RESEARCH STUDENT HANDBOOK

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

2016/17
Disclaimer

Every effort has been made to ensure that the information in this Handbook is correct at the time of going to press (September 2016). 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 PhD programme.
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Welcome to the School

Welcome to the UCL School of Pharmacy and congratulations on gaining a place as a research student here. You are commencing your professional education at a particularly exciting time for pharmacy, biomedical sciences and other related fields and you will be in the vanguard of new developments and discoveries.

Our research focuses on advancing and understanding medicines and health care, and in creating new medicines. Our performance in the 2014 Research Excellence Framework (REF) marks UCL School of Pharmacy as one of the most important centres for pharmacy research in UK education, which you are now part of.

We wish you good look with your research and we look forward to seeing you around the School.

Dr Jasmina Jovanovic
Departmental Graduate Tutor
UCL School of Pharmacy

Professor Duncan Craig
Director
UCL School of Pharmacy
1. **General Information**

1.1 **RESEARCH STUDENT HANDBOOK**

This Handbook provides an introduction to being a Research Student at the UCL School of Pharmacy. It contains the key information you need about policies and procedures, regulations, who to contact and sources of information. The Handbook is relevant to you in both this and the subsequent years of your MPhil/PhD and you will need to refer to it throughout your studies. An updated version of the Handbook will be published annually on the School website.

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.

There is a separate page for PhD students on the School website entitled *Doctoral Training Programme* which details all of the procedures in relation to enrolment, progression and examination for the PhD: ucl.ac.uk/pharmacy/research/doctoral-training-programme. Students are expected to be fully aware of the regulations and procedures but, if in any doubt, please enquire at the **Student and Academic Support Office (SASO)**, which is also known as the School Office (SASO). The School Office (SASO) can be found in room G11, Ground Floor, Brunswick Square, opposite the Director’s Office. The School Office (SASO) can be contacted by email at sop.saso@ucl.ac.uk.

In addition to this Research Student Handbook you will be provided with a copy of the **UCL Code of Practice for Research Degrees** and the **Doctoral School Handbook**. These will contain more detailed information about your research programme of study and must be read in conjunction with the School’s Research Student Handbook. Electronic copies of these handbooks can be found at the following link: grad.ucl.ac.uk/essinfo/

We hope you find this handbook useful. It is revised every year to include new information and to make it is easier to use. If you have any comments about the Student Handbook or suggestions for improving the information provided, please forward your comments to the School Office (SASO) email (sop.saso@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 (staff and students) 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 Students which is outlined here: ucl.ac.uk/current-students/guidelines/code_of_conduct. The Code of Conduct provides a framework for what is considered to be appropriate behaviour for students at UCL.

The School of Pharmacy is a professional environment and students are expected to conduct themselves in a professional manner at all times. Any breach of the Code of Conduct may result in proceedings being brought under UCL’s disciplinary procedures and could lead to your withdrawal from the School. UCL’s disciplinary procedures can be found at the following link: https://www.ucl.ac.uk/srs/academic-manual/c1/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 in person within 2 weeks of their official start date at the UCL Student Centre. Further information can be found here: ucl.ac.uk/new-students/enrolment.

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 up to date so that the correct information will appear in this letter. Once you have enrolled, you will be able to update this information via the Student Records System which is known as PORTICO. Here is a link to the PORTICO system: evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn

1.5 STUDENT ID CARD

Your UCL identity card shows that you are a UCL student. It is very important that you carry the card with you at all times as it allows you to access certain UCL buildings including the libraries, and UCLU (UCL Student Union – ucl.ac.uk/new-students/left-menu/Experience-UCL/Union) activities.

The ID card is produced by Security Systems. Students enrolling in September will be shown where to have their ID cards produced immediately after they enrol. In order for Security Systems to produce your card, you will need to show them the Statement of Student Status (www.ucl.ac.uk/current-students/essentials_benefits/SOSS) you received when you enrolled and they will then produce your first ID card. Your photograph will be taken, so you do not need to bring a photo with you and the card will be produced while you wait.

During term time, Security Systems are based in the Andrew Huxley Building (crf.casa.ucl.ac.uk/screenRoute.aspx?s=29&d=349&w=False). Students enrolling outside of
the main enrolment period will need to visit the Security Systems office to obtain their ID card - staff in the Student Centre will be able to direct you to the right place. If you lose your ID card or it gets stolen please visit this office to get a replacement; there may be a charge for replacement cards. Further information on ID cards can be found on the Security Systems website (ucl.ac.uk/estates/security/systems/identity-cards/).

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 UK banks offer student bank accounts with features designed for student life. Ensure you compare what is available before choosing an account that is right for you. Looking at bank websites will help you to do this. Many banks have branches on Tottenham Court Road, a short walk from UCL (see map for details).

If you are a non-UK resident, opening a student account in the UK can be time consuming and difficult. More information can be found on the International Student Support website. (ucl.ac.uk/iss/when-you-arrive/bank-account)

In order to open a bank account you will need:

- A valid passport
- Proof of address
- Proof of student status - this will either be your UCL student ID card, or your Statement of Student Status, produced at enrolment.

