE CERTIFICATES AND ACADEMIC TRANSCRIPTS

All students successful in achieving an award will be sent an official academic transcript, detailing modules taken and marks achieved, and a certificate of award approximately 6-8 weeks after awards have been ratified by the UCL Board of Examiners. The UCL Examinations Office is responsible for the production and distribution of academic transcripts and certificates; not the School Registry.

You must ensure that you update your correspondence address details in PORTICO before leaving UCL to ensure your official documents are sent to the correct postal address. These documents will be sent by special delivery so cannot be sent to impersonal addresses as they must be signed for on receipt. If you fail to update your address prior to the despatch of your documents you may be charged for the redelivery cost.

4.18 OBTAINING A STATEMENT OF AWARD

If you require official confirmation of your award, prior to receipt of your official academic transcript and degree certificate, you can submit a request for an official Statement of Award, free of charge, by email to: studentstatus@ucl.ac.uk. If the statement is required for visa purposes this should be indicated in the request.

4.19 REQUESTING ADDITIONAL TRANSCRIPTS

You may obtain additional transcripts by submitting a request to the UCL Examinations Office by email at: transcripts@ucl.ac.uk. Further information, including details of costs, can be found online at: http://www.ucl.ac.uk/current-students/exams_and_awards/Qualifications/transcripts

4.20 STUDENTS WITH AN OUTSTANDING DEBT TO UCL

All students who will, if successful in their examinations, qualify for the award of a degree, should note that UCL will withhold the award in the case of any student who is in debt to UCL. Students should note that debt to UCL includes any payment due, including tuition and examination fees, fees for UCL residential accommodation and to the UCL Library. No report will be made on the student's marks and award until the debt has been settled in full. Attendance at a UCL Graduation Ceremony will not be permitted unless the whole debt has been cleared by the due date.

All other students who are in debt to UCL will have their results withheld and/or will not be permitted to enrol at any future session until the debt has been settled in full.

4.21 STUDENTS WHO HAVE FAILED AN ASSESSMENT

Students who fail an assessment will be notified in writing by the School Registry and provided with details of reassessment, if applicable according to the regulations, to the 'correspondence' address in Portico. A copy of the letter will also be sent to students UCL email accounts.

If you are a Visa National and hold a Tier 4 (general student) visa and have failed an examination and are permitted to re-enter for the examination in the examination period in the following academic year, you will need to seek advice on your immigration status and your right to remain in the UK. Alternatively you may apply to sit your examinations overseas. Further information can be found online at: http://www.ucl.ac.uk/prospective-students/international-students/after-you-apply/immigration/Resitstudentsimmigration

Reassessment of failed coursework essay(s) and/or the dissertation can be submitted by post.

4.22 FEEDBACK ON ASSESSMENT PERFORMANCE

Coursework assignments are returned to students so that they can learn from feedback on their work. In addition, shortly before a module ends, there is usually an examination review session during which lecturers go through past examination papers and explain what will be expected of students. A number of examination scripts are returned to students after the Board of Examiners meets so that they can see how they performed in the examination (note: examination scripts

are not returned for all modules or for resit examinations but academic staff can still go through the paper with you). Module Leaders may hold a feedback session to go over the examination paper so that students can understand why they received the mark they did. Examination scripts and coursework are normally available from the Teaching Office (Room G12) or the JPB Office on Level 3 for Pharmacy Practice Programmes.

4.23 REVIEW OF ASSESSMENT DECISION

UCL has a grievance procedure for students wishing to make representations about their degree result. The procedure is conducted by the UCL Registry. Representations must specify the ground of complaint. Grounds of complaint may include a failure to take into account particular circumstances relating to the student. However, circumstances which were not brought to the attention of the Board of Examiners within the relevant time limits cannot be taken into account where such circumstances were known to the student at the time and there were no reasonable grounds for not disclosing them on time. Complaints cannot be made on academic grounds alone. Further information on the grievance procedure can be found at:
http://www.ucl.ac.uk/academic-manual/part-5/student-grievance-procedure

It is a UCL rule that students may not approach the Chair of the Board of Examiners directly. Experience suggests that usually an informal discussion with the Academic Director of Studies resolves doubts that students may have.

