



UCI

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# Hebrew and Jewish Studies Undergraduate Student Handbook 2023/24

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

# Contents

<b>1</b>	<b>WELCOME TO UCL</b> .....	<b>5</b>
1.1	PROVOST'S WELCOME .....	5
1.2	COVID-19: POSSIBLE CHANGES TO INFORMATION .....	6
<b>2</b>	<b>INTRODUCTION TO THE DEPARTMENT AND PARENT FACULTY</b> .....	<b>6</b>
2.1	INTRODUCTION TO THE DEPARTMENT AND ITS HISTORY .....	6
2.2	EXPLANATION OF THE RELATIONSHIP BETWEEN DEPARTMENT AND FACULTY.....	6
2.3	KEY STAFF MEMBERS WITHIN THE FACULTY .....	7
<b>3</b>	<b>DEPARTMENTAL STAFF RELATED TO THE PROGRAMME</b> .....	<b>7</b>
3.1	EXPLANATION TO STUDENTS OF THE ROLES OF MODULE AND PROGRAMME LEADERS AND OTHER KEY STAFF INVOLVED IN PROGRAMME DELIVERY .....	7
<b>4</b>	<b>KEY DATES</b> .....	<b>9</b>
4.1	TERM DATES, EXAM/ASSESSMENT PERIOD, CORE ACTIVITIES .....	9
4.1.1	<i>UCL Term Dates: 2023/2024 Academic Year</i> .....	9
4.1.2	<i>UCL Examination Periods 2023/2024</i> .....	10
4.2	DEPARTMENT AND FACULTY EVENTS .....	10
4.3	HOW UCL AND THE DEPARTMENT WILL COMMUNICATE WITH STUDENTS.....	10
<b>5</b>	<b>HOURS OF STUDY</b> .....	<b>11</b>
5.1	HOURS OF STUDY .....	11
5.2	ATTENDANCE REQUIREMENTS.....	11
5.2.1	<i>Attendance Requirements</i> .....	11
5.2.2	<i>Student Visa students: Absence from teaching and learning activities</i> .....	11
<b>6</b>	<b>OUR EXPECTATIONS OF STUDENTS</b> .....	<b>12</b>
6.1	UCL CODE OF CONDUCT .....	12
6.2	DEGREE APPRENTICESHIPS EXPECTATIONS OF STUDENTS (CENTRALLY PROVIDED).....	12
<b>7</b>	<b>UCL'S STUDENT SUPPORT FRAMEWORK</b> .....	<b>12</b>
<b>8</b>	<b>PROGRAMME STRUCTURE</b> .....	<b>15</b>
8.1	THE STRUCTURE OF THE PROGRAMME, DURATION, CREDITS, QUALIFICATION(S) .....	15
8.2	PROJECTS, PLACEMENTS, AND STUDY ABROAD.....	19
8.2.1	<i>Information on study abroad options</i> .....	19
8.2.2	<i>Information on internships from UCL Careers</i> .....	19
<b>9</b>	<b>TUTORIALS AND SUPERVISION</b> .....	<b>19</b>
9.1	WHAT STUDENTS CAN EXPECT IN TERMS OF ACADEMIC AND PERSONAL TUTORING .....	19
9.2	TRANSITION MENTORS (FIRST YEAR UG ONLY).....	20
9.2.1	<i>Transition Mentors</i> .....	20
<b>10</b>	<b>ADVICE ON CHOOSING MODULE OPTIONS AND ELECTIVES</b> .....	<b>20</b>
10.1	CHOOSING MODULES .....	20
10.1.1	<i>Choosing Modules for 2023/2024</i> .....	20
10.1.2	<i>New Process for Choosing Modules for 2023/2024 (continuing students)</i> .....	21
10.1.3	<i>UCL Module Catalogue</i> .....	21
10.1.4	<i>Module Selection and Verification Deadlines</i> .....	21
10.1.5	<i>Change of Module Selection</i> .....	21
10.2	CONTACT DETAILS FOR STAFF WHO CAN GIVE ADVICE .....	21
<b>11</b>	<b>CHANGES TO REGISTRATION STATUS</b> .....	<b>22</b>
11.1	INFORMATION ON HOW TO CHANGE, INTERRUPT OR WITHDRAW FROM A PROGRAMME .....	22
11.1.1	<i>Changing programme</i> .....	22

