A guide for students
Emergency contacts

Emergencies on campus

222

UCL Security Services

020 7679 2108 or ext 32108
On campus security issues and advice.
In person: ground floor of Foster Court.

Metropolitan Police

In an emergency: 999

An emergency is when a crime is happening, someone suspected of a crime is nearby, someone is injured, being threatened or in danger.

Non emergency: 101

For example:

• If your house has been burgled
• If your car has been stolen

The nearest Police station to the main UCL Campus is:

Holborn Police Station
10 Lambs Conduit Street
London WC1N 3NR

content.met.police.uk/
Team/Camden/Bloomsbury

Welcome

It is with very great pleasure and a huge amount of pride that I welcome you to UCL. You are joining one of the world’s leading global universities and at a time when we have achieved great momentum. Our academic excellence has recently been recognised by international league tables, some of which place us in the global top ten. More importantly, in the recent research excellence framework, our ‘research power’ – the product of our research quality and volume – placed us in top position nationally.

At the centre of our strategy (called UCL 2034) is our desire to give you a world class research-based education. During your time with us, you will become effective critical independent thinkers, capable of dealing with uncertainty at the edge of knowledge, and skilled at problem-solving, teamwork and communication. We want you to be ready for a global future, capable of assuming leadership responsibility, and ready to make a significant contribution to global society throughout your careers.

You will learn alongside fellow students from all over the globe, with more than 150 countries represented at UCL. Likewise, some 40 per cent of our staff come from more than 100 countries. We are truly London’s Global University. This diversity will be a critical element of your learning environment – I think you will find it highly creative and hugely enjoyable.

You have clearly chosen to live and study in central London, our great capital city. It can be a little overwhelming if you have not lived in London before, but it is also a very exciting, cosmopolitan and rapidly improving and developing city. Please enjoy your time as a student, and a member, of this outstanding university in what is fast becoming one of the most interesting capital cities in the world.

As you start your studies at UCL, you have a huge amount of opportunity in front of you, and I would encourage you to engage with everything that UCL has to offer. I wish you every success in your time at UCL and hope that it will be a thoroughly transformative, high quality, learning and life experience for you.

Michael Arthur
President and Provost, UCL.
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Here at UCL we’ve never been afraid to do things differently. You are key to this. Your brilliant and rebellious minds are the future of not only UCL, but the world. We couldn’t be prouder!

With over 200,000 former students worldwide, UCL’s global alumni (former students of the university) form a powerful network and as a UCL student you’ll have many opportunities to engage with them.

Free online mentoring
Thinking about going into a particular field and want inside tips? Struggling to perfect your CV? Request your Alumni Mentor today, using your UCL email: uclalumnicommunity.org

UCL Connect
The exclusive UCL professional development series - giving you the opportunity to network directly with alumni. Speed networking events, workshops and much more. tinyurl.com/uclconnect

Involved in a club or society?
Throughout the year alumni and supporters help clubs and societies in a number of ways – from coming in to lead workshops, to funding new equipment and providing venues for events. Contact the Alumni Relations team if you’d like to get in touch with alumni or need advice on society fundraising.

Did you know…?
Each year thousands of alumni give their time and funds to support current students just like you! Launched in September 2016, the Campaign for UCL will have a significant impact on your experience here – from scholarships to professional advice and the brand new student centre.

Contact
You can find out more about your alumni community at ucl.ac.uk/alumni or contact the Alumni Relations Team on: alumni@ucl.ac.uk
Whether you already know what you want to do after UCL, or haven’t got a clue where to start, UCL Careers can help you Find your Future.

Approximately 800,000 students graduate from UK universities each year, the vast majority of whom will be looking to use their qualifications and university experience to further their career and/or gain a place on a further study course.

How do you stand out from the crowd?

The good news is that UCL is highly targeted by a huge number of recruiters. Over 900 employers attend events on campus, facilitated by UCL Careers each year, from a vast range of sectors. And further good news is that around 90 per cent of UCL graduates enter work or further study within six months of graduating. Employers agree that to stand out, alongside a good degree; skills and work experience are the key to success.

The graduate job market is competitive. On average, for ‘blue chip’ employers, there are 75 applications for each graduate level position*, with some of the more sought after roles receiving hundreds, so it is absolutely vital that your application is well written and that you can really ‘sell yourself’ in the most appropriate way.

Help is at hand, and UCL Careers has a dedicated service to help you stand out from the crowd. All UCL students have access to the following, for two further years after course completion:

- Guidance appointments
- CV and application advice
- Practice interviews
- Practice assessment centres
- Employer events
- Jobs, internships or placements
- Careers fairs for major recruitment sectors
- Sector themed weeks of events
- Skills4Work programme for employer-led skill development

All of these services run throughout the year. We also offer specialist services and run bespoke careers activities for international students, master’s students, research students and research staff.

Contact

You can find out more about the work of UCL Careers and how we can help you Find your Future via: ucl.ac.uk/careers

*Figure from AGR Graduate Recruitment Survey 2015
Equality and Diversity for UCL Students

UCL was founded in 1826 as a radically different university, opening up English higher education for the first time to people of all beliefs and social backgrounds. It was also the first English university to admit women students on equal terms with men.

Working with UCLU

The UCLU Liberation Officers work in partnership with the Equality, Diversity and Inclusion Team to ensure that UCL does not exclude, neglect or discriminate against any section of the student body. They also encourage activities to promote community and cooperation amongst students.

The BME Students’ Network represents the interests of UCL’s Black and Minority Ethnic students, including students from African, Asian, Arab, Caribbean and Latin American backgrounds and those identifying as ‘BME’. They offer students the opportunity to participate in projects, campaigns and social events, such as Black History Month.

