IOE, UCL's Faculty of Education and Society

IOE Student Handbook

2023/24

The IOE Student Handbook accompanies the 2023/24 IOE Programme Handbooks, which contain specific guidance and resources relating to IOE programmes, including details of programme structure, module descriptions, progression requirements and award classification.

Please ensure you refer to both handbooks, which will be published and circulated together on IOE Moodle programme pages.

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1 Provost's Welcome

Dear students,

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

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

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

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

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

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

Dr Michael Spence

UCL President and Provost

2 Introduction to the Faculty

2.1 Welcome from the IOE Director and Dean

Dear students,

On behalf of myself and my colleagues, a warm welcome to the 2023-24 academic year; we are delighted to have you study with us.

Whether you have joined us for a few months or much longer, we want your time at IOE to be transformative. Some of you are commencing your course straight from school or college, and others long after the start of your career. Regardless, this is the start of a new journey – of meeting new people, engaging with new knowledge and ideas, learning, and honing new skills. This should be challenging, rewarding – and transformative – for your own development, but also for the communities and workplaces you are part of. This is because our students and how they put their learning to use are our most important legacy.

How do we support this? IOE is an incredibly vibrant and inspiring place to work and learn, and I am very proud to be its Director and Dean. It is home to a rich concentration of world-leading scholars in the fields of education, social science, and the humanities, as well as a student body from over 100 countries, all supported by our fantastic library. Your course will be demanding, but I hope you can also make the most of wider opportunities, including the many seminars and events at IOE for you to get involved with and, indeed, initiate. This is not to mention all the facilities, societies, and sources of support available to you across UCL, including the newly opened campus at UCL East, and through the Students' Union.

Please do let us know how we're doing, so that we can develop the support and opportunities available for our students in close collaboration with you.

In the meantime, over the coming months I look forward to meeting as many of you as possible and hearing about your time at IOE. For now, I wish you every success with your programme.

Professor Li Wei

Director and Dean

IOE, Faculty of Education and Society

2.2 Relationship between Faculty and academic departments

The Faculty is home to six academic departments, more information on each of these academic departments can be found on the web pages linked below.

- Culture, Communication and Media
- Curriculum, Pedagogy and Assessment
- Education, Practice and Society
- Learning and Leadership
- Psychology and Human Development
- Social Research Institute

2.3 Key staff members

Key contacts for programmes, including contact details for Programme Leaders and administrators, can be found on the IOE Student Helpdesk website at the following link:

- Programme Contacts

Details of other key staff in the Faculty and academic departments can be found on the following web pages:

- Key Faculty member details on the IOE Student Helpdesk website
- 'Meet our academics' on the IOE UCL website

Please see individual accompanying programme handbooks, on programme Moodle pages, for more detailed lists of academic staff teaching modules on specific programmes.

3 Key dates

3.1 Term dates 2023/24

UCL term dates 2023/24:

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

Initial Teacher Education programmes only:

Term	Dates
First Term	Wednesday 30 August 2023 to Monday 18 December 2023
Second Term	Tuesday 2 January 2024 to Friday 29 March 2024
Third Term	Monday 15 April 2024 to Friday 19 July 2024

For those departments that operate them, reading weeks begin Monday 6 November 2023 and Monday 12 February 2024.

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

Further information can be found on the following webpage: term dates 2023-24 on UCL's website.

3.2 Department and Faculty level events and key dates

- IOE Student Orientation information on the IOE Student Helpdesk website.
- When and how to view central assessment timetables
- IOE Student events webpage, including tours, social events, and induction sessions.
- IOE events webpage, including public talks, seminars, debates, workshops, and lectures which are open to everyone.

Please see individual accompanying programme and module handbooks, on programme Moodle pages, for further specific events, deadlines, and key dates.

3.3 How UCL 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.

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

- @ucl X (Twitter) channel – Sharing highlights of life at UCL from across UCL's diverse community.

4 Hours of Study

4.1 Hours of study

All modules have a defined credit weighting, students will be awarded the credit on successful completion of the module. 1 credit equates to 10 notional learning hours; therefore 15 credit modules equate to 150 notional learning hours, and 30 credit modules equate to 300 notional learning hours.

Notional learning hours may be made up of formal learning and teaching events such as lectures, seminars, and tutorials, as well as independent study.