If a student believes that a mark has been incorrectly recorded he/she may make a request a "Clerical Check of Marks" by completing the form available on the *Student Life* section of the School website and submitting it to the School Registry. The review involves checking that the marks recorded on the examination scripts, coursework essays and dissertation have been correctly transcribed to the mark sheet used by the Board of Examiners in reaching its decisions. There is no re-marking procedure for any assessment. Students are advised that it is UCL policy to retain examinations scripts and coursework essays for one year only. Therefore requests for review must be received within 30 days' of the release of results.

END OF SECTION 4

5. Assessment Irregularities and Plagiarism

5.1 ASSESSMENT IRREGULARITIES

UCL takes matters of assessment misconduct very seriously. The following are examples of actions that constitute assessment offences:

- cheating, attempting to cheat or assisting someone else to cheat
- having unauthorised items on or under your desk or about your person
- writing before the start or after the end of the examination
- writing notes on hands, arms or other parts of the body
- leaving the hall unaccompanied or without permission
- tampering with answer books, question papers or other examination stationery
- committing plagiarism or self-plagiarism
- causing a disturbance or disrupting the examination process.

Anyone suspected of an assessment offence will be reported to the UCL authorities and may be called to appear before an Assessment Irregularities Panel and/or Fitness to Practise Panel. Penalties for assessment offences include, but are not limited to, formal reprimand, disqualification from one or all examinations for the session, and exclusion from UCL on a temporary or permanent basis.

5.2 PLAGIARISM GUIDELINES

Further guidance on plagiarism may be provided in your Programme Handbook and you should refer to it alongside these general guidelines. If you are unsure about plagiarism, please speak to your Programme Director or Module Leader.

We strongly advise you to enrol on the Plagiarism and Academic Writing Moodle page where there is further guidance and practical tools to help you understand and avoid plagiarism

The following also provide more information on this:

- **What is plagiarism?** (http://www.ucl.ac.uk/current-students/guidelines/plagiarism/#whatis)
- **What is considered plagiarism** (http://www.ucl.ac.uk/current-students/guidelines/plagiarism/#considered)

- **Why do students plagiarise?** (http://www.ucl.ac.uk/current-students/guidelines/plagiarism/#why)
- **What does this mean for you as a student at UCL?** (http://www.ucl.ac.uk/current-students/guidelines/plagiarism/#mean)
- **Tips on how to avoid plagiarism?** (http://www.ucl.ac.uk/current-students/guidelines/plagiarism_tips)
- **Guidelines for proper citation** (http://www.ucl.ac.uk/current-students/guidelines/plagiarism_citation)

What is plagiarism?
It is passing off someone else's work (which could include thoughts, ideas, words, statements, research, or opinions) as your own (claiming to have done the work yourself) for your own benefit.

What does that mean?
If you use someone else's work (even another student's), you must acknowledge where it came from. Sometimes this is done unintentionally due to poor research or writing habits; sometimes it is deliberate. In either case, it is not acceptable.

What is unacceptable?
- Copying word for word from a textbook, journal or website ("cut and paste") without using quotation marks and not acknowledging the original source.
- Copying another student's work with permission (this constitutes cheating) or without permission (this constitutes cheating and theft).
- Using your own words to express another person's ideas or thoughts if you do not acknowledge the original source in a bracket following the paraphrasing.
- Submitting the same work for more than one assessment (unless the Programme information specifically allows this.)

How do I know when to acknowledge a source or not?
A simple rule of thumb applies: if in doubt, acknowledge the source.

Can I plagiarise unintentionally?
Yes, this can occur sometimes when you use a particularly good term that you have come across in your reading and that admirably expresses your opinion. It is difficult to know whether to acknowledge the term or not. With experience, you will learn to do that.

What about common knowledge?
In some cases, knowledge is commonly accepted and this does not need to be acknowledged. The following is an example of such a case.

Original Source Material (quoted from *The Encyclopaedia Britannica Intermediate*, Copyright © 1999-2000 Encyclopaedia Britannica, Inc.)

... A molecule of water (chemical formula, H_2O) contains two atoms of hydrogen and one atom of oxygen. Because it is much heavier than hydrogen, oxygen provides about 89 per cent of the weight of a water molecule. Whether water is in a liquid state, a solid state (ice), or a gaseous state (water vapour or steam), its chemical makeup remains the same. The three physical states of water depend upon the motion of water molecules, which in turn depends upon heat. In ice, for example, the water molecules have lost so much heat that they move slowly. Electrical attraction between the molecules then becomes strong enough to bind them together in a fixed arrangement with little molecular motion; thus ice holds its shape....