11.1.2	<i>Withdrawing from a programme</i> .....	22
11.1.3	<i>Informing the Student Loans Company of changes to your student status</i> .....	22
11.2	KEY CONTACTS IN THE DEPARTMENT AND FACULTY FOR ASSISTANCE WITH ANY OF THE ABOVE .....	23
<b>12</b>	<b>PROGRESSION, AWARD AND CLASSIFICATION</b> .....	<b>23</b>
12.1	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 .....	23
12.2	HOW WILL MARKS BE COMBINED TO REACH A CLASSIFICATION? .....	23
<b>13</b>	<b>INFORMATION ON ASSESSMENT</b> .....	<b>24</b>
13.1	HOW WILL STUDENTS BE ASSESSED? .....	24
13.2	WHAT ARE THE MARKING CRITERIA AND LEARNING OUTCOMES? .....	24
13.3	WHAT MARKING SCALE IS IN USE ON THE PROGRAMME? .....	24
13.4	UCL STANDARD TURNAROUND TIME FOR FEEDBACK .....	25
13.5	FOR CENTRALLY ORGANISED ASSESSMENTS, INSTRUCTIONS AND REGULATIONS ON THE EXAMINATIONS AND AWARDS WEBSITE .....	26
13.5.1	<i>Assessment regulations</i> .....	26
13.5.2	<i>Intercollegiate Exams</i> .....	26
13.6	FOR COURSEWORK SUBMISSIONS, CLEAR INFORMATION ABOUT WHERE AND HOW TO SUBMIT WORK, INCLUDING DETAILS OF ANY ELECTRONIC SUBMISSION METHODS AND THE TECHNICAL SUPPORT AVAILABLE .....	26
13.7	INFORMATION ABOUT PENALTIES FOR LATE SUBMISSIONS .....	27
13.7.1	<i>Coursework Late Submission Penalties</i> .....	27
13.8	INFORMATION ABOUT ABSENCE FROM ASSESSMENT .....	27
13.8.1	<i>Absence from Assessment</i> .....	27
13.9	INFORMATION ABOUT WORD COUNTS AND PENALTIES .....	27
13.10	INFORMATION ABOUT THE CONSEQUENCES OF FAILURE .....	28
13.11	ACADEMIC INTEGRITY .....	29
13.12	INFORMATION ABOUT ACADEMIC INTEGRITY AND ACCEPTED REFERENCING METHODS IN THE DISCIPLINE .....	29
13.13	INFORMATION ABOUT ACADEMIC INTEGRITY (PLAGIARISM) IN THE DISCIPLINE .....	29
13.14	INFORMATION ABOUT MARKING, SECOND-MARKING AND MODERATION .....	30
13.15	INFORMATION ABOUT THE EXTERNAL EXAMINER PROCESS AND HOW TO ACCESS REPORTS VIA PORTICO .....	30
<b>14</b>	<b>LEARNING RESOURCES AND KEY FACILITIES</b> .....	<b>31</b>
14.1	INFORMATION ON UNIVERSITY-WIDE LEARNING RESOURCES AND KEY CONTACTS FOR SUPPORT .....	31
14.1.1	<i>UCL Library Services</i> .....	31
14.1.2	<i>UCL Information Services Division (ISD)</i> .....	31
14.1.3	<i>UCL Centre for Languages &amp; International Education (CLIE)</i> .....	32
14.1.4	<i>Sustainable UCL</i> .....	33
14.2	INFORMATION ON DEPARTMENT/FACULTY LIBRARY SPACES/RESOURCES, IT PROVISION/SUPPORT, SOCIAL SPACES ETC. 33	
14.3	HOW TO ACCESS MOODLE AND SUPPORT CONTACTS .....	33
14.4	PORTICO – WHAT IT IS, WHY IT IS IMPORTANT AND WHO TO CONTACT FOR SUPPORT .....	34
14.4.1	<i>Portico</i> .....	34
<b>15</b>	<b>STUDENT SUPPORT AND WELLBEING</b> .....	<b>34</b>
15.1	INFORMATION REGARDING CENTRAL WELLBEING AND SUPPORT SERVICES, INCLUDING WHAT SERVICES ARE OFFERED, LOCATIONS AND CONTACT INFORMATION .....	34
15.1.1	<i>UCL Student Support and Wellbeing</i> .....	34
15.1.2	<i>The Student Enquiries Centre</i> .....	34
15.1.3	<i>Student Advisers for First Year Undergraduates</i> .....	36
15.1.4	<i>Disability, Mental Health and Wellbeing team</i> .....	36
15.1.5	<i>International Student Support</i> .....	37
15.1.6	<i>Study Abroad support</i> .....	37
15.1.7	<i>Accommodation</i> .....	37
15.1.8	<i>Financial support</i> .....	37
15.1.9	<i>Student of Concern</i> .....	38
15.2	INFORMATION ABOUT REGISTERING WITH A DOCTOR AND OUT-OF-HOURS SUPPORT SERVICES .....	38
15.2.1	<i>Registering with a doctor</i> .....	38
15.2.2	<i>Counselling support, and information helpline</i> .....	38
15.2.3	<i>Crisis support - immediate and urgent help</i> .....	38
15.3	INFORMATION ON HOW STUDENTS CAN ACCESS SUPPORT/INFORMATION RELATED TO EQUITY AND INCLUSION .....	39