Student contact time refers to tutor-mediated time allocated to teaching, provision of guidance, and feedback to students. This time includes activities that take place in on-campus lectures, seminars, tutorials, and workshops, as well as tutor-mediated activities that take place in online environments. Online contact time can be synchronous (using real-time environments such as Zoom or Teams) or asynchronous (using tools such as tutor-moderated discussion forums, blogs, or wikis).

Core teaching days will normally be 09:00-18:00 Monday, Tuesday, Thursday, and Friday, and 09:00-13:00 Wednesday, unless otherwise published by individual academic departments/programmes.

Programme specific contact hour details will be published in Programme Handbooks. Personal student timetables can be viewed on the UCL timetable portal, and the UCL Go app.

4.2 Attendance requirements

4.2.1 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, (for example, lectures, seminars, tutorials, practicals, workshops, online teaching, lab sessions, studio sessions and personal tutorials). A central student attendance system, RegisterUCL, is used to record attendance at teaching events.

Students should familiarise themselves with specific programme or module attendance requirements and must ensure they engage with the method of recording attendance which is required by UCL. Students are responsible for ensuring their attendance is recorded. Students should contact their Programme Leader, Module Leader, or administrator within 48 hours to provide the reason for any absences. Where attendance falls below the minimum requirement, programme teams will contact the student to discuss this and to offer appropriate support.

Distance Learners will be expected to participate and engage with their studies and local records will be kept. Any students where engagement has fallen will be contacted and offered the appropriate support.

A new UCL attendance policy is currently under development and will be available from the main Students' webpages.

4.2.2 Degree Apprenticeships Attendance Requirements

The Education and Skills Funding Agency (ESFA) requires UCL to share details of an apprentice's attendance, progress, and any issues with a current employer as stated in the Degree Apprenticeship Funding Rules.

Apprentices are expected to attend all scheduled learning events which appear on their timetable. Unexplained absences will be recorded and communicated to the apprentices' employer.

4.2.3 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 can be found on the following webpage: Student visa responsibilities

5 Our expectations of students

5.1 UCL Code of Conduct

UCL enjoys a reputation as a world-class university. It was founded 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

5.2 Degree Apprenticeships Expectations of Students

5.2.1 Safeguarding

Safeguarding is the overarching term used to describe the protection of the health, wellbeing, and human rights of individuals, ensuring the right to live in safety, free from abuse and neglect. Apprentices will be introduced to safeguarding as part of their apprenticeship induction and safeguarding will be embedded through tripartite review meetings, handbooks, and course resources.

5.2.2 Prevent

UCL has a duty to safeguard all learners and Prevent is about safeguarding our apprentices to keep them safe and within the law. At UCL, our approach to Prevent focuses on safeguarding our learners from harm. Safeguarding vulnerable people from radicalisation is no different from safeguarding them from other forms of harm. As part of their programme of study apprentices will be given a forum to explore Prevent themes. UCL will ensure apprentices can express views in an environment that encourages respectful free speech

5.2.3 Values

UCL is committed to upholding and actively promoting values that include, but are not limited to; democracy, the Rule of Law, individual liberty, mutual respect, and tolerance of those with different faiths and beliefs. These align with UCL values that are already embedded and encouraged at UCL. Apprentices are encouraged to explore ideas in a context where these values are recognised and respected. Apprentices will demonstrate their knowledge, skills, and behaviours of these values in various exercises UCL have adopted throughout the apprenticeship.

6 UCL's Student Support Framework

UCL is committed to providing the support you need 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.

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.

6.1 Types of support in the UCL Framework

Support process:	Use this if:	What this covers:
Short-term Illness and other Extenuating Circumstances	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.
Reasonable Adjustments for Disabilities and Long-term Conditions	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.
Academic Adjustments	You need long-term or ongoing support with one or more of the following: • You or your partner is pregnant or planning maternity, paternity, or adoption leave • You are a parent or carer • You observe religious beliefs or cultural customs	Academic Adjustments include long-term reasonable adjustments arranged by your Department if you need additional support with learning, teaching and assessment.

Support process:	Use this if:	What this covers:
	• You are affected by any form of harassment or discrimination • You are affected by traumatic world events such as war or terrorism • You are a critical worker (e.g., NHS staff).	
Exam Adjustments	You need additional support to sit an online or face-to-face exam.	Exam Adjustments are specifically for Controlled Condition Exams and Take-Home Papers, and include adjustments such as extra time, rest breaks, a more comfortable chair and specialist equipment. These are available to students with a longer-term disability or health condition, and to students who need shorter-term support e.g., if you are pregnant, or have a broken arm.
Interruption of Study	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.
Support to Study	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:

The Student Support Framework	**Your Personal Tutor**	**Your Department**
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 Moodle or in your Programme Handbook.
UCL Student Support and Wellbeing	**FAQs and Enquiries**	**Students' Union UCL Advice Service**
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.

