Section 9: Core Programme Information

For Current UCL Undergraduate and Taught Postgraduate Students, including MRes programmes

1) The following information should be included in a single location, available to current students, via handbooks, Moodle pages or online websites/intranets.

2) Where a section title or other text is marked (Centrally Provided), this text is available in Annex 9.9.1 Standard UCL Text for Core Programme Information. It should be copied and pasted without any amendments. However, departments might like to add additional, local information as appropriate.

3) Where a section title is unmarked, the department/faculty/school is invited to include the relevant information in a manner of their choosing.

4) Information can be provided in any order but the policy below is numbered for ease of reference.

9.1.1 Welcome to UCL

To include:

1) Provost’s Welcome

9.1.2 Introduction to the Department and Parent Faculty

To include:

1) Introduction to the department and its history
2) Explanation of the relationship between department and faculty
3) Key staff members within the department and faculty

9.1.3 Departmental Staff Related to the Programme

To include:

1) Explanation to students of the roles of the module and programme leaders and other key staff involved in programme delivery
9.1.4 Key dates

**To include:**
1) Term dates, exam/assessment periods, core activities *(Centrally Provided)*
2) Department- and faculty-level events and key dates
3) How UCL and the department will communicate with students *(Centrally Provided)*

9.1.5 Hours of Study

**To include:**
1) Hours of Study (Central and Local)
2) Personal Study Time
3) Attendance Requirements *(Centrally Provided)*

9.1.6 Our Expectations of Students

**To include:**

Explaination of the expectations *(Centrally Provided)* and links to policies.

9.1.7 Programme Structure

**To include:**
1) The structure of the programme, duration, credits, qualifications award(s)
2) Projects, placements and study abroad (if applicable)
3) Professional accreditation (if applicable)
4) Academic partnerships (if applicable)

9.1.8 Tutorials and Supervision

**To include:**
1) What students can expect in terms of academic and personal tutoring (Central and Local)
2) Transition Mentors *(Centrally Provided)*

9.1.9 Advice on Choosing Module Options and Electives

**To include:**
1) Choosing modules *(Centrally Provided)*
2) Contact details for staff who can give advice

9.1.10 Changes to Registration Status

**To include:**
1) Information on how to change, interrupt or withdraw from a programme *(Centrally Provided)*
2) Key contacts in the department and faculty for assistance with any of the above
9.1.11 Progression, Award and Classification

**To include:**

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
2) Information on Condonement *(Centrally Provided)*
3) Modern Foreign Language requirement *(Centrally Provided)*
4) How will marks be combined to reach a classification? *(Centrally Provided)*

9.1.12 Information on Assessment

**To include:**

1) How will students be assessed?
2) What are the marking criteria and learning outcomes?
3) What marking scale is in use on the programme?
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?
5) UCL Standard turnaround time for feedback *(Centrally Provided)*
6) For written examinations, a link to the UCL Examination Guide for Candidates on the Examinations and Awards website *(Centrally Provided)*
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
8) Information about penalties for late submissions *(Centrally Provided)*
9) Information about absence from assessment *(Centrally Provided)*
10) Information about word counts and penalties *(Centrally Provided)*
11) Information about the consequences of failure *(Centrally Provided)*
12) Absence from assessment *(Centrally Provided)*
13) Information about accepted referencing methods on the programme
14) Information about academic integrity (plagiarism) in the discipline
15) Information about UCL’s examination irregularities and plagiarism procedures *(Centrally Provided)*
16) Information about research ethics, approvals process, code of conduct, etc. on the programme (where applicable)
17) Information about Marking, Second-Marking and Moderation (Central and Local)
18) Information about the External Examiner process and how to access reports via Portico *(Centrally Provided)*

9.1.13 Extenuating Circumstances and Reasonable Adjustments

**To include:**

1) Information about Reasonable Adjustments *(Centrally Provided)*
2) Information about Special Examination Arrangements *(Centrally Provided)*
3) Information about when, where and how to submit a claim for Extenuating Circumstances *(Centrally Provided)*
4) Information on fitness to study *(Centrally Provided)*
5) Information on local fitness to study or practise policies (if applicable)
6) Key contacts in the department for assistance with any of the above
9.1.14 Learning Resources and Key Facilities

To include:
1) Information on university-wide learning resources and key contacts for support (Centrally Provided)
2) Information on department/faculty library spaces/resources, IT provision/support, social spaces etc.
3) How to access Moodle and support contacts (Centrally Provided)
4) Portico – what it is, why it is important and who to contact for support (Centrally Provided)
5) Research Student Log (Centrally Provided) (MRes only)

9.1.15 Student Support and Wellbeing

To include:
1) Information regarding central wellbeing and support services, including what services are offered, locations and contact information on university-wide learning resources and key contacts for support (Centrally Provided)
2) Information about registering with a doctor and out-of-hours support services (Centrally Provided)
3) Information on how students can access support/information related to Equality and Diversity (Centrally Provided)
4) Information about UCL’s Zero Tolerance policy on harassment and bullying (Centrally Provided)

9.1.16 Employability and Careers

To include:
1) Opportunities available, where and how to get advice, career planning tips
2) Information on UCL Careers (Centrally Provided)
3) Internships that are not part of the programme (i.e. faculty opportunities) (if applicable)
4) Entrepreneurship at UCL (Centrally Provided)

9.1.17 Student Representation

To include:
1) Information on Students’ Union UCL, how to run for election and how to find a representative (Centrally Provided)
2) Student Societies (Centrally Provided)
3) Information on Academic Representatives (Centrally Provided)
4) Role of the Staff-Student Consultative Committee (Centrally Provided)
5) Other ways (specific to the department/programme) that students can give feedback, including local processes and key contacts.
6) Students’ Union Advice Service (Centrally Provided)
7) Informal and Formal Student Complaints (Centrally Provided)

9.1.18 Student Feedback

To include:
1) The importance of feedback and how UCL uses the results (Centrally Provided)
2) Student surveys and how UCL uses the results, including information about the NSS, PTES and the New to UCL survey (Centrally Provided)
3) Student Evaluation Questionnaires (SEQ) – when they occur and why they are important (Central and Local)
4) The ASER process and how student representatives are involved (Centrally Provided)

9.1.19 ChangeMakers

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

9.1.20 Global Citizenship

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

9.1.21 Data Protection

To include:
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)

9.1.22 Health, Safety and Security

To include:
1) UCL Health, Safety and Security information (Centrally Provided)
2) Health and Safety information concerning the department

9.1.23 After Study

1) Information on transcripts and how to access replacements (Centrally Provided)
2) Graduation Ceremonies (Centrally Provided)
3) Information about the HEAR (Centrally Provided)
4) Information on UCL Alumni activities and key contacts (Central and Local)