Annex 9.9.1
Quality Review Framework:

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’).
- Web links are provided in two formats – Hyperlinks for online documents/ Moodle sites and URLs for printed documents. Departments should select one of the two options.
- 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 Welcome to UCL

1.1 Provost’s Welcome

Dear students

To those of you who are returning, welcome back. To those of you who are new, congratulations for choosing UCL as your university. Whatever your degree programme, your UCL education offers fantastic opportunities to stretch your intellect, expand your experience and develop your skills. And you are in London, which was this year recognised by QS as the best city in the world for students.

We want you to learn how to think, not what to think: through our Connected Curriculum you have the opportunity to take part in research and enquiry and to create new knowledge. Your programmes are informed by the work of UCL’s world-leading researchers and are designed to develop your skills of analysis and problem-solving, preparing you for your career, wherever it takes you. At UCL, we believe the best way to solve a problem is to bring together thinking from different academic disciplines. This is reflected in the UCL Grand Challenges, our joined-up approach to the world’s most pressing problems. Most of our degrees allow you to take elective modules from other disciplines within UCL and we encourage language study, to bring new perspectives to your studies.

I warmly encourage you to shape your journey at UCL. Take our university-wide surveys and make your voice heard. Become a ChangeMaker or an Academic Representative and work in partnership with academics to make your programme of study even better.

You’ll also have opportunities to learn outside your degree programme. Participate in our Global Citizenship Programme, exploring ways of addressing some of the world’s most pressing challenges in the two weeks of summer term following exams. Get involved with amazing volunteering opportunities (coordinated by the Volunteering Services Unit) and make a difference locally. Investigate opportunities for entrepreneurship through UCL Innovation and Enterprise.

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

Professor Michael Arthur
UCL President and Provost

2 Introduction to the department and parent faculty

2.1 Introduction to the department and its history

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

2.2 Explanation of the relationship between department and faculty

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

2.3 Key staff members within the department and faculty

*Department to add details, including some information about the protocol for contacting departmental/faculty staff.*
3 Departmental staff related to the programme

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

*Department to add details.*

---

4 Key dates

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

4.1.1 UCL Term Dates: 2018/19

<table>
<thead>
<tr>
<th>Term</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Term</td>
<td>Monday 24 September 2018 – Friday 14 December 2018</td>
</tr>
<tr>
<td>Second Term</td>
<td>Monday 07 January 2019 – Friday 22 March 2019</td>
</tr>
<tr>
<td>Third Term</td>
<td>Tuesday 23 April 2019 – Friday 07 June 2019</td>
</tr>
</tbody>
</table>

For those departments that operate them, Reading Weeks are the weeks beginning Monday 05 November 2018 and Monday 11 February 2019.

<table>
<thead>
<tr>
<th></th>
<th>Christmas College Closure</th>
<th>Easter College Closure</th>
<th>Bank Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close</td>
<td>Close 5.30pm Friday 21 December 2018</td>
<td>Close 5.30pm Tuesday 16 April 2019</td>
<td>Closed - Monday 06 May 2019</td>
</tr>
<tr>
<td>Open</td>
<td>Open 9.00am Wednesday 02 January 2019</td>
<td>Open 9.00am Tuesday 23 April 2019</td>
<td>Closed - Monday 27 May 2019</td>
</tr>
</tbody>
</table>

For those departments that operate them, Reading Weeks are the weeks beginning Monday 05 November 2018 and Monday 11 February 2019.

Further information:

*Department to use one of the following, depending on format:*


Add local term dates if applicable. For term date exceptions see Term Dates 2018-19 e.g. Medical School, Institute of Education, School of Pharmacy:

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

4.1.2 Module Selection and Verification Deadlines

*Departments may prefer to insert exact dates once they are published by SRS.*

Initial module selections will need to be made by the following deadlines:

<table>
<thead>
<tr>
<th></th>
<th>September Starters</th>
<th>January Starters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students select modules for the year ahead (any changes to Term 1 modules will also need to be made by this deadline)</td>
<td>October (Term 1, Week 3)</td>
<td>January (Term 2, Week 2)</td>
</tr>
<tr>
<td>Departments approve selections for the year ahead</td>
<td>October (Term 1, Week 5)</td>
<td>January (Term 2, Week 3)</td>
</tr>
</tbody>
</table>
Students verify module selections and notify the Department if they want to make any changes to their Term 2 or 3 modules.

<table>
<thead>
<tr>
<th>Department</th>
<th>Date</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>December (Term 1, Week 11)</td>
<td>Not applicable</td>
<td></td>
</tr>
</tbody>
</table>

Departments approve any changes to Term 2 or 3 modules.

<table>
<thead>
<tr>
<th>Department</th>
<th>Date</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>December (Term 1, Week 12)</td>
<td>Not applicable</td>
<td></td>
</tr>
</tbody>
</table>

Exact deadlines will be published each year in the Student and Registry Services calendar and in the ‘Module Selection Task’ on Portico.

It is very important that module selections are verified by the above dates as the examination timetable will be based on the information recorded on Portico at this point.

4.1.3 UCL Examination Periods 2018-19

Examination Period: 25 April to 7 June 2019
Late Summer Assessment Period: *Department to update once dates are published by SRS.*

Add local exam periods, submission deadlines, events etc.

