



Hebrew and Jewish Studies

Undergraduate Student Handbook 21/22

Information was correct at the time of publication but may be subject to change due to the on-going Covid-19 situation.

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1 Welcome to UCL

1.1 Provost's Welcome

Dear students,

To those of you who are returning, welcome back. To those of you who are new, congratulations for choosing UCL as your university.

Whatever your degree programme, your UCL education 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 your skills and your networks and 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.

As we embark on the next academic year, UCL will make sure that the restrictions and negative effects of the Covid-19 pandemic in 2021 do not prevent your full engagement with teaching and learning and student life. We will make sure that as a student you connect well with people (your peers, teachers, researchers, and other UCL communities), with knowledge and research, and with the wider world. We will deliver this unique *Connected Learning* approach through enhanced online resources and remote teaching, as well as through face-to-face teaching on campus.

I warmly encourage you to shape your journey at UCL. Take our university-wide surveys and make your voice heard. Work in partnership with academics to make your programme of study even better.

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

You can find the latest UCL information on the Coronavirus at: www.ucl.ac.uk/coronavirus.

1.2 Covid-19: Possible Changes to Information

UCL will do all it can to support you during the on-going Covid-19 pandemic and please be assured that your safety is our top priority. However, we would ask you to please be aware that the information and advice provided in this handbook/Moodle pages may be subject to change.

In order for us to be as agile and responsive to your needs as possible, the most current information on services affected by Covid-19 is available on the UCL website and can be accessed from the main Students' webpages:

- [Students' webpages](#)

This also includes Frequently Asked Questions (FAQs) which may help you with any queries that you may have.

Advice and guidance on the support available to you can also be found on the Student Support and Wellbeing webpages:

- [Support During Covid 19 Outbreak](#)

When the campus is open, you can also access support from the Student Enquiries Centre, though please note that this may need to physically close depending on circumstances:

- [Student Enquiries Centre](#)

However, you can also log a query with UCL's new online enquiries system and self-help centre, askUCL, which is always open:

- [askUCL](#)

Please remember that your department can also help with many queries, particularly questions about your programme or modules, so please check with them where you should enquire.

2 Introduction to the department and parent faculty

2.1 Introduction to the department and its history

The department aims to research and teach all areas of Jewish Studies, from antiquity to modernity. A variety of disciplinary approaches, historical, literary and linguistic are employed towards this end.

Our degree programmes are dedicated to training future scholars of Jewish Studies as well as educating the wider community.

Our courses provide the language and methodological tools for studying the full range of Jewish Studies.

The Institute of Jewish Studies

[The Institute of Jewish Studies](#) (IJS) is attached to the Department and exists to promote research and learning in all areas of Jewish Studies. The IJS sponsors an extensive programme of public lectures and seminars. Students are urged to attend those which most closely relate to their own interests.

The IJS also sponsors annually two major academic conferences, held between terms and during the summer. Students are invited to attend all conferences, and to assist in running them. Students interested in IJS activities should contact ijs@ucl.ac.uk. The IJS office is located in FC327, third floor, Foster Court. The IJS administrator is Ms. Sara BenIsaac, s.benisaac@ucl.ac.uk

2.2 Explanation of the relationship between department and faculty

Arts and Humanities

The department is part of the Faculty of Arts and Humanities, one of UCL's 11 faculties.

The Faculty of Arts and Humanities is a renowned centre of excellence, where research of world-leading quality feeds directly into programmes of study within its nine academic departments. A unit of great intellectual diversity, the faculty spans the traditional academic disciplines and creativity. It has a strong ethos of collaborative and interdisciplinary engagement and is made up of some of the most highly regarded arts and humanities scholars in the UK.

The faculty's academic and administrative management is aligned with that of the Faculty of Social and Historical Sciences and the School of Slavonic and East European Studies. The close collaboration between these areas creates a vibrant interdisciplinary culture, providing students with a vast range of opportunities to enrich their academic experience at UCL.

Most issues concerning your studies will be dealt with by your department in the first instance, but some matters, particularly those affecting your registration as a student such as a change of programme or an interruption of study may need to be referred to the Joint Faculties Education and Student Team for approval. The Faculty Tutor, Prof Arne Hofmann oversees all learning and teaching matters as well as student care issues for taught degree programmes in the faculty. The Faculty Graduate Tutor, Dr Andrew Flinn, oversees research degree programmes.

2.3 Key staff members within the department and faculty

Undergraduate and Taught Postgraduate students

Faculty Tutor: Dr Arne Hofmann

Deputy Faculty Tutor: Ashley Doolan

Faculty Head of Student Casework: Claire Hartill

Faculty Quality Assurance and Governance Officer: Kitty Ho

Faculty Student Administrator: Celia MacDougall

Postgraduate Research students

Dr R W Benet Salway, Faculty Graduate Tutor (Research)

To contact any of the above please email ah-shs-faculty@ucl.ac.uk

The Joint Faculties Education and Students Team coordinates all work related to taught students' learning, teaching and assessment on behalf of the faculty. They will usually be contacted via your department office, but can be contacted by using the below email address:

- ah-shs-faculty@ucl.ac.uk.

