

Quality Review Framework Annex 6.6.1:

Standard UCL Text for Core Programme Information

How to use this policy:

- The Core Programme Information should be provided to all current UCL Undergraduate and Taught Postgraduate students (including MRes students).
- The Core Programme Information should be included in a single location, available to current students, via handbooks, Moodle pages or online websites/intranets.
- The Core Programme Information represents the minimum information that should be provided to all students. As such, programmes are encouraged to add local information where appropriate.
- Programmes are free to change the formatting, numbering and order of items, but, where marked **Centrally Provided**, the text itself must be included in its current form. However, departments may change specific terminology to reflect local practice (e.g., 'Programme Director' for 'Programme Leader').
- If the Core Programme Information is printed in hard copy, be advised that [hyperlinks](#) should be converted to URL form.
- Additional notes and instructions can be found in the main text *in red italics* and should not be reproduced for students.

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1 Introduction to the department and parent faculty

1.1 Introduction to the department and its history

Department to add details.

1.2 Explanation of the relationship between department and faculty

Department to add details.

1.3 Key staff members within the department and faculty

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

2 Departmental staff related to the programme

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

Department to add details.

3 Key dates

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

3.1.1 UCL Term Dates: 2016/17

First Term	26 September 2016 – 16 December 2016
Second Term	09 January 2017 – 24 March 2017
Third Term	24 April 2017 – 09 June 2017

For those departments that operate them, Reading Weeks are the weeks beginning Monday 7 November 2016 (Week 7), and Monday 13 February 2017 (Week 6).

Christmas College Closure	Close 5.30pm Friday 23 December 2016
	Open 9.00am Tuesday 3 January 2017
Easter College Closure	Close 5.30pm Wednesday 12 April 2017
	Open 9.00am Thursday 20 April 2017
Bank Holidays	Closed - Monday 01 May 2017
	Closed - Monday 29 May 2017
	Closed - Monday 28 August 2017

Further information:

- [Term dates 2016-17](#)

Add local term dates if applicable. For term date exceptions see [Term dates 2016-17](#) e.g. Medical School, Institute of Education, School of Pharmacy.

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

3.1.2 UCL Examination Periods 2016-17

Examination Period: 27 April 2017 – 09 June 2017

Add local exam periods, submission deadlines, events etc.

3.2 Department- and faculty-level events and key dates

Department to add details.

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

UCL will communicate with students via:

- [UCL student email](#) – Students should check their UCL email regularly.
- [UCL Moodle](#) – UCL's online learning space, used by module organisers, programme leaders, departments and faculties to provide essential information in addition to learning resources.
- [myUCL](#) – A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.
- [UCL Instagram](#) – UCL's official Instagram channel, featuring news, events, competitions and images from across the UCL community.
- [@ucl Twitter channel](#) – Sharing highlights of life at UCL from across UCL's diverse community.

Add department-specific information where applicable.

4 Programme structure

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

Department to add details.

5 Advice on choosing module options and electives

5.1 Choosing modules (Centrally Provided)

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

Choosing Modules

Modules are the individual units of study which lead to the award of credit. Many programmes offer students the opportunity to choose between different modules that they are interested in. However some new students will find they do not need to make selections as all their modules are compulsory. If students need to choose modules, their department will advise them of how and when to do this, usually during departmental introductions. There may be a deadline by which students should make their choices, so students should keep an eye out for information from their department.

If the programme includes Affiliate students:

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

If the programme includes Modular/Flexible Taught Postgraduate students:

Modular/Flexible Taught Postgraduate students may be unable to pay their fees until they have chosen their modules. Students should check with the UCL Student Fees Team if they are unsure about this by emailing fees@ucl.ac.uk or calling +44 (0)207 679 4125.

Further information:

- [Selecting Modules](#)

5.2 Contact details for staff who can give advice

Department to add details.

5.3 Deadlines for choosing modules, and how a student will know if they have secured a place

Department to add details.

5.4 The above information should also cater to Affiliate students

Department to add details.

6 Progression and award requirements

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

Department to add details.

6.2 Modern Foreign Language requirement (Centrally Provided)

Honours Degree students only (except top-up degrees).

Modern Foreign Language Requirements

UCL is committed to Modern Foreign Language education and requires all UK Honours Degree students to enter UCL with, or have developed by graduation, a basic level of language competence. Students who fail to satisfy the requirement by the end of their programme will not be eligible for the award of an Honours Degree. Students should speak to their personal tutor or programme leader in the first instance if they have any questions about the requirement.

Further information:

- [Modern Foreign Language Requirements](#)
-

7 Our expectations of students

7.1 Hours of study (Central and Local)

Department to add hours per week (or per module) and term times for full time, part time, flexible, UG or PGT etc. e.g. full time UG = 40 hours per week during term time.

Departments may also wish to add default hours of operation, i.e. Mon – Fri 9 am – 6 pm, and/or include a note on Wed pm for UG.

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

Department to add any further detail on types of learning.

7.2 Personal study time

Department to add details.