The Disabled Students’ Network promotes the interests of disabled students including those with long term illness, specific learning difficulties and mental health issues. They fight discrimination, and co-ordinate campaigns on issues relevant to disabled students.

UCLU LGBT+ supports students who are Lesbian, Gay, Bisexual, Transgender or any other gender/sexual minority (including but not limited to Asexual, Queer, Intersex) during their time at UCL. The section provides social activities, welfare support, as well as campaigning for and raising awareness of LGBT+ issues.

The Women’s Network represents the interests of women students at UCL. They co-ordinate campaigns and events and provide opportunities to lead projects. The Network is open to all who self-define as women, including those with complex gender identities which include ‘woman’, and those who experience oppression as women.

There is also a Religion and Belief Equality Policy, which gives an overview of academic and practical considerations in relation to faith. The policy can be viewed on the website: ucl.ac.uk/current-students/guidelines/religious-equality

Contacts

Equality, Diversity and Inclusion Team: equalities@ucl.ac.uk
LGBT+: uclu-lgbt.office@ucl.ac.uk
Disabled students: uclu-ds.office@ucl.ac.uk
Women: wo@uclu.org
BME students: bmeso@uclu.org

ID Cards and Security Information

The Security Team aim to provide a safe and secure study environment for all UCL students. We are also responsible for producing your UCL ID card, which you are required to have in your possession at all times whilst on campus.

Emergency contacts/crime reporting: If you need Security assistance or are the victim of a crime whilst on campus please call 222 (internal) or 020 7679 2222 and UCL Security Staff will respond. If you are the victim of a crime whilst NOT on UCL property – call the police on 999 from an external telephone or mobile. Record emergency numbers on your mobile if possible.

Protect your property:

- Ensure all doors are secure when you leave your premises where possible.
- Do not leave valuables unattended anywhere at UCL.
- If you own a bike, please secure it properly at one of the many official bike racks across the campus.
- Record serial numbers of personal property by registering your personal items at www.immobilise.com

Protect yourself:

Request identification before admitting someone unfamiliar into your building or office, especially outside normal hours. Stop a crime on campus before it happens – report suspicious persons or activities to UCL Security as soon as possible.

Lost property: If you have lost personal belongings on campus, please report to the Lost Property Office at Foster Court (Security Office – located on the ground floor, main foyer).

Nearest Police Station to UCL: Holborn Police Station, 10 Lambs Conduit Street, London WC1N 3NR.

UCL photo ID cards: Your UCL ID card shows authorisation status, is used to access UCL buildings and is required to use campus facilities. ID cards are available from Security Systems, Andrew Huxley Building; Mon to Fri 9am–4.45pm.

Contact

For other general personal security advice – call Security Services 32108 (internal) or 020 7679 2108. Our website can be found at ucl.ac.uk/estates/security/

Follow us on Twitter for updates, news and advice – @UCLSecurity
You can use your UCL ID card to access all 18 UCL Libraries and Study Spaces, some of which are open 24/7. Your UCL username and password gives you access to one of the best digital library collections in the world, accessible whenever and wherever you may need it.

Getting started and getting on
At the beginning of your course we offer tours and orientation sessions and we have a web page for new students (ucl.ac.uk/library/getting-started/) which explains how you can find resources for your subject and how you can borrow books. Once you have mastered the basics you will find more detailed guides and online tutorials in our Training and Support web pages (ucl.ac.uk/library/training).

You can find books, journals, exam papers, archive material and more via Explore. To manage your book borrowing and renewals, as well as ordering books from our storage facility you can log in with the barcode on the back of your UCL ID Card and your four digit PIN, which is set automatically to the day and month of your birth (ddmm).

Many courses now have online reading lists using ReadingLists@UCL (readinglists.ucl.ac.uk) which provides easy access to key texts wherever you are.

We also have extensive Special Collections such as the George Orwell Archive – the most comprehensive body of research material relating to the author anywhere. Our unique archival materials, rare books and manuscripts are increasingly used in taught courses and research projects.

Contact
For information about all UCL Libraries and Study Spaces visit ucl.ac.uk/library
Ask Library Staff for help whenever you need it, contact your Subject Liaison Librarian or send an e-mail to library@ucl.ac.uk.
Student Accommodation

Embarking on a course of study is an exciting challenge, and for many students may mean living independently for the first time. UCL Student Accommodation strives to offer welcoming, comfortable and secure accommodation. We are committed to providing a supportive and friendly environment for all students, staff and visitors who use our services.

Staying in UCL student accommodation

If you have already secured a room in a Hall of Residence or Student House offered by UCL (including properties of our Chapter Islington, UNITE Students and Liberty partners) or the University of London’s Intercollegiate Halls, you may find it useful to know that this room is yours for the full academic year (with the exception of students at UCL for the first term only). This includes the Christmas and Easter vacations.

All rooms have Wi-Fi connectivity and the cost of connection is included in your rent. You will need your UCL user ID and password to be able to access the Internet. Most residences have a common room or social learning space.

At the start of the academic year an online waiting list is operated by the UCL Student Residences Office for students still looking for accommodation. However, availability is dependent upon current residents vacating, therefore you must also be prepared to plan to find accommodation for yourself using University of London Housing Services (ULHS).