6.2 IOE Learning agreements

An IOE statement on learning agreements can be found on the IOE Student Helpdesk website. Further information on learning agreements can also be found in UCL's academic insufficiency procedures.

IOE Learning agreements may be used in the following circumstances:

- Isolated cases of poor attendance/engagement where a student does not appear to have underlying difficulties.
- Cases of ethics misconduct, where students have failed to obtain the correct ethics approval.

7 Fitness to Practice and Professional Practice

7.1 IOE Fitness to Practice Policy and Procedure

The IOE Fitness to Practice Policy and Procedure is applicable to IOE accredited programmes with a professional and/or practical element, excluding Initial Teacher Education (ITE). This Policy is used to assess Fitness to Practise when considering whether students meet the professional standards of conduct for the awards on all professional practice-based undergraduate/postgraduate modules and programmes. It provides a framework for investigating and addressing concerns as to a student's Fitness to Practise while enrolled on a programme.

7.2 Initial Teacher Education Fitness to Practice Policy and Procedure

The Initial Teacher Education Fitness to Practice Policy and Procedure can be found in Section 7 of the Initial Teacher Education (ITE) Regulations, Policies and Procedures 2023/2024. This Policy applies to Initial Teacher Education (ITE) programmes leading to professional qualification and/or eligibility to apply to a professional register that requires students to undertake periods of experience in practice settings. UCL, in conjunction with the professional and regulatory bodies, has a duty to ensure the student is fit to practise during and up to the point of registration/awarding of qualification.

7.3 Professional Practice

Initial Teacher Education programmes are governed by both the UCL Academic Manual, and complementary IOE regulations, policies, and procedures, to ensure compliance with applicable Teacher's Standards. The Initial Teacher Education Professional Practice Panel Policy can be found in Section 8 of the Initial Teacher Education (ITE) Regulations, Policies and Procedures 2023/2024.

The purpose of Professional Practice Panels are as follows:

- Where the student's placement is terminated early, make a recommendation to the Board of Examiners on whether the student should or should not be offered an alternative placement.
- If a student fails to engage with the three-stage Student Teacher Support and Concern Procedure, identify if the relevant action plan is reasonable and justified, and if not to identify appropriate next steps to ensure the student has an opportunity to make progress.
- In the event of an early termination of employment of an Early Years Initial Teacher Training (Graduate Employment Based route) student, make a recommendation to the Board of Examiners on an appropriate time limit for seeking new employment, and whether the student should be permitted to continue with their Professional Practice placements whilst seeking new employment.

IOE also has a Student Guide to Professional Practice Panels on the IOE Student Helpdesk.

8 Programme structures

Individual Programme Handbooks, uploaded to programme specific Moodle pages will contain the following information:

- The structure of the programme, duration, credits, qualification(s).
- Information about any relevant projects, placements, and study abroad provision.
- Information on summer internships.
- Details of any professional accreditation and associated requirements integrated into the programme and requirements for students.
- Details of any academic partnerships and how it impacts the students.

8.1 Information on study abroad experiences from UCL

UCL offers a range of global opportunities for current undergraduate students. More information can be found on the 'Go Abroad' webpage.

8.2 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 can be found on UCL's internships webpages.

8.3 Degree Apprenticeships

8.3.1 Degree Apprenticeship Standard

Each Degree Apprenticeship is governed by a specific standard which is comprised of three components: Knowledge, Skills, and Behaviours (also referred to as KSBs). Apprentices are expected to achieve and demonstrate all KSBs as part of their standard to exhibit full occupational competence in the identified job role.

- **Knowledge**: Acquired through formal learning and applied in your place of work.
- **Skills:** Gained and demonstrated through continuous professional development in the workplace to do the job to a specified standard.
- **Behaviours:** Developed and exhibited in the workplace, behaviours that you will need to demonstrate to become occupationally competent. This may include leadership techniques, reflection, and valuing diversity, etc.