Student work	**Reason**
A water molecule consists of one atom of oxygen and two atoms of hydrogen. Fresh water freezes at 32 degrees Fahrenheit, although the freezing point of salt water is lower.	This does not need acknowledgement of the original source as the text is in the student's own words and the chemical composition and freezing point of water are well known.

5.3 PLAGIARISM STATEMENT

By submitting coursework for assessment in hard copy or electronically you are agreeing to the following declaration on Plagiarism:

> *"I confirm that this assignment is exclusively my own except where referenced. This assignment has not been submitted previously for assessment on this or another module. I have read and understood the plagiarism information in the Student Handbook and any additional information in the Programme Handbook and understand that committing plagiarism could result in my exclusion from UCL."*

5.4 EXAMPLES OF PLAGIARISM

Original source material (quoted from Barnes, J, *An introduction to herbal medicinal products*. The Pharmaceutical Journal (2002), Vol 268, pp 804-806)

> Use of OTC (over the counter) HMPs (herbal medicinal products) by patients is not limited to symptoms or conditions suitable for OTC treatment, or where there is supporting evidence. Individuals with serious chronic illnesses, including cancer, HIV/AIDS, multiple sclerosis, asthma and so on, use HMPs. In some cases, this may be as well as, or instead of prescription medicines and this may have implications for pharmaceutical care. HMPs are also used by the elderly and by pregnant or breast feeding women, and are administered by parents to children.

Correct ways of using this passage include:

Student work with appropriate acknowledgement	**Reason**
As Barnes (2002) states "Use of OTC (over the counter) HMPs (herbal medicinal products) by patients is not limited to symptoms or conditions suitable for OTC treatment, or where there is supporting evidence. Individuals with serious chronic illnesses, including cancer, HIV/AIDS, multiple sclerosis, asthma and so on, use HMPs. In some cases, this may be as well as, or instead of prescription medicines and this may have implications for pharmaceutical care. HMPs are also used by the elderly and by pregnant or breast feeding women, and are administered by parents to children." References: Barnes, J, *An introduction to herbal medicinal products*. The Pharmaceutical Journal (2002), Vol 268, pp 804-806.	The student has acknowledged the author of the passage, has put the passage in quotation marks to denote that these are not his words but those of the original author and there is a citation in the reference list duly acknowledging where the passage originated from.
The use of herbal medicinal products is widespread. According to Barnes (2002), it ranges from use for OTC conditions or where there is evidence of benefit to individuals using it for serious illnesses such as HIV/AIDS and asthma instead of or concomitantly with prescribed medications. References: Barnes, J, *An introduction to herbal medicinal products.* The Pharmaceutical Journal (2002), Vol 268, pp 804-806.	This clearly states that the above is Barnes' belief and because exact words from the original source have not been used, quotation marks are unnecessary. There is full acknowledgement and a citation for the reader in the references.
The use of herbal medicinal products (HMPs) is widespread. As Barnes (2002) posits "It is not limited to symptoms or conditions suitable for OTC treatment, or where there is supporting evidence. HMPs are also used by the elderly and pregnant or breast feeding women, and are administered by parents to their children." References: Barnes, J, *An introduction to herbal medicinal products.* The Pharmaceutical Journal (2002), Vol 268, pp 804-806.	This is not plagiarism as the text is in quotation marks, it has been clearly acknowledged in the text and there is a citation in the references.

All the following cases are plagiarism:

Plagiarised student work	**Reason**
Use of OTC (over the counter) HMPs (herbal medicinal products) by patients is not limited to symptoms or conditions suitable for OTC treatment, or where there is supporting evidence. Individuals with serious chronic illnesses, including cancer, HIV/AIDS, multiple sclerosis, asthma and so on, use HMPs. In some cases, this may be as well as, or instead of prescription medicines and this may have implications for pharmaceutical care. HMPs are also used by the elderly and by pregnant or breast feeding women, and are administered by parents to children.	This passage is lifted directly from the original source. It is presented as if this is the view of the student. This is an example of verbatim plagiarism without any acknowledgement, which can occur by cutting and pasting from a website, a journal article or a recommended text book.
The use of herbal medicinal products is widespread. It ranges from use for OTC conditions or where there is evidence of benefit to individuals using it for serious illnesses such as HIV/AIDS and asthma instead of or concomitantly with prescribed medications.	The student has paraphrased the original work and is using their own words. However, since the student has not acknowledged the original author, it seems as if these are the student's own ideas or thoughts.
The use of herbal medicinal products (HMPs) is widespread. It is not limited to symptoms or conditions suitable for OTC treatment, or where there is supporting evidence. HMPs are also used by the elderly and pregnant or breast feeding women, and are administered by parents to their children.	This text appears as if it is the student's own words, there is no acknowledgement of the source and the text is not in quotation marks.