15.3.1	<i>Equity and Inclusion</i> .....	39
15.3.2	<i>Inclusion Leads</i> .....	39
15.4	INFORMATION ABOUT UCL'S APPROACH TO PREVENTING AND RESPONDING TO HARMFUL BEHAVIOURS .....	39
15.4.1	<i>Bullying, harassment, sexual misconduct and/or domestic abuse</i> .....	39
15.4.2	<i>Support for students who have been affected by sexual violence and/or domestic abuse</i> .....	40
<b>16</b>	<b>EMPLOYABILITY AND CAREERS</b> .....	<b>40</b>
16.1	INFORMATION ON UCL CAREERS .....	40
16.2	ENTREPRENEURSHIP AT UCL .....	41
<b>17</b>	<b>STUDENT REPRESENTATION</b> .....	<b>42</b>
17.1	INFORMATION ON STUDENTS' UNION UCL, HOW TO RUN FOR ELECTION AND HOW TO FIND A REPRESENTATIVE .....	42
17.2	STUDENT CLUBS AND SOCIETIES .....	42
17.3	INFORMATION ON ACADEMIC REPRESENTATIVES .....	42
17.4	ROLE OF THE STAFF-STUDENT CONSULTATIVE COMMITTEE .....	43
17.5	OTHER WAYS (SPECIFIC TO THE DEPARTMENT/PROGRAMME) THAT STUDENTS CAN GIVE FEEDBACK, INCLUDING LOCAL PROCESSES AND KEY CONTACTS. ....	43
17.6	STUDENTS' UNION ADVICE SERVICE .....	43
17.7	INFORMAL AND FORMAL STUDENT COMPLAINTS .....	43
17.7.1	<i>Informal resolution</i> .....	43
17.7.2	<i>Formal complaints</i> .....	44
<b>18</b>	<b>STUDENT FEEDBACK AND WORKING IN PARTNERSHIP WITH STAFF THROUGH YOU SHAPE UCL</b> .....	<b>45</b>
18.1	THE IMPORTANCE OF FEEDBACK AND HOW UCL USES THE RESULTS .....	45
18.2	STUDENT SURVEYS AND HOW UCL USES THE RESULTS, INCLUDING INFORMATION ABOUT THE NSS,) ANNUAL PROGRAMME EVALUATIONS AND NEW TO UCL SURVEY .....	45
18.3	MODULE DIALOGUE – WHAT IS IT AND WHY IT'S IMPORTANT .....	45
18.4	THE ASER PROCESS AND HOW STUDENT REPRESENTATIVES ARE INVOLVED THE ANNUAL STUDENT EXPERIENCE REVIEW (ASER) .....	45
18.5	CHANGEMAKERS: ABOUT THE PROJECT, WHO THEY ARE AND HOW A STUDENT CAN FIND OUT MORE OR BECOME INVOLVED .....	46
18.6	STUDENT QUALITY REVIEWERS .....	46
<b>19</b>	<b>VOLUNTEERING SERVICES</b> .....	<b>46</b>
19.1	ABOUT VOLUNTEERING SERVICES, WHO THEY ARE AND HOW A STUDENT CAN FIND OUT MORE OR BECOME INVOLVED .....	46
<b>20</b>	<b>DATA PROTECTION AND INTELLECTUAL PROPERTY</b> .....	<b>47</b>
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 .....	47
<b>21</b>	<b>HEALTH, SAFETY AND SECURITY</b> .....	<b>47</b>
21.1	UCL HEALTH, SAFETY AND SECURITY INFORMATION .....	47
<b>22</b>	<b>AFTER STUDY</b> .....	<b>48</b>
22.1	INFORMATION ON DEGREE CERTIFICATES AND TRANSCRIPTS .....	48
22.1.1	<i>Degree Certificates</i> .....	48
22.1.2	<i>Transcripts</i> .....	48
22.2	INFORMATION ABOUT THE HIGHER EDUCATION ACHIEVEMENT REPORT (HEAR) .....	48
22.3	GRADUATION CEREMONIES .....	49
22.4	INFORMATION ON UCL ALUMNI ACTIVITIES AND KEY CONTACTS .....	49

# 1 Welcome to UCL

## 1.1 Provost's Welcome

Dear students,

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

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

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

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

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

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

Dr Michael Spence  
UCL President and Provost

## 1.2 Covid-19: Possible Changes to Information

The Government has now removed the COVID 19 restrictions in England. However, please be aware that should circumstances change, the information and advice provided in this handbook/Moodle pages may also be subject to change.