4.2 Department- and faculty-level events and key dates

*Department to add details.*

4.3 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.
  Hyperlink: [UCL student email](http://www.ucl.ac.uk/isd/services/email-calendar)
  Print URL: http://www.ucl.ac.uk/isd/services/email-calendar

- **UCL Moodle** – UCL’s online learning space, used by module organisers, programme leaders, departments and faculties to provide essential information in addition to learning resources.
  Hyperlink: [UCL Moodle](https://moodle.ucl.ac.uk/)
  Print URL: https://moodle.ucl.ac.uk/

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

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

- **@ucl Twitter channel** – Sharing highlights of life at UCL from across UCL’s diverse community.
  Hyperlink: [@ucl Twitter channel](https://twitter.com/ucl)
  Print URL: https://twitter.com/ucl

Add department-specific information where applicable.
5 Hours of Study

5.1 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.*

5.2 Personal study time

*Department to add details.*

5.3 Attendance requirements (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:**

*Department to use one of the following, depending on format:*

- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-3-attendance-and-absence

*Department to use one of the following, depending on format:*

- Hyperlink: [Academic Manual Chapter 6, Section 4: Learning Agreements, Barring, Suspensions and Termination of Study](https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework)
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework

**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. UCL is required to report to UK Visas and Immigration (UKVI) and engagement monitoring is undertaken by departments at regular points during a student’s registration. This is not only to meet the UKVI requirements, but also to identify any problems as early as possible to ensure action is taken to advise or assist the student.

**Further information:**

*Department to use one of the following, depending on format:*

- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-3-attendance-and-absence
6 Our expectations of students

UCL enjoys a reputation as a world-class university. It was founded on the basis of equal opportunity, being the first English university to admit students irrespective of their faith and cultural background and the first to admit women. UCL expects its members to 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 other related policies and should be aware that any inappropriate behaviour may lead to actions under UCL’s Student Disciplinary Procedures.

Further information:
Department to use one of the following, depending on format:
- Hyperlink: UCL Code of Conduct for Students
  Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework

Department to use one of the following, depending on format:
- Hyperlink: UCL Disciplinary Code and Procedure in Respect of Students
  Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework

Department to use one of the following, depending on format:
- Hyperlink: UCL Policy on Harassment and Bullying
  Print URL: https://www.ucl.ac.uk/students/policies/conduct/harassment-and-bullying-policy

Department to use one of the following, depending on format:
- Hyperlink: UCL Code of Practice on Freedom of Speech

Department to use one of the following, depending on format:
- Hyperlink: Religion and Belief Equality Policy for Students
  Print URL: https://www.ucl.ac.uk/students/policies/equality/religion

7 Programme structure

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

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

7.2 Projects, placements and study abroad (if applicable)

7.2.1 Finding projects

Department to add details if the programme includes projects.

7.2.2 Information on placements
Department to add details if the programme includes placements.

7.2.3 Information on study abroad options

Department to add details if the programme includes study abroad.

Further information:
Department to use one of the following, depending on format:
- Hyperlink: UCL Study Abroad
- Print URL: http://www.ucl.ac.uk/studyabroad

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

Department to add details if the programme includes study abroad.

7.2.5 Information on summer internships

Department to add details if the programme includes summer internships.

7.2.6 Information on internships and placements from UCL Careers

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

Further information:
Department to use one of the following, depending on format:
- Hyperlink: UCL Careers Information on internships and placements
- Print URL: http://www.ucl.ac.uk/careers/opportunities/jobs/internships-and-placements

7.3 Professional accreditation (if applicable)

7.3.1 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.

7.4 Academic partnerships (if applicable)

7.4.1 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.

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:**

*Department to use one of the following, depending on format:*

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

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

**Transition Mentors**

The [UCL Transition Programme](http://www.ucl.ac.uk/transition) 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:*

*Department to use one of the following, depending on format:*

- Hyperlink: [UCL Transition Mentors](http://www.ucl.ac.uk/transition)
- Print URL: http://www.ucl.ac.uk/transition

### 9 Advice on choosing module options and electives

#### 9.1 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. The deadlines for making module selections are outlined in the Key Dates section and are posted on Portico each year.

*If the programme includes Affiliate students:*

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

*If the programme includes Modular/Flexible Taught Postgraduate students:*

Modular/Flexible Taught Postgraduate students may be unable to pay their fees until they have chosen their modules. Students should check with the UCL Student Fees Team if they are unsure about this by emailing [fees@ucl.ac.uk](mailto:fees@ucl.ac.uk) or calling +44 (0) 20 3108 7284. Students might also wish to contact their programme administrators to confirm details of their programme’s fee structure.
Further information:
*Department to use one of the following, depending on format:*
  - Hyperlink: [Selecting Modules](https://www.ucl.ac.uk/students/new-students/checklists/first-few-days)
  - Print URL: https://www.ucl.ac.uk/students/new-students/checklists/first-few-days

*Department to use one of the following, depending on format:*
  - Hyperlink: [Academic Manual Chapter 3, Section 2: Module Selection](https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-2-module-selection)
  - Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-2-module-selection

9.2 Contact details for staff who can give advice

*Department to add details.*

10 Changes to Registration Status

10.1 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.

10.1.1 Changing modules

If a student wishes to make changes to their individual modules they will need to do so by the deadlines in the Key Dates section. Students should contact their Department Office as soon as possible as all changes will need to be approved.