7.3 Attendance requirements and penalties for poor attendance (Centrally Provided)

Attendance Requirements

UCL expects students to aim for 100% attendance, and has a minimum attendance requirement of 70% of scheduled learning, teaching and assessment activities. If a student does not meet this requirement they may be barred from summative assessment.

Departments may stipulate a higher percentage and additional requirements where appropriate.

Further information:

- [Attendance Requirements](#)
- [Barring Students from Assessment](#)

Tier 4 students: Absence from teaching and learning activities

In line with UCL's obligations under UK immigration laws, students who hold a Tier 4 visa must obtain authorisation for any absence from teaching or assessment activities.

Further information:

- [Authorised Absence](#)
- [UCL Visa and Immigration pages](#)

Absence from assessment

Any student who is absent from an assessment must obtain authorisation for the absence by submitting a request for Extenuating Circumstances.

Further information:

- [Extenuating Circumstances](#)
-

7.4 UCL disciplinary policies and expected behaviour (Centrally Provided)

7.4.1 Student Code of Conduct

UCL enjoys a reputation as a world-class university. It was founded on the basis of equal opportunity, being the first English university to admit students irrespective of their faith and cultural background and the first to admit women. UCL expects its members to conduct themselves at all times in a manner that does not bring UCL into disrepute. Students should ensure they read and familiarise themselves with UCL's Student Code of Conduct and be aware that any inappropriate behaviour may lead to actions under UCL's Student Disciplinary Procedures.

Further information:

- [UCL Student Code of Conduct](#)
 - [Student Disciplinary Code and Procedure](#)
-

8 Tutorials and supervision

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

Academic and Personal Tutoring

UCL is committed to providing all students with the academic guidance and personal support that they need to flourish as members of our active learning and research community. As part of the wider support infrastructure provided by a programme, every undergraduate or taught postgraduate student will be assigned a member of staff who can provide constructive academic and personal development guidance and support. At the start of the year, students will be provided with the name and identity of their personal tutor, the date of their first meeting, and where and when the personal tutor can be found in term time. Students are encouraged to be proactive in engaging with their Personal Tutor, as it is the responsibility of the student to keep in touch.

Add local information about personal and academic tutoring.

Further information:

- [Personal Tutors](#)

8.2 Departmental pastoral tutoring

Department to add details.

8.3 How dissertation supervision operates and the expectations of both the supervisor and student

Department to add details.

8.4 Transition Mentors (Centrally Provided) *(first-year UG only)*

Transition Mentors

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

Further information:

- [UCL Transition website](#)
-

9 Projects, placements and study abroad (if applicable)

9.1 Finding projects

Department to add details if the programme includes projects.

9.2 Information on placements

Department to add details if the programme includes placements.

9.3 Information on study abroad options

Department to add details if the programme includes study abroad.

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

Department to add details if the programme includes study abroad.

For Study Abroad Years see the UCL Academic Manual, Chapter 4, Section 4 Progression and Award Requirements; Section 9 Classification and, if applicable, Chapter 8 Derogations and Variations for further details.

9.5 Information on summer internships

Department to add details if the programme includes summer internships.

10 Professional accreditation (if applicable)

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

Department to add details if the programme includes professional accreditation.

11 Academic partnerships (if applicable)

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

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

12 Information on assessment

12.1 How will students be assessed?

Department to add details.

12.2 What are the marking criteria and learning outcomes?

Department to add details.

12.3 What marking scale is in use on the programme?

Department to add details.

12.4 How will marks be combined to reach a classification?

Department to add details.

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

Department to add details.

12.6 UCL Standard turnaround time for feedback (Centrally Provided)

UCL Feedback Turnaround Policy

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

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

Further information:

- [UCL Feedback Turnaround Policy](#)

12.7 For written examinations, a link to the UCL Examination Guide for Candidates on the Examinations and Awards website (Centrally Provided)

Examinations

Students must ensure that they are aware of the regulations governing written examinations detailed in the *UCL Examination Guide for Candidates* on the [Examinations and Awards website](#). Students should pay

particular attention to the regulations around examination irregularities. Students who are suspected of any form of cheating or of breaching the Examination Regulations will be investigated under UCL's Examination Irregularities and Plagiarism procedures.

Intercollegiate Exams *(If applicable)*

UCL students taking examinations at other colleges as part of the University of London's Intercollegiate Scheme must abide by the regulations of the college they are attending. Similarly, students from other colleges taking examinations at UCL are subject to UCL's regulations for examinations.

Further information:

- [Examinations and Awards website](#)
- [Examination Regulations](#)
- [Examination Irregularities and Plagiarism procedures](#)

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

Department to add details.

12.9 Information about penalties for late submissions (Centrally Provided)

Late Submission Penalties

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

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

Departments may want to include local information regarding Extenuating Circumstances.

Further information:

- [Late Submission Penalties](#)
- [Extenuating Circumstances](#)

12.10 Information about absence from assessment (Centrally Provided)

Absence from Assessment

Any student who is absent from an assessment will receive a mark of zero unless they obtain authorisation for the absence and formally defer their assessment to a later date by submitting a request for [Extenuating Circumstances](#). Absences from assessment need to meet the criteria for Extenuating Circumstances and be supported by appropriate evidence. If Extenuating Circumstances are not approved, the mark of zero will stand.