5.5 TURNITIN PLAGIARISM DETECTION SOFTWARE

UCL uses a sophisticated system called Turnitin to help academics and students determine where plagiarism *may* have occurred for all assessed coursework essays and dissertations. It is important to note that Turnitin is used in combination with academic judgement to determine where plagiarism may have occurred. A high similarity index does not necessarily indicate plagiarism; by the same token a low similarity index does not necessarily indicate plagiarism has not occurred. Further information about Turnitin can be found on the Plagiarism and Academic Writing Moodle page.

END OF SECTION 5

6. Library and IT Suite

6.1 SCHOOL OF PHARMACY LIBRARY

In addition to the main UCL Library, the School has its own library which is located on the first floor, at the east end of the building, by the John Hanbury Lecture Theatre (JHLT). It houses around 50,000 volumes of books, journals and multimedia material, with zoned study places (some silent individual and some for quiet small group study which contain computers) for students. There is also a bookable group study booth with computer facilities and wall mounted flat screen. All information concerning our services and resources are available from our web pages at: http://www.ucl.ac.uk/pharmacy/services/librarypages. You can contact Library Staff on:

Location:	First Floor
Telephone:	+44 (0) 20 7753 5833
Fax:	+44 (0) 20 7753 5947
E-mail:	sop.library@ucl.ac.uk

Your UCL student ID card is also your library card; however, you will not be able to borrow until the day after you obtain your UCL student ID card as your record needs to be updated overnight.

6.2 IT SUITE

The Brunswick Square site has a state of the art IT Suite located on the second floor of the building. There are 100 workstations available in three areas with a range of standard office and specialist scientific and pharmacy based software. These are a mixture of thin-client machines capable of running different operating systems and Windows computers. Printing facilities are available, and students have access to a dedicated fileserver to store their files either in a shared folder or in a personal folder if required. They can also access the Moodle Virtual Learning Environment and the Internet. Wireless connectivity is available across the School.

Location:	Second Floor
Hours:	8.45 - 17.00 (Monday-Friday)
Tel:	020 7753 5838
Fax:	020 7753 5840

END OF SECTION 6

7. Student Feedback and Engagement

7.1 STUDENT FEEDBACK

The School is committed to providing excellent teaching and research and ensuring that all students have a positive and rewarding student experience. Students are actively encouraged to comment on the quality of their programme in the following ways: student feedback questionnaires, participation in committees and informal feedback mechanisms.

7.2 STUDENT FEEDBACK QUESTIONNAIRES

Module and Programme Evaluation Questionnaires
Students are asked to fill in evaluation questionnaires for each modules and programmes. These are completed anonymously and address matters such as content, organisation, delivery and quality of teaching.

National Student Survey (NSS)
The NSS is a census of undergraduate students in the final year of their programme across the UK. It is your opportunity to give your opinions on what you liked about your time at UCL as well as things that you felt could have been improved.

7.3 COMMITTEE REPRESENTATION

Programme Boards/Module Boards
Each programme has a Programme Board, which meets 3-4 times during the year. Students elect representatives from their cohort to sit on the board, which is normally chaired by the Programme Director. It is a useful forum for troubleshooting problems related to the organisation or delivery of the programme.

Committee Representation
Student representatives sit on the Divisional Teaching Committee (DTC) and the Divisional Staff Student Liaison Committee (DSSCC).

7.4 INFORMAL FEEDBACK MECHANISMS

In addition to the formal feedback mechanisms listed above, students are welcome to raise any issues which are causing them concern in terms of the student experience with their Personal

Tutor, Programme Director, Programme Team, Head of Department, Academic Director of Studies or any other member of staff.