Further information:
*Department to use one of the following, depending on format:*
  - Hyperlink: [Changing your degree programme or modules](https://www.ucl.ac.uk/students/status/change-your-studies/change-your-degree-programme-or-modules)
  - Print URL: https://www.ucl.ac.uk/students/status/change-your-studies/change-your-degree-programme-or-modules

*Department to use one of the following, depending on format:*
  - Hyperlink: [Academic Manual Chapter 3, Section 2: Module Selection](https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-2-module-selection)
  - Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-2-module-selection

10.1.2 Changing programme

If a student wishes to transfer from one UCL degree programme to another, they must make a formal application. The usual deadline for change of degree programme during the academic session is the end of October each year (for students registering in September, with a later date for students registering in January) to be compatible with module selection deadlines, although later transfers may be possible, where the transfer does not affect module selections. Students should log in to their Portico account and complete the online application 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:
Department to use one of the following, depending on format:
- Hyperlink: Changing your degree programme or modules
- Print URL: https://www.ucl.ac.uk/students/status/change-your-studies/change-your-degree-programme-or-modules

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 3, Section 6 Programme Transfers
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-6-programme-transfers

10.1.3 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:
Department to use one of the following, depending on format:
- Hyperlink: Interrupting or withdrawing from your studies
- Print URL: https://www.ucl.ac.uk/students/student-status/changes-your-studies/interrupting-or-withdrawing-your-studies

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 3, Section 5: Interruption of Study
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-5-interruption-study

10.1.4 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. 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:
Department to use one of the following, depending on format:
- Hyperlink: Interrupting or withdrawing from your studies
- Print URL: https://www.ucl.ac.uk/students/student-status/changes-your-studies/interrupting-or-withdrawing-your-studies

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 3, Section 8: Withdrawing from a programme
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-8-withdrawing-programme

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

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

Department to add details.

11 Progression, Award and Classification

11.1 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 criteria for condonement (if applicable), what are the consequences of unsatisfactory progress

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

Cert HE and Foundation Degrees
This programme uses the Pre-Honours Progression and Award Requirements in the UCL Academic Manual, (Chapter 4, Section 9: Progression and Award).

Bachelors and Integrated Masters Degrees
This programme uses the Honours Degree Progression and Award Requirements in the UCL Academic Manual, (Chapter 4, Section 9: Progression and Award).

Graduate Certificates
This programme uses the Graduate Certificate Progression and Award Requirements in the UCL Academic Manual, (Chapter 4, Section 9: Progression and Award).

Graduate Diplomas
This programme uses the Graduate Diploma Progression and Award Requirements in the UCL Academic Manual, (Chapter 4, Section 9: Progression and Award).

Postgraduate Certificates
This programme uses the Postgraduate Certificate Progression and Award Requirements in the UCL Academic Manual, (Chapter 4, Section 9: Progression and Award).

Postgraduate Diplomas
This programme uses the Postgraduate Diploma Progression and Award Requirements in the UCL Academic Manual, (Chapter 4, Section 9: Progression and Award).

Masters Degrees (including MRes)
This programme uses the Masters Progression and Award Requirements in the UCL Academic Manual, Link (Chapter 4, Section 9: Progression and Award).

Non-Modular Programmes
This programme uses the Non-Modular Progression and Award Requirements in the UCL Academic Manual, (Chapter 4, Section 9: Progression and Award).

Programme-specific Progression and Award Requirements
If your Programme Summary includes approved ‘Alternative Progression Requirements’ please make sure these are explained to students here.

Programmes with Study Abroad or Placements
Department to add additional details if needed.
Programmes with Academic Partnerships
Department to add additional details if needed.

Integrated Masters Programmes
Department to add local rules for progressing to the Masters, if applicable

Further information:
- Hyperlink: Academic Manual Chapter 4, Section 9: Progression and Award
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-9-progression-award

11.2 Information on Condonement

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

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

Further information:
- Hyperlink: Academic Manual Chapter 4, Section 9: Progression and Award
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-9-progression-award

11.3 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:
Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 9: Progression and Award
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-9-progression-award

11.4 How will marks be combined to reach a classification?

Students who have successfully completed the Progression and Award Requirements will be awarded a Classification. The UCL Academic Manual (Chapter 4, Section 10: Classification) defines the Classification Schemes for each qualification.

Cert HE and Foundation Degrees
For students first enrolling at UCL in 2018-19, this programme uses the Pre-Honours Classification Scheme in UCL Academic Manual (Chapter 4, Section 10: Classification).
If the information is made available to returning students:
Returning students are subject to the following Classification Scheme:

Add cross-reference to relevant sub-section of the Academic Manual (Chapter 4, Section 15: Classification for Undergraduate Students First Enrolling in 2017-18 or Earlier)

Bachelors and Integrated Masters Degrees
This programme uses UCL Honours Degree Classification Scheme A/B/C [delete as appropriate] in the UCL Academic Manual (Chapter 4, Section 10: Classification).

If the information is made available to returning students:
Returning students are subject to the following Classification Scheme:

Add cross-reference to relevant sub-section of the Academic Manual (Chapter 4, Section 15: Classification for Undergraduate Students First Enrolling in 2017-18 or Earlier)

Graduate Certificates and Diplomas
This programme uses the Graduate Classification Scheme in the UCL Academic Manual (Chapter 4, Section 10: Classification).

Graduate Certificates and Diplomas
This programme uses the Graduate Classification Scheme in the UCL Academic Manual (Chapter 4, Section 10: Classification).

Taught Masters, Postgraduate Diplomas and Postgraduate Certificates
This programme uses the Taught Postgraduate Classification Scheme in the UCL Academic Manual (Chapter 4, Section 10: Classification).