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 located in room 318, third floor, Foster Court, Malet Place (off Torrington Place). [MAP](#)

Telephone number: 020 7679 7171

Email: jewish.studies@ucl.ac.uk

Head of Department	Prof Sacha Stern	FC325 sacha.stern@ucl.ac.uk
Departmental Tutor	Prof Neill Lochery	FC320 n.f.lochery@ucl.ac.uk
Personal Tutor to First Year Undergraduates	Prof Lily Kahn	FC329 l.kahn@ucl.ac.uk
Personal Tutor to Second Year Undergraduates and Year Abroad students	Prof Francois Guesnet	FC328 f.guesnet@ucl.ac.uk
Personal Tutor to Finalist Undergraduates	Prof Michael Berkowitz	FC326 m.berkowitz@ucl.ac.uk
Personal Tutor to Affiliate students	Prof Michael Berkowitz	FC326 m.berkowitz@ucl.ac.uk
Chair, Teaching Committee Chair	Dr Seth Anziska	FC317 s.anziska@ucl.ac.uk
Chair, Student Staff Consultative Committee	Prof Michael Berkowitz	F326 m.berkowitz@ucl.ac.uk
Chair, BA Board of Examiners	Prof Willem Smelik	FC315 w.smelik@ucl.ac.uk
Departmental Manager	Mrs Vanessa Richards	FC318 Jewish.studies@ucl.ac.uk
Departmental Administrator	Mx Casey Johnson	FC318 Jewish.studies@ucl.ac.uk

FC = Foster Court

<https://www.ucl.ac.uk/maps/foster-court>

4 Key dates

4.1 Term dates, exam/assessment period, core activities

4.1.1 UCL Term Dates: 2021/22

Term	Dates
First Term	Monday 27 September 2021 to Friday 17 December 2021
Second Term	Monday 10 January 2022 to Friday 25 March 2022
Third Term	Monday 25 April 2022 to Friday 10 June 2022

For those departments that operate them, Reading Weeks are the weeks beginning Monday 08 November 2021 and Monday 14 February 2022.

UCL Closure	Dates
Christmas College Closure	Close 5.30pm Thursday 23 December 2021
	Open 9.00am Tuesday 04 January 2022
Easter College Closure	Close 5.30pm Tuesday 12 April 2022
	Open 9.00am Tuesday 19 April 2022
Bank Holidays	Closed - Monday 02 May 2022
	Closed - Thursday 02 June 2022
	Closed – Friday 03 June 2022
	Closed - Monday 29 August 2022

Further information:

- [Term Dates 2021-22](#)

Department- and faculty-level events and key dates:

Jewish Festivals

It is the policy of the Department not to hold any classes/activities on Jewish Festival days. Please note that missed classes are often made up during reading week.

No university days affected this year	Rosh Hashana
No university days affected this year	Yom Kippur
Tue, Wed 21 -22 September 2021	Sukkot
Tue, Wed 28-29 September 2021	Shmini Atseret
Wednesday 16 March 2022	Purim
Friday 22 April 2022	Passover
No university days affected this year	Shavuot

4.1.2 UCL Examination Periods 2021-22

Dates are still TBC due to Covid 19. Department to update once UCL Exam Periods are confirmed.

4.2 Department- and faculty-level events and key dates

NOTE: This is not an exhaustive list of dates.

UCL Induction Week

Monday 27th September 2021 – Friday 1st October (no HJS events on Tuesday/Wednesday 28th/29th)

Final Deadline for all coursework

Friday 6th May 2022

Inaugural Lectures

A series of free evening lectures, delivered by recently promoted professors across the arts, humanities and social sciences, runs from November to June. Dates for these lectures will be published on the Faculties' web pages.

IAS Events

[The Institute of Advanced Studies \(IAS\)](#) harnesses UCL's extensive expertise across the humanities and social sciences to investigate received wisdom and to address the most urgent ethical and intellectual challenges of today. It is a research-based community, comprising colleagues and doctoral students from across UCL, as well as visiting fellows and research collaborators from the UK and around the world.

Based in the Wilkins Building, the IAS runs a vast and varied range of conferences, talks and seminars throughout the year. Visit the Institute's website to discover more about upcoming events.

Events led by other departments, research groups and centres

You can find additional details about events going on across the faculties of Arts and Humanities and Social and Historical Sciences by referring to the events feed on each of the faculties' websites:

[Faculty of Arts and Humanities](#)

[Faculty of Social and Historical Sciences](#)

4.3 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](#)

While contracts will vary, UCL’s core working hours are Monday to Friday, 10.00 am to 4.00 pm. You should not expect academic and administrative staff to be available, check e-mail, and/or to respond to non-emergency requests outside these hours. For out-of-hours welfare support, please see www.ucl.ac.uk/students/support-and-wellbeing/evening-and-weekend-support.

5 Hours of Study

5.1 Hours of study

BA degrees within the Department are taught and examined on the credit system, and students take a total of 120 credits per year.

All the courses taught in the Department are assigned the values of either 30 credits or 15 credits. The teaching component of a 30 credit module normally comprises a total of two weekly hours of lectures and a one hour of a seminar; this entails work in class throughout the academic year (although elementary language course-units are usually taught in four weekly class hours). In addition, students will need to devote time to private reading, essay preparation and writing up. Consequently, their annual workload for each course-unit will be in the region of 300 hours. A 15 credit module would usually entail half the workload of a whole unit.

Teaching in the department can take place Monday to Friday between 9am – 6pm except for Friday afternoons. Please check the timetable on the HJS website for further details.

5.2 Attendance requirements

5.2.1 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 central student attendance system - RegisterUCL – is used to record attendance at teaching events.

Students should familiarise themselves with specific programme or module attendance requirements and must ensure that they engage with the method of recording attendance which is required by UCL. Students are responsible for ensuring that their attendance is recorded.

Each Faculty has set its own minimum attendance requirements. Failure to meet these requirements will lead to a follow up, based on the level of non-attendance.

The thresholds on your programme are:

Threshold 1	Threshold 2	Threshold 3
Attendance dropping below 50% overall and/or for any individual module over a 14-day period.	Attendance dropping below 50% overall and/or for any individual module over a 28-day period.	Attendance dropping below 50% overall and/or for any individual module over a 42-day period.