END OF SECTION 7

8. Welfare and Support

8.1 STUDENT SUPPORT

UCL is committed to the wellbeing and safety of our students and we try to give assistance wherever we can to ensure your stay with us is a happy, healthy and fulfilling experience. Information about UCL's student support services can be found at the following link: http://www.ucl.ac.uk/current-students/support

8.2 KEY STAFF INVOLVED IN WELFARE AND SUPPORT

UCL Dean of Students (Welfare) http://www.ucl.ac.uk/dean-of-students/
Dr Ruth Siddall (Email: dean.of.students@ucl.ac.uk)

Academic Director of Studies
Dr Mike Munday (Email: Michael.munday@ucl.ac.uk)

MPharm Student Support Manager and Pre-Registration Coordinator
Mrs Nadia Bukhari (Email: N.Bukhari@ucl.ac.uk)

Postgraduate Programmes Manager
Mrs Rosemary Smyth (Email: R.smyth@ucl.ac.uk)

Programme Directors and Personal Tutors
Contact details can be found via the School website: http://www.ucl.ac.uk/pharmacy/people .

8.3 DISABILITES AND OTHER SPECIAL NEEDS

Each year UCL encourages and supports students with different types of disabilities. Like all universities, we are required under the Equality Act and the Disability Discrimination Act to make "reasonable adjustments" to help disabled students take full part in their programme. These adjustments can include physical changes (lowered benches in labs; ramps; key controlled lift access; doors secured in an open position, etc.). Academic adjustments can include help with note taking, extra time in examinations etc.

The most common disability declared by our students is a specific learning disability such as dyslexia. This may not have been picked up by their school or college but becomes more apparent as they progress through the programme and the academic hurdles get higher. The Dyslexia Support Centre can arrange for a dyslexia assessment, their web address is:

(http://www.ucl.ac.uk/disability/services/dyslexia-centre). If the assessment is positive, this opens the door to financial support for specialist equipment, software and tutorial help.

If you have a physical or learning disability which may impact on your studies, you should contact UCL Disability Services at the start of your studies. Their website and further information can be found here: http://www.ucl.ac.uk/disability/ .

8.4 ENGLISH LANGUAGE CLASSES

For students who have grown up speaking a language other than English, the School runs weekly English Language classes which cover the four language skill areas of reading, writing, listening and speaking. The classes also address study skills and exam preparation. Students who need support with their language skills will be required to attend these sessions.

In addition to English Classes offered by the School, UCL has a Centre for English for Academic Purposes which can provide further support here: http://www.ucl.ac.uk/clie/english-for-academic-purposes

8.5 REGISTERING WITH A DOCTOR

All students at UCL may use the services of the Gower Place Practice, located about 10 minutes' walk away from the UCL School of Pharmacy. Opening hours are 9:00 - 5:30 hours every morning, Monday to Friday. UCL students living at the postcodes registered on the website may register with a doctor at this practice.

It is very important that you are registered with a doctor during your time at UCL. Students should register with a doctor when they start their degree programme and not wait until they feel unwell. Students who live in the catchment area can register with the Gower Place Practice. Those who do not live within the catchment area can find a doctor on the NHS website. Go to www.nhs.uk and search for a GP in your local area by typing in your postcode.

Address:	3 Gower Place, London, WC1E 6BN
Enquiries:	+44 (0) 20 7636 6306
Appointments:	+44 (0) 20 7679 2543 / 7387 / 6306
Email:	gpp@nhs.net
Web:	http://www.gowerplacepractice.nhs.uk/index.php?pid=1

8.6 UCL STUDENT PSYCHOLOGICAL SERVICES

The UCL Student Psychological Service is dedicated to helping UCL students with personal, emotional and psychological concerns. Further information can be found at their website here: http://www.ucl.ac.uk/student-psychological-services/index_home

8.7 ACCOMMODATION

Information and support on accommodation issues are provided by the UCL Accommodation Office. Further information can be found on their website here: http://www.ucl.ac.uk/prospective-students/accommodation/

8.8 LONDON NIGHTLINE

UCL subscribes to London Nightline which is a confidential listening, support and practical information service for students in London. The service is open from 6:00pm to 8:00am every night of term and you can talk to one of the advisors about anything without fear of being judged. All London Nightline volunteers are students themselves, who have undergone extensive training and who understand some of the challenges that university life in London can bring.

Tel: +44 (0) 20 7631 0101
E-mail: listening@nightline.org.uk
Web: http://www.nightline.org.uk/content/calling-us

8.9 UCLU RIGHTS AND ADVICE

The UCL Students' Union (UCLU) provides a Rights and Advice Centre which is a central point to obtain information and advice on the following areas: academic, consumer, employment, finance, housing and immigration etc. Website: http://uclu.org/services/advice-welfare

8.10 UCL UNION (UCLU)

UCLU is the representative body for students at University College London. UCLU is run by democratically elected students, who are directly accountable to other students. The Union provides a range of information and facilities for students including events, sports facilities and clubs and societies. The Union has a number of Full-time Officers who work on the 4th floor of the Union Building on 25 Gordon Street. Further information can be found at the UCLU website here: http://uclu.org/articles/welcome-to-uclu.