An apprenticeship is made up of three mandatory elements, as outlined by the Education and Skills Funding Agency (EFSA):

- Off the Job training (the study element of the apprenticeship).
- On the Job learning (in a relevant job role).
- End-point assessment.

All three elements must be successfully completed before an apprenticeship completion certificate can be awarded.

Attainment of approved level 2 English and Maths qualifications, known as functional skills, is part of the apprenticeship programme. For those undertaking degree apprenticeship, it is a requirement that they hold or achieve an approved level 2 (equivalent to GCSE C, or 4, and above) in both subjects before they can successfully complete the apprenticeship. If learners are unable to provide evidence that they hold functional skills prior to starting the

apprenticeship, we will support them in gaining the qualification through a third party supplier so that they can pass through gateway. This will be in addition to the 6 hours per week OTJ.

8.3.2 Off the Job (OTJ) Training

The Off-the-Job training is a statutory requirement of an apprenticeship and therefore must take place during employed time. The apprentice will be contracted to a minimum of 30 hours per week which will be split between training at UCL and working for their employer. A minimum of six hours per week must be spent on OTJ training.

The OTJ training is defined by ESFA as learning, which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at the apprentice's usual place of work but **must not be** delivered as part of their normal working duties.

OTJ training is delivered by subject experts and can include:

- teaching theory (e.g., classroom lessons, lectures, and online learning)
- practical training (e.g., shadowing, mentoring, industry visits)
- learning support and time to write assignments.

8.3.3 On the Job Learning/Training

This is the work-based element of the programme integrated into the overall apprenticeship programme. The Degree Apprenticeship Standard sets out the work-based training that the apprentice needs to undertake to develop the skills for their chosen career. The apprentice must spend their time at work not undertaking Off the Job training and completing the on-the-job training.

8.3.4 Tripartite Review Meeting

A tripartite review meeting (TRM) is held between the employer, learner, and university every 12 weeks. The three parties meet to review the progress of the learner on the KSBs and address any issues arising in the apprenticeship. These meetings are recorded on a form and must be signed off by all parties.

8.3.5 Gateway

At the end of the training period (academic programme), each apprentice will go through 'Gateway' to assess their readiness for EPA. The Gateway is the sign-off process that must be completed before the apprentice can move onto their end-point assessment and complete their apprenticeship. The Gateway will ensure the apprentice has completed the mandatory aspects of the standard, including functional skills, and have all the required skills and knowledge. A list of these requirements will be included in the Apprenticeship Standard for the job role. A full breakdown of gateway requirements and EPA details for each apprenticeship can be found on the Institute for Apprenticeships website.

8.3.6 End Point Assessment

Apprenticeships have an End Point Assessment (EPA). This is a formal, independent assessment of performance against the Apprenticeship Standard which will measures the apprentice's capabilities across the skills, knowledge, and behaviours as per the Standard. The assessment plan for the Degree Apprenticeship sets out the requirements and processes for the EPA. To sit an EPA, the apprentice must meet all gateway requirements set out in the assessment plan.

9 Tutorials and supervision

9.1 What students can expect in terms of 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.

Further information can be found on the following webpage: Personal Tutors

Degree Apprentices will be assigned a Personal Tutor to act as a link between the academic and work-based learning in addition to the usual supportive and developmental guidance. The Personal Tutor will support the development of an apprentice's knowledge, skills, and behaviours in line with the Apprenticeship Standard and preparing for the End Point Assessment (EPA) which is the culmination of the Degree Apprenticeship.

9.2 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 can be found on the following webpage: 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. 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.

10.1.1 Process for Choosing Modules for 2024/25 (continuing students)

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

10.1.2 UCL Module Catalogue

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

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.

Modular/Flexible Taught Postgraduate students may be unable to pay their fees until they have chosen their modules. Students should check with the UCL Student Fees Team if they are unsure about this by emailing fees@ucl.ac.uk or calling +44 (0) 20 3108 7284. Students might also wish to contact their programme administrators to confirm details of their programme's fee structure.

10.1.3 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 can be found on UCL's Module Registration webpages.

10.1.4 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

11 Changes to Registration Status

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

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.

IOE support for managing your student record can also be found on the IOE Student Helpdesk.

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 Degree Apprenticeships Interruption of Study

An Interruption of Studies for Degree Apprentices is referred to as a Break in Learning. There is a different process for a Break in Learning: A break in learning is an authorised break in training where the apprentice is not continuing with their apprenticeship but has agreed with their employer and the main provider that they intend to resume the apprenticeship in the future. The end date or return to study date should be agreed in advance, although this can be reviewed as needed. A break should not exceed twelve months. Apprentices should speak with their employer and their UCL programme team for guidance on applying for a Break in Learning.