It is advisable to check with the bank before you try to open your account to ensure that you have the documents that they require. If you are an international student some banks may request an adapted version of the Statement of Student Status, which is available on request by visiting the Student Centre (ucl.ac.uk/current-students/student-centre). It is essential that your home, contact and term-time addresses are valid so that the correct information will appear on this letter.

1.7 REGISTERING WITH THE POLICE

Some students will have to register with the police when they arrive in the UK - however, this is only if you are instructed to do so when you receive your visa. If so, you must register within seven days of your arrival in the UK. Due to recent changes in the police registration process, all students who need to register should refer to the information and
updates on the International Student Support website (ucl.ac.uk/new-students/police-register).

Failure to register with the police, if required to do so, is a criminal offence and could lead to prosecution.

1.8 UPDATING PERSONAL INFORMATION

It is your responsibility to ensure that your personal details held on the UCL central record are correct and up-to-date. This information can be viewed via PORTICO.

Please refer to the Student Centre website to find out how to update the following:

ucl.ac.uk/current-students/services_2/personal_information

- Addresses
- Email Addresses
- Name (you must also inform the UCL School of Pharmacy of this change)
- Other Personal Information

1.9 +18 STUDENT OYSTER PHOTOCARD

In conjunction with Transport for London (TfL), full time UCL students can apply online for a TfL Student Oyster Photocard (https://www.tfl.gov.uk/foares-and-payments/adult-discounts-and-concessions/18-student?intcmp=1768), which entitles the holder to buy student-rate Travelcards and Bus & 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. If you apply before you have fully enrolled, you risk your application being rejected and losing your application fee. If you are a part time student, your application will be rejected.

In order to apply online for your photocard you will need:

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

Please note that you must enter your institution name correctly in order for the application to be successful - if the form does not automatically select 'UCL' when you type it in, please click the link to view a list of all eligible institutions and pick 'UCL' from the list.

Transport for London liaises with UCL directly to confirm your eligibility for the photocard scheme. The cost for each application is £20. 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 (https://www.tfl.gov.uk/fares-and-payments/).

1.10 COUNCIL TAX

Households where everyone is a full-time student do not have to pay Council Tax. If you do get a bill, you can apply for an exemption (gov.uk/apply-for-council-tax-discount).

To count as a full-time student, your course must:
- last at least 1 year
- involve at least 21 hours study per week

You will get a Council Tax bill if there’s someone in your household who is not a full-time student, but your household might still qualify for a discount (gov.uk/council-tax/council-tax-exemptions).

1.11 PIGEONHOLE AND LOCKERS

You will have a pigeonhole for post in your department. You should check your pigeonhole regularly as this is where your supervisors will leave messages for you. If as part of your research studies you spend blocks of time outside the UCL School of Pharmacy, please make arrangements with the Department Secretary to forward post to you. You should ask in your department about whether you will be allocated a locker. The Porters’ Lodge allocates lockers to undergraduate and taught postgraduate students only.

1.12 REFECTORY

The School 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.

1.13 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.
1.14 EQUALITY AND DIVERSITY

UCL is committed to respecting equality and diversity in all its activities. Further information and policies can be found here: 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.

1.15 RELIGIOUS AND CULTURAL CONSIDERATIONS

UCL has a Religion and Belief Equality Policy for Students which can be found at the following link: ucl.ac.uk/current-students/guidelines/religious-equality

The School is a multi-cultural institution which tries to give consideration to students’ individual needs and preferences wherever possible. A Quiet Room is available for prayer and contemplation on a bookable basis. Students should ask their Student Forum Representative for more information. Foot washing facilities are available in the male and female student toilets in the basement.

However, students should be aware that:

- There are no single sex facilities in the School, except for toilets
- Students will not be excused from practical classes requiring protective gear such as trousers or being required to roll up their sleeves to take blood pressure in practical classes
- It is not possible to guarantee a teaching or examination timetable that has no afternoon commitments
- Students are not permitted to leave a scheduled class or assessment activity in order to pray. Students should be able to pray before or after the scheduled activity.
- All students must, for security reasons, have their photo taken for their Student ID card

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.

**Religious Dress**
The UCL policy makes explicit reference to Religious Dress and notes that when students are working directly with the wider public then it is not appropriate to wear clothing which obscures the face. For the UCL School of Pharmacy, this also extends to workshops and practicals in which pharmacy practice skills are being taught which may/may not involve members of the public.

1.16 **SCHOOL ACCESS**
PhD students have full access to all floors of the School 24 hours.

1.17 **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.

Some of your data will be shared with UCLU (University College London Union) to enable it to manage your membership by communicating with you. UCLU will only use this information for running the Union, for example communications regarding your membership rights, including for example, notice of general meetings, referenda and election of trustees, as well as information about the Union’s activities. Similarly the Union will share some of your data with the University; this will be to allow your achievements via the Union to be accredited, for example by inclusion in the Higher Education Achievement Report (HEAR).