Further information:

- [Attendance at UCL](#)

5.2.2 Student Visa students: Absence from teaching and learning activities

In line with UCL's obligations under UK immigration laws, UCL is required to report to UK 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](#)

6 Our expectations of students

6.1 UCL Code of Conduct

UCL enjoys a reputation as a world-class university. It was founded based on 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 Policy on Harassment and Bullying](#)
- [UCL Code of Practice on Freedom of Speech](#)
- [Religion and Belief Equality Policy for Students](#)

7 Programme structure

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

Undergraduate study in the Department leads to a BA Honours degree in the following subjects:

- Hebrew and Jewish Studies
- Hebrew and Jewish Studies with Year abroad
- Ancient Languages
- Ancient Languages with Year Abroad
- History (Central and East European) and Jewish Studies
- History (Central and East European) and Jewish Studies with Year Abroad
- Modern Languages - Hebrew or Yiddish and a European language
- Modern Language Plus including Hebrew or Jewish Studies

It is possible to choose either Hebrew or Yiddish as one of the languages to be studied – at a variety of levels, from Beginners to Advanced – within the Languages and Culture BA programme (UCAS Number R991). Other degrees involving elements of Hebrew/Yiddish or Jewish Studies are Modern Languages (UCAS Number R000) and Modern Language Plus (UCAS Number RY00) respectively.

All degree programmes are taught by the Department, in collaboration with other departments of UCL and the University of London where appropriate.

All degree programmes are three year or four years in length (depending on if you have a year abroad).

All students of HJS are required to take some courses in Hebrew or other relevant languages and/or text-based courses in which literary or historical documents are read in their original language. The specific requirements for each degree programme will be explained below.

All the degree programmes taught in the Department are structured in such a way as to ensure that students acquire a firm grasp of the Hebrew language (or, in the case of the combined degrees, another relevant language) as well as grounding in the broad contours of Jewish history and culture. At the same time, there is opportunity for in-depth study of specific topics chosen from many options covering the extraordinarily broad field of Jewish Studies.

Following are detailed outlines of the programme content for each of the BA degrees offered by the department.

BA Hebrew and Jewish Studies

BA Hebrew and Jewish Studies with Year Abroad

Year 1

Compulsory modules

Introduction to Biblical Hebrew or Elementary Yiddish

Modern Hebrew for Beginners

Sources, Methods, and Skills

Optional modules

You will select three of the following 15 credit options (the selection varies each year):

Introduction to Biblical and Rabbinic Literature

Introduction to Jewish Languages

Introduction to Jewish Philosophy and Mysticism

Introduction to Israeli Culture, Society and Politics

Introduction to Modern Jewish Literature

Introduction to the Study of Judaism

Introduction to Modern Jewish History (1800 – present)

Introduction to the History and Literature of Ancient Israel

Introduction to Jewish Literature, History and Culture in the Roman, Sassanid and Islamic Periods

Year 2

Compulsory module

Lower Intermediate Modern Hebrew

Optional modules

You will select 90 credits from a wide range of options in the following areas: Hebrew, Yiddish, and other Jewish languages; Jewish history and culture; literature and politics. Alternatively, 30 credits can be selected from another subject area by arrangement with the UCL relevant department or other college of the University of London, subject to approval by the programme tutor and the relevant college authorities.

Year 3

Year abroad (for BA Hebrew and Jewish Studies with Year Abroad)

Year abroad at the Hebrew University of Jerusalem following a full-time programme of study.

Final Year

Compulsory modules (full-time)

Final-year dissertation (30 credits)

Optional modules

You will select 90 credits from a wide range of options in the following areas: Hebrew, Yiddish, and other Jewish languages; Jewish history and culture; literature; and politics. Alternatively, 30 credits can be selected from another subject area by arrangement with the UCL relevant department or other college of the University of London, subject to approval by the programme tutor and the relevant college authorities.

Students pursuing a BA in Hebrew and Jewish Studies must successfully complete a minimum of 90 credits (120 credits if four-year degree) of language courses, reaching the level of HEBR7302 Modern Hebrew – Lower Intermediate (HEBR7303 Modern Hebrew – Higher Intermediate if four-year degree).

BA Ancient Languages

BA Ancient Languages with Year Abroad

Year 1

Compulsory modules

Introduction to Biblical Hebrew
Introduction to the Study of Language
Greek or Latin at the appropriate level

Optional modules

You will select 45 credits of optional modules, which may include a third language* and up to 30 credits of modules taken from other disciplines.

* Third language: Akkadian, Aramaic, Egyptian, Greek, Latin, Sumerian, Syriac or Ugaritic.
(Additional languages, e.g., Hittite, Luwian, Sanskrit, etc. are available from other University of London colleges subject to approval by the programme tutor and the relevant college authorities.

Year 2

Compulsory modules

Intermediate Biblical Hebrew
Greek or Latin at the appropriate level
A third language at the appropriate level

Optional modules

You will select 30 credits of optional modules, which may include a fourth language* or up to 30 credits of modules taken from other disciplines.

* Fourth language: Akkadian, Aramaic, Egyptian, Greek, Latin, Sumerian, Syriac or Ugaritic.
(Additional languages, e.g., Hittite, Luwian, Sanskrit, etc. are available from other University of London colleges subject to approval by the programme tutor and the relevant college authorities.

Year 3

Year abroad (for Ancient Languages with Year Abroad)

You will spend your third year abroad studying ancient languages at the Hebrew University of Jerusalem and/or at a European or North American university chosen from a range of institutions available to UCL students.

Final Year

Compulsory modules

Advanced Biblical Hebrew or Ugaritic
Greek or Latin at the appropriate level

Optional modules

You will select 60 credits of optional modules; these may include an extended essay (15 credits) or final-year dissertation (30 credits), a fourth language* or up to 30 credits of modules taken from other disciplines.

* Fourth language: Akkadian, Aramaic, Egyptian, Greek, Latin, Sumerian, Syriac or Ugaritic.
(Additional languages, e.g., Hittite, Luwian, Sanskrit, etc. are available from other University of London colleges subject to approval by the programme tutor and the relevant college authorities.