Hall Wardens

The role of the Warden within Halls and Student Houses is to promote a collegiate environment and to provide a caring and supportive atmosphere for all residents. Whilst the Warden’s responsibilities encompass the discipline and welfare concerns of residents, it is important that residents realise that the aims of any disciplinary action should be to empower the individual concerned in such a way that he or she feels able to address the issue of concern; in extreme situations this may be in an alternative environment. The Warden has disciplinary powers delegated by the Registrar of UCL and may take disciplinary action where it is deemed appropriate against any resident in order to maintain harmonious relations within the Hall or Student House; this includes the right to fine students through the Registrar.

The Warden also manages a team of vice-wardens (current students) whose role is to help promote a good social atmosphere, maintain good order and occasionally provide pastoral and welfare provisions for residents. As part of each team, vice-wardens operate on a rota system during the evenings and at weekends.

You can contact your hall’s warden directly via email or contact the vice-wardens on duty by calling the duty number for your halls of residence during operational hours. (Monday–Friday 5.30pm–8.30am, and all day Saturday and Sunday).

Staying in private accommodation

If you are not living in UCL accommodation, finding a suitable place will be your first priority. You can contact the ULHS who offer a range of services to assist and support students who are looking for and living in private accommodation.

The ULHS run a registration scheme for private landlords, letting agents and private hall providers who advertise their properties in an online database. The ULHS team can also provide advice on contract checking, deposit disputes and repairs. Find out more by visiting: www.housing.london.ac.uk.

If you need assistance when signing a contract with a private sector landlord you can take advantage of the UCL Guarantee Scheme. Please contact the UCL Student Accommodation for further information.

Contact

UCL Student Residences Office
University College London
117 Gower Street
London WC1E 6AP
T: +44 (0)20 7679 6322
E: residences@ucl.ac.uk

University of London Housing Services
4th Floor, Malet Street
London WC1E 7HY
T: +44 (0)207 862 8880
E: housing@london.ac.uk
UCLU – Your Students’ Union

University College London Union (UCLU) is a democratic, student-led organisation, governed by students you elect and according to policy you decide. It represents your views, interests and needs to UCL, and is autonomous from the university. As a student here, you're automatically a member, and therefore will have an equal say in everything it does.

Students can influence the direction and priorities of UCLU through its democratic structures. UCLU holds student elections for you to vote for the students you want to represent your voice. Union Council is the body of elected student representatives who debate and decide what UCLU should take a stance on and do about a number of issues. Any student can attend and put forward issues to be discussed. The UCLU General Assembly is where all students come together to discuss and vote on important issues to students, education and wider society. UCLU also holds an all student vote on particular issues by referendum, where all students can vote to decide what UCLU should do about these important issues.

UCLU provides a range of services designed especially for students, by students. These services range from advice and welfare support, to a competitive club sports programme. They offer a huge range of volunteering opportunities as well as support if you want to start a campaign about something you believe in. Students run over 250 clubs and societies. They also put on events throughout the year like the London Varsity Series, Summer Ball and an extensive Welcome Festival, which includes the unmissable Welcome Fair, where you can find out about all of their clubs and societies.

On top of these services, UCLU runs a number of outlets to ensure that you have access to the things you need at the best rates. They have three bars and four cafes on campus, all offering fantastic value for money; and with rates from £19 per month, Bloomsbury Fitness gym is the cheapest in the area. Every penny spent in these outlets goes straight back into providing more services for students.

There’s a bit more information on some of UCLU’s services here, but keep an eye out for the UCLU Handbook, which will be landing on your doormat soon.

Contact

If you want to keep up to date with everything the Union is doing, keep an eye on these hotspots:

- uclu.org
- facebook.com/uclunion
- twitter.com/uclu
- instagram.com/uclunion
- youtube.com/uclunion

UCLU Clubs and Societies

Clubs and societies are a very important part of student life at university. UCLU runs over 250 clubs and societies with thousands of students joining up and organising activities every year.

Sports, arts, culture and more

For new students, joining a club or society is an excellent way to help you settle into life at university. These student run groups enable you to make new friends and spend time doing something you have never tried before or following an interest that is already an important part of your life.

Religious and cultural interests are also well represented and have helped raise thousands of pounds for good causes through Islamic Society’s Charity Week, our Raising And Giving (RAG) Society and Christmas Concert in the Quad.

As well as taking part, any student can get involved in setting up and running their own club or society and UCLU will provide all the support you need to achieve this.

Contact

Find out more about clubs and societies at uclu.org/clubs-societies

UCLU provides a wide and eclectic mix of sports, activities and interests along with facilities and funding. They have over 60 different sports clubs to suit all abilities. They also have excellent sports grounds, indoor facilities and compete annually for the coveted title of London Varsity Series champions.

There is a thriving music and performing arts scene with open mic nights and even a student run opera taking place every year on stages around the city.
UCLU: Student Campaigns

UCLU has a proud history of campaigning to change student lives and society for the better. UCLU continues work to change student lives and supports students to take a leading role in creating the changes they want to see.

If there is an issue that you are passionate about or something you want to change, whether it’s something on campus, in the local community or further afield, UCLU can help you join an existing campaign or even start a campaign yourself. UCLU has a team of dedicated staff to support you with your campaign.

Contact
uclu.org/campaigns

UCLU: Student Academic Representatives

Student Academic Representatives (StARS) are elected to represent students’ views to UCL. StARS work in partnership with staff in your department, representing student views and ensuring your education is the best it can be.

StARS sit on various committees at a programme and departmental level, at which they act as the voice of students, ensuring that UCL takes into account the needs of students in its decision making processes.

Every department has StARS; you can find yours at uclu.org/stars

There are also Faculty StARS who are elected to work with StARS at the departmental level and find out common issues which need to be resolved at a more senior level within UCL than your department.