Information will also be used by the Development and Alumni Relations Office (DARO) to keep you in touch with UCL and the Alumni Network, and a snapshot of your data may also be used for training purposes. Further details about the Development and Alumni Relations Office may use your information can be viewed at: ucl.ac.uk/development.

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 Home Office.

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.

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 ucl.ac.uk/efd/recordsoffice/policy/data-protection/

1.18 DEMONSTRATING

Many PhD students are employed as demonstrators or teaching assistants in undergraduate classes. This is a good way to gain some teaching experience. PhD students are generally eligible to be demonstrators. However, to be a teaching assistant students are required to complete the UCL Arena One course (ucl.ac.uk/teaching-learning/arena/one). For further information and how to apply please contact SASO.
2. Organisation and Communication

2.1 UCL ACADEMIC ORGANISATION

The UCL School of Pharmacy is located within the Faculty of Life Sciences (FLS) which along with three other Faculties: Brain Sciences, Medical Sciences and Population Health Sciences, forms the larger School of Medical and Life Sciences (SLMS). The organisational structure is outlined below:

![Organisational Chart]

2.2 UCL SCHOOL OF PHARMACY

The Director is the academic and administrative head of the UCL School of Pharmacy and is responsible for all aspects of its management and leadership. The Director is supported by the Associate Director (Education) who has overall responsibility for taught academic programmes, the Departmental Graduate Tutor who has overall responsibility for research programmes and a 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 Manager or Secretary. The four Research Departments of the School are:

- Pharmaceutical and Biological Chemistry
- Pharmaceutics
- Pharmacology
- Practice and Policy
2.3 ACADEMIC AND ADMINISTRATIVE STAFF

The contact details for all academic staff can be found on the School website at the following link ucl.ac.uk/pharmacy/people. You can also search for staff contact details by using the UCL Staff Directory which is available on the website ucl.ac.uk/ (click on “Staff” at the top.)

School Academic Leads
The following staff have School-wide roles for academic management and leadership:

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prof Duncan Craig</td>
<td>Director of the School</td>
<td><a href="mailto:d.craig@ucl.ac.uk">d.craig@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Dr Jasmina Jovanovic</td>
<td>Departmental Graduate Tutor</td>
<td><a href="mailto:j.jovanovic@ucl.ac.uk">j.jovanovic@ucl.ac.uk</a></td>
</tr>
</tbody>
</table>

Departmental Graduate Tutor
The Departmental Graduate Tutor for the UCL School of Pharmacy is Dr Jasmina Jovanovic. If you experience any problems during your time as a research student – academic or personal – you can arrange to meet with Dr Jovanovic who will offer advice or redirect you to the appropriate support. The role of the Departmental Graduate Tutor in UCL can be found here: ucl.ac.uk/srs/academic-manual/policy-az/responsibilities/department-grad-tutors

Heads of Research Departments
The following staff manage and lead their respective research departments:

<table>
<thead>
<tr>
<th>Name</th>
<th>Research Department</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prof Frank Kozielski</td>
<td>Pharmaceutical &amp; Biological Chemistry</td>
<td><a href="mailto:f.kozielski@ucl.ac.uk">f.kozielski@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Prof Simon Gaisford</td>
<td>Pharmaceutics</td>
<td><a href="mailto:s.gaisford@ucl.ac.uk">s.gaisford@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Dr Brian Pearce</td>
<td>Pharmacology</td>
<td><a href="mailto:b.pearce@ucl.ac.uk">b.pearce@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Prof Ian Wong</td>
<td>Practice &amp; Policy</td>
<td><a href="mailto:i.wong@ucl.ac.uk">i.wong@ucl.ac.uk</a></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms Joanna O’Brien</td>
<td>Divisional Manager</td>
<td>joanna.o’<a href="mailto:brien@ucl.ac.uk">brien@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Ms Kirsty Martin</td>
<td>Student and Academic Support Manager</td>
<td><a href="mailto:kirsty.martin@ucl.ac.uk">kirsty.martin@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Mrs Michelle Wake</td>
<td>Librarian</td>
<td><a href="mailto:m.wake@ucl.ac.uk">m.wake@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Mr Asad Rehman</td>
<td>IT Manager</td>
<td><a href="mailto:asad.rehman@ucl.ac.uk">asad.rehman@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Mr John Day</td>
<td>Finance Officer</td>
<td><a href="mailto:c.day@ucl.ac.uk">c.day@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Mr Jeremy Cullen</td>
<td>Head Porter</td>
<td><a href="mailto:j.cullen@ucl.ac.uk">j.cullen@ucl.ac.uk</a></td>
</tr>
</tbody>
</table>
**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:

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Hazel Smith</td>
<td>Faculty Tutor</td>
<td><a href="mailto:h.richards@ucl.ac.uk">h.richards@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Prof Kaila Srai</td>
<td>Faculty Postgraduate Research Tutor</td>
<td><a href="mailto:k.srai@ucl.ac.uk">k.srai@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Ms Jane Inge</td>
<td>Faculty Teaching Administrator</td>
<td><a href="mailto:j.inge@ucl.ac.uk">j.inge@ucl.ac.uk</a></td>
</tr>
</tbody>
</table>

**2.4 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. Some staff in the Department of Practice and Policy are located at BMA/Tavistock House:

**Brunswick Square**
Address: UCL School of Pharmacy  
29-39 Brunswick Square, London, WC1N 1AX  
Tel: 020 7753 5800 (switchboard)  
Web: 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

**2.5 COMMUNICATING WITH THE SCHOOL**

It is your responsibility to let the School know of any changes to 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. Your first point of contact will normally be the Student and Academic Support Office (School Office - SASO), located at Brunswick Square in Room G11.