BA History (Central and East European) and Jewish Studies

Year 1

Compulsory modules

History of Eastern Europe since 1856
Modern Historiography
Seminars in History

Optional modules

You will select 60 credits from a wide range of optional modules including the following:

Elementary Yiddish
Introduction to Biblical Hebrew
Introduction to Biblical and Rabbinic Literature
Introduction to Israeli Culture, Society and Politics
Introduction to Jewish Languages
Introduction to Jewish Philosophy and Mysticism
Introduction to Modern Hebrew
Introduction to the Study of Judaism
Introduction to Modern Jewish History (1800 – present)
Introduction to the History and Literature of Ancient Israel
Introduction to Jewish Literature, History and Culture in the Roman, Sassanid and Islamic Periods

Year 2

Compulsory modules

All second-year modules are optional.

Optional modules

You will select 30 credits from a wide range of optional modules from within the Department of Hebrew and Jewish Studies. A further 30 credits will be selected from the School of Slavonic and East European Studies.

Year 3

Year abroad

You will spend your third year abroad studying ancient languages at the Hebrew University of Jerusalem and/or at a European or North American university chosen from a range of institutions available to UCL students.

Year 4

Compulsory modules

All final year modules are optional.

Optional modules

You will select 30 credits from a wide range of optional modules in UCL Hebrew & Jewish Studies and a further 30 credits from SSEES. You will have the opportunity to take an optional final-year dissertation of 10,000 words to the value of 30 credits.

After the first year, students can choose from the many courses offered by the Department. Some of these have pre-requisites (usually language skills) but otherwise the choice is open, although students must consult their Personal Tutor on selecting their options. This is to ensure that they conform to the requirements of their degree track, and that their individual course choices amount together to a coherent degree programme.

7.2 Projects, placements, and study abroad

7.2.1 Information on study abroad options

BA students on a four-year programme in the Hebrew and Jewish Studies degrees will spend the 3rd year of their course at the Hebrew University in Jerusalem. A Year Abroad Guide is distributed to all second-year students going on the Year Abroad.

For students starting in 2016/17 and beyond, the Year Abroad will be excluded from the degree classification calculation. Students will still need to complete 120 credits (and pass 105) to ensure that they fully engage with their time abroad.

Students in any of the Department's combined studies programmes spend their third year abroad partly at the Hebrew University and partly in another country, depending on their programme of study. The Year Abroad Guide provides details on individual programmes.

If a student is unable for reasons of safety or significant discrimination to go to the country, they are expected to go to for the year abroad the department will endeavour to find an alternative placement (in a different country) wherever possible. Where this does not prove possible, arrangements for transfer to an equivalent three-year programme (without a year abroad) will be made. See also sections 15.1.5 and 15.3 below.

Further information:

- [Go Abroad](#)

7.2.2 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.

Please note that this information may be subject to change due to Covid-19 – please check the Internships website below for the most up-to-date information.

Further information:

- [Internships](#)

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.

Students should meet with their Personal Tutor at least once in each of the two teaching terms as a group (the time and place of the meetings are to be arranged by each Tutor and his/her group of students), and on an individual basis during Induction Week at the start of the academic year. From then on, the Personal Tutor becomes the first port of call to his or her students in need of advice, help, references, and for all other matters which do not clearly fall into anyone else's area of responsibility.

It is particularly important to remember that all changes affecting course-unit registration - switching from one course-unit to another, adding or dropping a course - must be discussed with and authorised by the Personal Tutors.

Please note that this information may be subject to change due to Covid-19 – please check the Personal Tutoring webpage below for the most up-to-date information.

Finalists completing the BA in Hebrew and Jewish Studies degree write a Final Year Dissertation (FYD) under the supervision of a designated member of staff. The FYD is an independent research project which is worth 30 credits towards the BA degree. The FYD should be between 7,500 and 10,000 words in length. It permits students to pursue a particular question or interest in greater depth. It should provide an opportunity for demonstrating skills acquired during the degree programme. During induction, finalists should speak to the Personal Tutor to Finalists. Your Personal Tutor will suggest one or two members of staff who might be able to supervise the FYD. Students must meet with their FYD supervisor at least once a term to discuss their progress.

Further information:

- [Personal Tutors](#)

8.2 Transition Mentors (first year UG only)

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.

Please note that the 2021 Transition Mentoring Programme will primarily be delivered online. However, depending on COVID-19 restrictions, there may be opportunities for mentors and their groups to undertake some face-to-face activities.

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 2021/22

After enrolment, students need to select the modules which they will be studying for the coming year. Changes must be approved and cannot be guaranteed. There need to be places available on the module and the changes need to be consistent with the student's Programme Diet.

9.1.2 New Process for Choosing Modules for 2022/23 (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 2022/23 at the end of the spring term, with places being confirmed in the summer.

9.1.3 UCL Module Catalogue

UCL's new 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, 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

Your Personal Tutor will give you advice on module choices.

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 6 Programme Transfers](#)

10.1.2 Interruption of studies

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

Further information:

- [Interrupting or withdrawing from your studies](#)
- [Academic Manual Chapter 3, Section 5: Interruption of Study](#)

10.1.3 Withdrawing from a programme

If a student wishes to leave their degree programme prior to completing their final examinations they must apply for a formal withdrawal from their studies. Applications must be made in advance of the effective date of change. Students should log in to their Portico account and complete the online application.

Further information:

- [Interrupting or withdrawing from your studies](#)
- [Academic Manual Chapter 3, Section 8: Withdrawing from a programme](#)

10.1.4 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 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

If you need assistance with any of the policies in this section, please contact the Departmental Tutor, Prof Neill Lochery n.f.lochery@ucl.ac.uk, or the Departmental Manager, Vanessa Richards, vanessa.richards@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.