In order for us to be as agile and responsive to your needs as possible, the most current information on the pandemic can be accessed from the main Students' webpages:

- [Students' webpages](#)

This includes advice on staying safe on campus:

- [Coronavirus Keeping safe on campus](#)

Your department can also help with any 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](mailto: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](mailto:s.benisaac@ucl.ac.uk)

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

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 faculty**

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](mailto:ah-shs-faculty@ucl.ac.uk).

Research student matters, including, where appropriate, the research aspects of programmes such as the MRes, are overseen by the Faculty Graduate Tutor. Again, they will usually be contacted via your department, but can also be reached by using the above email address.

# **3 Departmental staff related to the programme**

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

### **Department Contact Information**

HJS Departmental Office  
Room 330 (Third floor)  
Foster Court  
Malet Place (off Torrington Place)  
[MAP](#)

Telephone: 020 7679 7171

Email [jewish.studies@ucl.ac.uk](mailto:jewish.studies@ucl.ac.uk)

## Key Department Staff

*FC = Foster Court*

<b>Role</b>	<b>Staff Member</b>	<b>Office</b>	<b>Contact</b>
Head of Department	Prof Lily Kahn	FC329	<a href="mailto:l.kahn@ucl.ac.uk">l.kahn@ucl.ac.uk</a>
Departmental Tutor	Dr. Alinda Damsma	FC329	<a href="mailto:a.damsma@ucl.ac.uk">a.damsma@ucl.ac.uk</a>
Personal Tutor: 1st Year UG	Dr. Sonia Gollance	FC327	<a href="mailto:s.gollance@ucl.ac.uk">s.gollance@ucl.ac.uk</a>
Personal Tutor: 2nd Year UG, Year Abroad students	Dr. Sonia Gollance	FC327	<a href="mailto:s.gollance@ucl.ac.uk">s.gollance@ucl.ac.uk</a>
Personal Tutor: Finalist UG	Prof Michael Berkowitz (T1) Prof Shirli Gilbert (T2)	FC326 FC319	<a href="mailto:m.berkowitz@ucl.ac.uk">m.berkowitz@ucl.ac.uk</a> <a href="mailto:shirli.gilbert@ucl.ac.uk">shirli.gilbert@ucl.ac.uk</a>
Personal Tutor: Affiliate students	Prof Michael Berkowitz	FC326	<a href="mailto:m.berkowitz@ucl.ac.uk">m.berkowitz@ucl.ac.uk</a>
Chair: Teaching Committee	Prof Mark Geller	FC322	<a href="mailto:m.geller@ucl.ac.uk">m.geller@ucl.ac.uk</a>
Chair: Staff-Student Consultative Committee (SSCC)	Prof Michael Berkowitz	FC326	<a href="mailto:m.berkowitz@ucl.ac.uk">m.berkowitz@ucl.ac.uk</a>
Chair: Board of Examiners	Prof Neill Lochery	FC320	<a href="mailto:n.f.lochery@ucl.ac.uk">n.f.lochery@ucl.ac.uk</a>
Deputy Chair: Board of Examiners	Prof Mark Geller	FC322	<a href="mailto:m.geller@ucl.ac.uk">m.geller@ucl.ac.uk</a>
Department Manager	Mrs Vanessa Richards	FC330	<a href="mailto:jewish.studies@ucl.ac.uk">jewish.studies@ucl.ac.uk</a>
Department Administrator	Dr Casey MacKenzie Johnson	FC330	<a href="mailto:c.mackenzie@ucl.ac.uk">c.mackenzie@ucl.ac.uk</a>



## 4 Key dates

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

#### 4.1.1 UCL Term Dates: 2023/2024 Academic Year

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

College Reading Weeks: Monday 6 November 2023 and Monday 12 February 2024

UCL Closure	Closure Dates
Winter Closure	5:30pm on Friday 22 December 2023 to 9:00am on Tuesday 2 January 2024
Spring Closure	5:30pm on Wednesday 27 March 2024 to 9:00am on Thursday 4 April 2024
Bank Holidays	Monday 06 May 2024
	Monday 27 May 2024
	Monday 26 August 2024

More information: [Term Dates 2023/2024](#)

#### 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.*

Friday 15 September 2023	Rosh Hashana
Monday 25 September 2023	Yom Kippur
<i>[Not during the week this year]</i>	Sukkot
Friday 6 October	Shmini Atseret
Tuesday 23 April - Wednesday 24 April and Monday 29 April - Tuesday 30 April 2024	Passover
Wednesday 12 -Thursday 13 June 2024	Shavuot

#### 4.1.2 UCL Examination Periods 2023/2024

Assessment period	Dates	Timetable published
Central Assessment period	22 April – 24 May 2024	26 February 2024
Late Summer Assessment (LSA) period	19 August – 6 September 2024	22 July 2024

When the central assessment timetable has been published you will be able to view it in the [Assessment timetable system](#).