**2.6 STUDENT AND ACADEMIC SUPPORT OFFICE (SASO)**

The Student and Academic Support Office (or School Office - SASO) will be your first point of contact for most administrative matters for your research programme. The Office is open from 09.00 to 17.00, Monday to Friday.
Student and Academic Support Office (Staff) - Room G11

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr Victor Diran</td>
<td>Research and Quality Administrator</td>
<td><a href="mailto:v.diran@ucl.ac.uk">v.diran@ucl.ac.uk</a></td>
</tr>
</tbody>
</table>

END OF SECTION 2
3. Graduate Studies

3.1 Doctoral School

The UCL Doctoral School exists to promote and facilitate graduate education and training at UCL. The UCL Doctoral School aims to provide a resource for graduate students, to ensure that:

- UCL continues to be at the forefront of graduate education and research
- To enhance the student experience – through offering the finest environment for personal and academic development

The Doctoral School provides support for research students in many ways, but particularly, through its Skills Development Programme, Research Funds, Scholarships and Codes of Practice, all of which can be found on its website here: grad.ucl.ac.uk/

The Doctoral School is here to ensure that your education at UCL fulfils your needs and expectations, equips you for a successful future, and enables you to make the most of your graduate studies. The UCL Doctoral School provides both intellectual and social contact between graduates of different disciplines and from different backgrounds and countries. The Doctoral School is here to help make rewarding contacts outside the close confines of the laboratory or the library, whether within UCL or outside in the wider world.

We provide financial support in the form of scholarships as well as funds for research trips and participation in conferences. We also provide computer and common room facilities for graduate students. We are here to give advice on any issues that may arise during your time at UCL – to help when things go wrong, as well as to celebrate your successes.

The Doctoral School operates an open door policy. You are welcome to visit us in our office, which is situated in the North Cloisters of the Wilkins Building (close to the main UCL Library).

3.2 Research Log

The Doctoral School Research Student Log provides a means to track your research career at UCL. It gives a focus to help you develop skills which you can apply to both the academic and non-academic worlds to set you up for your future career. Through courses and interdisciplinary programmes and scholarships, research students are encouraged to look beyond the boundaries of their chosen discipline, as well as sharing and broadening knowledge across disciplines through societies and competitions.

You are asked to document ‘formal’ supervisory meetings in the Research Log. It is not intended to record the far more frequent ‘informal’ meetings that often occur several times per week/month. It is important that use of the Research Log should not replace face-to-face
meetings. The framework of supervisory meetings included in the Research Log is in line with the Doctoral School Code of Practice for Graduate Research Degrees.

You are also asked to reflect upon and assess your initial skills level and the development of your skills over time. This will provide evidence that you have mastered a variety of situations, personal as well as professional, in which you may have demonstrated your skills. Increasingly, employers are asking for such examples at interview and in continuing professional development. The Research log can be found at the following link: researchlog.grad.ucl.ac.uk/

3.3 SCHOOL TRAINING PROGRAMME

In addition to the training programme offered by the UCL Doctoral School, all PhD students in the School of Pharmacy are required to attend the Postgraduate Training Programme, which runs in 3 blocks during each year. The Postgraduate Training Programme includes the School of Pharmacy run short courses that are specifically designed for our students. In addition to lectures and workshops on generic skills, this programme includes a lecture series “SOP’s Expert Lectures” in which various experimental techniques are presented and their application discussed. Attending these lectures allows students to collect Research Skills Points. You will be provided with a timetable of the programme when you enrol. There are mandatory courses for new and current students and there are optional courses which you will attend if they are relevant to the research you are doing.

3.4 CODE OF PRACTICE FOR GRADUATE RESEARCH DEGREES

The UCL Doctoral School issues the Code of Practice for Graduate Research Degrees, which is designed to help graduate research students during their time at UCL. It complements the formal UCL Academic Regulations and Guidelines for Research Degree Students. The Code contains guidelines for good practice: in contrast, the Academic Regulations provide the minimum framework and requirements for completion of a degree.

The Code applies to all research degree programmes at UCL. You should read the general information section of this Code first, and then the section referring to the particular programme on which you are enrolled.

