



# Department of Earth Sciences

## Core Programme Information

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# 1 Welcome to UCL

## 1.1 Provost's Welcome

Dear students,

A warm welcome to those of you who are new and congratulations on making UCL your university of choice. To those of you returning, welcome back.

Your UCL education will take you deep into your chosen field and give you its broader context in our rich multidisciplinary academic culture. It will help you develop skills and networks to prepare you for your future.

We want you to learn how to think, not what to think, through UCL's research-based approach to education. Our students are our partners and contributors, working alongside world-leading academic staff to pursue excellence, break boundaries and make an impact on global challenges.

I warmly encourage you to shape your journey at UCL. Take our university-wide surveys and work in partnership with academics to make your programme of study even better. Each programme also has opportunities for you to volunteer as an academic representative to work closely with your department to improve the student experience.

This is an exciting time to make your voice heard, with our recently opened campus at [UCL East](#) and work underway on implementing our 2022-2027 strategic plan for education. Preparations have also begun on marking UCL's bicentennial in 2026 and our student partners will be involved in planning an inspiring programme of events to celebrate this landmark anniversary.

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

Dr Michael Spence  
UCL President and Provost

## 2 Introduction to the department and parent faculty

### 2.1 Introduction to the department and its history

Welcome to the Department of Earth Sciences. You have joined a vibrant community and we really hope that you will enjoy your time here. We want you to participate fully in the life of the Department and contribute to its well-being and character. Make the most of your time here - attendance is key, and the more you put in, the more you will get out of the experience. It will be hard work, but it will be so very memorable and rewarding. And fun!

Our Department lies in the heart of London on the Bloomsbury campus. Geology has been taught at UCL since it opened in 1828, with the first Professor of Geology, Thomas Webster, appointed in 1841. The Department has grown and flourished, becoming the Department of Geological Sciences in the early 1980s and more recently the Department of Earth Sciences, reflecting developments in the science and the wide range of interests and expertise of staff. In 2018, the refurbished Kathleen Lonsdale Building, which houses the Department, was officially opened by Sir David Attenborough, and allowed us to be co-located in a single building for the first time in decades. Within our new teaching laboratories and dedicated student social spaces, we hope you will feel truly at home. You will be taught by world-leading scientists who carry out outstanding research in very diverse areas including: tectonics, geomorphology, geochronology, geodynamics, crustal processes, deep Earth and planetary evolution, mineral physics, petrology, rock physics, economic geology, geophysics, micropalaeontology, palaeobiology, palaeoclimatology, polar observation and modelling, geoengineering, environmental geochemistry, sedimentology, hydrogeology, volcanology and natural hazards.

There are many useful sources of general information to help you navigate the department and its various taught programmes and activities. The Earth Sciences website is at <https://www.ucl.ac.uk/earth-sciences/>

The Study Here pages at <https://www.ucl.ac.uk/earthsciences/study/> have information on the Department's undergraduate degree programmes and module information.

### 2.2 Explanation of the relationship between department and faculty

Earth Sciences is part of the Faculty of Mathematical and Physical Sciences which consists of nine departments and the Natural Sciences degree programme which is run by the Faculty. The departments are:

- Earth Sciences
- Chemistry
- Mathematics
- London Centre for Nanotechnology
- Physics and Astronomy
- Science and Technology Studies
- Space and Climate Physics
- Statistical Science
- Natural Sciences degree run by the Faculty

## 2.3 Key staff members within the department and faculty

Head of Department	Lidunka Vočadlo
Departmental Manager	Leisa Clemente
Deputy Head of Department	Tom Mitchell
Head of Teaching	Paul Bown

### Teaching Related

Head of Teaching	Paul Bown
Admissions Tutor	John Brodholt
Undergraduate Tutor	Penelope Wilson
Chair of the Board of Examiners	Pieter Vermeesch
Deputy Chair of the Board of Examiners	Ian Wood
MSc Geoscience Director	Dominic Papineau
MSc Geohazards Director	Emma Nicholson
Degree Programme Directors	
- Geology	Paul Bown
- Geophysics	John Brodholt
- Earth Sciences	Matt Fox
- Earth Sciences – Palaeobiology	Phil Mannion
- Environmental Geoscience	Peter Irvine
Natural Sciences Rep	Nicolás Brantut
Access Tutor	Brian Thomas
Affiliate Tutor	Penny Wilson
4 <sup>th</sup> Year Tutor	Ian Wood
Year Abroad Tutor	Ian Wood
Teaching and Learning Innovation Lead	Tom Mitchell
Fieldwork Coordinator/Field Safety	Tom Mitchell
Alumni	Ian Wood/Frances Cooper
Careers	Katie McFall
Library Rep	Brian Thomas
Chair SSCC	Penelope Wilson
PGTA Coordinator	Penelope Wilson
Website Lead	Penelope Wilson

### Equality, Diversity and Inclusion

EDI Lead	Maxim Ballmer
Athena Swan	Ana Ferreira
Women in Earth Sciences (WiES)	Frances Cooper
LGBTQ	Brian Thomas
Outreach Lead	Amy Edgington
Wellbeing Champion	Liz Gaunt

### Professional Services

Departmental Manager	Leisa Clemente
Head of Technical Staff	Neil Hughes
Estates Manager	Leisa Clemente
Safety Officer	Gary Tarbuck
Senior Financial Administrator	Celine Ahmed
Financial Administrator	Jen Amery
Senior Teaching and Learning Administrator	Susie Rizvi

Teaching and Learning Administrator  
IT Manager  
Student Support

Lillian Anyadi  
Danuta Kaminski  
Charlotte Lee

### 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

The Departmental Office is on the ground floor of the Kathleen Lonsdale Building, room G12. Here you will find Leisa Clemente ([l.clemente@ucl.ac.uk](mailto:l.clemente@ucl.ac.uk)), Departmental Manager, and her team consisting of Susie Rizvi ([d.rizvi@ucl.ac.uk](mailto:d.rizvi@ucl.ac.uk)), Senior Teaching and Learning Administrator, Lillian Anyadi ([l.anyadi@ucl.ac.uk](mailto:l.anyadi@ucl.ac.uk)), Teaching and Learning Administrator, Celine Ahmed ([celine.ahmed@ucl.ac.uk](mailto:celine.ahmed@ucl.ac.uk)), Senior Financial Administrator and Jen Amery, Financial Administrator.

Penelope Wilson is the Undergraduate Tutor ([penelope.i.r.wilson@ucl.ac.uk](mailto:penelope.i.r.wilson@ucl.ac.uk)).

Ian Wood is the Study Abroad Tutor and MSci coordinator, [ian.wood@ucl.ac.uk](mailto:ian.wood@ucl.ac.uk)

The Fieldwork coordinator is Tom Mitchell, [tom.mitchell@ucl.ac.uk](mailto:tom.mitchell@ucl.ac.uk)

The Degree Programme Directors are as follows:

- |                                  |                 |
|----------------------------------|-----------------|
| - Geology                        | Paul Bown       |
| - Geophysics                     | John Brodholt   |
| - Earth Sciences                 | Matt Fox        |
| - Earth Sciences – Palaeobiology | Phil Mannion    |
| - Environmental Geoscience       | Peter Irvine    |
| - Natural Sciences Rep           | Nicolás Brantut |

## 3.2 Term dates, exam/assessment period, core activities

### 3.2.1 UCL Term Dates: 2023/24

Term	Dates
First Term	Monday 25 September 2023 to Friday 15 December 2023
Second Term	Monday 8 January 2024 to Friday 22 March 2024
Third Term	Monday 22 April 2024 to Friday 7 June 2024

For those departments that operate them, Reading Weeks are the weeks beginning Monday 6 November 2023 and Monday 12 February 2024.