## 4.2 Department and faculty events

*NOTE: This is not an exhaustive list*

### 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 Moodle](#) – UCL's online learning space, used by module organisers, programme leaders, departments and faculties to provide essential information in addition to learning resources.
- [myUCL](#) – A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.

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](http://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 Wednesday and Friday afternoons. Please check the common timetable for further details: <https://timetable.ucl.ac.uk/tt/homePage.do>

### **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 new Attendance policy is currently under development and will be available from the [main Students' webpages](#).

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

### 6.2 Degree Apprenticeships Expectations of Students (Centrally Provided)

#### British Values

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

- Democracy
- The Rule of Law
- Individual liberty
- Mutual respect and tolerance of those with different faiths and beliefs

Apprentices are encouraged to explore where British Values are recognised within their programme of study. Apprentices will demonstrate their knowledge, skills, and behaviours of British values in various exercises UCL have adopted throughout the apprenticeship.

## 7 [UCL's Student Support Framework](#)

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

The Framework includes the following components:

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

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

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

<b>Support process:</b>	<b>Use this if:</b>	<b>What this covers:</b>
<a href="#"><u>Short-term Illness and other Extenuating Circumstances</u></a>	You have a short-term illness, bereavement or other unexpected emergency.	'Extenuating Circumstances' (often know as 'ECs') are events which are sudden, unexpected, significantly disruptive and beyond your control and which may affect your performance at summative assessment, such as a serious illness or the death of a close relative. You can submit an Extenuating Circumstances claim to access 'mitigation' such as an extension or deferring an assessment to a later date.
<a href="#"><u>Reasonable Adjustments for Disabilities and Long-term Conditions</u></a>	You have a disability or long-term physical or mental health condition.	UCL can provide longer-term 'Reasonable Adjustments' to support your learning and assessment. This includes setting up a 'SoRA' (Summary of Reasonable Adjustments) with UCL's Student Support and Wellbeing team.
<a href="#"><u>Academic Adjustments</u></a>	<p>You need long-term or ongoing support with one or more of the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> You or your partner is pregnant or planning maternity, paternity or adoption leave</li> <li><input type="checkbox"/> You are a parent or carer</li> <li><input type="checkbox"/> You observe religious beliefs or cultural customs</li> <li><input type="checkbox"/> You are affected by any form of harassment or discrimination</li> <li><input type="checkbox"/> You are affected by traumatic world events such as war or terrorism</li> <li><input type="checkbox"/> You are a critical worker (e.g. NHS staff).</li> </ul>	Academic Adjustments include long-term reasonable adjustments arranged by your Department if you need additional support with learning, teaching and assessment.
<a href="#"><u>Exam Adjustments</u></a>	You need additional support to sit an online or face-to-face exam.	Exam Adjustments are specifically for Controlled Condition Exams and Take-Home Papers, and include adjustments such as extra time, rest breaks, a more comfortable chair and specialist equipment. These are available to students with a longer-term disability or health condition, and to students who

<b>Support process:</b>	<b>Use this if:</b>	<b>What this covers:</b>
		need shorter-term support e.g. if you are pregnant, or have a broken arm.
<a href="#">Interruption of Study</a>	You are thinking of taking time out from your studies	Interruption of Study is for students who wish to take a break from their studies and return at a later date. You can take time out from your studies for a wide range of reasons - you might want to take up an internship or placement, take time out to travel, be planning to have children, or be facing personal challenges which are making it hard to study.
<a href="#">Support to Study</a>	You are having persistent or ongoing difficulties and UCL's other support processes are not providing the right level of help.	Support to Study aims to help you if you are having significant, persistent, longer-term difficulties and UCL's normal mechanisms (e.g. Reasonable Adjustments, Extenuating Circumstances, Interruption of Study) are not providing enough support. We will work with you to put together a Support Plan to help you get the most out of your studies.

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

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

## 8 Programme structure

### 8.1 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 Jewish History and Literature, 1st to 11th c. CE
- Introduction to the History and Literature of Ancient Israel

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 (*BA Hebrew and Jewish Studies with Year Abroad*)

### **Year abroad**

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

Final Year

### **Compulsory modules**

- 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 Lower Intermediate Modern Hebrew (Higher Intermediate Modern Hebrew for 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.