A link to the Code of Practice can be found here: grad.ucl.ac.uk/essinfo/
A link to the Academic Regulations can be found here: ucl.ac.uk/ras/acad_regs

The Code of Practice for Graduate Research Degrees covers the following areas and you must refer to it throughout your Research Degree Programme:

- RESEARCH DEGREES – GENERAL INFORMATION
- SOURCES AND RESOURCES
- ADMISSIONS AND SELECTION PROCEDURES
- RESEARCH GOVERNANCE
- PROGRAMMES
• DEPARTMENTAL/DIVISIONAL STRUCTURES
  ➢ Supervisory Panel
  ➢ Principal Supervisor
  ➢ Subsidiary Supervisor
  ➢ Departmental Graduate Tutor
  ➢ Departmental Graduate Committee
  ➢ Head of Department
  ➢ Staff–Student Consultative Committee

• UCL STRUCTURES

• THE STUDENT
  ➢ Programme of Study and Responsibilities
  ➢ Research Student Log
  ➢ Skills Development
  ➢ Ethics
  ➢ Study Leave and Interruption of Study
  ➢ Teaching
  ➢ Completing Research Student Status
  ➢ Thesis Preparation and Examination
  ➢ Intellectual Property Rights/Copyright in Relation to Students
  ➢ Plagiarism and Research Misconduct
  ➢ Appeals and Grievances
  ➢ Open Door Policy

• RESEARCH DEGREES – PROGRAMME-SPECIFIC INFORMATION MPHIL/PHD
  ➢ Progression and Transfer of Registration from MPhil to PhD
  ➢ Typical timetable for a Full-time PhD student

3.5 WHAT CONSTITUTES A PHD?


Descriptor for a higher education qualification at level 8: Doctoral degree
The descriptor provided for this level of the FHEQ is for any doctoral degree which should meet the descriptor in full. This qualification descriptor can also be used as a reference point for other level 8 qualifications.

Doctoral degrees are awarded to students who have demonstrated:

• the creation and interpretation of new knowledge, through original research or other advanced scholarship, of a quality to satisfy peer review, extend the forefront of the discipline, and merit publication
• a systematic acquisition and understanding of a substantial body of knowledge which is at the forefront of an academic discipline or area of professional practice
• the general ability to conceptualise, design and implement a project for the generation of new knowledge, applications or understanding at the forefront of the discipline, and to adjust the project design in the light of unforeseen problems
• a detailed understanding of applicable techniques for research and advanced academic enquiry.

Typically, holders of the qualification will be able to:
• make informed judgements on complex issues in specialist fields, often in the absence of complete data, and be able to communicate their ideas and conclusions clearly and effectively to specialist and non-specialist audiences
• continue to undertake pure and/or applied research and development at an advanced level, contributing substantially to the development of new techniques, ideas or approaches

and will have:
• the qualities and transferable skills necessary for employment requiring the exercise of personal responsibility and largely autonomous initiative in complex and unpredictable situations, in professional or equivalent environments.

Doctoral degrees are awarded for the creation and interpretation, construction and/or exposition of knowledge which extends the forefront of a discipline, usually through original research.

Holders of doctoral degrees will be able to conceptualise, design and implement projects for the generation of significant new knowledge and/or understanding. Holders of doctoral degrees will have the qualities needed for employment that require both the ability to make informed judgements on complex issues in specialist fields and an innovative approach to tackling and solving problems.

The titles PhD and DPhil are commonly used for doctoral degrees awarded on the basis of original research. Achievement of outcomes consistent with the qualification descriptor for the doctoral degree normally requires study equivalent to three full-time calendar years.

Further information about doctoral degrees can be found on the QAA website here: qaa.ac.uk/en/Publications/Documents/Doctoral-Degree-Characteristics-15.pdf

END OF SECTION 3
4. Programme of Study

All of the information contained in this section relates to the UCL Academic Manual (ucl.ac.uk/ras/acd_regs). Further information can also be found in the Code of Practice for Graduate Research Degrees.

- Code of Practice: grad.ucl.ac.uk/essinfo/

4.1 PROGRESS

UCL Research Student Log
All students and their supervisors must keep a log of their progress and submit reviews for month three and every subsequent 6 months. These are good opportunities for the supervisor and student to take stock of how things are going and decide a plan for future work. Your progress is to be logged online on the UCL Research Student Log: https://researchlog.grad.ucl.ac.uk/index.php.

Upgrade from MPhil to PhD
Toward the end of the student’s first year, supervisors will be required to decide whether the student can transfer from MPhil to PhD registration. The purpose of the upgrade is to assess the student’s progress and ability to complete their PhD programme in a reasonable time frame. The upgrade viva for full-time students at the UCL School of Pharmacy should be completed by the end of the first year of study (end of month 12). More information can be found here: ucl.ac.uk/current-students/research_degrees/upgrade_mphil_phd.