MRes Programmes
This programme uses the Research Masters Classification Scheme in the UCL Academic Manual (Chapter 4, Section 10: Classification).

Non-Modular Programmes
This programme uses the Non-Modular Classification Scheme in the UCL Academic Manual (Chapter 4, Section 10: Classification).

If the information is made available to returning UG students:
Returning students are subject to the following Classification Scheme:

Add cross-reference to relevant sub-section of the Academic Manual (Chapter 4, Section 15: Classification for Undergraduate Students First Enrolling in 2017-18 or Earlier)

Programmes with Study Abroad or Placements
Department to add details and cross-reference to the relevant sub-section of the Academic Manual (Chapter 4, Section 10: Classification)

Programmes with Academic Partnerships
Department to add details of any differential classification arrangements, as defined in the Memorandum of Agreement.

Credit Awarded via the Recognition of Prior Learning (RPL)
If the programme regularly admits students with Recognised Prior Learning, explain how this will affect the Classification, following the regulations in the relevant sub-section of the Academic Manual (Chapter 4, Section 10: Classification)

Further information:
Department to use one of the following, depending on format:
  • Hyperlink: Academic Manual Chapter 4, Section 10: Classification
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, following the regulations in the UCL Academic Manual, Chapter 4, Section 3.8: Marking Scales.

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

Department to add details.

12.5 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. 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:
Department to use one of the following, depending on format:

- Hyperlink: Academic Manual Chapter 4, Section 8: Assessment Feedback
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-8-assessment-feedback

12.6 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 Assessment website:
Department to use one of the following, depending on format:
- Hyperlink: Examinations Guide for Candidates
- Print URL: https://www.ucl.ac.uk/students/exams-and-assessments/exams/your-exams-what-you-need-know

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:**

Department to use one of the following, depending on format:
- Hyperlink: Examinations and Assessments
- Print URL: https://www.ucl.ac.uk/students/exams-and-assessments

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 4: Examinations
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-4-examinations

12.7 **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.

12.8 **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 how and where to submit requests for Extenuating Circumstances.

**Further information:**

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 3: Module Assessment
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-3-module-assessment

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 6: Extenuating Circumstances
12.9 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:

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 6: Extenuating Circumstances
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-6-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 for Students on a Tier 4 Visa procedures.

Further information:
Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 3, Section 3: Attendance and Absence
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-3-attendance-and-absence

12.10 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:
Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 3: Module Assessment
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-3-module-assessment

12.11 Information about the consequences of failure (Centrally Provided)

Reassessment and Deferred Assessment

The Programme Summary describes the modules which students must pass in order to achieve their degree. Where a student fails to meet these requirements the Consequences of Failure regulations in the UCL Academic Manual (Chapter 4, Section 11: Consequences of Failure) apply.
If a student fails one or more modules the Board of Examiners may offer them a Reassessment opportunity. Depending on the amount of failure, this may take the form of either a Resit in the Late Summer or a Repeat in the following academic session. The marks for modules successfully completed at the second attempt will be capped at the Pass Mark - 40% for modules at UG Level/Levels 4, 5 and 6; 50% for PGT modules at Masters Level/Level 7. Students are permitted a maximum of two attempts at any given assessment.

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

There are some circumstances in which students will not be offered another attempt:

- If students are eligible for Condonement their marks will be Condoned and they will not be offered a Resit (however if a student has Extenuating Circumstances the Condonement Criteria won’t be applied until all Deferrals are complete).
- Students cannot be reassessed in a passed module (unless they have valid Extenuating Circumstances).
- Students might not be allowed a second attempt if they have been excluded for academic insufficiency, academic misconduct or disciplinary issues.

**Taught Postgraduate students:**

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

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

**Further information:**
Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 11: Consequences of Failure
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-11-consequences-failure

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 6: Extenuating Circumstances
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-6-extenuating-circumstances

**12.12 Absence from assessment**

Any student who is absent from an assessment without prior permission will receive a mark of 0/ Grade F and will be considered to have made an attempt.

**Further information:**
Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 4: Examinations
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-4-examinations
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, contract cheating, ghost writing (purchasing and/or instructing someone to write an assignment for you) 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:

*Department to use one of the following, depending on format:*

- Hyperlink: Academic Manual Chapter 6, Section 9: Examination Irregularities and Plagiarism Procedure
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework

*Department to use one of the following, depending on format:*

- Hyperlink: Library Guide to References, Citations and Avoiding Plagiarism
  Print URL: http://www.ucl.ac.uk/library/training/guides/webguides/refscitesplag

*Department to use one of the following, depending on format:*

- Hyperlink: Plagiarism
- Print URL: https://www.ucl.ac.uk/students/exams-and-assessments/plagiarism

Students can also seek advice from the Students’ Union Advice Service

*Department to use one of the following, depending on format:*

- Hyperlink: Students’ Union Advice Service
- Print URL: https://studentsunionucl.org/help-and-advice/advice-service
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 on-line annual report. Faculties and departments are required to reflect on any recommendations and address any issues raised in a formal response. The report and response are discussed with Student Reps at the Staff-Student Consultative Committee, and are scrutinised by faculty, department and institution-level committees. Students can access their External Examiner’s report and departmental response via 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:
Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 5: Reasonable Adjustments
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-5-reasonable-adjustments

Department to use one of the following, depending on format:
- Hyperlink: Disability, Mental Health and Wellbeing Team in Student Support and Wellbeing
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support

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:
Department to use one of the following, depending on format:
- Hyperlink: Special Exam Arrangements
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support/special-exam-arrangements

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 4: Examinations
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-4-examinations

Department to use one of the following, depending on format:
- Hyperlink: Disability, Mental Health and Wellbeing Team in Student Support and Wellbeing
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 5: Reasonable Adjustments
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-5-reasonable-adjustments

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. The Extenuating Circumstances Panel will determine the nature and timing of the deferral, which may be offered with or without tuition/attendance.
Departments may wish to add local information regarding Extenuating Circumstances, including where student claims should be submitted for consideration.