\* 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.

\* 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 (*Ancient Languages with Year Abroad*)

### **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.

\* 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**

Frontiers of History

### **Optional modules**

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

Elementary Yiddish

Beginners Modern Hebrew

Introduction to Biblical Hebrew

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 Jewish History and Literature, 1st to 11th c. CE

Introduction to the History and Literature of Ancient Israel

Plus 30 credits from the School of Slavonic and East European Studies.

Year 2

### **Compulsory modules**

All second-year modules are optional.

### **Optional modules**

You will select credits from a wide range of optional modules from within the Department of Hebrew and Jewish Studies. Further 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 credits from a wide range of optional modules in UCL Hebrew & Jewish Studies and further 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.

## **8.2 Projects, placements, and study abroad**

### **8.2.1 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.

Further information: [Go Abroad](#)

### **8.2.2 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.

Further information: [Internships](#)

## **9 Tutorials and supervision**

### **9.1 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.**

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](#)

## **9.2 Transition Mentors (first year UG only)**

### **9.2.1 Transition Mentors**

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

Further information: [UCL Transition Mentors](#)

## **10 Advice on choosing module options and electives**

### **10.1 Choosing modules**

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

#### **10.1.1 Choosing Modules for 2023/2024**

Many programmes offer students the opportunity to choose between different modules that they are interested in. However, some new students will find they do not need to make selections as all their modules are compulsory. If students need to choose modules, their department will advise them of how and when to do this, usually during departmental introductions.

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.

### 10.1.2 New Process for Choosing Modules for 2023/2024 (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.

### 10.1.3 [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.

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.

### 10.1.4 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](#)

### 10.1.5 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](#)

## 10.2 Contact details for staff who can give advice

Your Personal Tutor will give you advice on module choices.

Personal Tutor: 1st Year UG	Dr. Sonia Gollance	FC327	<a href="mailto:s.gollance@ucl.ac.uk">s.gollance@ucl.ac.uk</a>
Personal Tutor: 2nd Year UG, Year Abroad students	Dr. Sonia Gollance	FC327	<a href="mailto:s.gollance@ucl.ac.uk">s.gollance@ucl.ac.uk</a>

Personal Tutor: Finalist UG	Prof Michael Berkowitz (T1)	FC326	<a href="mailto:m.berkowitz@ucl.ac.uk">m.berkowitz@ucl.ac.uk</a>
	Prof Shirli Gilbert (T2)	FC319	<a href="mailto:shirli.gilbert@ucl.ac.uk">shirli.gilbert@ucl.ac.uk</a>
Personal Tutor: Affiliate students	Prof Michael Berkowitz	FC326	<a href="mailto:m.berkowitz@ucl.ac.uk">m.berkowitz@ucl.ac.uk</a>

## 11 Changes to Registration Status

### 11.1 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.

#### 11.1.1 Changing programme

If a student wishes to transfer from one UCL degree programme to another, they must make a formal application. The usual deadline for change of degree programme during the academic session is the end of **October** each year (for students registering in September, with a later date for students registering in January) to be compatible with module selection deadlines, although later transfers may be possible, where the transfer does not affect module selections. Students should log in to their Portico account and complete the online application. Students are strongly advised to discuss their plan with the departments involved before requesting a change of programme on Portico.

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

#### 11.1.2 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 Ch 3, Section 7: Withdrawing from a programme](#)

#### 11.1.3 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.

## **11.2 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, Dr Alinda Damsma [a.damsma@ucl.ac.uk](mailto:a.damsma@ucl.ac.uk), or the Departmental Manager, Vanessa Richards, [vanessa.richards@ucl.ac.uk](mailto:vanessa.richards@ucl.ac.uk)

# **12 Progression, Award and Classification**

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

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

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

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

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: [Portico Login](#)  
[Academic Manual Chapter 4, Section 9: Progression and Award](#)

## **12.2 How will marks be combined to reach a classification?**

Students who have successfully completed the Progression and Award Requirements will be awarded a Classification. The UCL Academic Manual, Chapter 4, Section 7: Classification defines the Classification Schemes for each qualification.

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

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

This programme uses UCL Honours Degree Classification Scheme A in the [UCL Academic Manual, Chapter 4, Section 7: Classification](#).

## 13 Information on assessment

### 13.1 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.

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

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

### 13.3 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', Ii or 2:1), Lower Second (Ii 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 (Iii)	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.

## **13.4 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 5: Assessment Feedback](#)

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

Please check the [Students' webpages](#) for the most up-to-date information.

### 13.5.1 Assessment regulations

Students must ensure that they are aware of the regulations governing assessments and examinations on the [Examinations and Assessments](#) website.