UCL Closure	Dates
Christmas College Closure	Close 5.30pm Friday 22 December 2023
	Open 9.00am Tuesday 02 January 2024
Easter College Closure	Close 5.30pm Wednesday 27 March 2024
	Open 9.00am Thursday 4 April 2024
Bank Holidays	Closed - Monday 06 May 2024
	Closed - Monday 27 May 2024
	Closed - Monday 26 August 2024

#### Further information:

- [Term Dates 2023-24](#)

Please note that some field trips will take place during the Easter and Summer vacation. You will be notified of these dates in due course.

### 3.2.2 UCL Examination Periods 2023-24

Information will be made available on the [Exam and Assessments Students pages](#)

Submission dates for coursework, departmental tests, presentations etc., are available on the relevant module Moodle page.

## 3.3 Department- and faculty-level events and key dates

All students should check that they do not have departmental or college commitments before making arrangements for absence from UCL. In particular, a number of modules have compulsory fieldwork during the vacation. Please contact the appropriate module organiser for confirmed dates.

### 3.4 How UCL and the department will communicate with students

UCL will communicate with students via:

**UCL student email** – Students should check their UCL email regularly.

- [UCL student email](#)

**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.

- [UCL Moodle](#)

**myUCL** – A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.

- [myUCL](#)

**UCL Instagram** – UCL's official Instagram channel, featuring news, events, competitions and images from across the UCL community.

- [UCL Instagram](#)

**@ucl Twitter channel** – Sharing highlights of life at UCL from across UCL's diverse community.

- [@ucl Twitter channel](#)



## 4 Hours of Study

### 4.1 Hours of study

Our credit bearing modules use the [Framework for Higher Education Qualifications](#) (FHEQ). As such, a 15-credit module is designed to take 150 hours to complete. This time comprises all activity related to that module, including formal tuition (e.g., lectures, teaching lab practicals), small group problem solving, revision, assessment, and independent study.

An undergraduate on a full time degree course should expect to spend around 40 hours per week on their studies during term time. Normal contact time on weekdays is scheduled between 9am and 6pm, although fieldwork may take place at the weekend or during vacations. Lectures are not normally scheduled for Wednesday afternoons.

An average week for an Earth Sciences undergraduate would include 16 hours of contact time. This time is made up of formal learning and teaching events such as lectures, practicals and problem classes. You can expect to spend at least as much time again each week in independent study, such as reading around the subject, completing practicals or doing coursework. You may have additional skills sessions, seminars and tutorials. You will also have fieldwork, which varies in length from a day course one weekend in Year 1, to the long field mapping trip over a number of weeks between years 2 and 3.

Most of the formal teaching takes place in the First Term (September – December) and the Second Term (January – March). You will be required to spend time in the vacation reading around the subject, undertaking fieldwork, preparing for project work, or revising.

Weekly lectures and practical classes are normally arranged in 2 x two hour blocks. The online timetable should be checked regularly to find the correct venue. Practical classes are spent describing and interpreting hand specimens or thin sections, answering problem sheets, or perhaps constructing a cross-section from a map. The lecturer or a postgraduate teaching assistant will be there to help, and students should ask for assistance if it is needed. As with lectures, practical classes build on work done in the previous session, and it is necessary to understand and complete each task before going on to the next one. Exchanging ideas with other students may help, although the final product must be each student's own work. It is very important to hand in course work on time, or penalties will be incurred.

As you progress through the years, you will be expected to take more control over your studies. You should actively try different approaches to your learning in order to develop those most suitable for you. Several one-credit modules in the Third Year have been developed on the Problem Based Learning approach. This means that a learning environment is provided in which one or more problems are set for you to resolve. You will discover that in order to solve the problems, you will have to acquire new critical knowledge, and to develop strategies to solve them. This will involve a variety of skills, and includes both independent working and team working. In this way, you will mimic the way in which you may have to resolve problems during your life and career.

### 4.2 Personal study time

Assigned private study includes reading, preparing essays and reports for tutorials and coursework assessment, and completing any practical work that was not finished in the

timetabled period. The timetable allows time to be spent in the library, computer terminal room, or laboratory. It is advisable therefore to use this time wisely, as it will leave plenty of opportunity to pursue other interests. Nearly all of the courses have a recommended book or reading list and the course organiser will assume that it is being used fully. If you do not spend time outside the classroom during the year, you will find it difficult to reach the required standard by the exam period, especially as there may be field classes during the Easter break.

## **4.3 Attendance requirements**

### **4.3.1 Attendance Requirements**

UCL expects students to attend all the scheduled learning events which appear on their timetable as this gives students the best chance of academic success. This includes all events set out in the programme handbook or those provided to students during a module, including personal tutorials.

A new Attendance policy is currently under development and will be available from the main Students' webpages:

- [Students' webpages](#)

### **4.3.2 Student Visa students: Absence from teaching and learning activities**

Visas and Immigration (UKVI) when a student has not been engaging with their studies. RegisterUCL is used by departments and the central Student Immigration Compliance team to report on student attendance. 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:**

- [Student visa responsibilities](#)

# 5 Our expectations of students

## 5.1 UCL Code of Conduct

UCL enjoys a reputation as a world-class university. It was founded on the basis of equal opportunity, being the first English university to admit students irrespective of their faith and cultural background and the first to admit women. UCL expects its members to refrain from interfering with the proper functioning or activities of UCL, or of those who work or study at UCL. 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:

- [UCL Code of Conduct for Students](#)
- [UCL Disciplinary Code and Procedure in Respect of Students](#)
- [UCL Prevention of Bullying, Harassment and Sexual Misconduct Policy](#)
- [UCL Code of Practice on Freedom of Speech](#)
- [Religion and Belief Equality Policy for Students](#)

### 5.1.1 Safeguarding

Safeguarding is the overarching term used to describe the protection of the health, wellbeing, and human rights of individuals, ensuring the right to live in safety, free from abuse and neglect.

### 5.1.2 Prevent

UCL has a duty to safeguard all learners and Prevent is about safeguarding our apprentices to keep them safe and within the law.

At UCL, our approach to Prevent focuses on safeguarding our learners from harm. Safeguarding vulnerable people from radicalisation is no different from safeguarding them from other forms of harm.

As part of their programme of study apprentices will be given a forum to explore Prevent themes. UCL will ensure apprentices can express views in an environment that encourages respectful free speech

### 5.1.3 “British Values”

UCL is committed to upholding and actively promoting “British Values” that include but are not limited to:

- Democracy
- The Rule of Law
- Individual liberty

- Mutual respect and tolerance of those with different faiths and beliefs

These four values are not necessarily only British values and can be considered positive values for any society to live by. These values align with [UCL values](#) that are already embedded and encouraged at UCL.

## 6 UCL’s Student Support Framework

UCL is committed to providing the support you need in order to make the most out of your studies. The Student Support Framework draws together our main academic support processes under one banner to help you understand the options open to you.

- [UCL’s Student Support Framework](#)

The Framework includes the following components:

### Part 1: How to Use this Framework helps you find your way around the different support options open to you. It includes:

- Where to find help and advice
- Information about when to use this framework (for example if you are an affiliate, study abroad or placement student)
- Advice on confidentiality and how UCL will look after your data
- Information on providing supporting evidence
- Links to other support options that are available to you.

### Part 2: Types of Support explains how each of the following processes works:

Support process:	Use this if:	What this covers:
<a href="#">Short-term Illness and other Extenuating Circumstances</a>	You have a short-term illness, bereavement or other unexpected emergency.	‘Extenuating Circumstances’ (often know as ‘ECs’) are events which are sudden, unexpected, significantly disruptive and beyond your control and which may affect your performance at summative assessment, such as a serious illness or the death of a close relative. You can submit an Extenuating Circumstances claim to access ‘mitigation’ such as an extension or deferring an assessment to a later date.
<a href="#">Reasonable Adjustments for Disabilities and Long-term Conditions</a>	You have a disability or long-term physical or mental health condition.	UCL can provide longer-term ‘Reasonable Adjustments’ to support your learning and assessment. This includes setting up a ‘SoRA’ (Summary of Reasonable Adjustments) with UCL’s Student Support and Wellbeing team.
<a href="#">Academic Adjustments</a>	You need long-term or ongoing support with one or more of the following: <ul style="list-style-type: none"> <li>• You or your partner is pregnant or planning maternity, paternity or adoption leave</li> <li>• You are a parent or carer</li> </ul>	Academic Adjustments include long-term reasonable adjustments arranged by your Department if you need additional support with learning, teaching and assessment.