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:

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 5: Reasonable Adjustments
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-5-reasonable-adjustments

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 4: Examinations
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-4-examinations

Department to use one of the following, depending on format:
- Hyperlink: Disability, Mental Health and Wellbeing Team in Student Support and Wellbeing
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 3, Section 5: Interruption of Study
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-5-interruption-study

Department to use one of the following, depending on format:
- Hyperlink: Student Psychological and Counselling Services
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/student-psychological-and-counselling-services

Department to use one of the following, depending on format:
- Hyperlink: Student Support and Wellbeing
- Print URL: https://www.ucl.ac.uk/students/student-support-and-wellbeing

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 6: Section 3: Fitness to Study Procedure
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework

Department to use one of the following, depending on format:
- Hyperlink: UCL Student Mental Health Policy
- Print URL: https://www.ucl.ac.uk/students/policies/health-and-wellbeing/student-mental-health-policy

Further information:
Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 4, Section 6: Extenuating Circumstances
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-6-extenuating-circumstances
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:

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 6: Section 3: Fitness to Study Procedure
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework

Department to use one of the following, depending on format:
- Hyperlink: Disability, Mental Health and Wellbeing Team in Student Support and Wellbeing
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support

Department to use one of the following, depending on format:
- Hyperlink: Student Psychological and Counselling Services
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/student-psychological-and-counselling-services

Department to use one of the following, depending on format:
- Hyperlink: Student Support and Wellbeing
- Print URL: http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing

Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 6, Section 4: Learning Agreements, Barring, Suspensions and Termination of Study
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework

Department to use one of the following, depending on format:
- Hyperlink: UCL Disciplinary Code and Procedure in Respect of Students
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework

Department to use one of the following, depending on format:
- Hyperlink: UCL Student Mental Health Policy
- Print URL: https://www.ucl.ac.uk/students/policies/health-and-wellbeing/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 Learning resources and key facilities

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

UCL Library and Learning Resources

14.1.1 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:

Department to use one of the following, depending on format:
- Hyperlink: Library information for students
- Print URL: http://www.ucl.ac.uk/library/students

14.1.2 UCL Information Services Division (ISD)

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

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

Department to use one of the following, depending on format:
- Hyperlink: Digital Skills Development
- Print URL: http://www.ucl.ac.uk/isd/services/learning-teaching/it-training

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

Department to use one of the following, depending on format:
- Hyperlink: Lynda.com
- Print URL: https://www.ucl.ac.uk/lynda

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

Department to use one of the following, depending on format:
- Hyperlink: Learning on Screen (“bob”)
Department to use one of the following, depending on format:
- Hyperlink: [Kanopy](https://www.kanopy.com/)

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:

Department to use one of the following, depending on format:
- Hyperlink: [E-learning services](https://www.ucl.ac.uk/isd/services/learning-teaching/e-learning-services-for-students)

ISD provides desktop computers and laptops for loan in a number of learning spaces:
Department to use one of the following, depending on format:
- Hyperlink: [Laptop Loans](http://www.ucl.ac.uk/library/laptop-loans)

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

Department to use one of the following, depending on format:
- Hyperlink: [Learning and Teaching Rooms and Spaces](http://www.ucl.ac.uk/isd/services/learning-teaching/spaces)

Department to use one of the following, depending on format:
- Hyperlink: [Map of Computer Workrooms](https://www.ucl.ac.uk/isd/services/learning-teaching/spaces/student-computer-workroom-information)

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

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

Department to use one of the following, depending on format:
- Hyperlink: [ISD Software for Students](http://www.ucl.ac.uk/isd/services/software-hardware/student-software)

Departments may wish to highlight any subject specific software available via Microsoft Imagine licensing

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

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

The UCL Centre for Languages & International Education (CLIE) offers courses in 13 foreign languages and English for Academic Purposes (EAP), across a range of academic levels to support UCL students, staff and London’s wider academic and professional community. CLIE provides modern foreign languages and EAP modules for UCL students, including courses satisfying UCL’s Modern Foreign Language requirements and degree preparation courses for international students. CLIE also offers UCL summer school courses.
Students can access language-learning resources online through the CLIE Self-Access Centre, including films and documentaries and books for self-study.

Further information:
Department to use one of the following, depending on format:
- Hyperlink: CLIE website
- Print URL: http://www.ucl.ac.uk/clie

Department to use one of the following, depending on format:
- Hyperlink: CLIE Self-Access Centre
- Print URL: https://resources.clie.ucl.ac.uk/home/sac

14.2 Information on department/faculty library spaces/resources, IT provision/support, social spaces etc.
Department to add details.