In line with UCL's obligations for students studying under a visa, Tier 4 students must also obtain authorisation for any absence from teaching or assessment activities under the Authorised Absence procedures.

Further information:

- [Extenuating Circumstances](#)
- [Authorised Absence Policy](#)

12.11 Information about word counts and penalties (Centrally Provided)

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

Word Counts

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

Further information:

- [Word Counts](#)

12.12 Information about the consequences of failure (Centrally Provided – except where derogations are in place)

Programmes with variations and derogations will need to draft their own consequences of failure section.

Reassessment

The Programme Scheme of Award describes the modules which students must complete and pass in order to achieve their degree. Where a student fails to meet these requirements at the first attempt, and there are no [Extenuating Circumstances](#) material to that failure, they may be reassessed on one more occasion only, unless they have been awarded a degree, are eligible for the award of a degree, or have been excluded from UCL on the grounds of academic insufficiency or as a result of misconduct. Students who have passed a module are not permitted to resit or repeat that module.

Failure of a Year Abroad (*where applicable*)

Where a student fails a Year Abroad, either owing to interruption, non-engagement or failure to achieve the pass mark, there is no opportunity for reassessment of the Year Abroad and the student must transfer to an equivalent degree where there is no Year Abroad requirement.

Timing of Reassessment

Reassessment must be made at the next scheduled occasion, which may be almost immediately, in the late summer period or in the next academic session, depending on the programme structure and the student's circumstances.

Add local details of the scheduled resit periods in place on the programme or module, including pilots for Late Summer Resits if known.

Year Abroad Students (*where applicable*)

Students who are on a Year Abroad at the time of the next scheduled occasion will be re-examined during the late assessment period in the summer following their Year Abroad.

MRes Taught Modules (*where applicable*)

MRes students who are enrolled on an integrated MRes/Doctoral programme will normally be offered reassessment of any taught elements before or in August of the same year to allow them to progress on time.

Masters/ MRes Dissertation/ Research Project *(PGT only)*

The Programme Board of Examiners will determine whether the student should either:

- a) Resubmit the dissertation in the same academic session, or
- b) Interrupt and re-register in the following academic session in order to resubmit at the end of the first term and be considered for the award of a degree in January, or
- c) Interrupt and re-register in the following academic session in order to resubmit at the next scheduled occasion and be considered for the award of a degree at the end of that academic session.

Where a student must be reassessed in a significant proportion of the taught modules, and this might affect performance in the dissertation or research project, the Programme Board of Examiners may recommend that the student undertakes the reassessment for the taught modules in the current academic session, and re-registers in the following academic session in order to resubmit their dissertation.

Resit Marks

Students will receive the higher of the marks achieved at the first or second attempt, whether for the original module or a substitute module. Marks will be included in the classification calculation for the year in which the module was originally taken.

For eligible undergraduate students:

If the mark obtained at reassessment is in the referral band, students may be offered referred assessment provided they satisfy all other requirements.

Format of Reassessment

Students will normally only be reassessed in those module components which they have failed.

(Unless the regulations for their programme require reassessment of all components – in which case add local reassessment policy.)

Substitution of Failed Module(s)

Subject to faculty approval, modules up to the value of 30 credits (one course unit) across the whole programme may be substituted for modules that have been failed. Students will be required to attend all teaching and undertake all assessment for the new module, but the assessment for the new module will be treated as a second attempt. All applications for the substitution of new modules must be made by the faculty to [UCL Assessment & Student Records](#).

Further information:

- [Reassessment](#)

Referred Assessment *(where applicable)*

On a limited number of undergraduate modules, students who achieve a mark of 35 to 39 (or 30 to 39 in the Faculty of Mathematical and Physical Sciences) may be eligible for Referred Assessment. Eligible students will be asked to undertake an additional assessment in the summer and, if they are successful, the mark for that module will be capped at 40 and the student will be permitted to progress to the next year of the programme. Students in their final year, including those registered on Integrated BSc programmes, are not eligible for referred assessment.

Further information:

- [Undergraduate Referrals](#)

12.13 Information about accepted referencing methods on the programme

Department to add details.

12.14 Information about academic integrity (plagiarism) in the discipline

Department to add details.

12.15 Information about UCL's examination irregularities and plagiarism procedures (Centrally Provided)

Examination Irregularities and Plagiarism

UCL students are expected to be aware of and adhere to UCL's referencing and examination requirements as a condition of their enrolment:

- **For examinations**, the *UCL Examination Guide for Candidates* is published annually on the Examinations and Awards website. All candidates for written examinations must ensure they are familiar with the requirements for conduct in examinations set out in this guide.
- **For coursework submissions**, students must ensure that they are familiar with the UCL Library Guide to References, Citations and Avoiding Plagiarism which provides detailed guidance about UCL's referencing and citation requirements. Students should also ensure that they are familiar with the specific referencing requirements of their discipline.

UCL will use plagiarism detection software to scan coursework for evidence of plagiarism against billions of sources worldwide (websites, journals etc. as well as work previously submitted to UCL and other universities). Most departments will require students to submit work electronically via these systems and ask students to declare that submissions are the work of the student alone.