8.11 MPHARM STUDENTS' FORUM

All MPharm students at the School are automatically members of the UCL School of Pharmacy Students' Forum. Students may opt out of membership if they wish by notifying the Treasurer. Officers of the Students' Forum are elected annually, usually in March. The Students' Forum oversees all clubs and societies at the School, sponsors fundraising events and organizes regular social events. Student representatives sit on various School committees such as the

Divisional Teaching Committee and the Divisional Staff-Student Liaison Committee (DSSCC). The Students' Forum can be contacted at: sop.students.union@ucl.ac.uk.
Web: http://www.ucl.ac.uk/pharmacy/student_life/su

8.12 POSTGRADUATE SOCIETY

The UCL School of Pharmacy has a large number of postgraduate students from a variety of backgrounds with a number of different interests. All new postgraduate students automatically become members of the Postgraduate Society on joining the School. The society was established to look after the interests of postgraduate students here who are working towards PhDs, master's and diplomas and to provide social events.

8.13 JUNIOR COMMON ROOM (JCR)

The Junior Common Room (JCR) in the basement of the School. This is a place for students to relax, socialise and mix with other students from across the School. The bar is run by the postgraduate committee and open most Friday evenings.

8.14 UNIVERSITY OF LONDON STUDENTS' UNION (ULU)

All students at the School are eligible to join ULU, which is located about 10 minutes' walk away from the School. Facilities include a swimming pool, health spa, multigym, restaurant, wine bar and café. You may also join a variety of sports and other social clubs. There is a charge to join the gym or use the other sports facilities. ULU offers a range of practical services, including a cash machine, student travel bureau, insurance office, stationery shop and sports shop. ULU is also a music venue with regular live shows during term time.

Address:	University of London Union, Malet Street, London WC1E 7HY
Tel:	+44 (0) 20 7580 9551
Fax:	+44 (0) 20 7436 4604
Web:	http://www.ulu.co.uk/

END OF SECTION 8

9. Careers Advice

9.1 UCL CAREERS SERVICE

The UCL Careers Service offers a range of services to help students with their careers choices. This includes helping students to prepare for work, advice on applying for jobs and interview techniques and one to one advice sessions. Further information can be found at the web site here: http://www.ucl.ac.uk/careers/students.

9.2 UNIVERSITY OF LONDON CAREERS GROUP

Students may use the facilities of the University of London Careers Group, which is located about 10 minutes' walk from the School. Trained advisors will help you design your CV and coach you on interview skills. There is also a large reference library with information about corporate and other employers. The web site is here: http://www.thecareersgroup.co.uk/.

9.3 CAREERS ADVICE AND INFORMATION

Careers fairs and information will be arranged throughout the year for undergraduate and postgraduate students. Further information will be published about this during the year.

END OF SECTION 9

10. Fees and Funding

10.1 UCL STUDENT FUNDING OFFICE

Fees and funding related enquiries should be directed to the UCL Student Fees and Student Funding Offices, Room G19, South Wing. If you wish to pay your fees in person or need to show evidence of a loan/sponsorship you should also visit this office. Opening hours are between 10:00am and 4:00pm Monday to Friday. Further information can be found at their website here: http://www.ucl.ac.uk/current-students/money

10.2 PAYMENT OF TUITION FEES

The quickest and easiest way to pay your tuition fees is via Payonline, the UCL online Payment Service. You (or someone doing this on your behalf) can do this at any time after you have been invited to pre-enrol. If your fees payment is successful, you will receive a receipt via email with a unique order number.

If you are a home undergraduate student who has applied for funding from your local authority via Student Finance (see the Directgov site for more information), you do not have to pay your fees as these will be automatically paid to UCL. However, we recommend that you make sure that you have applied for the full amount. Other students will need to either pay the fees directly to UCL or give us details of their sponsorship arrangement.

10.3 ACCESS TO LEARNING FUND

The Access to Learning Fund (ALF) provides discretionary financial assistance for students to help them access and remain in higher education, particularly those students who need financial help to meet costs that cannot be met from other sources of funding. The Fund can help alleviate unexpected financial hardship and students who may be considering leaving higher education because of financial problems are particularly encouraged to apply. Students should be aware that ALF is intended to act as a safety net for those in financial difficulty rather than their main source of income.