11.1.3 Withdrawing from a programme

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

Further information:

- Interrupting or withdrawing from your studies
- Academic Manual Chapter 3, Section 7: Withdrawing from a programme

11.1.4 Informing the Student Loans Company of changes to your student status

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

To inform the SLC of a change in your student status, a Change of Circumstance (CoC) form must be completed online by your Faculty. If you have any questions about the CoC process, please email ioe-studentcasework@ucl.ac.uk

12 Progression, Award and Classification

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.

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

Further information:

- Academic Manual Chapter 4, Section 6: Progression and Award
- Portico Login

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.

Further information:

- Academic Manual Chapter 4, Section 7: Classification
- Portico Login

Each year, some IOE students are awarded prizes by Boards of Examiners, which may include medals, vouchers, and letters of commendation, often based on academic merit, but some on collegiality or commitment to practice. These are managed and offered by individual academic departments and may not be applicable to every programme. If a department offers prizes to students, details of criteria and the types of prizes may be published in local handbooks or on local Moodle pages. At the Board of Examiners, the details of any prize winners (or nominees etc) will be announced and recorded, students will be notified in writing after the Board by the Chair, Board Administrator, or Programme Leader.

13 Information on assessment

13.1 How will students be assessed?

Students may be assessed via a variety of methods, which could include examinations, essays, presentations, quizzes, portfolios, and media production amongst others. The UCL Module Catalogue allows students to view the summative assessment type for their modules, but programme and module handbooks on Moodle will provide detailed information about specific formative and summative assessments.

Formative assessments are non-credit bearing but help students successfully embed learning as they work towards summative assessment. Students should receive feedback from tutors on formative assessments, to support their progress on the module.

Summative assessments are credit bearing and will be weighted. For example, a module could have an examination worth 40% of the total module mark, and an essay worth 60% of the total module mark.

13.2 Marking criteria

IOE assessment and grade related criteria can be found on the IOE Student Helpdesk website, under the IOE specific policies.

Marking schemes (letter grade or numerical) used on individual modules can be found in the UCL Module Catalogue, under individual module summaries. Individual Programme Handbooks and the Portico Progression and Award Rules Tool contain information about marking schemes used per programme. 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.

13.3 UCL Standard turnaround time for feedback

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 the programme team (see key contacts).

Further information: Academic Manual Chapter 4, Section 5: Assessment Feedback

13.4 Assessment regulations

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

13.4.1 Assessment Regulations

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

13.4.2 Intercollegiate Exams

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

13.5 Coursework submissions

All IOE coursework including dissertations and reports must be submitted electronically via Turnitin unless you have been notified otherwise by the Module or Programme Leader. Hard copies of coursework will not be accepted or marked unless, in exceptional circumstances, prior permission to do so has been given by UCL.

All summative assessment processes, including marking, second-marking, and moderation, will be conducted anonymously unless the nature of the assessment makes this impossible. Students will be notified in module handbooks if, due to the nature of the assessment, it cannot be anonymously marked.

Please ensure that your name is not included in any coursework submissions to uphold the anonymous marking process. Your programme or module administrator will provide guidance as to how your assignment should be labelled.

13.6 Degree Apprenticeships Tripartite Reviews and Portfolio of Evidence

13.6.1 Tripartite Reviews

Throughout the apprenticeship, apprentices will be required to participate in mandatory tripartite reviews that involve UCL, the employer and apprentice to discuss progress made, support required, and issues raised. Tripartite review meetings take place approximately every twelve weeks.

13.6.2 Degree Apprenticeship Portfolio of Evidence

Degree Apprentices are required to develop a Portfolio of Evidence throughout the apprenticeship to demonstrate gained Knowledge, Skills, and Behaviours and record and gather evidence of six hours per week off the job training.

The portfolio will form a significant part of the End Point Assessment (EPA) where it will be assessed via a professional discussion to clarify and explore aspects of the evidence in more detail. Apprentices will be guided in the development of the portfolio during tripartite review meetings. Evidence should be updated regularly to support meeting the knowledge, skills, and behaviours required.

13.7 Information about penalties for late submissions

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

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 Word counts and penalties

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.