Any student suspected of examination misconduct, plagiarism, self-plagiarism, collusion, falsification or any other form of academic misconduct which is likely to give an unfair advantage to the candidate and/or affect the security of assessment and/ or compromise the academic integrity of UCL will be investigated under the Examination Irregularities and Plagiarism procedures. If misconduct is found, students are likely to be failed for that assignment and/ or module. Serious or repeated offences may lead to failure of the whole year, suspension or even expulsion. A breach of copyright or intellectual property laws may also lead to legal action.

Further information:

- [UCL Examination Guide for Candidates](#)
- [Library Guide to References, Citations and Avoiding Plagiarism](#)
- [Examination Irregularities and Plagiarism procedures](#)
- Students can also seek advice from the [UCLU Rights & Advice Centre](#)

Add local policy if necessary.

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

Department to add details.

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

Marking, Second-Marking and Moderation

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

Add local policy if desired.

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

External Examining at UCL

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

Each External Examiner submits an annual report. Faculties and departments are required to reflect on any recommendations and address any issues raised in a formal response. The report and response are discussed with Student Reps at the Staff-Student Consultative Committee, and are scrutinised by faculty, department and institution-level committees. Students can access their External Examiner's report and departmental response via their Portico account or by contacting their Departmental Administrator in the first instance or Student and Registry Services directly at examiners@ucl.ac.uk.

13 Extenuating Circumstances and Reasonable Adjustments

13.1 Information about Reasonable Adjustments (Centrally Provided)

Departments to add details of local policies and procedures regarding Reasonable Adjustments and Extenuating Circumstances, including procedures and deadlines for requesting Reasonable Adjustments and local protocol for deferring assessment.

Reasonable Adjustments

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

Further information:

- [Reasonable Adjustments](#)
- [Student Disability Services](#)

13.2 Information about Special Examination Arrangements (Centrally Provided)

Special Examination Arrangements

Special Examination Arrangements (SEAs) are adjustments to central or departmental written examinations which can be made as a Reasonable Adjustment for students with a disability or longer-term condition or as a form of mitigation for students with shorter-term medical Extenuating Circumstances. This may include, but is not limited to extra time, a separate room, rest breaks and specialist equipment. Students must make an application to use the special examination facilities.

Further information:

- [Special Examination Arrangements](#) – guidance and forms
- [Special Examination Arrangements](#) – regulations
- [Student Disability Services](#)
- [Reasonable Adjustments regulations](#)

13.3 Information about when, where and how to submit a claim for Extenuating Circumstances (Centrally Provided)

Illness and other Extenuating Circumstances

UCL recognises that some students can experience serious difficulties and personal problems which affect their ability to complete an assessment such as a sudden, serious illness or the death of a close relative. Students need to make sure that they notify UCL of any circumstances which are **unexpected, significantly disruptive and beyond their control**, and which might have a significant impact on their performance at assessment. UCL can then put in place alternative arrangements, such as an extension or a deferral of assessment to a later date.

Longer-term conditions

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

- [Reasonable Adjustments](#)
- [Special Examination Arrangements](#)
- [Student Disability Services](#)
- [Student Psychological Services](#)
- [Student Support and Wellbeing](#)
- [Support to Study Policy](#)
- [UCL Student Mental Health Policy](#)

Further information:

- [Extenuating Circumstances Regulations](#)
- [Grounds for Extenuating Circumstances](#)
- [Extenuating Circumstances Form](#)

13.4 Information on fitness to study (Centrally Provided)

Support to Study Policy and Fitness to Study Procedure

Students with physical or mental health concerns are encouraged to make contact with the available support services as early as possible so that UCL can put in place reasonable adjustments to support them throughout their studies. However there may be occasions when a student's physical or mental health, wellbeing or behaviour is having a detrimental effect on their ability to meet the requirements of their programme, or is impacting on the wellbeing, rights, safety and security of other students and staff. In such cases UCL may need to take action under the Fitness to Study Procedure.

Further Information:

- [Support to Study Policy](#)
- [Fitness to Study Procedure](#)
- [Student Disability Services](#)
- [Student Psychological Services](#)
- [Student Support and Wellbeing](#)
- [Learning Agreements, Barring, Suspensions and Terminations of Study](#)
- [Student Disciplinary Code and Procedures](#)
- [UCL Student Mental Health Policy](#)

13.5 Information on local fitness to study or practise policies (if applicable)

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

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

Department to add details.

14 Changes to Registration Status

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

Changes to Registration

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

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

14.1.1 Changing modules

If a student wishes to make changes to their individual modules, an application must be made by the Departmental Tutor to the Examinations Office, via the Faculty Office. The deadline for changes to modules during the session is **27 January** each year. Any student wishing to make a change after this date must be referred to the relevant Faculty Tutor.

Further information:

- [Change of Course Unit/ Module Selection](#)
- [Changes to Registration Status](#)

14.1.2 Changing programme

If a student wishes to transfer from one UCL degree programme to another, they must make a formal application. The deadline for change of degree programme during the academic session is **31 October** each year. Students should log in to their Portico account and complete the online application under the 'C2RS Home' menu. Students are strongly advised to discuss their plan with the departments involved before requesting a change of programme on Portico.