This programme uses the Honours Degree Progression and Award Requirements in the UCL Academic Manual, Chapter 4, Section 9: Progression and Award.

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.

Further information:

- [Academic Manual Chapter 4, Section 9: 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 10: 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.

This programme uses UCL Honours Degree Classification Scheme A in the UCL Academic Manual, Chapter 4, Section 10: Classification.

Further information:

- [Academic Manual Chapter 4, Section 10: Classification](#)
- [Portico Login](#)

12 Information on assessment

Please note that this information may be subject to change due to Covid-19 – please check the Students’ webpages for the most up-to-date information:

- [Students’ webpages](#)

12.1 How will students be assessed?

The majority of courses are assessed by a final written examination and/or essays or other types of written coursework. Most language courses have an additional element of continuous assessment (class participation, oral exams, homework, etc.). A few courses are assessed entirely on the basis of essay work.

Homework for language courses MUST be handed in on a regular basis and not at the end of the year.

Students must check their course Moodle pages regularly. These pages will provide full details about the course, including requirements and essay deadlines.

Please note that all marks awarded in the course of the year are provisional until they have been confirmed at the Board of Examiners’ meeting, which takes place at the end of the academic year, in June.

Please check with your module leader as changes to assessment may have occurred due to Covid-19.

12.2 What are the marking criteria and learning outcomes?

Your module leader will confirm these for you at the beginning of each module.

12.3 What marking scale is in use on the programme?

The marks awarded to examination and course work can be interpreted broadly as follows:

70-80	Excellent
60-69	Very good
50-59	Good
40-49	Adequate
39 and under	Fail

Course-unit assessment results, as well as final degree classification, are determined by the Board of Examiners at a meeting held in June. Results are available to students via Portico at the beginning of August.

Students are awarded a numerical mark for each examination, essay, and homework. The usual marking range is 0-80, with 40 being the pass mark.

At the end of the student's final year, s/he is awarded a degree ‘class’ which is determined based on the student’s overall performance in the course. Degree ‘classes’ are divided into First, Upper

Second (often referred to as a 'Two One', Ili or 2:1), Lower Second (Ilii or 2:2), Third (III). A 'First' and a 'Third', which represent the top and bottom of the scale, are comparatively rare; most students fall into the category of 'Upper Second' or 'Lower Second'. Numerical percentage marks are collated and used to determine the class of degree at the very end of the course. Students may use the following chart to establish in what class range any mark will fall. Also included are general guidelines as to what characterises work within each degree class mark.

First	Excellent
Upper Second (Iii)	Very good
Lower Second (Ilii)	Good
Third (III)	Adequate

70-80 'First'

This is work of the highest standard. It should be factually correct, clear and concise. It should follow all the departmental guidelines on presentation.

The work should be analytical. It should provide a reasoned critique rather than mere summary of scholarly opinion. It should show awareness of context as well as the ability to make comparisons. Work of this class would always demonstrate the capacity for original thought.

60-69 'Upper Second'

Good, highly competent work, but without the flare which characterises First-class work. It should demonstrate a good command of the material and the ability to approach it critically, making reasoned arguments based on the effective use of evidence. Some originality of thought is expected. The work should generally follow departmental guidelines on presentation.

50-59 'Lower Second'

Work that demonstrates broad general knowledge of the topic, and an awareness of the major critical issues that surround it. Such work will generally be less original and may follow departmental guidelines for presentation somewhat casually.

40-49 'Third'

Work that is of undistinguished quality, demonstrating an imperfect command of the material, and, in consequence, the inability to treat it critically. Such work will generally consist of mere summaries, with very little analysis. It will usually be poorly written, often suggesting last-minute preparation and inadequate attention to departmental guidelines for presentation.

39 and below Fail

Work that is deficient in every respect. Work of this standard generally reflects lack of preparation and effort.

12.4 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 8: Assessment Feedback](#)

12.5 For written examinations, a link to the UCL Examination Guide for Candidates on the Examinations and Awards website

Please note that this information may be subject to change due to Covid-19 – please check the Students' webpages for the most up-to-date information:

- [Students' webpages](#)

12.5.1 Examinations

Students must ensure that they are aware of the regulations governing written examinations detailed in the UCL Examination Guide for Candidates on the Examinations and Assessment website.

Further information:

- [Examinations and Assessments](#)
- [Academic Manual Chapter 4, Section 4: Examinations](#)

12.5.2 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 11: "Intercollegiate Module Sharing with other University of London Colleges – Student Policy").

Further information:

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

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

All coursework (other than language exercises) must be presented as one electronic copy (as a PDF document via Turnitin on the course page in Moodle) by the deadline set. All coursework must be in typescript, double spaced and accompanied by end/foot notes and a bibliography. These must conform to the presentation guidelines set out in the **Departmental Style Sheet** available on the HJS website. Any piece of work which does not conform to these standards may be refused or marked down.

To conform to UCL policy, the Department operates a system of anonymous marking designed to ensure unbiased assessment not only of exam scripts but also of essays. ALL ESSAYS are “blind-marked”, namely, they are identified by **Student Number** only, not by name. **Your Student Number is the long number of the front of your UCL ID.**

To submit essays (Turnitin on Moodle):

Individual student number

Before you upload your work, you will need to have available your student number as we mark anonymously. **You must not put your name in the document.** The student number is available from your ID card (bottom left corner on the side with your picture, not on the back).

Essay title page

The title page should include:

Student number

Module code *and* title (e.g. HEBR0057 History of the Jews in Poland)

Course lecturer’s name

Title of the essay or question number

Actual number of words

Submission of coursework

Login to Moodle using your UCL username and password

Enter the page of the course you are taking (e.g. HEBR0057)

You will see an icon for an essay submission with the usual Turnitin icon.

Every essay will be first and second marked and then the mark and feedback will be released to students on Turnitin.