In IOE, work that exceeds the word count by more than 10% will be reduced by one grade or 10 percentage points. This must not take the mark below the Pass Mark. Any material in addition to the 10% excess may not be taken into account in grading.

For example, if a 6,500 words is submitted for an assignment with a 5,000 word count limit, the final 1,000 words may not be taken into account in grading – the assessor is not required to read or consider these additional 1,000 words.

There will be no penalties for any submissions, which are under the word count

Further information:

- Academic Manual Chapter 4, Section 3: Module Assessment
- IOE word count policy

14 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.

14.1 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, if their overall performance is of a good standard and the requirements of any relevant Professional, Statutory or Regulatory Bodies are met. Students who meet the Condonement Criteria will not be reassessed.

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

Further information:

- Academic Manual Chapter 4, Section 6: Progression and Award
- Undergraduate Student Guide to Condonement
- Taught Postgraduate Student Guide to Condonement
- Graduate Certificate and Diploma Guide to Condonement

14.2 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.

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

Further information: Academic Manual Chapter 4, Section 9: Consequences of Failure

14.3 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

15 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.

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

Further information:

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

16 Ethics approvals

All research must be conducted ethically, and students are required to gain ethics approval before starting. The ethics review is required to ensure that research conforms to the ethical standards expected by the IOE. More information can be found at IOE Ethics Applications for Students.

If students are thought to have not sought the correct ethical approval, this will be investigated by the Department in line with the UCL Student Academic Misconduct Procedure. Where an ethics violation is committed, students will be instructed to cease all data collection and destroy data. Any assessments submitted without the correct ethics approval will not be marked and will be awarded an F/0.00% mark.

Retrospective approval is not permitted, and students will be supported in applying for ethics for new research through the learning agreements process. This will include guidance on how to be ethical researchers. A further second attempt of the assessment will be capped at a Pass mark C/40.00%.

17 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 several different forms depending on the type of assessment, but the overall aim is to ensure that marking is as accurate as possible. Internal moderation also helps UCL to ensure that marking is equitable across different modules, pathways, options, and electives.

18 External Examiner process

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. 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.

19 Learning resources and key facilities

19.1 University-wide learning resources

19.1.1 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

19.1.2 UCL Information Services Division (ISD)

The UCL Information Services Division (ISD), the primary provider of IT services to UCL, offers guidance on all ISD's key services, including email and calendar services, user IDs and passwords, print, copy and scanning, Wi-Fi, and networks on their web pages. 'How to' guides and individual help and support is available from IT Services. There are also opportunities for Digital Skills Development through face-to-face training in areas such as data analysis, programming, multimedia, and graphics packages and more.

UCL has a licence for LinkedIn Learning which provides thousands of high quality video-based courses from programming to presentation skills. Learning on Screen ("bob") provides students with access to a vast archive of 65 free-to-air channel programming for educational usage – you can view TV programmes and films and listen to radio programmes. In addition, Kanopy ("thoughtful entertainment") is available to UCL students and offers a wide range of movies.

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.

- Help and support
- Digital Skills Development
- LinkedIn Learning
- Learning on Screen ("bob")
- Kanopy
- Digital Education at UCL

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 IT Essential 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 Students' Union UCL and UCL departments.

19.1.3 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)

19.1.4 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 can 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.

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

Further information:
- Sustainable UCL Website
- Sustainability Student Opportunity Website
- Green clubs and societies
- Student Sustainability Council

19.2 Academic Writing Centre

The Academic Writing Centre at IOE, UCL's Faculty of Education and Society (AWC) provides support to IOE students both home and international at all levels of study, in the form of webinars, one-to-one tutorials, short courses, and online resources. All our work is specifically designed to support academic writing in Education and the social sciences.

Webinars: AWC webinars are 60-minute online workshops on a range of areas that are key

to your academic success, covering reading academic texts, and engaging in oral academic communication as well as academic writing. We publish a termly Webinar timetable with each session repeated and some run in the evenings and on Saturdays to ensure that all students can access them as part of their programme of study. There is no need to book in advance - you can join via the Academic Writing Centre Moodle, where you will also find self-study materials that support each session.

Online one-to-one tutorials: These are 45-minute appointments, held online. They are developmental, confidential, and supportive, and can focus on any area of your writing. Students usually discuss a draft of their assignment or a plan or title. You can book online through the Academic Writing Centre Moodle.