Further information:

- [Programme Transfers](#)
- [Changes to Registration Status](#)

14.1.3 Interruption of studies

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

Further information:

- [Interruption of Study](#)
- [Changes to Registration Status](#)

14.1.4 Withdrawing from a programme

If a student wishes to leave their degree programme prior to completing their final examinations they must apply for a formal withdrawal from their studies. Once withdrawn, the student cannot return to the programme at a later date. Applications must be made in advance of the effective date of change. Students should log in to their Portico account and complete the online application under the 'C2RS Home' menu.

Further information:

- [Changes to Registration Status](#)

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

Department to add details.

15 Student support and wellbeing

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

UCL Student Support and Wellbeing

UCL is committed to the wellbeing and safety of its students and tries to give assistance wherever possible to ensure that studying at UCL is a fulfilling, healthy and enjoyable experience. There is a wide range of support services for student - the [Current Students Support](#) website provides more information. Students should be aware that, while there are many services on offer, it is their responsibility to seek out support and they need to be proactive in engaging with the available services.

15.1.1 The Student Centre

The Student Centre provides front-line administrative services to UCL students and is an excellent source of information about the services provided by Student Support and Wellbeing. They can also provide advice about a range of Student Records enquiries and fulfil requests for proof of student status.

Further information:

- [Student Centre website](#)

15.1.2 Student Disability Services

Student Disability Services provide a comprehensive range of support services for students who have a disability which impacts upon their studies at UCL. They support students with physical and sensory impairments, specific learning difficulties, autistic spectrum disorders, mental health difficulties, and long-term health conditions. As well as arranging for adjustments to learning environments, the team loan out specialist equipment and provide one-to-one tutoring and support for students with specific learning difficulties.

Further information:

- [Student Disability Services](#)

15.1.3 Student Psychological Services

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

Further information:

- [Student Psychological Services](#)

15.1.4 International Student Support and Welfare

The International Student Support and Welfare Team provide specialist support and advice for all non-UK students at UCL. As well as immigration information, they help to support students through the transition to university in the UK by organising the International Student Orientation Programme (ISOP) at the start of each term, and arranging regular workshops for international students which tackle particular issues.

Further information:

- [International Student Support and Welfare](#)

15.1.5 Study Abroad Support *(if applicable)*

The Study Abroad Team provide administrative and welfare support to all undergraduate students undertaking a period abroad as part of their studies, working with colleagues across academic departments in order to advise and guide students from application through to their return to studies at UCL.

Further information:

- [Study Abroad website](#)

15.1.6 Accommodation

UCL Residences provides a range of accommodation options including three Halls of Residence, self-catered student houses and intercollegiate halls shared with other colleges of the University of London. Each Hall has a Warden and Vice-Warden to support students and foster a positive environment within the accommodation.

Further information:

- [Wardens and Vice Wardens at UCL Residences](#)

15.1.7 Financial support

At UCL we understand students can face a range of financial issues. We aim to help and advise students as much as possible, so that they have more control over their own financial situation. The Student Funding Team offer online information and one-to-one support through appointments as well as a drop-in service. Students with a more complex or sensitive circumstances can make an appointment with the Student Funding Welfare Adviser.

Further information:

- [UCL Financial Support](#)

15.1.8 Student of Concern

There are many sources of support for students who are having difficulties, but sometimes it is hard to know how to help a student who appears to be struggling, particularly if they seem unwilling or unable to seek the help they need. Anyone concerned about the behaviour of a student, who believes the problem may be related to health and wellbeing issues, is encouraged to complete the online [UCL Student of Concern Form](#). Depending on the concerns raised, Student and Registry Service may respond by offering support or advice to the student or the person who submitted the form, liaise with support services or, if necessary, work with the relevant authorities to ensure the student is safe.

Further information:

- [Student of Concern](#)

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

15.2.1 Registering with a Doctor

Students are strongly encouraged to register with a doctor as soon as possible after they arrive in London so that they can access healthcare as quickly as possible if they become ill or injured. When attending a university in the UK students are also advised to be vaccinated against Meningitis C.

The Ridgmount Practice is a National Health Service (NHS) practice providing healthcare and dental services for students living within its catchment area (i.e. near the main UCL campus). Students can also choose to register with a practice closer to where they live if they prefer. The Ridgmount Practice also runs a Walk-in Surgery which any UCL student can attend, even if they are not registered with the practice.

Further information:

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

15.2.2 Out-of-hours support and information helpline

UCL works in partnership with Care First to provide an out-of-hours support and information helpline. The helpline is free of charge and includes access to information specialists who are trained by Citizens Advice and to professionally-qualified and BACP-accredited counsellors who can help students with a range of emotional and psychological difficulties.

Further information:

- [Care First](#)

15.2.3 Crisis support - immediate help

If a student is in crisis there are a range of UCL and external sources of help such as Nightline, Ridgmount Medical Practice, Hall Wardens, Student Psychological Services and the Samaritans.