Contact
uclu.org/stars

UCLU Rights and Advice Centre

UCLU Rights and Advice Centre is here to give you the information and advice you need to deal with problems during your student life. Their service is student centred, non-judgmental and independent from UCL. The Rights and Advice Centre will help with the problems that stand in your way to succeeding at UCL.

Free, independent advice and support

As a part of the Students’ Union, the Rights and Advice Centre provide you with support if you ever need it during your time here. It could be when you’re dealing with a difficult landlord or employer, it could be an immigration issue or something related to your programme, like exam irregularities or a complaint. Whatever it is, they are here to help. If a problem you have is not in their area of expertise, they can help you find the right organisation or service to help you.

While we hope you won’t face any issues while you’re here, the Rights and Advice Centre can help you to understand the issues and the options available to you if you do. They can advise you about your legal rights and responsibilities and they can attend meetings with you and advocate on your behalf if needed.

Contact
uclu.org/forms/contact-rights-advice

Their service is available all week; they give advice over email and through a drop-in service where you can have up to 30 minutes with an adviser without having to book an appointment. For more complex and ongoing matters they can book you an appointment with a dedicated caseworker. Their opening hours and appointment times can be found on their website uclu.org/advice.

They also have a Check and Send Service for Tier 4 visa applications at the start of term, where the team of immigration advisers will help you to complete your application correctly, and support you through the process until completion. The latest information can be found on UCLU’s website.
UCLU Volunteering Services Unit (VSU)

The VSU exists to connect students with rewarding volunteering opportunities across London. They are one of the largest departments of their kind in the UK, and last year supported over 2000 student volunteers. They work with 500 different charities and community organisations across London, giving students unparalleled choice.

A busy, diverse and complicated city
Volunteering is a big part of the UCL student experience and – with the help of UCLU’s Volunteering Services Unit – it is growing every year. Students have told us that by getting involved they’ve discovered London, felt more at home, made new friends, and boosted their chances of finding paid work too.

Making a difference doesn’t need to take up all of your time – most projects ask for only a few hours a week. The VSU also organises lots of one-off events, so even if you can’t make a regular commitment, you can still be a part of the action.

There’s certainly a lot to choose from: mentoring young people, coordinating fundraising events, teaching computer skills to older people, running holiday play schemes for disabled children, or guiding visitors around one of London’s hidden museums. There are also environmental projects, cultural organisations, campaigning groups and health charities – and lots more.

The VSU runs their own leadership programme for students who want to set up and run their own community projects, with training and one-to-one staff support.

In addition, they run a Voluntary Sector Academy as part of UCL’s Global Citizenship Programme, which takes place in the last two weeks of the academic year. Students work intensively as teams to solve real-life problems set by not-for-profit organisations.

London is a busy, diverse and complicated city. Why not come and join in?

Contact
Find out more about the Volunteering Services Unit at uclu.org/volunteers or email volunteering@ucl.ac.uk
Charlotte Bradley is the Chaplain and Interfaith Advisor appointed to UCL to provide pastoral care and support for all staff and students; to provide support to faith groups, and to enable UCL to be a place where differing religious views can be discussed with respect.

Faith and belief at UCL

Prior to UCL’s inception in 1826, a university education was restricted to male members of the Church of England. UCL led the way to making education available to all, regardless of race, class or religion, and it was the first university to welcome female students on equal terms with men.

UCL is committed to providing an inclusive learning and working environment where students and staff of all religions, and none, can thrive. At UCL you will find a rich mix of students and staff from a wide variety of cultural and religious backgrounds. This creates a diversity within the UCL community that is one of the contributing factors to UCL being a world-class institution.

Please get in touch with the Chaplain if you would like help joining one of the student faith societies or finding a place of worship in London, or if you have any questions around your religious identity and how you practice it at UCL.

The Chaplain organises interfaith events and talks and encourages the student faith societies to work together. She is also here to provide pastoral support and to foster diversity and cohesion amongst staff and students of all religious backgrounds and none at UCL, so if you have any issue you want to talk about, whether it is related to faith and belief or not, then please get in touch.

Contact

You can find more information about the Chaplain and faith and belief at UCL and in London at: ucl.ac.uk/srs/chaplain
Care Leavers

Upon arrival at UCL, your department will assign you to a personal tutor. Their main role is to advise you on academic matters but you can also discuss non-academic matters with them in confidence.

In addition to your personal tutor, Tracey Smith, Student Centre Coordinator, from the Student Support and Wellbeing Division, is able to put you in direct contact with relevant support services at UCL. Email Tracey at tracey.p.smith@ucl.ac.uk

The UCL Transition Programme also offers support to new students in adapting to university life and departments run mentoring schemes with experienced students in the same teaching area. Further information can be found at ucl.ac.uk/transition

Finance

Care leavers have access to support through student loans for fees and living costs from Student Loans Company. It is better to have this in place for when you start your programme of study but you may apply or revise your loan at a later stage.

There are also a number of ways UCL can help you finance your studies.

We provide support for prospective students from low-income backgrounds; therefore, you will be eligible to receive up to £2,000 in cash through the UCL Bursary each academic year, for the duration of your degree programme, beginning 2016-17. Please view ucl.ac.uk/prospective-students/scholarships/undergraduate/hebss_nsp for information.

You will also be eligible to receive a Care Leaver Bursary of £1,000 per annum for the duration of your degree programme, please contact the Student Funding Office to provide the documentary evidence that you meet the eligibility criteria: studentfunding@ucl.ac.uk.