<b>Support process:</b>	<b>Use this if:</b>	<b>What this covers:</b>
	<ul style="list-style-type: none"> <li>• You observe religious beliefs or cultural customs</li> <li>• You are affected by any form of harassment or discrimination</li> <li>• You are affected by traumatic world events such as war or terrorism</li> <li>• You are a critical worker (e.g. NHS staff).</li> </ul>	
<a href="#"><u>Exam Adjustments</u></a>	You need additional support to sit an online or face-to-face exam.	Exam Adjustments are specifically for Controlled Condition Exams and Take-Home Papers, and include adjustments such as extra time, rest breaks, a more comfortable chair and specialist equipment. These are available to students with a longer-term disability or health condition, and to students who need shorter-term support e.g. if you are pregnant, or have a broken arm.
<a href="#"><u>Interruption of Study</u></a>	You are thinking of taking time out from your studies	Interruption of Study is for students who wish to take a break from their studies and return at a later date. You can take time out from your studies for a wide range of reasons - you might want to take up an internship or placement, take time out to travel, be planning to have children, or be facing personal challenges which are making it hard to study.
<a href="#"><u>Support to Study</u></a>	You are having persistent or ongoing difficulties and UCL's other support processes are not providing the right level of help.	Support to Study aims to help you if you are having significant, persistent, longer-term difficulties and UCL's normal mechanisms (e.g. Reasonable Adjustments, Extenuating Circumstances, Interruption of Study) are not providing enough support. We will work with you to put together a Support Plan to help you get the most out of your studies.

The Student Support Framework is just one of the ways in which UCL helps you to get the most out of your time with us:

<b>The Student Support Framework</b>	<b>Your Personal Tutor</b>	<b>Your Department</b>
<p>The Student Support Framework explains how you can apply for formal support with your studies such as extensions, reasonable adjustments, or taking time out from your studies.</p>	<p>One of your first priorities should be to meet your Personal Tutor. They will help you to get the most out of your studies, and provide support and encouragement during your time with us.</p>	<p>Help is also available from members of staff in your UCL department including academic staff and departmental administrators. You can find their contact details on <a href="#">Moodle</a> or in your Student Handbook.</p>
<b>UCL Student Support and Wellbeing</b>	<b>FAQs and Enquiries</b>	<b>Students' Union UCL Advice Service</b>
<p>UCL's team of expert wellbeing, disability and mental health staff provide a safe, confidential and non-judgemental space in which you can discuss any issues that may be affecting your ability to study.</p>	<p>askUCL is our self-help centre and student enquiry system. It includes a wide range of Frequently Asked Questions. If you can't find what you're looking for, you can log an enquiry.</p>	<p>The Students' Union UCL provides a free, confidential and independent advice service with a trained and experienced team.</p>

### 6.1 Key contacts in the department for assistance with any of the above

Students can seek advice from the Undergraduate Tutor, the Teaching and Learning Administrators and the Student Support Advisor (see contact info in section 3.1), who may refer you to other services where necessary.

# 7 Programme structure

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

The [UCL Academic Manual](#) brings together in one location the academic regulations, policies, and procedures applicable to all UCL taught and research students. It should be read in conjunction with the local regulations and Scheme of Award for each programme, available from programme and departmental/faculty websites.

All our undergraduate degree programmes contain some common courses providing essential knowledge of the Earth Sciences. The programmes in Geology, Geophysics and Environmental Geosciences allow you to follow specific interests, whereas the broader Earth Sciences programme allows students to select one of three pathways: a General pathway which allows greatest flexibility to select module options; a Palaeobiology pathway which incorporates modules from the Life Sciences; and the new Environment and Policy pathway. All degree programmes are available through the Earth Sciences International Programme, during which Year 3 is taken at a partner university abroad.

All programmes are available as either a three year BSc or a four year MSci, except for the International Programme, which is only available as an MSci. This is because students go abroad for their third year and must return to UCL to complete the fourth year with their peers. UCL Regulations state that students must take 120 credits per year. Typically this comprises 8 modules each valued at 15 credits. The BSc programmes thus comprise 360credits, and the MSci programmes comprise 480 credits.

## 7.2 Projects, placements and study abroad

### 7.2.1 Finding projects

For those of you staying on to complete the 4th year (MSci), guidance on finding a suitable project and supervisor will be circulated in a general email, together with a list of topics suggested by staff. However, you are not limited to these topics. If you have ideas of your own that you think might make a good project then please feel free to discuss them with the appropriate member of staff.

### 7.2.2 Information on study abroad options

Students should contact the Study Abroad Tutor if they are on the Earth Sciences International Programme, or if they wish to transfer to that Programme during the first year. General information can be found at the UCL Study Abroad website. Applications are made during the first term of the second year, so it is advisable to have thoroughly researched the options prior to Reading Week of the first term of second year.

Information about regulations concerning the year abroad In order to be permitted to go on this challenging programme, Earth Sciences students are required to achieve over 65% overall by the end of their first two years. Students are strongly advised to achieve first class marks of 70% or over at the end of their first year

#### Further information:

- [Go Abroad](#)

### 7.2.3 Information on internships from UCL Careers



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

**Further information:**

- [Internships](#)

## **7.3 Professional accreditation**

### **7.3.1 Details of any professional accreditation and associated requirements integrated into the programme and requirements for students**

The BSc and MSci degree programmes in Geology, Environmental Geoscience, Geophysics and the International Programme equivalents are accredited by the Geological Society of London – see <https://www.geolsoc.org.uk/accreditation>

# 8 Tutorials and supervision

## 8.1 What students can expect in terms of academic and personal tutoring

### 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 of their personal tutor, and information about how meetings will work. Students are encouraged to be proactive in engaging with their Personal Tutor: make sure you reply to emails from your personal tutor in a timely manner and always let them know if you can't attend a meeting. It's important to build a relationship with your tutor so that you feel comfortable approaching them, should problems arise. Your personal tutor can also provide academic references for you, which is an important reason to build a professional relationship with them.

You will meet your Earth Sciences Personal Tutor in induction week, or if not, early in the first term, and you will normally remain with them until the end of your third year. At your first meeting you will be informed how to contact him/her should the need arise. You have a responsibility to ensure that you respond to any communications from your tutor promptly, and to attend appointments. The Department will keep a record of the meeting.

Your Personal Tutor should be the first person you turn to with any problems of a personal, pastoral or financial nature, and these consultations will remain confidential unless you agree otherwise. Fourth year students all have the same personal tutor, currently the module organiser for the MSci projects. Students may also contact the Undergraduate Tutor for pastoral issues. It is best to make an appointment first, although it is not always necessary. The Undergraduate Tutor or your personal tutor may refer you to other services where necessary.

### Further information:

- [Personal Tutors](#)

## 8.2 Transition Mentors

### 8.2.1 Transition Mentors

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

### Further information:

- [UCL Transition Mentors](#)

# 9 Advice on choosing module options and electives

## 9.1 Choosing modules

Modules are the individual units of study which lead to the award of credit.

### 9.1.1 Choosing Modules for 2023/24

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.

### 9.1.2 Process for Choosing Modules for 2024/25 (continuing students)

Continuing undergraduate students and postgraduate students on programmes of more than 1 year's duration will have an opportunity to make an initial selection of modules for 2024/25 at the end of the spring term, with places being confirmed in the summer.