Further information:

- [Crisis Support – immediate help](#)

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

Equality and Diversity

UCL fosters a positive cultural climate where all staff and students can flourish, where no-one will feel compelled to conceal or play down elements of their identity for fear of stigma. UCL is a place where people can be authentic and their unique perspective, experiences and skills seen as a valuable asset to the institution. The Equalities and Diversity website brings together a range of information on issues relating to race, gender, religion and belief, sexual orientation, and disability amongst other equalities initiatives at UCL.

Departmental Equal Opportunity Liaison Officers

Departmental Equal Opportunity Liaison Officers (DEOLOs) provide support and assistance for students and staff about issues relating to equalities and diversity.

Departments to add contact details for DEOLOs and any local information.

Further information:

- [Equalities and Diversity](#)
- [Support for Pregnant Students](#)
- [Support for Students who are Parents](#)
- [Religion and Belief Equality Policy for Students](#)
- [UCL LGBT Student Support Pages](#)
- [UCL Chaplain and Inter-Faith Adviser](#)
- [DEOLOs \(Departmental Equal Opportunity Liaison Officers\)](#)

15.4 Information about UCL's Zero Tolerance policy on harassment and bullying (Centrally Provided)

15.4.1 Harassment and bullying

Every student and member of staff has a right to work and study in a harmonious environment. UCL will not tolerate harassment or bullying of one member of its community by another or others and promotes an environment in which harassment and bullying are known to be unacceptable and where individuals have the confidence to raise concerns in the knowledge that they will be dealt with appropriately and fairly.

Further information:

- [UCL Policy on Harassment and Bullying](#)
- [UCLU Rights & Advice Centre](#)

15.4.2 Sexual harassment

It is unacceptable for any person at UCL, whether staff or student, to be subjected to any unwanted and persistent behaviour of a sexual nature. UCL is working with UCLU to implement a two-year action plan to tackle issues of sexual harassment and make sure that staff and students have access to relevant training. Any UCL student experiencing sexual harassment may access confidential support from a range of sources including their personal tutor or any other member of staff in their department or faculty who they trust, their Hall Warden, a UCLU student officer, the trained staff in the [UCLU Rights & Advice Centre](#), or the [UCL Student Mediator](#).

Further information:

- [UCLU Zero Tolerance to Sexual Harassment](#)

15.4.3 Support for students who have been affected by sexual violence

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

Further information:

- [Support for Students Who Have Been Affected by Sexual Violence](#)
-

16 Learning resources and key facilities

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

UCL Library and Learning Resources

16.1.1 UCL Library Services

UCL has 19 libraries and a mixture of quiet study spaces, bookable study rooms and group work areas. Each library has staff that students can ask for help. The UCL Library Services page has information for students about using the library, services available, electronic resources and training and support.

Further information:

- [Library information for students](#)

16.1.2 UCL Information Services Division (ISD)

The UCL Information Services Division (ISD), the primary provider of IT services to UCL, offers IT learning opportunities for students and staff in the form of 'How to' guides which provide step-by-step guidance to all of ISD's key services, including email and calendar services, user IDs and passwords, print, copy and scanning, wifi and networks. There are also opportunities for [digital skills development](#) through face-to-face training in areas such as data analysis, programming, desktop applications and more, along with individual support through drop-ins and via the ISD Service Desk. UCL also has a licence for [Lynda.com](#) which provides thousands of high quality video-based courses from programming to presentation skills.

[E-learning services](#) available to students include Moodle, Turnitin and Lecturecast and allow students to access online course materials or take part in online activities such as group work, discussions and assessment. Students can re-watch some lectures using the Lecturecast service and may also use interactive tools in the classroom.

ISD provides desktop computers and laptops for loan in a number of [learning spaces](#). A [map of computer workrooms](#) is available on the ISD website. Computers at UCL run a Desktop@UCL service which provides access to hundreds of software applications to support students. It is also possible to access a large range of applications remotely, from any computer, using the [Desktop@UCL Anywhere](#) service.

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

16.1.3 UCL Centre for Languages & International Education (CLIE)

The UCL Centre for Languages & International Education (CLIE) offers courses in over 17 foreign languages (including English), along with teacher training courses, across a range of academic levels to support UCL students and staff and London's wider academic and professional community. CLIE provides degree preparation courses for international students, courses satisfying UCL's Modern Foreign Language requirements and a range of UCL summer school courses. Students can also access a database of language-learning resources online through the CLIE Self-Access Centre, including film and documentary recommendations and books for self-study.

Further information:

- [CLIE website](#)
- [CLIE Self-Access Centre](#)

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

Department to add details.

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

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

Further information:

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

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

Portico

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

- Updating personal data such as addresses or contact numbers
- Completing online module registration
- Viewing information about programmes/modules
- Viewing examination timetables and results
- Pre-enrolment and re-enrolment
- Applying for graduation ceremonies

Further information:

- [Portico login](#)
- [Portico Helpdesk](#)

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

Research Student Log

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

Further information:

- [Research Student Log](#)

17 Student representation

17.1 Information on UCLU, how to run for election and how to find a representative (Centrally Provided)

University College London Union (UCLU)

UCLU is the students' union at UCL. As the student representative body, it is run by students for students. UCLU is independent of UCL and a registered charity, providing a range of services to support UCL students

and help them develop skills and interests while at UCL. UCL students are automatically members of UCLU (but can opt out), and the Union is run by seven full-time student sabbatical officers who are elected by cross-campus ballot each year and take a year out of their studies in order to work for the Union. These officers represent students on various UCL committees and campaign on the issues that matter to students.