If you are a care leaver, you will receive priority consideration if you need to apply to the Financial Assistance Fund (FAF) ucl.ac.uk/current-students/money/bursaries/financial-assistance-fund for awards up to £1,000. This fund is available if you experience unexpected financial difficulties or are struggling more generally with your finances.

The Student Funding Office also has Funding Welfare Advisers who are more than happy to discuss financing, budgets and helping you prepare applications for financial assistance.

Contact

If you need further help, please contact the Student Funding Office: studentfunding@ucl.ac.uk

Drugs and Alcohol

The social side to university life can often be associated with alcohol and the misperception that you need to drink to have fun. It is important to take care when you are out socialising, to be aware of your limits and the dangers associated with drugs and alcohol.

Be aware of the risks

The legal age to buy alcohol in the UK is 18, and if you go out to bars, pubs and clubs, you will often be asked for photographic ID (for example, your passport or driving license) to prove your age.

Drinking alcohol in moderation can be a harmless aspect of student life, but drinking too much can potentially have serious effects on your mental and physical wellbeing as well impacting on your studies and academic performance.

Experimenting with drugs can sometimes be thought of as part of the ‘student experience’, but it is important to remember that drug use in the UK is illegal and taking drugs can pose serious risks to your mental and physical health.

It is also important to note that the Psychoactive Substances Act 2016 now makes drugs previously known as ‘legal highs’ illegal.

Be aware of the risks associated with drinking alcohol and drug use and don’t feel pressured to take part in anything if you do not want to.

If you would like any advice or support about drug and alcohol misuse, you can contact UCL Student Psychological Services or seek guidance on the website: ucl.ac.uk/support-pages/information/alcohol-and-drug-abuse
Health Advice and Ridgmount Practice

It is important to remember to look after yourself when you arrive at UCL and to find out how to obtain medical treatment if you need it.

When to register with a General Practitioner (GP)

We strongly recommend that you register with a GP within the first few weeks of arriving at UCL.

The Ridgmount Practice is an NHS General Practice located near the UCL Campus. You can register with them if you live in one of the local postcodes which they cover and are on a programme of study that lasts more than 6 months.

To register, you need to complete their form and then visit the Practice in person. You can find their registration form and other information on their website: www.gowerplacepractice.nhs.uk/new-patients. You will be able to register only after enrolling on your programme of study as you will need your UCL identity card at registration.

Finding an NHS GP near you

If you live outside the Ridgmount Practice’s catchment area, you can search for an NHS general practice near you on the NHS website: www.nhs.uk/service-search

International students at UCL for more than 6 months can also use the NHS. It is important that you register with a GP to access services and for referral to hospital if needed.

Advice on immunisations prior to starting at UCL

Meningitis – All students should be immunised against Meningitis ACWY.

MMR – this protects against measles, mumps and rubella (German measles). Before starting higher education students should have two doses. If you have not had them, Ridgmount Practice can provide them when you register. It is best if this happens within the first two weeks of term.

Contact

www.gowerplacepractice.nhs.uk
T: 020 7387 6306
Address: 8 Ridgmount Street, London, WC1E 7AA
International Student Support

Moving to a new country to commence your studies can be both an exciting and challenging experience. The International Student Support Team is here to guide you through your journey as a learner at UCL and make your transition to life in the UK as smooth as possible.

How we can support you

Studying away from home and your usual support network may prove to be stressful at times – you may have worries about your studies, financial concerns, problems with relationships, difficulties adapting to life here or simply miss your family and friends from back home.

The International Student Support team is here to offer you support throughout your studies at UCL, providing advice and guidance from the pre-arrival stage through until the end of your programme. We provide specialist support and advice for all non-UK students at UCL. As well as immigration information, we help to support students through the transition to university in the UK by organising the International Student Orientation Programme (ISOP) at the start of each term, and arranging regular workshops for international students which tackle particular issues.

There are many services available at UCL to provide you with support if you are experiencing difficulties during your time with us. The International Student Support team can help you identify the most appropriate support service if you need help but are unsure who to turn to.

Our aim is to assist you as much as possible with settling into the UCL community, to ensure you are fully equipped for your arrival to the UK and well supported throughout your studies.

Contact

To find out more about our services and the support we offer, visit our website ucl.ac.uk/iss or email us at internationalsupport@ucl.ac.uk

Zero Tolerance

Both UCL and UCLU, the students’ union, take a Zero Tolerance stance towards sexual harassment and sexual violence. This means we refuse to accept or condone such behaviour. We understand that we all have a collective responsibility to make our Union and University a safe space.

Sexual harassment

Sexual harassment is any unwanted and/or persistent behaviour of a sexual nature. Sexual harassment can include: sexual comments, sexual invitations, wolf-whistling, groping, pulling someone’s clothing, exposure of sexual organs and stalking.

Sexual violence

Sexual violence is any sexual act committed or attempted against a person without their consent. 100 per cent of the responsibility for any act of sexual violence lies with its perpetrator. There is no excuse for sexual violence – it can never be justified, it can never be explained away and there is no context in which it is valid, understandable or acceptable.

If you experience sexual violence there are external organisations which can support you.

Rape Crisis supports women and girls. Call 080 802 9999 between 12-2.30pm and 7-9.30pm to speak to a specialist adviser.

Survivors UK supports men and boys. Visit www.survivorsuk.org to find out about their text and web chat services.

The Havens supports people of all genders who have been sexually assaulted in the last 12 months. Their three branches are open 24hrs a day. Call 020 3299 1599 (south London), 020 3312 1101 (west London) or 020 7247 4787 (east London).

If you experience sexual harassment or if you wish to talk to someone within UCL about sexual violence you can contact the UCLU Women’s Officer, wo@uclu.org, or the UCL Student Support and Wellbeing team, student.wellbeing@ucl.ac.uk. We can advise you on reporting procedures and offer support.