14.3 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:
Department to use one of the following, depending on format:
- Hyperlink: Moodle
- Print URL: https://moodle.ucl.ac.uk/

Department to use one of the following, depending on format:
- Hyperlink: Moodle Frequently Asked Questions
- Print URL: https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+FAQs

Department to use one of the following, depending on format:
- Hyperlink: Moodle Quick Start Guide
- Print URL: https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+Quick+Start+Guide+for+Students

14.4 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 programme transfer
- Applying for graduation ceremonies

Further information:
Department to use one of the following, depending on format:
- Hyperlink: Portico Login
14.5 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:**

Department to use one of the following, depending on format:
- Hyperlink: [Research Student Log](https://researchlog.grad.ucl.ac.uk/)
- Print URL: [https://researchlog.grad.ucl.ac.uk/](https://researchlog.grad.ucl.ac.uk/)

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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).

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

**UCL Student Support and Wellbeing**

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

Department to use one of the following, depending on format:
- Hyperlink: [Student Support and Wellbeing](http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing)
- Print URL: [http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing](http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing)

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

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:**

Department to use one of the following, depending on format:
15.1.2 Disability, Mental Health and Wellbeing Team

The Disability, Mental Health and Wellbeing Team in Student Support and Wellbeing (SSW) 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:
Department to use one of the following, depending on format:
- Hyperlink: Disability, Mental Health and Wellbeing Team in Student Support and Wellbeing
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support

15.1.3 Student Psychological and Counselling Services

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

Further information:
Department to use one of the following, depending on format:
- Hyperlink: Student Psychological and Counselling Services
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/student-psychological-and-counselling-services

15.1.4 International Student Support

The International Student Support 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:
Department to use one of the following, depending on format:
- Hyperlink: International Students
- Print URL: https://www.ucl.ac.uk/students/international-students

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:
Department to use one of the following, depending on format:
- Hyperlink: UCL Study Abroad website
- Print URL: http://www.ucl.ac.uk/studyabroad

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

Further information:
Department to use one of the following, depending on format:
- Hyperlink: Wardens at UCL Residences
- Print URL: https://www.ucl.ac.uk/students/life/accommodation/wardens

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:
Department to use one of the following, depending on format:
- Hyperlink: UCL Financial Support
- Print URL: https://www.ucl.ac.uk/students/funding/financial-support

Department to use one of the following, depending on format:
- Hyperlink: Manage your Money
- Print URL: https://www.ucl.ac.uk/students/funding/manage-your-money

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:

Department to use one of the following, depending on format:
- Hyperlink: UCL Student of Concern Form
- Print URL: http://www.ucl.ac.uk/registry-admin/support/open.php

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:
Department to use one of the following, depending on format:
- Hyperlink: Student of Concern
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/report-student-youre-concerned-about

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:

Department to use one of the following, depending on format:
- Hyperlink: Register with a Doctor
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/register-doctor

Department to use one of the following, depending on format:
- Hyperlink: Ridgmount Practice
- Print URL: http://www.gowerplacepractice.nhs.uk/new-patients.aspx

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:

Department to use one of the following, depending on format:
- Hyperlink: Care First
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/evening-and-weekend-support

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 and Counselling Services and the Samaritans.

Further information:

Department to use one of the following, depending on format:
- Hyperlink: Crisis Support
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/crisis-support

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.
Inclusion Leads (formerly Departmental Equal Opportunity Liaison Officers - DEOLOs)

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

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

Further information:

Department to use one of the following, depending on format:
- Hyperlink: Equality, Diversity and Inclusion
- Print URL: https://www.ucl.ac.uk/human-resources/equality-diversity-inclusion

Department to use one of the following, depending on format:
- Hyperlink: Support for Pregnant Students
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/pregnant-students

Department to use one of the following, depending on format:
- Hyperlink: Support for Student Parents
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/information-specific-groups/student-parents

Department to use one of the following, depending on format:
- Hyperlink: Religion and Belief Equality Policy for Students
- Print URL: https://www.ucl.ac.uk/students/policies/equality/religion

Department to use one of the following, depending on format:
- Hyperlink: LGBTQ+ Students
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/information-specific-groups/lgbt-students

Department to use one of the following, depending on format:
- Hyperlink: UCL Chaplain and Inter-Faith Adviser
- Print URL: http://www.ucl.ac.uk/srs/chaplain/chaplain

Department to use one of the following, depending on format:
- Hyperlink: Inclusion Leads (formerly DEOLOs)
- Print URL: https://www.ucl.ac.uk/human-resources/equality-diversity-inclusion/equality-diversity-inclusion-committees-and-social-networks/deolos

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:

Department to use one of the following, depending on format:
- Hyperlink: UCL Policy on Harassment and Bullying
- Print URL: https://www.ucl.ac.uk/students/policies/conduct/harassment-and-bullying-policy
15.4.2 Sexual misconduct

It is unacceptable for any person at UCL, whether staff or student, to be subjected to any unwanted and persistent behaviour of a sexual nature. UCL is working with the Students Union 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, or a Students’ Union student officer. Support is also available from the trained staff in the Students’ Union Advice Service:

Department to use one of the following, depending on format:
- Hyperlink: Students’ Union Advice Service
- Print URL: http://studentsunionucl.org/help-and-advice/advice-service

or the UCL Student Mediator:

Department to use one of the following, depending on format:
- Hyperlink: UCL Student Mediator
- Print URL: https://www.ucl.ac.uk/student-mediator/

Further information:
Department to use one of the following, depending on format:
- Hyperlink: Zero Tolerance to Sexual Harassment
- Print URL: https://studentsunionucl.org/zerotolerance

15.4.3 Support for students who have been affected by sexual violation

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:
Department to use one of the following, depending on format:
- Hyperlink: Support for students affected by sexual misconduct and/or sexual violation
- Print URL: https://www.ucl.ac.uk/students/support-and-wellbeing/information-specific-groups/sexual-violation

16 Employability and Careers

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

Department to add details of local careers information sources

16.2 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. Services and events are available to all taught students, researchers (PhD students and postdocs) and graduates (for up to 2 years after course completion).