Further information:

- [UCLU website](#)
- [Membership information](#) (including how to opt out)
- [Elections information](#) (including how to run for office)

17.2 Student societies (Centrally Provided)

Student Societies

UCL students currently run over 250 different clubs and societies through UCLU, providing a wide range of extra-curricular activities for students to get involved with during their time at UCL.

Further information:

- [UCLU Clubs & Societies](#)

Add information about department-specific societies where applicable.

17.3 Information on StARs (Centrally Provided)

Student Academic Representatives (StARs)

The principal function of UCLU is to represent the needs and interests of all UCL students at the university, regional and national level. Central to this mission are elected Student Academic Representatives (StARs).

StARs are elected to represent students' views and interests. They sit on various departmental, faculty and University level committees and act as the voice of students, ensuring that UCL takes the needs of students into account in its decision-making. StARs also liaise with UCLU and UCL staff to resolve issues.

Being a StAR is an opportunity not to be missed. Participants can gain a StARs certificate and, if applicable, Higher Education Achievement Report (HEAR) accreditation in recognition of their contribution to students and UCL. StARs receive training for their role and additional skill building sessions such as public speaking, assertiveness and negotiation. They work on real issues and make changes to teaching, assessment and local facilities.

Further information:

- [StARs website](#)
- [Find your StAR](#)
- [Become a StAR](#)

17.4 Role of the Staff-Student Consultative Committee (Centrally Provided)

Staff-Student Consultative Committee

Every department at UCL has a Staff-Student Consultative Committee (SSCC) that meets at least twice a year. The SSCC provides a forum for discussion between staff and student representatives (StARs). This is an important opportunity for students to give feedback on their learning experience and is central to maintaining and improving the quality of education at UCL.

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

Department to add.

17.6 UCLU Rights & Advice Centre (Centrally Provided)

UCLU Rights & Advice Centre

The UCLU Rights & Advice Centre is a service available to UCL students to help with any difficulties that might occur while at UCL. The Rights & Advice Centre's trained and experienced caseworkers can give advice about:

- **Immigration** - including applying for a Tier 4 visa
- **Academic issues** - including examination irregularities and student complaints
- **Housing** - including contract checking and housemate disputes
- **Employment** - including unpaid wages and part time employment contracts
- Many other legal and university matters

Students can make an appointment or attend a drop-in session for free, confidential and independent advice and support.

Further information:

- [UCLU Rights & Advice Centre](#)

17.7 Informal and Formal Student Complaints (Centrally Provided)

Student Complaints

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

Informal resolution

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

Formal complaints

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

Further information:

- [Student Complaints Procedure](#)
 - [UCL Student Mediator](#)
 - [UCLU Rights & Advice Centre](#)
-

18 Student feedback

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

Student Feedback

UCL's goal is to put students' feedback, insights and contributions at the heart of our decision-making. We value students' feedback and work with students as partners in the process of shaping education at UCL. In recent years, as a direct result of student feedback, we extended library opening hours, opened new study spaces and scrapped graduation ticket fees for students.

18.2 Student surveys and how UCL uses the results, including information about the NSS, PTES and Student Barometer (Centrally Provided)

Student Surveys

One of the principal ways in which UCL gathers and responds to student feedback is via online student experience surveys such as the National Student Survey, The Postgraduate Taught Experience Survey and the Student Barometer. Whether it's about teaching, accommodation, or facilities, surveys are a chance for students to have their say about what works and what needs improving, to help us make sure that UCL is as good as it can be for current and future students. Each survey usually takes just a few minutes to complete, all responses are anonymous and some include a generous prize draw. Every piece of feedback is read and the results of each survey are then shared with staff right across UCL – including President & Provost Michael Arthur.

Further information:

- [UCL Student Surveys](#)

18.3 Student Evaluation Questionnaires – when they occur and why they are important (Central and Local)

Student Evaluation Questionnaires

Departments also run Student Evaluation Questionnaires on individual modules throughout the year. This gives students the opportunity to feedback about the teaching on their specific modules, helping departments to continuously improve learning, teaching and assessment. Feedback from SEQs feeds into the Annual Student Experience Review process.

Add local information about when SEQs take place and how students can find out more information

18.4 The ASER process and how student representatives are involved (Centrally Provided)

The Annual Student Experience Review (ASER)

UCL's Annual Student Experience Review (ASER) process requires all departments to undertake an annual self-evaluation and produce a development plan for how they plan to improve in the coming year. The self-evaluation involves looking at student feedback from surveys and student evaluation questionnaires as well as other data about student performance and academic standards, such as the feedback provided by the External Examiner, which helps departments to understand what is working well and what might need improving. Student Academic Representatives (StARs) are active participants in the evaluation process and creation of the development plan through discussions at departmental and faculty committees, giving students an important role in identifying and planning improvements within their department. Students can view the completed reports and action plans on the faculty/departmental intranet.