Contact

You can find out more about the UCLU Zero Tolerance to Sexual Harassment campaign at uclu.org/sexualharassment.

For information about support for students who have been affected by sexual violence, visit: ucl.ac.uk/current-students/support/wellbeing/svs
Sexual Orientation and Gender Reassignment

UCL is committed to providing an inclusive and welcoming community where all students are enabled to meet their full potential and are respected as individuals. This includes providing support and understanding to individuals regardless of their sexual orientation and students who wish to take, or have taken, steps to present themselves in a gender different to their birth gender.

How UCL can support you

Jeremy Bentham, the founder of UCL, was one of the earliest philosophers to argue for decriminalisation of homosexuality and equal rights for homosexuals, and this belief continues to the present day.

UCL staff will help to make certain that no student is subject to discrimination or harassment as a result of their sexual orientation or the gender in which they present themselves.

A student who intends to transition, or is transitioning, should in the first instance contact the Director of Student Support and Wellbeing as soon as possible. UCL recognises that transitioning can be difficult and complex time for an individual and would wish to act in a sensitive and supportive way by having helpful policies and practices in place to ease any transitional period.

There are various sources of support available at UCL. University College London’s Student Union (UCLU) has a dedicated LGBT+ Student Officer for students who are Lesbian, Gay, Bisexual, Transgender and/or any other gender/sexual minority including but not limited to Asexual, Queer and Intersex. The LGBT+ Student Officer can be contacted at uclu-lgbt.office@ucl.ac.uk.

UCLU Rights and Advice Centre is also able to offer wide-ranging practical advice.

Student Disability Services

UCL is committed to welcoming and supporting disabled students to achieve their academic potential. The aim of our service is to enable you to study as independently as possible during your time at UCL by ensuring that your physical, mental and other learning needs are met.

Supporting independent study

Every student’s needs are different, so we provide confidential, one-to-one information, advice and guidance to all current and prospective students who have, or think they might have, a disability, mental health issue or specific learning difficulty (e.g. dyslexia and dyspraxia).

We work with you to implement practical support so that you can engage effectively with your studies. This includes:

- Organising human support such as Note-Takers, 1:1 Mentors and Specialist Study Skills Tutors.
- Facilitating access to assistive technology, including access to the Student Enabling.
- Information Technology (SEnIT) Suite. Here you can access a range of specific software designed to assist with independent study including Dragon Dictate, Inspiration, Read & Write Gold, and ZoomText.
- With your consent, liaising with staff across UCL (typically your academic department and UCL Libraries) to ensure a joined up and inclusive approach to your learning.
- Advising on your eligibility for the Disabled Students’ Allowance and other potential sources of funding.

Contact

If you have any queries, or would like to discuss your particular needs in confidence please get in touch:

T: +44 (0)207 679 0100
E: disability@ucl.ac.uk

Contact Student Support and Wellbeing: student.wellbeing@ucl.ac.uk
UCLU LGBT+ Student Office: uclu-lgbt.office@ucl.ac.uk
UCLU Rights and Advice: uclu.org/services/advice-welfare
UCL LGBT+ Support Pages: ucl.ac.uk/support-pages/igb
UCL Policy and Guidance for Students Transitioning Gender: ucl.ac.uk/current-students/support/wellbeing/transitioning-gender
**Student of Concern**

UCL is committed to the wellbeing and safety of our students. There are many sources of support for students who are having difficulties whether they are academic, emotional, financial or physical and we want to ensure all students receive the support they require.

**How you can help**

Sometimes it is hard to know how to help a fellow student who appears to be struggling, particularly if you feel they are unwilling or unable to seek the help they need.

If you are concerned about the behaviour of another UCL student, please contact us. The easiest way to do this is by completing the UCL Student Cause for Concern Form, which can be found online: [ucl.ac.uk/registry-admin/support/open](ucl.ac.uk/registry-admin/support/open). The UCL Student Cause for Concern form and email account are monitored 9am to 5pm from Monday to Friday. Within these hours, Student and Registry Services aim to respond to any concerns as soon as possible. Depending on the concerns raised, Student and Registry Services may do one or more of the following:

- Contact the student and offer support. The person who submitted the form will be notified of this action.
- Contact the person who submitted the form to discuss their concerns and offer advice on how they can support the student.

**Student Psychological Services**

The Student Psychological Services is an accessible and effective professional resource for students who are facing emotional and psychological problems. The team is made up of qualified and experienced psychotherapists, psychologists, psychiatrists and cognitive behavioural therapists.

**How can the student psychological service help?**

Coming to university can be an exciting and rewarding time. However, it can also be a time of change and stress. This may lead to difficulties and dilemmas, which affect your academic performance or social life.

There are a number of ways in which we can help. These include:

- A one-off consultation session with a therapist to help you identify your emotional and psychological needs, and decide how best to address them.
- A short course of time-limited psycho-dynamic counselling, time-limited cognitive behavioural therapy, or a personal development workshop to help you deal with issues of immediate concern.
- A psychiatric consultation to assess your current mental health and to determine whether you are developing a mental illness or whether an existing mental illness is deteriorating, as well as advice on medication.
- A referral to other psychological services, either NHS or fee-paying, as well as other support services.
- The provision of a library of self-help books to assist you to deal with common student difficulties, such as procrastination, exam stress, and low self-esteem.