4.2 REGISTRATION, TRANSFERS AND COURSE OF STUDY

This information can be found in Chapter 1, Section 5 of UCL’s Academic Manual: ucl.ac.uk/srs/academic-manual/c1/research-registration/dual-registration

Regulation
5.1 Dual Registration
5.2 Application and Initial Registration
5.3 Exemption from Part of a Programme of Study
5.4 Course of Study: General
5.5 Attendance Requirements
5.6 Length of Programme
5.7 Interruption of Study
5.8 Upgrade from MPhil to PhD
5.9 Transfer from PhD to MPhil
5.10 Transfer between MPhil/PhD and MD(Res)
5.11 Non-Resident PhD: Registration and Attendance
5.12 Visiting Research Students: Registration
5.11 Completing Research Status
4.3 COMPLETING RESEARCH STATUS

This information can be found in Chapter 1, Section 5 of UCL’s Academic Manual:
[https://ucl.ac.uk/srs/academic-manual/c1/research-registration/completing-research-status#top](https://ucl.ac.uk/srs/academic-manual/c1/research-registration/completing-research-status#top)

Regulation
5.13.1 General
5.13.2 CRS Student Entitlements
5.13.3 Submission of Thesis
5.13.4 Extensions to the Completing Research Period
5.13.5 Submission of Thesis after the end of CRS
5.13.6 Resubmission of Thesis

4.4 SUPERVISORY ARRANGEMENTS

This information can be found in Chapter 1, Section 5 of UCL’s Academic Manual:
[https://ucl.ac.uk/srs/academic-manual/c1/research-registration/supervisory-arrangements#top](https://ucl.ac.uk/srs/academic-manual/c1/research-registration/supervisory-arrangements#top)

Regulation
5.14.1 Supervisors: General
5.14.2 Supervisors: Eligibility
5.14.3 Number of Students per Supervisor
5.14.4 Declaration of Personal Interest
5.14.5 Transfer of Supervisor to Another Institution

END OF SECTION 4
5. Examination

All of the information contained in this section relates to the UCL Academic Manual (ucl.ac.uk/ras/acd_regs). Further information can also be found in the Code of Practice for Graduate Research Degrees.

- Code of Practice: grad.ucl.ac.uk/essinfo/

5.1 REQUIREMENTS OF A THESIS

This information can be found in Chapter 5, Section 1 of UCL’s Academic Manual: ucl.ac.uk/srs/academic-manual/c5/research-degrees/thesis-requirements

**Regulation**

1.1.1 Theses: General
1.1.2 Requirements of a PhD/EngD Thesis
1.1.3 Requirements of an MPhil Thesis
1.1.4 Requirements of an MD(Res) Thesis
1.1.5 Language of a Thesis
1.1.6 Word Length of Theses
1.1.7 Format of a Thesis
1.1.8 Approval of Thesis Title
1.1.9 Availability of a Thesis

5.2 EXAMINATION ENTRY

This information can be found in Chapter 5, Section 1 of UCL’s Academic Manual: ucl.ac.uk/srs/academic-manual/c5/research-degrees/exam-entry

**Regulation**

1.2.1 Examination Entry Form
1.2.2 Thesis Submission
1.2.3 Despatch of Theses to Examiners

5.3 APPOINTMENT OF EXAMINERS

This information can be found in Chapter 5, Section 1 of UCL’s Academic Manual: ucl.ac.uk/srs/academic-manual/c5/research-degrees/examiners

**Regulation**

1.3.1 The Appointment of Examiners for Research Degrees
1.3.2 The Appointment of Additional Examiners
5.4 CONDUCT OF THE RESEARCH DEGREE EXAMINATION

This information can be found in Chapter 5, Section 1 of UCL’s Academic Manual: ucl.ac.uk/srs/academic-manual/c5/research-degrees/exam-conduct

Regulation
1.4 Conduct of the Research Degree Examination

5.5 OUTCOMES OF THE ORAL EXAMINATION

This information can be found in Chapter 5, Section 1 of UCL’s Academic Manual: ucl.ac.uk/srs/academic-manual/c5/research-degrees/oral-examination

Regulation
1.5.1 Outcomes of an Oral Examination: PhD/EngD Degrees
1.5.2 Outcomes of an Oral Examination: MPhil Degree
1.5.3 Outcomes of an Oral Examination: MD(Res) Degree

END OF SECTION 5
6. Library and IT Suite

6.1 UCL 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: ucl.ac.uk/pharmacy/facilities/library. 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
6.3 GETTING CONNECTED (IT SYSTEMS)

As a student at UCL you have access to central IT facilities, including the Electronic Library Services (www.ucl.ac.uk/library), email (ucl.ac.uk/isd/services/email-calendar), Portico (evision.ucl.ac.uk/urd/sits.urd/run/siw_lgn), and Moodle (moodle.ucl.ac.uk). You need to have a UCL userid and password to access these services. You will receive your UCL userid and set your password prior to pre-enrolment (ucl.ac.uk/new-students/pre-enrolment).

You will need to keep your password updated, both for security reasons and because it will expire every 150 days. You will be notified via your UCL email 30 days before your password is set to expire. You can change your password at any time using MyAccount (myaccount.ucl.ac.uk/). You will not be allowed to reuse the same password or similar ones. You can use MyAccount to also check your storage quota, printing credit, and more.