Further information:

- [Annual Student Experience Review](#)

19 ChangeMakers

19.1 About the project, who they are and how a student can find out more or become involved (Centrally Provided)

UCL ChangeMakers

UCL ChangeMakers encourages students and staff to work in partnership with each other on educational enhancement projects to improve the experiences of students across UCL. **UCL ChangeMakers Projects** supports students and staff in running projects to improve the learning experience at UCL. Anyone with an idea, or who wants get involved, can submit a proposal for funding and support. **UCL ChangeMakers ASER facilitators** are students who work with Student Academic Representatives and staff in selected departments to formulate the departmental educational enhancement action plan.

Further information:

- [UCL ChangeMakers](#)

20 Employability and Careers

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

Department to add details of local careers information sources

20.2 Information on UCL Careers (Centrally Provided)

UCL Careers

UCL Careers provides a wide variety of careers information, one-to-one guidance and events for UCL students and recent graduates, and assists them through the entire job hunting process, including exploring options, searching for vacancies, preparing CVs and applications, practicing for interviews, aptitude tests or assessment centres, and providing access to recruitment fairs and other employment-related events. They can also advise on exploring options for further study and funding. These specialised services and events are available to graduates, international students and Master's students for up to two years following course completion.

UCL Careers also supports work-related learning, including internships and placements. UCL students who are required to complete a placement or internship as part of certain courses are supported in their search, application, and work by UCL Careers. Students can also sign up for UCL Talent Bank, a shortlisting service connecting students to small and medium sized organisations.

Further information:

- [UCL Careers](#)

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

Department to add details if applicable.

20.4 Entrepreneurship at UCL (Centrally Provided)

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

commercial potential, one-to-one sessions with business advisers, funding, competitions and incubator space to help them start or grow their business.

Further information:

- [UCL Enterprise](#)
-

21 Global Citizenship

21.1 What it is, who a student can contact or where they can go to find out more, or become involved (Centrally Provided)

UCL Global Citizenship Programme

The UCL Global Citizenship Programme is a two-week programme for UCL undergraduates and taught postgraduates offering the chance to put their studies in a global context, learn new skills and see the world differently. The Programme runs for two weeks after summer exams have finished, providing a range of opportunities to help students boost their studies, enhance their future and make an impact on the world. Participation is free and open to all UCL undergraduate and taught postgraduate students on a first come, first served basis.

Further information:

- [UCL Global Citizenship Programme](#)
-

22 Data Protection

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

How UCL uses student data

UCL uses student information for a range of purposes connected with their studies, health and safety. UCL takes the protection of student information very seriously and complies with the Data Protection Act (DPA) 1988. Information about students will only be shared within UCL when necessary. UCL may also be required by law to share information with some external agencies for a variety of purposes, such as UCLU, the Higher Education Statistics Agency and UK Visas and Immigration. After students leave UCL their data is retained in the permanent archives.

Further information:

- [UCL General Student Privacy Notice](#)
 - [UCL Confidential Information Statement](#)
 - [UCL Information Security Policies](#)
 - data-protection@ucl.ac.uk
-

23 Health, Safety and Security

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

Health, Safety and Security at UCL

UCL's overall objective is to provide and maintain a safe and healthy environment for staff, students, people who work with UCL and those who visit. Health and safety is an integral part of the way in which UCL's activities are managed and conducted. The UCL Safety Services webpage includes further information about health and safety policies and useful guidance and tools for risk assessment. The UCL Security Services webpage includes information regarding security operations, emergency contacts and tips for staying safe at UCL.

Further information:

- [UCL Health and Safety Policy](#)
- [UCL A-Z Safety Guidance](#)
- [General Fire Safety for UCL Students](#)
- [UCL Security Services](#)
- [Staying Safe at UCL](#)

23.2 Health and Safety information concerning the department

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

24 After study

24.1 Information on transcripts and how to access replacements (Centrally Provided)

Transcripts

All graduating students will receive an official transcript, detailing examinations taken and results achieved. Transcripts are issued automatically and sent to the contact address held on Portico. Additional transcripts are available via the UCL Transcript Shop.

Affiliate students

Transcripts for affiliate students are issued automatically upon the students' completion of their study at UCL and are issued to the student's home university or posted to the student's contact address.

Further information:

- [Transcripts](#)

24.2 Information about the HEAR (Centrally Provided)

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

Higher Education Achievement Report (HEAR)

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

Further information:

- [Higher Education Achievement Report](#)

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

UCL Alumni Community

The UCL Alumni Online Community is a global network of more than 200,000 former students of UCL. Alumni can take advantage of a wide range of benefits, services and discounts – on campus, across the UK and globally – including the Alumni Card, access to thousands of e-journals and library services and a free UCL-branded email service. The UCL Alumni Online Community also posts information about events and reunions happening around the world and other ways to get involved, including the UCL Connect professional development series.

Further information:

- [UCL Alumni](#)

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