12.7 Information about penalties for late submissions

12.7.1 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 4, Section 6: Extenuating Circumstances](#)

12.8 Information about absence from assessment

12.8.1 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.

- [Academic Manual Chapter 4, Section 6: Extenuating Circumstances](#)

12.9 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.

The faculty has one unified policy, covering all programmes and modules, governing the penalties for work that is submitted over the published word count. The full policy can be found on the Joint Faculties' Student Intranet, but the key points are:

- For work that exceeds the maximum length by less than 10%, the mark will be reduced by 5 percentage points, but will not be reduced below the pass mark.
- For work that exceeds the maximum length by 10% or more, the mark will be reduced by ten percentage points, but will not be reduced below the pass mark.

Further information:

- [Academic Manual Chapter 4, Section 3: Module Assessment](#)
- [Joint Faculties Overlength Penalty Policy](#)

12.10 Information about the consequences of failure

Please note that this information may be subject to change due to Covid-19 – please check the Students' webpages for the most up-to-date information:

- [Students' webpages](#)

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 9: 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 11: 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 6: Extenuating Circumstances](#)

12.11 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 written examinations should also familiarise themselves with the requirements set out in the *UCL Examination Guide for Candidates*, which is published annually on the Examinations and Awards website. 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.

Most 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](#)

- [Academic Manual Chapter 4, Section 4: Examinations](#)
- [Examinations and Assessments](#)

12.12 Information about academic integrity and accepted referencing methods in the discipline

Please see information in our Style Sheet guide on the HJS website.

12.13 Information about academic integrity (plagiarism) in the discipline

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

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

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

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

Students are required to keep their own research notes as a precaution against charges of plagiarism. All summaries, paraphrases, or direct citations from someone else's work should be noted. Please refer to the [Departmental Style Sheet for Essays](#) for directions on methods of citation, and for a copy of the official UCL policy on plagiarism.

Further information:

- [Academic Manual Chapter 6, Section 9: Examination Irregularities and Plagiarism Procedure](#)
- [Library Guide to References, Citations and Avoiding Plagiarism](#)
- [Plagiarism](#)
- Students can also seek advice from the Students' Union Advice Service [Students' Union Advice Service](#)

12.14 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.

12.15 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.

13 Extenuating Circumstances and Reasonable Adjustments

13.1 Information about Reasonable Adjustments

13.1.1 Students with Disabilities and Long-term Conditions

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

Further information:

- [Academic Manual Chapter 4, Section 5: Reasonable Adjustments](#)
- [Support for Disabled Students](#)
- [Mental health and wellbeing support](#)

13.1.2 Pregnancy and Maternity, Paternity, Parental and Adoption Leave

UCL can also make Reasonable Adjustments for students who are pregnant or who need to go on Maternity, Paternity, Parental Leave and Adoption Leave. Students do not have to apply for a Summary of Reasonable Adjustments but should instead contact UCL Student Support and Wellbeing to find out about the support available.

Further information:

- [Support for pregnant students](#)
- [Support for student parents](#)

13.1.3 Religious Observance

Students may need Reasonable Adjustments to help them observe their faith, particularly where classes or assessments might fall on important religious dates. Students do not have to apply for a Summary of Reasonable Adjustments but should instead contact the UCL Chaplain for advice and support. Further information is also available in UCL's Religion and Belief Policy.

Further information:

- [Religion and faith](#)
- [Religion and Belief Equality Policy for Students](#)

13.2 Information about Examination Adjustments

Examination Adjustments are adjustments to written examinations for students with a disability, medical or mental health condition, such as extra time, rest breaks or specialist equipment.

Students should contact the Disability, Mental Health and Wellbeing team who can help them to complete an application and advise them on gathering the required documentary evidence. Applications need to be received by the Disability, Mental Health and Wellbeing team three weeks before the examination period in question.

After this deadline students will need to apply to defer their assessment to the next opportunity (normally the Late Summer Assessment period) if they require mitigation, under the regulations in Section 6: Extenuating Circumstances.

Further information:

- [Exam Arrangements](#)
- [Academic Manual Chapter 4, Section 4: Examinations](#)
- [Support for Disabled Students](#)
- [Mental health and wellbeing support](#)

13.3 Information about when, where and how to submit a claim for Extenuating Circumstances

Please note that this information may be subject to change due to Covid-19 – please check the Students’ webpages for the most up-to-date information:

- [Extenuating Circumstances](#)

13.3.1 Illness and other Extenuating Circumstances

If a student’s assessments are disrupted by events which are unexpected, significantly disruptive and beyond the student’s control, such as serious illness or bereavement, they can apply for ‘Extenuating Circumstances’.

Students are responsible for letting UCL know about any event that might affect their performance in assessments (exams or assignments) at the time that it takes place. **Applications need to be submitted within 1 week.** Meeting this deadline is important: we can only consider late applications if ongoing circumstances mean that it was genuinely impossible for the student to submit on time.

Students should not wait for supporting evidence to become available before submitting their EC claim. If a student is unable to obtain the necessary evidence within the deadlines they should still submit their form on time and indicate that their evidence is to follow.