### 9.1.3 UCL Module Catalogue

UCL's Module Catalogue gives access to a comprehensive catalogue of all modules across the whole of UCL, published in a consistent, searchable and accessible format.

#### Further information:

- [Module Catalogue](#)

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.

### 9.1.4 Module Selection and Verification Deadlines

You will receive an email through the Student Records system, Portico, with details of module registration deadlines. Later on, you will also be asked to check in Portico and confirm that your module registrations are correct. It is important that you check that you are registered for the correct modules so that you are entered for the right assessments.

#### Further information:

- [Module Registration](#)

### 9.1.5 Change of Module Selection

If a student wishes to change a module selection, requests need to be submitted and approved by the department.

Exact deadlines will be published each year in the 'Module Selection Task' on Portico. On Online Programmes, exact deadlines will be set, managed and communicated by the Department.

**Further information:**

- [Portico Login](#)
- [Academic Manual Chapter 3, Section 2: Module Selection](#)

## **9.2 Contact details for staff who can give advice**

Students can seek advice on module choices from the Undergraduate Tutor, Degree Programme Director or the Teaching and Learning Administrators (see contact info in section 3.1). When modules choices are optional and offered outside of the department, students shall seek approval from module organizer and the Undergraduate Tutor. The Senior Teaching and Learning Administrator can help with queries concerning registration on Portico

# 10 Changes to Registration Status

## 10.1 Information on how to change, interrupt or withdraw from a programme

### 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 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. Students are strongly advised to discuss their plan with the departments involved before requesting a change of programme on Portico.

#### Further information:

- [Changing your degree programme or modules](#)
- [Academic Manual Chapter 3, Section 5 Programme Transfers](#)

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.

#### Further information:

- [Interrupting or withdrawing from your studies](#)
- [Academic Manual Chapter 3, Section 7: Withdrawing from a programme](#)

### 10.1.2 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**

Please contact the Undergraduate Tutor in the first instance. If the changing programme is within your department, please confirm that you have completed all the compulsory modules. If the changing degree programme is outside of the department, please check with that department if they will agree to take you and then contact the Undergraduate Tutor for approval.

The Faculty contact regarding transfers is Catherine Cheung, MAPS Faculty Education Manager [catherine.cheung@ucl.ac.uk](mailto:catherine.cheung@ucl.ac.uk)

# 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 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.

### **Bachelors and Integrated Masters Degrees:**

This programme uses the Honours Degree Progression and Award Requirements in the UCL Academic Manual, Chapter 4, Section 6: Progression and Award.

Specific regulations for each individual programme are published in the Portico Progression and Award Rules Tool. Students will be notified when their regulations are available. To find the Tool, students should click on the 'My Programme' box on the 'My Studies' page in Portico. The 'Progression and Award Rules' link is below the programme information.

### **Further information:**

- [Academic Manual Chapter 4, Section 6: Progression and Award](#)
- [Portico Login](#)

## 11.2 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 7: Classification defines the Classification Schemes for each qualification.

The regulations work slightly differently depending on the programme structure. Specific regulations for each individual programme are published in the Portico Progression and Award Rules Tool. Students will be notified when their regulations are available. To find the Tool, students should click on the 'My Programme' box on the 'My Studies' page in Portico. The 'Progression and Award Rules' link is below the programme information.

### **Bachelors and Integrated Masters Degrees:**

This programme uses UCL Honours Degree Classification Scheme B in the UCL Academic Manual, Chapter 4, Section 7: Classification.

### **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 7: Classification.

### **Further information:**

- [Academic Manual Chapter 4, Section 7: Classification](#)
- [Portico Login](#)

# 12 Information on assessment

## 12.1 How will students be assessed?

Coursework will be given throughout the first and second terms and will often require students to complete it in their own time.

Some of our modules include a component of continuous assessment or other coursework. This component may comprise a variety of formats. The marks for summative coursework contribute to the overall module mark with weighting shown on the [UCL Module Catalogue](#)

When possible, coursework is issued to a schedule to limit the overloading of students and should consequently be submitted on time. 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 late submission penalties will be applied.

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 several 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.

Marking and second marking of exam scripts takes place in May and early June. Provisional examination results are agreed in late June at a meeting of the Departmental Board of Examiners. The results must also be ratified by the Faculty of Mathematics and Physical Sciences (MAPS) and the UCL Board of Examiners before they are made official. Confirmed marks will be released in late July through Portico by the Registry after full ratification of the results has occurred. Students can access this website using their UCL username and password.

## 12.2 What are the marking criteria and learning outcomes?

General information is given for each module by clicking on the appropriate link from the [Undergraduate module list](#).

## 12.3 What marking scale is in use on the programme?

The department follows the regulations in the [UCL Academic Manual: Section 3: Module Assessment](#)

## 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?

Feedback can take a variety of forms, for example:

- orally, in response to questions in the classroom
- in the form of detailed written comments on individual pieces coursework



- as a letter grade only on summative assessed work (work designed to test your knowledge and understanding rather than as part of the learning process)
- as general feedback on Moodle or in the classroom

It is our responsibility to ensure that you receive timely and informative feedback on your questions during scheduled teaching periods, and when returning your submitted work. It is your responsibility to study and act on the feedback provided, so that you can improve and develop your work where appropriate. If you have any queries about your feedback, please ask the member of staff or teaching assistant concerned.

UCL Service standards on feedback (13.5 below) summarises the timing and nature of feedback which can be expected by students. Furthermore, within Earth Sciences:

- Where the coursework forms a minor component (<10% of the total marks for the course), or is an integral part of the learning process, the assessed coursework should normally be returned to the student within 2 weeks of submission.
- Assessment of coursework may be carried out either by the appropriate member of staff or by an appropriately-trained teaching postgraduate teaching assistant (PGTA). Where assessed by a PGTA, all such coursework will be moderated by the course organiser and assigned a final mark.
- In the case of courses comprising 100% coursework, marks may not be given to students prior to the final examination board, and coursework may not be returned to the student afterwards

## **12.5 UCL Standard turnaround time for feedback**

### **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:**

- [Academic Manual Chapter 4, Section 5: Assessment Feedback](#)

## **12.6 For centrally organised assessments, instructions and Regulations on the Examinations and Awards website**

Please check the Students' webpages for the most up-to-date information:

- [Students' webpages](#)

### 12.6.1 Assessment Regulations

Students must ensure that they are aware of the regulations governing assessments and examinations on the Examinations and Assessment website.

#### Further information:

- [Examinations and Assessments](#)

### 12.6.2 Intercollegiate Exams

UCL students taking examinations at other colleges as part of the University of London's intercollegiate module sharing scheme should refer to the Student Policy outlined in the Academic Manual, Chapter 8 (Annexe 10: "Intercollegiate Module Sharing with other University of London Colleges – Student Policy").

#### Further information:

- [Academic Manual Chapter 8: Academic Partnerships Framework](#)

## 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

Coursework may need to be submitted in class or electronically. For example, students may need to upload work through Turnitin on Moodle, and sufficient time should be allowed to do this. Students will be advised by the module organiser or through Moodle. Module organisers should be advised of any difficulties with submission.

## 12.8 Information about penalties for late submissions

### 12.8.1 Coursework 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.

#### Further information:

- [Academic Manual Chapter 4, Section 3: Module Assessment](#)
- [Academic Manual Chapter 2, Section 2: Short Term Illness and Other Extenuating Circumstances](#)

## 12.9 Information about absence from assessment

### 12.9.1 Absence from Assessment

Any student who is absent from an assessment without prior permission will receive a mark of 0.00%/ Grade F unless they formally request to defer their assessment to a later date by submitting a claim for **Extenuating Circumstances with appropriate supporting evidence**. If Extenuating Circumstances are not approved, the mark of 0.00%/ Grade F will stand and the student will be considered to have made an attempt.