The Access to Learning Fund is for 'home students' registered on a course in one of the following categories:

- Undergraduate students - either full or part time, including part time distance learners following a higher education course, including sandwich courses and any periods of placement.

- Graduate students - either full or part time following a course of higher education at a level above first degree.

A 'home student' is defined as a person who meets certain residency conditions (the same conditions apply to eligibility for student support, for example, a student loan). Usually this means you must have an unrestricted right to enter and remain in the UK, and you have been ordinarily resident in the UK for three years prior to the start of the course. Please refer to the 'guidance notes' available to download below for more details on eligibility to apply.

Overseas students are not eligible for support from the Access to Learning Fund.

END OF SECTION 10

11. Appeals and Complaints

11.1 CLERICAL CHECK OF MARKS

All examinations and coursework are marked and moderated in line with UCL's Comprehensive Moderation of Marking Policy. The standard of marking is moderated by External Examiners, who are senior academics from other UK universities.

Students may not usually ask to have an examination script or coursework re-marked if they disagree with the mark that has been awarded. However, students can ask for their marks to be checked if they believe a calculation error has been made. In this case, the student should complete the *Clerical Check of Marks form* available on the S*tudent Life* section of the web site. The student must explain why they think an error has occurred and attach the relevant examination script or coursework. This must be submitted to the School Registry within **14 days** of receiving their transcript of marks. The Academic Director of Studies will investigate whether an error has been made and will notify the student of the outcome in writing. Depending on the time of year, this process may take anywhere up to 6 weeks.

11.2 STUDENT GRIEVANCE PROCEDURE (APPEALS)

UCL has an established grievance procedure for dealing with representations from students and the detail of this procedure is set out in the following document. Students wishing to submit a formal representation are required to follow its provisions. Representations which may be considered under this procedure are restricted to one or more of the following areas:

1. Alleged deficiency in supervision received or alleged unsatisfactory delivery/administration of a programme.
   Please note that representations concerning alleged deficiency in supervision, even if accepted, will not constitute grounds for amendment of the student's result(s). The only grounds on which representations alleging unsatisfactory delivery/administration of a programme may be made are as follows:

   (i) that inadequate teaching/supervision was provided for some or all parts of the programme;
   (ii) that published information about the programme was substantively misleading;
   (iii) that the programme was not organised or delivered in accordance with the information and documentation provided to students on the programme.

2. The results of examinations (including alleged bias in the assessment). Representations against unofficial results will not be considered. Formal representations against the results

of examinations can only be made when results have been passed by the Board of Examiners to UCL Registry and Academic Services and only if there appear to be genuine grounds for review of the result of the examination concerned. Representations on the grounds that the Examiners' assessment of the performance of the candidate in the examination was incorrect or against academic decisions properly arrived at in accordance with approved procedures will not be considered;

3. Representations concerning the results of examinations may be submitted on one or more of the following grounds:

   (i) that there has been an arithmetical or transcription error in the compilation of the marks and/or the result;
   (ii) that the Examiners could not reasonably have been made aware, formally, of special circumstances (e.g. illness) notified by the candidate which significantly affected his/her performance in the examination;
   (Information regarding such special circumstances (e.g. illness) must have been notified in writing with supporting documentation (e.g. a medical certificate), where appropriate, to the Departmental or Degree Programme Tutor as soon as possible but in any case not later than the day after the student's last examination in the session concerned. Information submitted after the meeting of the Board of Examiners will only be accepted by the Board exceptionally and at the discretion of the Chair of the-Board, or,
   (iii) that either the examination and/or classification process was not conducted in accordance with the relevant regulations/procedures;
   (iv) that there is substantive evidence that one or more of the Examiners can be shown to have been biased or prejudiced against the candidate in one or more specific examinations.

4. A decision not to readmit a student to UCL or to allow a student to continue on a programme of study on the grounds of unsatisfactory academic performance;

5. A decision not to permit transfer from MPhil to PhD;

Further information can be found here: http://www.ucl.ac.uk/academic-manual/part-5/student-grievance-procedure

11.3 COMPLAINTS

If you have a complaint to make about your experience at UCL, you should make every effort to try to resolve the matter informally. You should first make your complaint known either to the person who caused the complaint, or to that person's supervisor/manager; or you may prefer to discuss the matter with your Tutor or with another member of staff whom you feel able to consult. In cases where informal discussion fails to resolve the matter, you may wish to consider making use of UCL's Centralised Complaints Procedure.