We recommend you register with the User Identification Service (myaccount.ucl.ac.uk/uas-register). This service allows you to obtain a new password in the event that you forget your current one or if it expires, without having to go in person to the ISD Service Desk.

During enrolment every student will receive an information card about student IT services, covering email, internet connections in halls, wireless, security, training and remote desktop services. If you do not receive this card, you can collect one from the ISD Service Desk (ucl.ac.uk/isd/common/servicedesk) in the DMS Watson Science Library. The card also contains a map showing where all the main computer rooms (ucl.ac.uk/isd/students/workrooms/locations) are, and details on how to contact the ISD Service Desk (email servicedesk@ucl.ac.uk). There are also a number of online resources to help you to get started. The Information Systems Division has a dedicated page for new students (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 (map ref C5). The ISD Service Desk is open from 9.30am to 5pm Monday to Friday and will be open during the enrolment weekend from 9.30am to 4pm. 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.

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

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: participation in committees, meetings with supervisors and/or the Departmental Graduate Tutor and informal feedback mechanisms.

7.2 COMMITTEE REPRESENTATION

Research Degrees Committee (RDC)
The Research Degrees Committee (RDC) is responsible for overseeing the School’s PhD programme. Academic and student representatives from each department sit on this committee, which meets at least twice (and normally 3 times) each year. Student representatives are able to raise issues affecting research students.

School Committee Representation
Student representatives sit on the Divisional Teaching Committee (DTC) and the Divisional Staff Student Liaison Committee (DSSCC). Further information on these committees can be found here:

- DTC: ucl.ac.uk/srs/academic-manual/policy-az/teaching-committees/dtcs
- DSSCC: ucl.ac.uk/srs/academic-manual/c6/c6/staff-student-committees/policy

7.3 INFORMAL FEEDBACK MECHANISMS

Students can make informal contact about any issues which are concerning them in terms of the student experience with their Supervisor, PhD Advisor, Departmental Graduate Tutor, Deputy Departmental Graduate Tutors Head of Department 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: ucl.ac.uk/current-students/support

8.2 DEPARTMENTAL GRADUATE TUTOR

The Departmental Graduate Tutor has a specific role in terms of welfare and a responsibility to promote general student welfare by informing Supervisors, teachers, and/or students about:

- Special needs of international students, and the functions served by the UCL International Office
- Special needs of part-time students
- UCL Student Psychological Services or other appropriate pastoral support structures
- UCL Disability Service
- UCL Equal Opportunity Policy
- Resources for students in financial hardship
- Resources for careers information and advice
- The facilities offered by the UCL Union Postgraduate Association
- Resources available through the UCL Union and the University of London Union
- UCL Doctoral School

The Departmental Graduate Tutor for the School of Pharmacy is Dr Jasmina Jovanovic. Her contact details can be found in section 2 of this Handbook.

8.3 PhD ADVISOR

All PhD students are allocated a PhD Advisor when they begin their studies. This scheme allows you access to a member of staff, outside your department, who will provide pastoral care, someone who you can turn to for advice. The PhD Advisor will not be involved in the technical aspects of your work. PhD students are expected to contact their Advisor after enrolling to arrange an introductory meeting. Students and their Advisors are required to complete and submit the PhD Advisor Scheme Form to SASO within the first six months of study. After this, there are no formal requirements for students to meet with their PhD Advisors unless the need arises. However, it is recommended that you do maintain contact with your PhD Advisor and you can agree with them the best way of doing this - either by email, in person or both.
8.4 DISABILITIES 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: (ucl.ac.uk/disability/). 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: ucl.ac.uk/disability/.

8.5 ENGLISH LANGUAGE CLASSES

For students who have grown up speaking a language other than English, UCL has a Centre for English for Academic Purposes which can provide further support here: ucl.ac.uk/clie/CourseUnits/Information/EAP

8.6 REGISTERING WITH A DOCTOR

It is strongly recommended that you register with a doctor as soon as possible after you arrive in London so that you can access healthcare as quickly as possible if you become ill or injured.

The Gower Place Practice, located on UCL premises at 3 Gower Place is a National Health Service (NHS) practice providing healthcare and dental services. More information, including registration forms and the practice welcome letter, can be found on the practice website (gowerplacepractice.nhs.uk/).

The Gower Place Practice opening times are Monday – Friday from 9.00am to 5.30pm. If you do not live near UCL check the list of postcodes in the catchment area before queuing to register at the Gower Place Practice. You can also choose to register with a practice closer to where you are living if you prefer. You can find services closest to you using the National Health Service website (nhs.uk/Service-Search)

If you are an international student you may wish to refer to the International Student Support information page for further information about the health care provision available to you in the
UK, especially if you are staying for a short period of time (ucl.ac.uk/iss/before-you-arrive/health.)

The Gower Place Practice also runs a Walk-in Surgery which operates on a first-come first-served basis. You can visit them for brief consultations or recent illness: Monday – Friday from 9.30am to 10.30am and 2.30pm to 3.30pm. If you have minor illness and injuries (e.g. coughs, colds, flu, urinary infections, stitch removal, dressings, smear tests, sexual health advice, repeat contraceptive prescriptions and emergency contraception) you can attend the Nurses' Walk-in Surgery: Monday – Friday from 9.15am to 11.00am and 2.00pm to 4.00pm.