**Contact**

You can find out more about our Services by following the link to our Frequently Asked Questions: [ucl.ac.uk/student-psychological-services/faqs](ucl.ac.uk/student-psychological-services/faqs) and you can contact us via [g.nandagopal@ucl.ac.uk](mailto:g.nandagopal@ucl.ac.uk).
Students who are Pregnant, Adopting or are Parents

UCL is committed to supporting pregnant students, students who are parents or adopting and students who are carers, throughout the course of their studies.

How we can support you

For students who are parents, UCL has a day nursery which can accommodate a combined total of 62 children between the ages of three months and five years. The Nursery is open during the week and the fees are subject to annual review. Where possible, it is recommended that you apply for a place as early as you can as there may be a waiting-list for places.

If you or your partner falls pregnant during your studies, you are encouraged to inform your Personal Tutor, Departmental Tutor, Programme Tutor, or in case of research degree students, Principal Supervisor of your pregnancy as early as you can in order to allow us to support you in the best way possible. You are under no obligation to do so, but do bear in mind that we cannot assist you with your learning, access and assessment arrangements if we do not know. We will work with you to develop and deliver a pregnancy support plan to ensure reasonable adjustments are made and your needs are met during your pregnancy, following the birth and when you return to study.

UCL Transition Programme

Starting a degree can be a daunting experience. The Transition Programme supports new first year students ensuring they settle in quickly and are able to achieve their potential.

The programme is specifically designed for each of the undergraduate programmes at UCL, and is run by members of staff within each department and the Transition team.

Every first year student is assigned a Transition mentor for their first term at UCL. Transition mentors are later year students from within your department. They will work with you and other first year students in small groups on a weekly basis throughout the first term to help you in getting to know UCL and London as well as focusing on academic issues and topics relevant to your degree programme.

You will first meet your mentor during Fresher’s Week at your department’s ‘Meet your Mentor’ session.

Contact

For advice and support, please contact UCL Student Support and Wellbeing student.wellbeing@ucl.ac.uk or visit the website ucl.ac.uk/current-students/support/wellbeing/pregnancy

Contact

In order to find out more about the scheme, please visit ucl.ac.uk/transition, or contact Paulette Williams, Recruitment and Transition Officer, paulette.williams@ucl.ac.uk.
Learning is Personal: Use Your Personal Tutor

Every student has access to a range of support to maximise the outcomes of their time at UCL. Your Personal Tutor is a key ‘go to’ person, someone available to discuss your academic progress and professional development and provide guidance if you face difficulties in any aspect of your student experience.

Making the most of personal tutorials

Your Personal Tutor will often be a member of teaching staff, but not always, and they won’t necessarily be teaching you. Their purpose is quite different. You can seek guidance from them, alongside other support provided by your programme, on, for example:

- your academic progression
- course options
- research ideas and development of professional skills
- career and personal development planning, including information on other support services
- how to access Student Support and Wellbeing services
- networking, coaching and mentoring opportunities

They are also likely to be the person you go to for a personal reference as you approach graduation.

It will be easier for you discuss these and other issues if you put the effort into getting to know your Personal Tutor. You should be provided with details of how personal tutoring and student support works in your programme including information on when and how to contact your personal tutor. Try to meet them at regular intervals and make the most of their expertise and the opportunities they offer.

UCL also has lots of online resources to help you with your personal and professional development; all of these are accessible via ucl.ac.uk/ppd as well as some advice on what to expect from your Personal Tutor. It is your learning journey. Steer the course and use your Personal Tutor and the wider support available in your programme to help you on your way.

UCL Doctoral School

UCL is a centre of innovative cross-disciplinary research and our research students play a vital part in our vibrant and stimulating research environment. The Doctoral School ensures that your time at UCL fulfils your needs and expectations, equips you for leadership roles in the research world and elsewhere, and enables you to make the most of the excitement of research.

The Doctoral School takes the lead on the three elements supporting a world-leading research student environment:

Strategy – ensuring that doctoral education is central to the development of high-level institutional strategy, and working closely with UCL’s academic Faculties in the shaping of Faculty strategy for doctoral education.

Standards – overseeing UCL’s regulations for research degrees through UCL’s Research Degrees Committee, which concerns itself with a wide range of issues for improving the research student environment, and looking after your interests through a Code of Practice for Research Degrees setting out the standards you can expect from UCL.

Support – working with a wide range of support services and key opportunities for research students, for example: the Research Student Log, and the extensive Doctoral Skills Development Programme.

We also aim to encourage students to look beyond the boundaries of their chosen discipline, as well as sharing and broadening knowledge across disciplines through societies and competitions.

Contact

For further information please see the Doctoral School Handbook, and the Doctoral School website: ucl.ac.uk/docschool. You can contact us on docschool@ucl.ac.uk
Out of Hours Support

UCL support services are available between 9am–5pm from Monday to Friday. If you need support outside of these hours, there is plenty available to you to make sure you can speak to someone at times of need.

UCL out of hours counselling and information

UCL Student Support and Wellbeing is working in partnership with Care First to provide you with free out of hours counselling and information helpline.

Support is provided via telephone as follows:
• Monday to Friday from 5pm to 9am
• At weekends
• During Bank Holidays and College closure periods

Care First counsellors, professionally qualified and accredited by the BACP, are able to help you deal with a wide range of issues, such as: homesickness, exam stress, relationship problems, family issues, traumatic incidents, bereavement and bullying and harassment, as well as many other emotional and psychological difficulties you may be experiencing.

The Care First information specialists are trained by Citizens Advice and can provide comprehensive answers and assistance on a wide range of issues which affect your daily life. These include but are not limited to: debt, employment, housing, education, legal enquiries, health, taxes, immigration and nationality citizenship, consumer issues.