#### Further information:

- [Academic Manual Chapter 2, Section 2: Short Term Illness and Other Extenuating Circumstances](#)

## 12.10 Information about word counts and penalties

### 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:

- [Academic Manual Chapter 4, Section 3: Module Assessment](#)

## 12.11 Information about the consequences of failure

Students are permitted a maximum of two attempts at any given assessment. If a student fails an assessment at the first attempt they might:

- Be eligible for Condonement
- Need to Resit or Repeat the assessment
- Apply for a Deferral or other support under the Extenuating Circumstances procedures

### 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:

- [Academic Manual Chapter 4, Section 6: Progression and Award](#)

## Student Guides to Condonement

- [Undergraduate Student Guide to Condonement](#)

## Reassessment

Depending on the amount of failure, Reassessment may take the form of either a Resit, which usually takes place 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 – 40.00% for modules at UG Level/ Levels 4, 5 and 6; 50.00% for PGT modules at Masters Level/ Level 7.

### Further information:

- [Academic Manual Chapter 4, Section 9: Consequences of Failure](#)

## Deferred 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).

### Further information:

- [Extenuating Circumstances](#)
- [Academic Manual Chapter 4, Section 8: Deferred Assessment](#)

## 12.12 Academic Integrity

High academic standards are fundamental to ensuring continued trust and confidence in UCL's world-leading research and teaching, as well as the individuals who work and study at UCL. UCL takes Academic Integrity very seriously, and expects students to familiarise themselves with UCL's referencing and citation requirements. A good starting point is the UCL Library Guide to References, Citations and Avoiding Plagiarism. Students should also ensure that they are familiar with the specific referencing requirements of their discipline, as these may vary.

Candidates for controlled condition examinations should also familiarise themselves with the requirements set out in the Academic Manual, Chapter 6, Section 9.2 (weblink provided below). It is also very important that students are aware of what items they are permitted to bring into the Examination Halls, so they can ensure they do not unintentionally breach the examination rules.

UCL has a zero tolerance approach to the use of essay mills and contract cheating, as they go against every principle that UCL stands for. These types of service disadvantage honest students and devalue standards in our universities.

The vast majority of students at UCL will maintain their Academic Integrity throughout their studies, but it is important to be aware that UCL may consider breaches to your Academic

Integrity as an instance of Academic Misconduct. When Academic Misconduct occurs there can potentially be penalties imposed, and it is important to note that repeated breaches will be taken very seriously and could result in exclusion from UCL (see Academic Manual, Chapter 6, Section 9.3, web-link provided below). For students who are unsure of what may be considered as Academic Misconduct, the procedures in Chapter 6 of the Academic Manual define all such behaviour and how this is taken forwards. UCL also has online tools available to help students identify what behaviours may be considered as Academic Misconduct.

**Further information:**

- [Academic Integrity](#)
- [Library Guide to References, Citations and Avoiding Plagiarism](#)
- [Academic Manual Chapter 6, Section 9: Student Academic Misconduct Procedure](#)
- [Examinations and Assessments](#)

### **12.13 Information about academic integrity and accepted referencing methods in the discipline**

Students submitting written reports, dissertations or projects will be advised on accepted referencing methods for the module. The UCL Library Guide to References, Citations and Avoiding Plagiarism is a useful source of information.

### **12.14 Information about academic integrity (plagiarism) in the discipline**

Students should take careful note to understand what is meant by plagiarism and collusion in their studies.

The following is taken directly from a hand-out entitled “How NOT to fail your degree” produced by N. Hayes and R. Muid from the UCL Dept. of Pharmacology (2006) but is also applicable in our department.

#### **What does this mean in practice for you, as a student in this Department?**

*It means you **CANNOT** do the following:*

- Cut and paste from electronic journals, websites, or other sources to create a piece of work.
- Use someone else’s work as your own.
- Recycle essays or practical work of other people or your own (this is self-plagiarism).
- Employ a professional ghost-writing firm or anyone else to produce work for you.
- Produce a piece of work based on someone else's ideas without citing them.
- Use AI tools to write your essay, answer problems or any other form of coursework from start to finish and pass this off as your own work. Your module lead will be able to provide more specific guidance on what tools, if any, are allowed in the context of your assignments.

*You **CAN** do the following:*

- You can quote from sources providing you use quotation marks and cite the source (this includes websites).
- You can paraphrase (take information from a piece of work and rewrite it in a new form) but you must still mention the source.
- In the case of joint work (e.g., a group project) individuals may use the same data, but the interpretation and conclusions derived from that data must be their own.

The most common form of plagiarism consists of downloading large sections of essays from the Internet without including the necessary quotation marks or specific references. When teaching staff mark work of an essay/report nature, they are encouraged to check for web-plagiarism by using a search engine such as that supplied by Google. UCL also uses the Turnitin software system, which all Departments will be able to use to check all work using databases of past work from students and the Internet.

Cases of suspected cheating are first investigated by a Departmental Disciplinary Panel. In accordance with the Examination Regulations, all serious cases must then be passed on to the UCL Registry, which will decide whether the case should be dealt with at UCL or Departmental level.

Students should be aware that a future employer requiring references about a student, normally seeks information from a Tutor regarding a student's "honesty and integrity." We find it impossible to give a good reference for a student who has been caught resorting to plagiarism of any kind.

## **12.15 Information about Marking, Second-Marking and Moderation**

### **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 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.

## **12.16 Information about the External Examiner process and how to access reports via Portico**

### **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 the "My Studies" page through their Portico account either through 'Module

Assessment' or 'Summary of Results and Awards' or by contacting their Departmental Administrator in the first instance. On the same "My Studies" Portico page, students can also access UCL wide External Examiners reports for the last three years. For central queries relating to External Examining, please contact Student and Registry Services at [examiners@ucl.ac.uk](mailto:examiners@ucl.ac.uk).

# 13 Learning resources and key facilities

## 13.1 Information on university-wide learning resources and key contacts for support

### 13.1.1 UCL Library Services

UCL Library Services provides support to students online and in person via our libraries. UCL has 14 libraries covering a wide range of specialist subjects with expert staff that students can ask for help. UCL Library Services provides access to a huge range of digital and print resources. The UCL Library Services page has information for students about using the library, services available, electronic resources and training and support. Subject guides provide targeted information on resources and support available, and online reading lists, which are also linked to Moodle modules, will provide students with access to core readings for their modules.

#### Further information:

- [Discover Library Services](#)
- [Library Subject Guides](#)
- [ReadingLists@UCL](#)

### 13.1.2 UCL Information Services Division (ISD)

The UCL Information Services Division (ISD), the primary provider of IT services to UCL, offers guidance on all of ISD's key services, including email and calendar services, user IDs and passwords, print, copy and scanning, wifi and networks on their web pages. 'How to' guides and individual help and support is available from IT Services.

- [Help and support](#)

There are also opportunities for Digital Skills Development through face-to-face training in areas such as data analysis, programming, multimedia and graphics packages and more.

- [Digital Skills Development](#)

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

- [LinkedIn Learning](#)

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:

- [Learning on Screen \("bob"\)](#)
- [Kanopy](#)



New students are encouraged to complete the 'Digital Education at UCL' course which is available on Moodle, UCL's virtual learning environment, to familiarise themselves with the tools and technology available to support their digital learning experience.

- [Digital Education at UCL](#)

ISD provides desktop computers and laptops for loan in a number of learning spaces. Computers at UCL run a Desktop@UCL service which provides access to hundreds of software applications to support students. Students also have access to a range of free and discounted software.

Visit the **IT Essential for new students** page for details of all IT services available:

- [ISD IT Essentials for new students](#)

All students are encouraged to download the UCL Go app, available for iOS and Android devices and on the web. The app gives access to the timetable, Moodle, email, Portico, and library loans. It has maps to locate lecture theatres, water fountains, computers and study spaces on campus. It has checklists of things students need to do and sends important alerts, as well as having opt-in notifications on topics of interest. You can also see lists of events hosted by Students' Union UCL and UCL departments.