The centralised complaints procedure does not apply in areas where a separate student Grievance Procedure is already operating. The UCL Union also operates a separate complaints procedure. Further information can be found here: http://www.ucl.ac.uk/current-students/guidelines/complaints_procedure

11.4 OFFICE OF THE INDEPENDENT ADJUDICATOR (OIA)

Students have recourse to the Office of the Independent Adjudicator for Higher Education if they are not satisfied with the outcome of UCL's grievance, disciplinary or complaints process. Once the UCL procedure is complete, the student will be issued with a Completion of Procedures (CoP) letter. Students must file a complaint with the OIA within three months of the date of the Completion of Procedures letter. Further information about filing a complaint with the Office of the Independent Adjudicator for Higher Education can be found at: http://www.oiahe.org.uk

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END OF SECTION 11

12. Health and Safety

12.1 INTRODUCTION

UCL is bound by the provisions of the Health and Safety at Work Act 1974 to ensure that, so far as is reasonably practicable, all employees, students and visitors are not exposed to risks to their health and safety from any of its activities. The School has appointed Health and Safety officers and advisors to assist in this task, and all students have a duty to cooperate by behaving responsibly, obeying safety rules and following instructions from members of staff.

12.2 BASIC SAFETY RULES

The basic safety rules are:

- **ALWAYS** wear flat-heeled closed shoes, buttoned-up lab coats, safety glasses and any other specified Personal Protective Equipment when in a laboratory.
- **ALWAYS** ensure that all fire escape routes are kept clear and that you are familiar with emergency procedures.
- **ALWAYS** obey all safety signs.
- **ALWAYS** follow the safety instructions given for each practical class.

- **NEVER** eat, drink, apply cosmetics, take medications or use an inhaler in a laboratory.
- **NEVER** wear or carry lab coats in the library, refectory, computer unit, offices or any area where food and drink may be consumed.
- **NEVER** wear protective gloves outside of laboratories.
- **NEVER** smoke anywhere within the School or near entrance doors (including on the front entrance steps) or windows.
- **NEVER** use mobile phones or personal stereos in laboratories, teaching or study areas.

Further safety information, risk assessment forms, regulations and codes of practice are available on the School web site and may be accessed from within the School at the following address: http://safety.pharmacy.ac.uk/

12.3 TEACHING LABORATORIES

Students will be issued with a copy of the *Code of Practice for Teaching Laboratories*. The Code of Practice outlines the hazards that students may come across whilst carrying out practical work and the procedures they will follow to minimise the risks from these hazards. Each practical class is assessed for risk by the academic or senior technician responsible for the class, and the significant findings are included in the relevant schedules and highlighted at the introductory talk for each session.

12.4 FIRST AIDERS AND SAFETY CONTACTS

A number of staff have been trained as qualified first aiders. A first aid room is available on the ground floor, the key to which may be obtained from the Porters' Lodge in the reception area. Further help, information and contact details of all safety personnel may also be obtained from the duty porter.

An accident report must be completed immediately for any student who is injured on the premises. Furthermore all accidents, whether resulting in an injury or not, must be reported to a member of staff. Report forms are available from first aiders, Departmental Safety Officers and on the web page.

School Safety Officer

Mr Adrian Rogers
Room B54
Tel: 020 7753 5882
Fax: 020 7753 5903
E-mail: adrian.rogers@ucl.ac.uk

Departmental Safety Officer for Teaching

Mrs Kate Keen
Room 212
Tel: 020 7753 5915
Fax: 020 7753 5942
E-mail: k.keen@ucl.ac.uk

END OF SECTION 12

13. Graduation

13.1 UCL GRADUATION CEREMONIES

Students that have successfully completed their programme of study, and have been sent an official transcript of results and certificate, will be invited to UCL's Graduation Ceremony. The ceremony is held annually at a venue in central London. All eligible graduates are contacted by the Graduation Ceremonies Office via their 'correspondence' address in PORTICO and invited to complete the application process to attend a graduation ceremony. Further information regarding graduation can be found online at: http://www.ucl.ac.uk/graduation/

13.2 DATES OF GRADUATION CEREMONIES

UCL's 2013 Graduation Ceremonies dates will be available in January 2013. Applications for the 2013 ceremonies will begin in January 2013 - all eligible students will be contacted via post and email to notify them when the process opens. Please ensure your contact details are kept updated in Portico.

END OF SECTION 13