### 13.5.2 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: Academic Partnerships Framework](#) (Annexe 11: "Intercollegiate Module Sharing with other University of London Colleges – Student Policy").

## 13.6 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 for Essays](#) 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**

1. Login to Moodle using your UCL username and password
2. Enter the page of the course you are taking (e.g. HEBR0057)
3. You will see an icon for an essay submission with the usual Turnitin icon.
4. Every essay will be first and second marked and then the mark and feedback will be released to students on Turnitin.

## **13.7 Information about penalties for late submissions**

### **13.7.1 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 2, Section 2: Short Term Illness and Other Extenuating Circumstances](#)

## **13.8 Information about absence from assessment**

### **13.8.1 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.

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

## **13.9 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](#)

## **13.10 Information about the consequences of failure**

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

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

### **Condonement**

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

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

Further information: [Academic Manual Chapter 4, Section 9: Progression and Award Undergraduate Student Guide to Condonement](#)

### **Reassessment**

Depending on the amount of failure, Reassessment may take the form of either a Resit, which usually takes place in the Late Summer, or a Repeat in the following academic session. The marks for modules successfully completed at the second attempt will be capped at the Pass Mark – 40.00% for modules at UG Level/ Levels 4, 5 and 6; 50.00% for PGT modules at Masters Level/ Level 7.

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

### **Deferred Assessment**

If an assessment has been affected by Extenuating Circumstances (ECs) students may be offered a Deferral i.e., a 'new first attempt' or a 'new second attempt'. If the student successfully completes a Deferral of their first attempt, their module marks will not be

capped. If the student successfully completes a Deferral of their second attempt (i.e., they have ECs on a Resit or Repeat), their module marks will be capped at the Pass Mark (i.e. the existing cap will not be removed).

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

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

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

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

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

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

Please see information in our [Style Sheet for Essays](#) on the HJS website.

### **13.13 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](#)

## 13.14 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.

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

Further information:

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

### **14.1.2 UCL Information Services Division (ISD)**

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

[Help and support](#)



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

### Digital Skills Development

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

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

### Digital Education at UCL

Digital Education services 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.

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

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

Visit the [ISD IT Essentials for new students](#) page for details of all IT services available.

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

#### **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 or taking part in UCL's Student Sustainability Council to help direct UCL's sustainability vision and represent the students' voice on sustainability.

Further information:

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

### 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 2<sup>nd</sup> floor of the Main Library and you can also access electronic books, journals and databases through the [library website](#).

### Ada Rapoport-Albert Tutorial Room

The Ada Rapoport-Albert Tutorial Room (FC321) is located on the third floor of Foster Court. Classes and Departmental events will be scheduled in this space.

### HJS Seminar Room

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

### Student Common Room

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

Further information:

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

## **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.

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 Walk-in Service**

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

Our walk-in service opening times are between **10am to 4pm (Monday-Wednesday, Friday) and 11am-4pm (Thursday)**. There will be designated staff members on hand and available to assist you with your questions.

### **Appointment service**

Students can book an in-person appointment with the Student Enquiries Centre. Our service hours for appointments are **10am – 1pm on Mondays, Wednesdays and Fridays and 1pm – 4 pm on Tuesdays and Thursdays**.

Students can book an appointment via the following routes:

1. The Student Enquiries Centre booking form on [askUCL](#):

- Select FAQs on the left side bar, then click on All FAQs
- Click on the 'Log an Enquiry' button in the middle of the page
- Start typing in Enquiries, 'Student Enquiries Centre Appointment Request Form' should appear
- Please complete the form.

2. Our telephone service +44 020 3108 8836\*

Appointments are available as 15-minute slots. Please book an appointment at least one working day in advance to allow time for us to process your request.

### **Telephone Service**

You can also contact us via our telephone service:

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

Telephone service hours\*: **10am - 4pm on Mondays, Tuesday, Wednesdays and Fridays; 11am - 4pm on Thursdays**.

### **askUCL**

Log an enquiry via [askUCL](#), our online student enquiries system, to ask a question or directions to a particular service. We are currently responding to enquiries between the hours of **9am - 6pm (Monday – Friday)** and will aim to provide you with a response within 5 working days

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

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

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

### 15.1.3 **[Student Advisers](#) for First Year Undergraduates**

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

*Hi, I'm Karthik. I am your Student Adviser for English. I am here for you as a key point of contact during your undergraduate time at UCL. In my role as Student Adviser I am here to support your time at UCL. If you are not sure where to turn for help or how to have a certain conversation, please reach out.*

*I can be contacted at [k.sundaram@ucl.ac.uk](mailto:k.sundaram@ucl.ac.uk) **OR** Book and appoint by scanning the QR code below.*



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

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

Further information:

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

### **[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.

#### **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 \(ISOP\)](#).

#### **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 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.

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:

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.