- [UCL Go](#)

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

The UCL Centre for Languages & International Education (CLIE) provides modern foreign language, British Sign Language and English for Academic Purposes (EAP) modules for UCL students. CLIE also heads the UCL Academic Communication Centre (ACC). The ACC offers discipline-specific academic communication support to both native and non-native English speakers currently studying an undergraduate or postgraduate degree at UCL. Evening courses are offered in nine foreign languages across a range of levels to support UCL students, staff and London's wider academic and professional community. Students can access language-learning resources online through the CLIE Self-Access Centre, including films and documentaries and books for self-study.

**Further information:**

- [CLIE website](#)
- [CLIE Self-Access Centre](#)
- [Academic Communication Centre \(ACC\)](#)

### 13.1.4 Sustainable UCL

UCL launched its Sustainability Strategy in 2019 – one of the most ambitious across the UK higher education sector. It includes many headline commitments – to be a net zero carbon institution by 2030; to be single use plastic free; and that every student has the opportunity to engage with sustainability during their time at UCL. The Sustainable UCL team offers students many different opportunities to learn about sustainability as part of their studies or extracurricular activities.

In particular, students can engage with sustainability in their free-time by joining one of UCL's green clubs and societies or taking part in UCL's Student Sustainability Council to help direct UCL's sustainability vision and represent the students' voice on sustainability.

**Further information:**

- [Sustainable UCL Website](#)
- [Sustainability Student Opportunity Website](#)
- [Green clubs and societies](#)
- [Student Sustainability Council](#)

## **13.2 Information on department/faculty library spaces/resources, IT provision/support, social spaces etc.**

Student hub spaces are located within the Kathleen Lonsdale Building.

## **13.3 How to access Moodle and support contacts**

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

**Further information:**

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

## **13.4 Portico – what it is, why it is important and who to contact for support**

### **13.4.1 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 module results
- Pre-enrolment and re-enrolment
- Applying for programme transfer
- Plan and record skills development
- Applying for graduation ceremonies

**Further information:**

- [Portico Login](#)

- [What is Portico](#)
- [Portico Support](#)

## 14 Student support and wellbeing

### 14.1 Information regarding central wellbeing and support services, including what services are offered, locations and contact information

#### 14.1.1 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 Students website provides more information:

- [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.

#### 14.1.2 The Student Enquiries Centre

##### Walk-in Service

The Student Enquiries Centre have a physical space that students can visit for walk-in questions and enquiries on the 1<sup>st</sup> floor of the Student Centre. We can assist you with questions or concerns you may have around your student record and give guidance and information on a range of areas such as, Student Support and Wellbeing, Fees, Study Abroad or any matters regarding your studies at UCL.

Our term-time hours are:

**10am to 6pm on Monday-Wednesday & Friday 10am to 4pm on & Thursday.**

##### Telephone Service

You can also contact us via our telephone service:

Student Enquiries Centre Telephone Service: +44 (0)20 3108 8836.

Telephone service hours:

**9am to 12pm & 2pm to 5pm on Monday-Wednesday & Friday  
9am to 12pm & 2pm- 4pm on Thursday.**

##### askUCL

Log an enquiry via [askUCL](#), our online student enquiries system, to ask a question or directions to a particular service. We are currently responding to enquiries between the

hours of **9am - 6pm (Monday – Friday)** and will aim to provide you with a response within 5 working days.

### **Accessing our self-service options**

Self-service remains the quickest and most efficient way for students to complete certain processes and obtain key documentation. We recommend that students use the following self-service opportunities:

- Launch [askUCL](#) to access the comprehensive and extensive database of Frequently Asked Questions (FAQs)
- The letter self-service options on Portico where students can print off a statement of student status (current students) or statement of award (alumni)
- The personal details & address containers on Portico where students can update their preferred name, title, trusted contact details and addresses.

#### **Further information:**

- [askUCL](#)
- [Student Enquiries Centre](#)

### **14.1.3 Student Advisers for First Year Undergraduates**

UCL Student Advisers are a key contact for first-year undergraduates for any wellbeing, support and student experience matters. They can help students navigate any aspects of student life that may appear challenging, including policies, assessments and finding the right kind of support. All UCL departments have dedicated Student Advisers who make contact with students before the start of the academic year to introduce their role and offer individual appointments.

- [Student Advisers](#)

### **14.1.4 Disability, Mental Health and Wellbeing team**

The Disability, Mental Health and Wellbeing Team in Student Support and Wellbeing (SSW) provide a safe, confidential and non-judgemental space, in which students can discuss any wellbeing, mental health and/or disability concerns that may be affecting their ability to study. This encompasses any personal or emotional challenges students may be experiencing, mental health difficulties such as anxiety or depression and long-term health conditions. The service also supports students with physical and sensory impairments, specific learning difficulties, and autistic spectrum conditions. As well as arranging for adjustments to learning environments, the team loan out specialist equipment. They provide one-to-one tutoring and support for students with specific learning difficulties and mentoring for students with mental health conditions.

#### **Further information:**

- [Support for Disabled Students](#)
- [Mental health and wellbeing support](#)

### **14.1.5 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.

Students wishing to access counselling through SPCS need to first complete an online registration form that can be found through the link below.

**Further information:**

- [Student Psychological and Counselling Services](#)

#### **14.1.6 International Student Support**

The International Student Support team provide specialist support and advice for all non-UK students at UCL. They help international students settle into life in the UK and make the most of their time at UCL and in London. This includes practical guidance on healthcare, banking, transport and safety, as well as information about the International Student Orientation Programme (ISOP).

**Further information:**

- [International Student Orientation Programme \(ISOP\)](#)

#### **14.1.7 Study Abroad support**

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, including Study Abroad Tutors, across academic departments in order to advise and guide students from application through to their return to studies at UCL. The team coordinates a diverse portfolio of global student opportunities via different projects: Student Exchanges and Exchange Agreements, the Turing Scheme, Global Experience (Summer Schools, volunteering abroad, short-term mobility).

**Further information:**

- [Go Abroad](#)

#### **14.1.8 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 Advisers (SRA) to provide support for students and to foster a positive environment within the accommodation.

**Further information:**

- [Wardens and Student Residence Advisers at UCL Residences](#)

#### **14.1.9 Financial support**

The UCL Student Funding Office provides a central service aimed at supporting students with money matters. We can assist with scholarship, bursary and loan queries, and help signpost students to sources of funding. We also offer a range of resources and tips on money management. The easiest way to access our information and guidance is online, but for students with more complex circumstances an appointment can be booked with one of our Student Funding Advisers.

**Further information:**

- [UCL Financial Support](#)
- [Manage your Money](#)

#### **14.1.10 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:

- [Student of Concern](#)

Depending on the concerns raised, Student Support and Wellbeing 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.

## **14.2 Information about registering with a doctor and out-of-hours support services**

### **14.2.1 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 quickly if they become ill or injured. When attending a university in the UK students under the age of 25 are also advised to be vaccinated against meningitis (ACWY). The Ridgmount Practice is a National Health Service (NHS) practice providing healthcare for students living within its catchment area (i.e. near the main UCL campus). Students can also choose to register with a practice closer to where they live if they prefer. The Ridgmount Practice also runs a walk-in surgery which any UCL student can attend, even if they are not registered with the practice.