13.3.2 How to apply for Extenuating Circumstances

The Students’ website includes the latest information about applying for Extenuating Circumstances:

- [Extenuating Circumstances](#)

The Academic Manual includes the full Extenuating Circumstances policy, including examples of what would normally be considered and any special arrangements that have been put in place during the Covid-19 pandemic:

- [Academic Manual Chapter 4, Section 6: Extenuating Circumstances](#)

To apply for extenuating circumstances, you should use the online form:

- [Extenuating Circumstances Application Form.](#)

13.3.3 Longer-term conditions

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

Reasonable Adjustments:

- [Academic Manual Chapter 4, Section 5: Reasonable Adjustments](#)

Examination Adjustments:

- [Academic Manual Chapter 4, Section 4: Examinations](#)

Interruption of Study:

- [Academic Manual Chapter 3, Section 5: Interruption of Study](#)

Disability Support:

- [Support for Disabled Students](#)

Mental Health and Wellbeing Support:

- [Mental health and wellbeing support](#)

13.4 Information on fitness to study

13.4.1 Support to Study Policy and Fitness to Study Procedure

Students with physical or mental health concerns are encouraged to make contact with the available support services as early as possible so that UCL can put in place reasonable adjustments to support them throughout their studies. However, there may be occasions when a student's

physical or mental health, wellbeing or behaviour is having a detrimental effect on their ability to meet the requirements of their programme, or is impacting on the wellbeing, rights, safety and security of other students and staff. In such cases UCL may need to take action under the Fitness to Study Procedure.

Further Information:

- [Academic Manual Chapter 6, Section 2: Support to Study Policy](#)
- [Academic Manual Chapter 6: Section 3: Fitness to Study Procedure](#)
- [Academic Manual Chapter 6, Section 4: Learning Agreements, Barring, Suspensions and Termination of Study](#)
- [Support for Disabled Students](#)
- [Mental health and wellbeing support](#)

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

If you need assistance with any of the policies in this section, please contact the Departmental Tutor, Prof Neill Lochery n.f.lochery@ucl.ac.uk or the Departmental Manager, Vanessa Richards, vanessa.richards@ucl.ac.uk

14 Learning resources and key facilities

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

14.1.1 UCL Library Services

UCL Library Services provides support to students online and in person via our libraries. UCL has 16 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.

Please note that information on library opening times may be subject to change due to Covid-19 – please check the link to the Library below for current information.

Further information:

- [Library information for students](#)
- [Library Subject Guides](#)
- [ReadingLists@UCL](#)

14.1.2 UCL Information Services Division (ISD)

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

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

Please note that information on ISD services may be subject to change due to Covid-19 – please check the links below for current information.

Further information:

- [Digital Skills Development](#)

UCL also has a licence for Lynda.com (now migrated to 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](#)

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

- [Learning and Teaching](#)

ISD provides desktop computers and laptops for loan in a number of learning spaces:

- [Laptop Loans](#)

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

- [Learning and Teaching Rooms and Spaces](#)
- [Computers in Student Workrooms](#)

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

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

- [ISD Software for Students](#)

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

14.1.3 UCL Centre for Languages & International Education (CLIE)

The UCL Centre for Languages & International Education (CLIE) 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 \(ACC\)](#)

14.1.4 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, volunteer as a Sustainability Ambassador, or take 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](#)
- [Sustainability Strategy](#)
- [Green clubs and societies](#)
- [Sustainability Ambassador](#)
- [Student Sustainability Council](#)

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

There is information on IT services and drop in sessions on the Information Services Division website.

Further information:

- <https://www.ucl.ac.uk/isd/it-essentials-for-new-students>

Library Resources for HJS Students

UCL Library houses one of the most important Hebrew & Jewish Studies collections in the UK, covering all aspects of Jewish history, languages, literature and culture. The Hebrew & Jewish Studies collection is on the 2nd floor of the Main Library and you can also access electronic books, journals and databases through the library website.

Further information:

- <https://www.ucl.ac.uk/library/subject-support/guides/hebrew-jewish-studies>
- <https://www.ucl.ac.uk/library/getting-started>

John Klier Library

In addition to the main UCL Library Hebrew and Judaica collections, the department maintains the John Klier Study – a study space and a collection of books, journals and reference works housed in Foster Court, room 330. It provides students with copies of books not held in the main UCL collection and contains many volumes on specific areas of study, and a wide range of reference books.

Books may not be borrowed from the John Klier library, but are intended for use in that space. Thank you for not removing any books.

HJS Seminar Room

The HJS Seminar Room (FC331) is located on the third floor of Foster Court. Departmental events will be scheduled in this space. Check the noticeboards for details.

Student Common Room

The departmental Common Room (FC307), located on the third floor of Foster Court, is shared with the Departments of Spanish and Latin American Studies, Italian and Dutch.

14.3 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](#)

14.4 Portico – what it is, why it is important and who to contact for support

14.4.1 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 examination timetables and 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 Helpdesk](#)

15 Student support and wellbeing

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

15.1.1 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.

15.1.2 The Student Enquiries Centre

The Student Enquiries Centre (SEC) are responding to online enquiries from 9am-6pm Monday-Friday. We are also available to speak via our telephone service.

- Student Enquiries Centre phone number: **+44 (0)20 3108 8836.**
- Telephone service hours: **10am - 4pm on Mondays, Tuesday, Wednesdays and Fridays; 11am to 4pm on Thursdays.**

The Student Enquiries Centre provides front-line administrative services to UCL students and is an excellent source of information about UCL in general and all of the services provided by Student and Registry Services (SRS).

Please note that information on the Student Enquiries Centre opening times may be subject to change due to Covid-19 – please check the link to the Centre below for current information. Students can also direct their queries to UCL’s online enquiries system and self-help centre, askUCL.

Further information:

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

15.1.3 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](#)

15.1.4 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](#)

15.1.5 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 \(ISOP\)](#)

15.1.6 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 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 Erasmus Scheme, Study Abroad, Global Experience (Summer Schools, internships, short-term mobility).

Please note that information on Study Abroad may be subject to change due to Covid-19 – please check the website below for current information, and with your department.

Further information:

- [Go Abroad](#)

15.1.7 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.

Please note that information on UCL Accommodation may be subject to change due to Covid-19 – please check the website below for current information.

Further information:

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

15.1.8 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](#)

15.1.9 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:

- [UCL Student of Concern Form](#)

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.

Further information:

- [Student of Concern](#)

15.2 Information about registering with a doctor and out-of-hours support services

15.2.1 Registering with a doctor

Students are strongly encouraged to register with a doctor as soon as possible after they arrive in London so that they can access healthcare 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.