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

UCL students are helped with applications and sourcing opportunities with web resources and advice. They can book appointments via myUCLCareers and can source opportunities via myUCLCareers, UCL Talent Bank - a shortlisting service connecting students to small and medium sized organisations, and apply for opportunities within our summer internships and global internships schemes.

Further information:
Department to use one of the following, depending on format:
- Hyperlink: UCL Careers
- Print URL: http://www.ucl.ac.uk/careers

Department to use one of the following, depending on format:
- Hyperlink: myUCLCareers
- Print URL: https://uclcareers.targetconnect.net/home.html

Department to use one of the following, depending on format:
- Hyperlink: UCL Careers Information on internships and placements
- Print URL: http://www.ucl.ac.uk/careers/opportunities/jobs/internships-and-placements

16.3 Internships that are not part of the programme (i.e. faculty opportunities) (if applicable)
Department to add details if applicable.

16.4 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:
Department to use one of the following, depending on format:
- Hyperlink: UCL Innovation and Enterprise
- Print URL: https://www.ucl.ac.uk/enterprise/

17 Student representation

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

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

Students’ Union UCL is the representative body of all UCL students. It’s run by students for students and is a registered charity, independent of UCL. All UCL students at every level are automatically members of the Union (but can opt out), and the Union’s leaders are elected annually by and from all current students. The elected leaders are called Sabbatical Officers and they represent students on various UCL committees and campaign on the issues that matter to students. Alongside the Sabbatical Officers are more than 1000 voluntary representatives, elected or appointed to cover every part of UCL life.

Further information:

Department to use one of the following, depending on format:
- Hyperlink: Students’ Union website
- Print URL: http://studentsunionucl.org/

Department to use one of the following, depending on format:
- Hyperlink: Elections information (including how to run for office)
- Print URL: https://studentsunionucl.org/make-change/make-your-voice-heard/represent-you-union/what-you-can-do

17.2 Student Societies (Centrally Provided)

Student Societies

UCL students currently run over 250 different clubs and societies through the Students’ Union, providing a wide range of extra-curricular activities for students to get involved with during their time at UCL. The Welcome Fair will be your opportunity to meet all of the clubs and societies in one place and will take place on 29 and 30 September.

Further information:

Department to use one of the following, depending on format:
- Hyperlink: Students’ Union Clubs and Societies
- Print URL: http://studentsunionucl.org/content/clubs-and-societies

Department to use one of the following, depending on format:
- Hyperlink: Club and Society Welcome Events
- Print URL: http://studentsunionucl.org/whats-on

Add information about department-specific societies where applicable.

17.3 Information on Academic Representatives (Centrally Provided)

Academic Representatives

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

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

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

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

**Further information:**

*Department to use one of the following, depending on format:*

- Hyperlink: Academic Representatives
- Print URL: http://studentsunionucl.org/academic-reps

*Department to use one of the following, depending on format:*

- Hyperlink: Find your representative
- Print URL: http://studentsunionucl.org/make-change/representing-you/who-can-help-me/education/academic-representatives/find-your-rep

*Department to use one of the following, depending on format:*

- Hyperlink: Academic Representative
- Print URL: https://studentsunionucl.org/forms/interested-in-leadership-role

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 three times a year. The SSCC is a forum for discussion between staff and student academic representatives. It’s a great chance to work closely with staff to improve students’ learning experience, and a big part of how together we make education better 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 **Students’ Union Advice Service (Centrally Provided)**

**The Advice Service**

The Students’ Union Advice Service is available to UCL students. Trained and experienced caseworkers are ready to support you with any difficulties that might occur during your time at UCL. The Advice Service specialises in:

- **Academic issues** - including examination irregularities and student complaints
- **Housing** - including contract checking and housemate disputes
- **Employment** - including unpaid wages and part-time employment contracts
- **Money advice** - including advice on benefits
- Many other legal and university matters
Sessions are confidential and will not be reported to your department or any other university staff unless at your request. Students can make an appointment or attend a drop-in session for free, confidential and independent advice and support.

Further information:
Department to use one of the following, depending on format:
- Hyperlink: Students’ Union Advice Service
- Print URL: https://studentsunionucl.org/help-and-advice/advice-service

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, Course Representative, or Research Student Representative if they have any concerns about their programme. They can also speak to the UCL Student Mediator or the Students’ Union’s Advice Service. UCL strongly encourages this kind of resolution and does expect students to have attempted some form of informal resolution before making a formal complaint.

Formal complaints

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

Further information:
Department to use one of the following, depending on format:
- Hyperlink: Academic Manual Chapter 6, Section 10: UCL Student Complaints Procedure
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework

Department to use one of the following, depending on format:
- Hyperlink: UCL Student Mediator
- Print URL: https://www.ucl.ac.uk/student-mediator/

Department to use one of the following, depending on format:
- Hyperlink: Students’ Union Advice Service
- Print URL: http://studentsunionucl.org/help-and-advice/advice-service

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.