**Further information:**

- [Register with a doctor](#)
- [Ridgmount Practice](#)

### **14.2.2 Counselling, support and information helpline**

As part of a partnership with an organisation external to UCL, we provide an information and counselling 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:**

- [UCL 24/7 Student Support Line](#)

### 14.2.3 Crisis support - immediate and urgent help

If anyone is in immediate danger, medical support can be received by:

- Attending an Accident & Emergency (A&E) department of a local hospital. University College Hospital is the nearest A&E department to UCL's main campus (this A&E department has a dedicated mental health unit)  
[University College Hospital](#)

- Calling 999 to request an ambulance if you are unable to reach the hospital yourself

If a student is feeling distressed, urgent medical support can be obtained by:

- Contacting the student's GP surgery to request an emergency appointment
- If the GP surgery isn't open, the free NHS out-of-hours medical line on 111 can help students access the right services.
- Calling the Samaritans on 116 123 to talk to someone at any time, day or night  
[Samaritans](#)
- Nightline are available overnight and can help students across London, call them on +44 (0) 207 631 0101  
[Nightline](#)

**Further information:**

- [Urgent and out of hours support](#)

## 14.3 Information on how students can access support/information related to Equality, Diversity and Inclusion

### 14.3.1 Equality, Diversity and Inclusion

The Equality, Diversity and Inclusion Team aims to acknowledge, understand, and tackle structural inequities and unjust social power imbalances that affect our communities across the institution. This means recognising how we got here and what needs to be done to ensure equity, inclusion and belonging for those who are not systemically privileged by our society. 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 Equality, Diversity and Inclusion website brings together a range of information on issues relating to race, gender, religion and belief, sexual orientation, gender identity, and disability amongst other equalities initiatives at UCL.

**Further information:**

- [Equality, Diversity and Inclusion](#)

### 14.3.2 Inclusion Leads

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

The departmental Inclusion Lead is Maxim Ballmer, [m.ballmer@ucl.ac.uk](mailto:m.ballmer@ucl.ac.uk)

#### Further information:

- [Inclusion Leads](#)
- [Support for Pregnant Students](#)
- [Support for Student Parents](#)
- [Faith and belief](#)
- [LGBTQ+ Students](#)

## 14.4 Information about UCL's approach to preventing and responding to harmful behaviours

### 14.4.1 Bullying, harassment, sexual misconduct and/or domestic abuse

Every student and member of staff has a right to work and study without experiencing harm. Bullying, harassment, sexual misconduct and/or domestic abuse of one member of our community by another or others is never ok. UCL is working to eradicate these issues and seeks to promote an environment in which they 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.

To help with this, UCL has **Report and Support**, an on-line reporting tool where students can report any issues anonymously or with contact details request to speak to an advisor in order to make an informed decision about their options.

Unacceptable behaviour includes:

- Intimidating, hostile, degrading, humiliating or offensive behaviour which has the purpose or effect of violating a person's dignity or creating an intimidating environment.
- Unwanted conduct related to a protected characteristic that has the purpose or effect of violating a person's dignity. The unwanted conduct can be physical, verbal, or non-verbal.
- Unacceptable behaviour of a sexual nature such as sexual harassment, invitations, comments, coercion and promised advancement in exchange for sexual access.

If you experience any of these behaviours, you can report it and/or access support. You can request to be contacted by an advisor or you can report anonymously. With either options you can give as much or as little detail as you wish. The reports are strictly confidential and only shared on a need to know basis.



Students can request to speak to all the following advisors:

- Dignity Advisor
- Crime Prevention and Personal Safety Advisor
- Human Resources Business Manager (if it's about a member of staff)
- Student Mediator
- Student Support and Wellbeing

**Further information:**

- [Report and Support](#)
- [UCL Policies on Conduct and Harassment and Bullying](#)
- [Dignity at UCL](#)
- [Student Mediator](#)
- [Students' Union UCL Advice Service](#)
- [Active Bystander Programme](#)

**14.4.2 Support for students who have been affected by sexual violence and/or domestic abuse**

UCL will do its utmost to support anyone who has been, or is being, affected by sexual violence and/or domestic abuse. 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:**

- [Report and Support](#)

# 15 Employability and Careers

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

The departmental Careers lead is Katie McFall, [k.mcfall@ucl.ac.uk](mailto:k.mcfall@ucl.ac.uk)

## 15.2 Information on UCL Careers

### UCL Careers

UCL Careers provides a wide variety of careers information, one-to-one guidance and events for UCL students and recent graduates. UCL Careers 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 three years after course completion).

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

UCL students are helped with applications and sourcing opportunities with web resources and advice. They can book appointments and search for internship and graduate job vacancies via myUCLCareers.

### Further information:

- [UCL Careers](#)
- [myUCLCareers](#)
- [Sourcing and making the most of internships](#)

## 15.3 Entrepreneurship at UCL

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

### Further information:

- [UCL Innovation and Enterprise](#)

# 16 Student representation

## 16.1 Information on Students' Union UCL, how to run for election and how to find a representative

## Students' Union UCL

Students' Union UCL 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.

The Union 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 student leaders are elected annually by and from all current students. The elected student leaders who work full time for you are called Sabbatical Officers and they represent students on various UCL committees and influence decisions that matter to students. Alongside the Sabbatical Officers there are more than 2000 other student representatives, who cover every part of UCL life, from your programme, research studies, department, faculty or the UCL accommodation you live in.

### Further information:

- [Students' Union UCL website](#)
- [Make a Change](#)

## 16.2 Student Clubs and Societies

### Student Clubs and Societies

At Students' Union UCL, there are over 320 different student-led clubs and societies for you to get involved in. Maybe you are interested in sports with our TeamUCL clubs or low commitment exercise with our Project Active scheme? Perhaps you are keen to perform on-stage in the Bloomsbury Theatre or you want to learn about and celebrate different cultures? With such a diverse offering available there is bound to be something that sparks your interest! Clubs and Societies are a great way to develop your skills and find a community at UCL. The Welcome Fair in early October is the perfect chance to meet them all in one place and learn more about what they have on offer!

### Further information:

- [Students' Union UCL Clubs and Societies](#)
- [Club and Society Events](#)

## 16.3 Information on Academic Representatives

### 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 your Lead Department

Representative as well as your Faculty Representatives 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:**

- [Academic Representatives](#)
- [Find your representative](#)

## **16.4 Role of the Staff-Student Consultative Committee**

### **Staff-Student Consultative Committee**

Every department at UCL has a Staff-Student Consultative Committee (SSCC) that meets at least three times a year. Staff Student Consultative Committees are meetings where Academic Reps and staff work together to develop solutions to students' concerns, and prioritise areas for improvement. SSCCs are co-chaired by your Lead Department Representative. Some departments have a single SSCC, while others split this into different levels of study. Most commonly, departments operate both an undergraduate and postgraduate SSCC.

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

You can contact Paul Bown, [p.bown@ucl.ac.uk](mailto:p.bown@ucl.ac.uk) who is the Head of Teaching.

## **16.6 Students' Union Advice Service**

The Students' Union Advice Service is available to all current UCL students, as well as those who have interrupted their studies or recently completed their programme. Trained and experienced staff are ready to support you with any difficulties that might occur during your time at UCL. The Advice Service specialises in:

- **Academic issues** - including extenuating circumstances, plagiarism and complaints
- **Housing concerns** - including contract checks and housemate disputes
- **Money and Debt advice** – including budgeting and income maximisation
- **Employment** - including unpaid wages and part time employment contracts
- The team can also offer help and support with many other legal and university matters

The service is free, independent, impartial and confidential. No information shared with the service is shared with your department or any other university staff unless you request it or give your permission. Students can make an appointment or attend a drop-in session for advice and support.

**Further information:**

- [Students' Union UCL Advice Service](#)

## **16.7 Informal and Formal Student Complaints**

### **16.7.1 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.

### **16.7.2 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.

### **16.7.3 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. Students' attention should be drawn to the timescales set out in the Procedure.

**Further information:**

- [Academic Manual Chapter 6, Section 8: UCL Student Complaints Procedure](#)
- [Academic Manual Chapter 6, Section 7: UCL Academic Appeals Procedure](#)
- [UCL Student Mediator](#)
- [Students' Union UCL Advice Service](#)

# 17 Student feedback and working in partnership with staff through You Shape UCL

## 17.1 The importance of feedback and how UCL uses the results

### Student Feedback

Our goal is to put students' feedback, insights and contributions at the heart of 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 have opened the Library over the Christmas closure period and increased study space – including 1000 in the 24 hour new Student Centre, we've focussed more on environmental sustainability and given clearer information about exams and assessments.