Embedded Academic Writing Sessions: You may also have access to Embedded academic writing support within your programme. These are timetabled sessions co-delivered by AWC staff and your programme tutors. The sessions and the materials used within them have been designed to support you in completing the specific assessment requirements of your programme.

The Writing Centre Online: The Writing Centre Online is an open educational resource, which offers practical guidance and examples. It was created specifically for IOE Students.

IOE students are automatically enrolled onto the Academic Writing Centre Moodle, where you can also find all the information you need about our provision. You can also contact us by email at: ioe.WritingCentre@ucl.ac.uk. And finally, check your UCL email for information on opportunities to join AWC sessions.

19.3 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

19.4 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

19.5 Research Student Log

To fulfil UCL's commitment to the quality of its research programmes, the Doctoral School provides the Research Student Log for the use of all research students at UCL. The Log is a mandatory component of all UCL research degree programmes (including the MRes) and has been prepared to assist students throughout their degree programme at UCL. It provides a framework for recording details related to the student's graduate research programme, scheduled supervisory meetings and activities concerning the development of academic and key skills. The Log will also help students to assess their progress and to plan and chart evidence of the development of academic and discipline-specific skills and key skills.

20 Student support and wellbeing

20.1 UCL Student Support and Wellbeing

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

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

20.2 The Student Enquiries Centre

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

Our term-time hours are:

10am to 6pm on Monday, Tuesday, Wednesday, and Friday.
10am to 4pm on Thursday.

You can also contact us via our telephone service:

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

Telephone service hours:

9am to 12pm & 2pm to 5pm on Monday, Tuesday, Wednesday, and Friday.
9am to 12pm & 2pm to 4pm on Thursday.

askUCL

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

Accessing our self-service options

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

- Launch askUCL to access the comprehensive and extensive database of Frequently Asked Questions (FAQs)
- The letter self-service options on Portico where students can print off a statement of student status (current students) or statement of award (alumni)

- The personal details & address containers on Portico where students can update their preferred name, title, trusted contact details and addresses.

20.3 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.

20.4 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

20.5 Student Psychological and Counselling Services

Student Psychological and Counselling Services (SPCS) is dedicated to helping UCL students with personal, emotional, and psychological concerns. The SPCS team is diverse and consists of a variety of highly trained and experienced professionals, who offer short-term CBT and psychodynamic support. There are currently two psychiatrists and ten therapists on staff with varying kinds of psychological training and expertise. Students wishing to access counselling through SPCS need to first complete an online registration form that can be found through the link above.

20.6 International Student Support

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

20.7 Study Abroad support

The Study Abroad team provide administrative and welfare support to all undergraduate students undertaking a period abroad as part of their studies, working with colleagues, including Study Abroad Tutors, across academic departments to advise and guide students from application through to their return to studies at UCL. The team coordinates a diverse portfolio of global student opportunities via different projects: Student Exchanges and

Exchange Agreements, the Turing Scheme, Global Experience (Summer Schools, volunteering abroad, short-term mobility). Further information: Go Abroad

20.8 Accommodation

UCL Accommodation provides a range of housing options which includes two Halls of Residence (catered), self-catered Student Houses and Intercollegiate Halls (both catered and self-catered) shared with other colleges of the University of London. Each Hall has a designated Warden supported by several 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

20.9 Financial support

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

Further information:

- UCL Financial Support
- Manage your Money

20.10 Student of Concern

There are many sources of support for students who are having difficulties, but sometimes it is hard to know how to help a student who appears to be struggling, particularly if they seem unwilling or unable to seek the help they need. Anyone concerned about the behaviour of a student, who believes the problem may be related to health and wellbeing issues, is encouraged to complete the online UCL Student of Concern Form: Student of Concern

Depending on the concerns raised, Student Support and Wellbeing may respond by offering support or advice to the student or the person who submitted the form, liaise with support services or, if necessary, work with the relevant authorities to ensure the student is safe.