## 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). [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. [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.

Further information: [Register with a doctor](#)

### 15.2.2 [Counselling support, and information helpline](#)

As part of a partnership with an organisation external to UCL, we provide an information and counselling helpline. The helpline is free of charge and includes access to information specialists who are trained by Citizens Advice and to professionally qualified and BACP-accredited counsellors who can help students with a range of emotional and psychological difficulties.

### 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)
- 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
- [Nightline](#) are available overnight and can help students across London, call them on +44 (0) 207 631 0101

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.

### **15.3.2 Inclusion Leads**

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

Further information:

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

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

### **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 with contact details request to speak to an advisor in order to make an informed decision about their options.

Unacceptable behaviour includes:

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

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

Students can request to speak to all the following advisors:

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

Further information:

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

#### **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.

Further information: [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.

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

The Union is the representative body of all UCL students. It's run by students for students and is a registered charity, independent of UCL. All UCL students at every level are automatically members of the Union (but can opt out), and student leaders are elected annually by and from all current students. The elected student leaders who work full time for you are called Sabbatical Officers and they represent students on various UCL committees and influence decisions that matter to students. Alongside the Sabbatical Officers there are more than 2000 other student representatives, who cover every part of UCL life, from your programme, research studies, department, faculty or the UCL accommodation you live in.

Further information: [Students' Union UCL website](#)  
[Make a Change](#)

## 17.2 Student Clubs and Societies

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

Further information: [Students' Union UCL Clubs and Societies](#)  
[Club and Society Events](#)

## 17.3 Information on 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

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](mailto:n.f.lochery@ucl.ac.uk) or the Departmental Manager, Vanessa Richards, [vanessa.richards@ucl.ac.uk](mailto: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.

## 17.7 Informal and Formal 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 UCL Advice Service](#)

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

### **18.1 The importance of feedback and how UCL uses the results**

Our goal is to put students' feedback, insights and contributions at the heart of decision-making. We value students' feedback and work with students as partners in the process of shaping education at UCL. In recent years, as a direct result of student feedback, we have opened the Library over the Christmas closure period and increased study space – including 1000 in the 24 hour new Student Centre, we've focussed more on environmental sustainability and given clearer information about exams and assessments.

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

One of the principal ways in which UCL gathers and responds to student feedback is via online student experience surveys such as the National Student Survey, annual programme evaluations and the New to UCL survey. Whether it's about teaching, accommodation, or facilities, surveys are a chance for students to have their say about what works and what needs improving, to help us make sure that UCL is delivering an excellent education for current and future students. Each survey takes just a few minutes to complete, all responses are anonymous, and some include a generous prize draw. Every piece of feedback is read and the results of each survey are shared with staff across UCL – including President & Provost Dr Michael Spence.

Further information: [You Shape UCL](#)

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

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

### **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 \(ASER\)](#)

## 18.5 **ChangeMakers: About the project, who they are and how a student can find out more or become involved**

[UCL ChangeMakers](#) helps students and staff work in partnership to make education better at UCL:

- Through ChangeMaker Projects, students and staff can apply for funding to collaborate on a project focused on enhancing education and students' experience at UCL.
- Projects address issues that are important to students, often uncovered through student survey data, discussed at SSCCs, raised through Unitu or identified through annual reporting mechanisms like the Annual Student Experience Reviewer (ASER).
- There are three application deadlines a year, one per term.

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

## 18.6 **Student Quality Reviewers**

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

Through the Student Quality Reviewer scheme, students can:

- Act as a member of an Internal Quality Review panel;
- Take on a role to review new programmes or support enhancements to assessments through the Programme or Assessment Design Student Partner roles;
- Work with staff to reflect on their teaching practice as a Student Reviewer of Teaching (Peer Dialogue);
- Provide a student view on how teaching can include more diverse perspectives as a Student Curriculum Partner.

# 19 **Volunteering Services**

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

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

The Service runs three main programmes:

1. **Partnerships** – linking students with volunteering opportunities within their network of around 400. community partners.

2. **Student-led Projects** – supporting students to set up and run their own community projects.
3. **Community Research Initiative** – connecting master’s students with community organisations for collaborative research and Knowledge Exchange projects.

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

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

## 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](#)
- [Data Protection](#)
- [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](mailto:data-protection@ucl.ac.uk)

## 21 Health, Safety and Security

### 21.1 UCL Health, Safety and Security information

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 on and off Campus](#)

## 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.

#### 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

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 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.

## **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 for current information.

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

### **UCL Alumni Community**

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

Further information: [UCL Alumni](#)