## 17.2 Student surveys and how UCL uses the results, including information about the NSS,) Annual Programme Evaluations and New to UCL survey

### 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, annual programme evaluations 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 delivering an excellent education for current and future students. 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 Dr Michael Spence.

### Further information:

- [You Shape UCL](#)

## 17.3 Module Dialogue – what is it and why it's important

Throughout all modules students will be asked to answer short pulse survey questions, on a regular basis. These pulse surveys are important because it helps teaching staff 'check-in' with students, making sure that they can understand and access key aspects such as the content of the module, assessment information and learning resources. This provides an opportunity for students to reflect on their learning and also give constructive feedback by engaging in a dialogue with staff about the results. Helpful comments and ideas from students mean that changes and improvements can be made to the module before it ends, as well as shaping the module for future students.

## 17.4 UCL ChangeMakers

UCL ChangeMakers helps students and staff work in partnership to make education better at UCL:

- Students and staff can apply for funding to collaborate on a project focused on enhancing education and students' experience at UCL.
- Projects address issues that are important to students, often uncovered through student survey data, discussed at SSCs, raised through Unitu or as the result of ideas from students and/or staff.
- Students are recognised for their contribution to enhancing education at UCL through the payment of a stipend.
- There are two application deadlines a year, in terms 1 and 2.

Projects are open to all students: undergraduate, postgraduate taught and postgraduate research (MRes).

**Further information:**

- [UCL ChangeMakers](#)

## 17.5 Student Quality Reviewers

Student Quality Reviewers, where UCL students take an in-depth look at different areas of education and provide detailed feedback and analysis from a student perspective.

Through the Student Quality Reviewer scheme, students can:

- Act as a member of an Internal Quality Review panel;
- Take on a role to review new programmes or support enhancements to assessments through the Programme or Assessment Design Student Partner roles;
- Work with staff to reflect on their teaching through the ChangeMakers Teaching Dialogue scheme;
- Provide a student view on how teaching can include more diverse perspectives as a Student Curriculum Partner;
- Students are paid a stipend of £300 for around 25 hours work.

**Further information:**

- [Student Quality Reviewers](#)

# 18 Sport and Physical Activity

## 18.1.1 TeamUCL

With 75 Sports Clubs and our very own TeamUCL Sports Leagues, we operate one of the largest university sport programmes in the UK. There are opportunities to learn sports as a beginner, compete for TeamUCL at a national level in British Universities and Colleges Sport (BUCS), or join a department or society team to play against other UCL students in the TeamUCL leagues:

- [Welcome to TeamUCL](#)

UCL has a commitment to support dual-career athletes throughout their studies. If you are a national or international level athlete, find out more about the TeamUCL Elite Athlete Support Programme:

- [TeamUCL Elite Athlete Support Programme](#)

## 18.1.2 Project Active

Project Active offers low cost, beginner friendly physical activity for all UCL staff and students including weekly classes, social sport and one off events:

- [Project Active](#)

## 18.1.3 Bloomsbury Fitness

Bloomsbury Fitness is a gym that gives back. As part of your Students' Union, we offer a quality service while keeping prices low and channelling profits back into student activities. Our campus gym is located at 15 Gordon Street, WC1H 0AH:

- [Bloomsbury Fitness](#)



# 19 Volunteering Services

## 19.1 About Volunteering Services, who they are and how a student can find out more or become involved

### 19.1.1 Volunteering Services

The Volunteering Service at Students' Union UCL exists to connect UCL students with London's Voluntary and Community Sector, primarily through volunteering. It's one of the largest volunteering teams in UK Higher Education, meaning that UCL students have access to opportunities that their peers in other universities often do not.

The Service runs three main programmes:

**Partnerships** - linking students with volunteering opportunities within their network of around 350 community partners.

**Student-led Projects** - supporting students to set up and run their own community projects.

**Community Research Initiative** - connecting master's students with community organisations for collaborative research and Knowledge Exchange projects that form their dissertations.

Through community volunteering, students develop new skills and learn how to enact change in the wider world. UCL Student volunteers also report positive benefits on their academic study and well-being.

The Volunteering Service's opportunities can be found on its [online directory](#), where students can search for roles related to their academic studies, by skills developed or by cause. There are plenty of one-off and flexible vacancies that students can fit around their studies and other commitments.

#### Further Information

- [Volunteering Services](#)

## 20 Data Protection and Intellectual Property

### 20.1 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

#### 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. Further information about how UCL uses student information can be found in the UCL General Student Privacy Notice.

#### Further information:

- [UCL General Student Privacy Notice](#)
- [UCL Information Security Policies](#)
- [UCL Electronic \(email\) policy](#)
- [Data Protection](#)
- [Understanding your Intellectual Property \(IP\) Rights](#)

Students may send queries on data protection matters to the University Data Protection Officer: [data-protection@ucl.ac.uk](mailto:data-protection@ucl.ac.uk)

# 21 Health, Safety and Security

## 21.1 UCL Health, Safety and Security information

### 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.

There are three departments that work together to provide a comprehensive system to provide the safe and healthy environment:

- 1) UCL Security, who cover everything from ID cards and access to our buildings to lost property and keeping people safe who work out of hours;
- 2) UCL Safety Services, who manage the safety management system including providing advice for risk assessments to training people to work with radioactive samples;
- 3) UCL Estates who ensure the buildings and sites are safe, including managing contractors, building works and access to equipment such as defibrillators.

In an emergency:

Please call **020 7679 2222** or **UCL extension 222** from any UCL phone, before ringing 999. This allows the security team to direct the emergency services to the correct location.

If you are off the Bloomsbury campus, call **999** and request the appropriate service (police, ambulance or fire brigade).

### Safezone App:

SafeZone is an app available to all UCL students and staff to make it easier for you to contact UCL Security directly from your mobile device. Landlines at UCL can still contact security by dialling '222'.

### Further information:

- [Accidents and Emergencies](#)
- [Emergency Contacts](#)
- [Staying Safe](#)
- [Safety Services](#)
- [Fire Safety at UCL](#)
- [Security at UCL](#)
- [Safety on and off Campus](#)
- [SafeZone App](#)



## 22 After study

### 22.1 Information on degree certificates and transcripts

#### 22.1.1 Degree Certificates

A degree certificate will be sent to each successful student awarded a UCL degree within three months of conferral of the award.

**Further information:**

- [Degree Certificates](#)

#### 22.1.2 Transcripts

A copy of your official transcript, detailing examinations taken and results achieved, is issued automatically to all graduating students and sent to their home addresses as held on Portico within 3 months from the date the award is conferred by UCL authorities.

Transcripts for affiliate students are issued automatically upon the students' completion of their study at UCL and are dispatched as follows:

- Junior Year Abroad (JYA), Exchange and Erasmus Students – transcripts are issued to the students' home universities.
- Independent affiliate students – transcripts are posted to the students' contact addresses.

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

**Further information:**

- [Transcripts](#)

### 22.2 Information about the HEAR Higher Education Achievement Report (HEAR)

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

**Further information:**

- [Higher Education Achievement Report](#)

### 22.3 Graduation Ceremonies

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

**Further information:**

- [Graduation Ceremonies](#)

## **22.4 Information on UCL Alumni activities and key contacts**

### **UCL Alumni Community**

As UCL alumni, you join a global community of over 350,000 former students. All UCL alumni can take advantage of a huge range of exclusive benefits and support, including access to thousands of e-journals, use of the library, a UCL-branded email for life and UCL Careers services for up to three years. Stay connected through reunions, international networks, and interest-based groups. UCL students and alumni can also take advantage of UCL's lifelong learning opportunities through UCL Connect, our professional development programme of panel events, workshops, and resources such as blogs, case studies and podcasts.

**Further information:**

- [UCL Alumni](#)