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

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

Student Surveys

One of the principal ways in which UCL gathers and responds to student feedback is via online student experience surveys such as the National Student Survey, The Postgraduate Taught Experience Survey, and the New to UCL survey. Whether it’s about teaching, accommodation, or facilities, surveys are a chance for students to have their say about what works and what needs improving, to help us make sure that UCL is as good as it can be for current and future students. We aim to minimize the volume of surveys students are asked to take, so undergraduates will be invited to take just one institutional survey per year, and full-time postgraduate students will be invited to take two. Each survey takes just a few minutes to complete, all responses are anonymous, and some include a generous prize draw. Every piece of feedback is read and the results of each survey are shared with staff across UCL – including President & Provost Michael Arthur.

Further information:
Department to use one of the following, depending on format:
- Hyperlink: You Shape UCL
- Print URL: https://www.ucl.ac.uk/you-shape-ucl/

18.3 Student Evaluation Questionnaires (SEQ) – 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’s Academic Representatives are active participants in the evaluation process and creation of the development plan through discussions at departmental and faculty committees, giving
students an important role in identifying and planning improvements within their department. Students can view the completed reports and action plans on the faculty/departmental intranet.

**Further information:**
*Department to use one of the following, depending on format:*
- Print URL: https://www.ucl.ac.uk/academic-manual/chapters/chapter-9-quality-review-framework

### 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 supports students and staff to work in partnership to enhance the student learning experience across UCL. **UCL ChangeMakers Projects** supports students and staff in running projects to improve the learning experience at UCL. Anyone with an idea 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. **UCL ChangeMakers Student reviewers** work with staff to review their teaching practice.

**Further information:**
*Department to use one of the following, depending on format:*
- Hyperlink: [UCL ChangeMakers](https://www.ucl.ac.uk/changemakers/)
- Print URL: https://www.ucl.ac.uk/changemakers/

### 20 Global Citizenship

#### 20.1 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 aimed at UCL undergraduates and taught postgraduates offering them the chance to put their studies in a global context, connect with students across UCL 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, develop hands-on skills and make an impact on the world. Participation is free and is not assessed. Places are awarded on a first come, first served basis.

**Further information:**
*Department to use one of the following, depending on format:*
- Hyperlink: [UCL Global Citizenship Programme](https://www.ucl.ac.uk/global-citizenship-programme/)
- Print URL: https://www.ucl.ac.uk/global-citizenship-programme/

### 21 Data Protection

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

How UCL uses student information

UCL uses student information for a range of purposes, including the provision of teaching and learning, managing accommodation and ensuring health and safety. Information about students will only be shared within UCL when necessary or appropriate. UCL may be required by law to share student information with some external agencies for a variety of purposes, such as the Higher Education Statistics Agency and the Office for Students. After students leave UCL, certain information is retained in accordance with UCL’s Data Retention Schedule. You can see how UCL uses student information in the UCL privacy statement.

Further information:
Department to use one of the following, depending on format:
- Hyperlink: UCL General Student Privacy Notice
- Print URL: https://www.ucl.ac.uk/legal-services/privacy/student-privacy-notice

Department to use one of the following, depending on format:
- Hyperlink: UCL Information Security Policies
- Print URL: https://www.ucl.ac.uk/informationsecurity/policy

Departments may also wish to add details of any local privacy notices or policies and refer to UCL Legal Services guidance:
- Hyperlink: Guidance on Writing a Local Privacy Policy

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

22 Health, Safety and Security

22.1 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:
Department to use one of the following, depending on format:
- Hyperlink: UCL Health and Safety Policy
- Print URL: http://www.ucl.ac.uk/estates/safetynet/policy/index.htm

Department to use one of the following, depending on format:
- Hyperlink: UCL A-Z Safety Guidance
- Print URL: http://www.ucl.ac.uk/estates/safetynet/guidance/index.htm
Department to use one of the following, depending on format:
- Hyperlink: General Fire Safety for UCL Students
- Print URL: https://www.ucl.ac.uk/estates/maintenance/fire/

Department to use one of the following, depending on format:
- Hyperlink: UCL Security Services
- Print URL: http://www.ucl.ac.uk/estates/security/

Department to use one of the following, depending on format:
- Hyperlink: Staying Safe at UCL
- Print URL: http://www.ucl.ac.uk/estates/security/crime-prevention/staying-safe/

22.2 Health and Safety information concerning the department

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

23 After study

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

Transcripts

Five copies of your official transcript, detailing examinations taken and results achieved, is issued automatically to all graduating students and sent to their contact addresses as held on PORTICO approximately 8-10 weeks after the awards have been ratified by the UCL authorities.

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

Department to use one of the following, depending on format:
- Hyperlink: UCL Transcript Shop

Affiliate students

Transcripts for affiliate students are issued automatically upon the students’ completion of their study at UCL and are dispatched as follows:
- JYA, Exchange and Erasmus Students – transcripts are issued to the students’ home universities.
- Independent affiliate students – transcripts are posted to the students’ contact addresses.

Further information:
Department to use one of the following, depending on format:
- Hyperlink: Transcripts
- Print URL: https://www.ucl.ac.uk/students/exams-and-assessments/results/transcripts-and-certificates

23.2 Graduation Ceremonies

Following successful completion of their studies, graduation ceremonies are held to celebrate students’ achievements:
23.3 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:

Department to use one of the following, depending on format:
- Hyperlink: Higher Education Achievement Report
- Print URL: http://www.ucl.ac.uk/hear

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

UCL Alumni Community

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

Further information:

Department to use one of the following, depending on format:
- Hyperlink: UCL Alumni
- Print URL: https://aoc.ucl.ac.uk/alumni/alumni-community

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