Please note that information on registering with a doctor and NHS service availability may be subject to change due to Covid-19 – please check the websites below for current information.

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

15.2.2 Out-of-hours support and information helpline

UCL works in partnership with Care First to provide an out-of-hours support, 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:

- [Care First](#)

15.2.3 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:

- [Crisis Support](#)

15.3 Information on how students can access support/information related to Equity and Inclusion

15.3.1 Equity 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](#)

15.3.2 Inclusion Leads

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

Professor Francois Guesnet is the Departmental Representative on the Faculty Equality, Diversity and Inclusion Committee.

Further information:

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

15.4 Information about UCL's Zero Tolerance policy on harassment and bullying

15.4.1 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 contact an advisor 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](#)

15.4.2 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](#)

16 Employability and Careers

16.1 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, this includes our summer internships and global internships schemes.

Please note that information on UCL Careers may be subject to change due to Covid-19 – please check the Careers website below for current information.

Further information:

- [UCL Careers](#)
- [myUCLCareers](#)
- [UCL Careers Information on internships](#)

16.2 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.

Please note that information on Entrepreneurship at UCL may be subject to change due to Covid-19 – please check the UCL Innovation and Enterprise website below for current information.

Further information:

- [UCL Innovation and Enterprise](#)

17 Student representation

17.1 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](#)
- [Have your say and get involved](#)

17.2 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 late September is the perfect chance to meet them all in one place and learn more about what they have on offer!

Please note that information on student societies at UCL may be subject to change due to Covid-19 – please check with the Students' Union website below for current information.

Further information:

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

17.3 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](#)

17.4 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.

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

If you do not wish to feedback through the SSCC, please contact the Departmental Tutor, Prof Neill Lochery, n.f.lochery@ucl.ac.uk or the Departmental Manager, Vanessa Richards, vanessa.richards@ucl.ac.uk

17.6 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.

Please note that information on the Students' Union Advice Service may be subject to change due to Covid-19 – please check with the Students' Union website below for current information.

Further information:

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

17.7 Informal and Formal Student Complaints

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.

17.7.1 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.

17.7.2 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 10: UCL Student Complaints Procedure](#)
- [UCL Student Mediator](#)
- [Students' Union Advice Service](#)

18 Student feedback

18.1 The importance of feedback and how UCL uses the results

Student Feedback

UCL's goal is to put students' feedback, insights and contributions at the heart of our decision-making. We value students' feedback and work with students as partners in the process of shaping education at UCL. In recent years, as a direct result of student feedback, we 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.

18.2 Student surveys and how UCL uses the results, including information about the NSS, PTES and the 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, The Postgraduate Taught Experience Survey, and the New to UCL survey. Whether it's about teaching, accommodation, or facilities, surveys are a chance for students to have their say about what works and what needs improving, to help us make sure that UCL is as good as it can be for current and future students. We aim to minimise the volume of surveys students are asked to take, so undergraduates will be invited to take just one institutional survey per year, and full-time postgraduate students will be invited to take two. Each survey takes just a few minutes to complete, all responses are anonymous, and some include a generous prize draw. Every piece of feedback is read and the results of each survey are shared with staff across UCL – including President & Provost Dr Michael Spence.

Further information:

- [You Shape UCL](#)

18.3 Module Evaluation Questionnaires (MEQ) – when they occur and why they are important

Module Evaluation Questionnaires

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

MEQs are distributed in class at the end of every term.

18.4 The ASER process and how student representatives are involved The Annual Student Experience Review (ASER)

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

Further information:

- [Academic Manual Chapter 9, Section 2: Annual Student Experience Review \(ASER\)](#)

19 ChangeMakers

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

UCL ChangeMakers

UCL ChangeMakers helps students and staff work in partnership to make education better at UCL. Its two spheres of activity comprise:

- 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; be a Student Reviewer for the Programme and Module Approval Panel; work with staff to reflect on their teaching practice as a Student Reviewer of Teaching (Peer Dialogue); help facilitate community engagement as a Community Engaged Learning Ambassador; and provide a student view on how teaching can include more diverse perspectives as a Student Curriculum Partner.
- ChangeMaker Projects, where students and staff can apply for funding to collaborate on a project focused on enhancing education and students' experience at UCL. Projects often address issues uncovered by students in UCL Student Quality Reviewers. There are two application deadlines a year, the first is late in Term One and the second is during Term Two.

Please note that information on UCL ChangeMakers may be subject to change due to Covid-19 – please check with the ChangeMakers website below for current information.

Further information:

- [UCL ChangeMakers](#)

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](#)
- [Privacy notice for COVID-19 NHS Test & Trace data collection](#)
- [UCL Information Security Policies](#)
- [UCL Electronic \(email\) policy](#)
- [UCL Data Protection Policy](#)
- [Intellectual Property Rights: Policy for Students](#)

Students may send queries on data protection matters to the University Data Protection Officer: 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 safety 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).

Further information:

- [Accidents and Emergencies](#)
- [Emergency Contacts](#)
- [Staying Safe](#)
- [Safety Services](#)
- [Fire Safety at UCL](#)
- [Security at UCL](#)
- [Safety in London](#)

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

Five copies 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.

Affiliate students (if applicable):

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

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

Higher Education Achievement Report (HEAR)

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

Further information:

22.3 Graduation Ceremonies

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

Please note that information on UCL Graduation Ceremonies may be subject to change due to Covid-19 – please check with the Graduation Ceremonies website below for current information.

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 300,000 former students. Alumni can take advantage of a huge range of exclusive benefits 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 Bentham Connect, our social and professional networking platform, and UCL Connect professional development programme of panel events, workshops, and resources such as blogs, case studies and podcasts.

Further information:

- [UCL Alumni](#)