20.11 Registering with a doctor

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

Further information:

- Register with a doctor
- Ridgmount Practice

20.12 Counselling, support, and information helpline

As part of a partnership with an organisation external to UCL, we provide an information and counselling helpline. The helpline is free of charge and includes access to information specialists who are trained by Citizens Advice and to professionally qualified and BACP-accredited counsellors who can help students with a range of emotional and psychological difficulties. Further information: UCL 24/7 Student Support Line

20.13 Crisis support - immediate and urgent help

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

- Attending an Accident & Emergency (A&E) department of a local hospital. University College Hospital is the nearest A&E department to UCL's main campus (this A&E department has a dedicated mental health unit): University College Hospital.
- Calling 999 to request an ambulance if you are unable to reach the hospital yourself.
- If a student is feeling distressed, urgent medical support can be obtained by contacting the student's GP surgery to request an emergency appointment. If the GP surgery isn't open, the free NHS out-of-hours medical line on 111 can help students access the right services.
- Calling the Samaritans on 116 123 to talk to someone at any time, day, or night.
- Nightline are available overnight and can help students across London, call them on +44 (0) 207 631 0101.
- Further information: Urgent and out of hours support.

20.14 Equality, Diversity, and Inclusion

The Equality, Diversity and Inclusion Team aims to acknowledge, understand, and tackle structural inequities and unjust social power imbalances that affect our communities across the institution. This means recognising how we got here and what needs to be done to ensure equity, inclusion and belonging for those who are not systemically privileged by our society. UCL is a place where people can be authentic and their unique perspective, experiences and skills seen as an 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.

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
- Faith and belief
- LGBTQ+ Students

20.15 Preventing and responding to harmful behaviours

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 promotes 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 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

Support for students 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.

21 Employability and Careers

21.1 Information on UCL Careers

UCL Careers provides a wide variety of careers information, one-to-one guidance, and events for UCL students and recent graduates. UCL Careers assists them through the entire job hunting process, including exploring options, searching for vacancies, preparing CVs and applications, practicing for interviews, aptitude tests or assessment centres, and providing access to recruitment fairs and other employment-related events. They can also advise on exploring options for further study and funding. Services and events are available to all taught students, researchers (PhD students and postdocs) and graduates (for up to three years after course completion).

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

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

Further information:

- UCL Careers
- myUCLCareers
- Sourcing and making the most of internships

21.2 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

22 Student representation

22.1 Students' Union UCL

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

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

Further information:

- Students' Union UCL website
- Make a Change

22.2 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

22.3 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

22.4 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.

22.5 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.

22.6 Informal and Formal Student Complaints

22.6.1 Student Complaints

UCL aims to ensure that every student is satisfied with their experience of UCL. However, we recognise that from time to time problems do arise and students may wish to express concern or dissatisfaction with aspects of UCL or the quality of services provided.

22.6.2 Informal resolution

Many complaints can be resolved at an informal or local level without needing to submit a formal complaint. Students can speak to their Personal Tutor, Programme Leader, Departmental or Faculty Tutor, Course Representative, or Research Student Representative if they have any concerns about their programme. They can also speak to the UCL Student

Mediator or the Students' Union's Advice Service. UCL strongly encourages this kind of resolution and does expect students to have attempted some form of informal resolution before making a formal complaint.

22.6.3 Formal complaints

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

Further information:

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

23 Student feedback

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

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 homepage
- How your feedback is shaping UCL

23.1 Module Dialogue

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 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.

23.2 UCL ChangeMakers

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

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

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

23.3 Student Quality Reviewers

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

Through the Student Quality Reviewer scheme, students can:

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

24 Sport and Physical Activity

24.1.1 TeamUCL

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

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

24.1.2 Project Active

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

24.1.3 Bloomsbury Fitness

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

25 Volunteering Services

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

The Service runs three main programmes:

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

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

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

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

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

26 Data Protection and Intellectual Property

UCL uses student information for a range of purposes, including the provision of teaching and learning, managing accommodation, and ensuring health and safety. Further information about how UCL uses student information can be found in the UCL General Student Privacy Notice.

Further information:

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

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

27 Health, Safety and Security

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:

- 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.
- UCL Safety Services, who manage the safety management system including providing advice for risk assessments to training people to work with radioactive samples.
- UCL Estates who ensure the buildings and sites are safe, including managing contractors, building works and access to equipment such as defibrillators.

In an emergency:

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

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

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

Further information:

- Accidents and Emergencies
- Emergency Contacts
- Staying Safe
- Safety Services
- Fire Safety at UCL
- Security at UCL
- Safety on and off Campus
- SafeZone App

28 After study

28.1 Information on degree certificates and transcripts

28.1.1 Degree Certificates

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

28.1.2 Transcripts

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

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

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

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

28.2 Information about the 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.

28.3 Graduation Ceremonies

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

28.4 Alumni activities

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.