Note – when attending a University in the UK you are advised to be vaccinated against Meningitis C.

8.7 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: ucl.ac.uk/student-psychological-services/index_home

8.8 ACCOMMODATION

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

8.9 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: nightline.org.uk/contact-us/

8.10 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.: uclu.org/services/advice-welfare
8.11 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: uclu.org/.

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 Society 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. Web: studentcentral.london/

END OF SECTION 8
9. Careers Advice

9.1 CAREERS ADVICE AND INFORMATION

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

9.2 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: ucl.ac.uk/careers/students.

9.3 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: thecareersgroup.co.uk/.
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: 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.

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 at UCL. Full and Part-time graduate students may apply; however, overseas students are not eligible for support from the Access to Learning Fund.

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.

END OF SECTION 10
11. Appeals and Complaints

11.1 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: uclu.org/guide-to-student-complaints-procedure

11.2 STUDENT GRIEVANCE PROCEDURE (APPEALS)

UCL has a grievance procedure for dealing with students wishing to make representations about their degree result. The first stage of this process is for students to submit a School level Appeal to the Associate Director for Education. If the matter cannot be resolved informally at School level then the student has the right to submit a grievance centrally via the UCL Student Grievance policy. Please note that complaints cannot be made on academic grounds alone.

School Appeals Process: ucl.ac.uk/pharmacy/current-students/student-information/appeal-proced
UCL Grievance Procedure at: ucl.ac.uk/academic-manual/part-5/student-grievance-procedure

11.3 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: oiahe.org.uk

END OF SECTION 11
12. Health and Safety

12.1 QUICK-REFERENCE SAFETY INFORMATION

The people listed below should be contacted in case of emergencies [e.g. chemical spills, first aid]. They may also be contacted for general enquiries on safety-related matters.

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adrian Rodgers</td>
<td>5882</td>
</tr>
<tr>
<td>Kate Keen</td>
<td>5919</td>
</tr>
<tr>
<td>David Gathercole</td>
<td>5848</td>
</tr>
<tr>
<td>Colin James</td>
<td>5881</td>
</tr>
<tr>
<td>Isabel Goncalves</td>
<td>5836</td>
</tr>
<tr>
<td>Satinder Sembi</td>
<td>5836</td>
</tr>
<tr>
<td>Rebekah Nichols</td>
<td>5850</td>
</tr>
<tr>
<td>Cory Beckwith</td>
<td>5893</td>
</tr>
</tbody>
</table>

FOR FURTHER INFORMATION, CODES OF PRACTICE AND RISK ASSESSMENT FORMS GO TO: safety.pharmacy.ac.uk/safetyforms.htm and access the School Safety Page

IF THERE IS A FIRE OR OTHER EMERGENCY

IF YOU DISCOVER A FIRE:
- Raise the alarm: Shout FIRE!!
- If nobody in authority has heard you: Get to a safe place and report the fire to the Porters Lodge by dialling 0, or 5826, or 5800 on an internal phone OR go directly to the Porters Lodge OR press a fire alarm button.
- Follow the emergency evacuation procedure.
- Report to the Fire Officer or a member of staff.

IF WE NEED TO EVACUATE THE BUILDING:
- You will hear a loud continuous ‘beep’ sound.
- Leave the building following the nearest escape route
  - If you are in a class, stay with the supervisor who will lead you out.
  - If you are alone, follow the green fire exit signs to the outside - make a mental note of the exit routes as you work in different parts of the building so that you are prepared.
  - Walk quickly, don’t run.
  - Don’t use the lifts (if you are in a lift, it will stop and lock open at the next floor. Exit and walk).
o Don’t stop to take anything with you.
• Assemble in the park, opposite building.
  o Keep well away from the building.
  o Do not stand on the pavements or in the road.
  o Stay in your class group and report to the supervisor or other member of staff.
• Don’t go back into the building until you are told it is safe.
• Don’t leave your class group unless the supervisor or other member of staff has agreed to it.

**IF YOU NEED ANY EMERGENCY HELP AT ANY TIME:**
GO TO THE PORTERS LODGE IN THE MAIN ENTRANCE HALL OR CALL THEM FROM ANY INTERNAL PHONE BY DIALLING: 0, 5826 or 5800

**School Safety Officer**

Mr Adrian Rodgers  
Room: B54  
Tel: 020 7753 5882  
Fax: 020 7753 5903  
E-mail: adrian.rodgers@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

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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 certificate, will be invited to UCL’s Graduation Ceremony. 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: ucl.ac.uk/graduation/

13.2 DATES OF GRADUATION CEREMONIES

UCL's Graduation Ceremonies take place in September every year. Postgraduate students are normally invited to the ceremony in the year after they complete their award. All eligible students will be contacted via post and email to notify them when the application process opens. Please ensure your contact details are kept updated in PORTICO.

END OF SECTION 13