To use the Care First helpline please call 0800 197 4510. The service is paid for by UCL and is available only to UCL students. This means that you will be required to provide your name, date of birth and UCL student number in order for a Care First specialist to be able to assist you. Some information provided to Care First might be shared with UCL Student Support and Wellbeing.

Samaritans

Samaritans offer 24 hour confidential emotional support by phone (116 123) or email (jo@samaritans.org). Central London Samaritans also provide a drop-in service 9am – 9pm every day at 46 Marshall Street London W1F 9BF.

Nightline

Nightline is a confidential listening, support and practical information service provided by students, for students. You can call Nightline between 6pm and 8am every night of term by phone (0207 631 0101), email (listening@nightline.org.uk) Skype chat (nightline.chat), Skype Phone (londonnightline) or text (07717 989 900).

Contact

Care First: 0800 197 4510
ucl.ac.uk/current-students/support/wellbeing/care-first
Samaritans: 116 123
Nightline: 020 7631 0101
Assessment and Student Records

The Assessment and Student Records team is responsible for your student and module records from the point of enrolment through to when you graduate or leave UCL. We are responsible for enrolment and re-enrolment for all students, providing the main examination timetable and producing transcripts and degree certificates.

Enrolment
In order to become a registered student and an official member of UCL, you are required to enrol at the start of your degree programme at times and dates that are published in advance, in addition to meeting staff in your department. Most students will be asked to undertake a pre-enrolment task to help with the enrolment process. Thereafter you will need to re-enrol online each year over the summer months.

Module selection
Students on undergraduate and taught postgraduate programmes will be asked to select their modules each year using the Student Records System, Portico. This information is used for teaching, timetabling, examination timetabling and access to teaching and learning resources. Any selections made are approved both by your department and the teaching department for the module.

Examinations
We issue candidate numbers to students for examination purposes. We produce the main examination timetable by the end of term 2 for examinations taking place in term 3. Most of these examinations are managed by us but there are some that are run by departments.

Results
We are responsible for the publication of results and awards after they have been approved by the Boards of Examiners. These are published on Portico. For students who have been awarded a degree, we produce printed transcripts of results and degree certificates, and for most undergraduate students, we look after the online version of the transcript, known as the Higher Education Achievement Report.

Research degree students
We work together with your department in managing your progress through your degree, from enrolment through the upgrade process to the submission of your thesis and the award at the end.

Other areas
We are responsible for implementing special assessment arrangements for students with disabilities or short-term illnesses who need additional writing time, rest breaks or adjustable furniture. We deal with examination irregularity cases. We process requests for interruption and withdrawal of studies and the transfer between degree programmes within UCL.

Contact
For in person enquiries, please visit the Student Centre
For email enquiries:
transcripts@ucl.ac.uk for transcript requests
examinations@ucl.ac.uk for general examinations queries
studentrecords@ucl.ac.uk for enquiries relating to your student record
Attendance Requirements and Attendance Monitoring for International Students

In order for you to make the most out of your studies, it is important you are aware of the UCL attendance requirements. If you are an international student with a Tier 4 visa, you have to meet certain attendance requirements in line with regulations set by the Home Office.

UCL policy

UCL’s minimum attendance requirement is 70 per cent. Departments may stipulate a higher percentage and additional requirements where appropriate.

Engagement monitoring is undertaken by academic departments at regular points to ensure that students are engaging with their studies, to identify problems as early as possible to ensure that action can be taken to advise and/or assist, and to meet the requirements set by the Home Office for students with Tier 4 visas. The point of engagement is set by the student’s department or division and can be one of the following:

- attendance at a departmental induction event
- a tutorial (and the new tutorial system meetings can be used)
- attendance at lectures, seminars, laboratory session or other teaching session
- coursework submission
- interaction relating to a module
- meeting or email contact with dissertation/project supervisor
- response to a departmental circular

IT Essentials

Your UCL computer account and other central IT services are provided by the Information Services Division (ISD).

Getting started

1. Get your UCL user ID and password. You’ll need these to access central IT services. You should receive your details online prior to enrolment.

2. Connect to wireless. UCL has a free Wi-Fi service called eduroam. If your device can see the ‘eduroam’ Wireless Network, connect to it. You will be prompted for your UCL user ID and password – make sure you add @ucl.ac.uk after your user ID (e.g. <your user ID>@ucl.ac.uk).

Once authenticated, you should be connected to the Internet. If not, follow the connection guidelines online (you may need to print out the instructions first).

3. Check your email using Outlook Web App (OWA):
   - Go to: ucl.ac.uk/isd/live-login
   - Enter: (your UCL user ID)@ucl.ac.uk e.g. ucaaxxx@ucl.ac.uk
   - Then your UCL password
   - Click Sign in

Find out more online...

- Quickly access key IT services
- Find out more about our services
- Search ‘how to’ guides
- Get help
- Keep up to date with Service News

Follow us on Twitter: Follow @uclisd on Twitter. We’ll keep you up to date with service news, training courses and tips.

UCL Go! mobile app:

- Get useful information on the move. View campus maps, your timetable, or find a free PC in one of the computer workrooms.
- Download via your app store.

Contact

Need help?

Browse the ISD website:

ucl.ac.uk/isd

Contact the ISD Service Desk:

ucl.ac.uk/isd/help
Portico

Portico is an online portal used by students and staff at UCL, for module registration, awards and assessments, fee payments, maintaining student records, enrolment and much more.

An online student and staff portal

Portico is used by students, staff and applicants for a wide variety of tasks and to view information held in the student records database.

Students can use Portico to view and update their personal details as well as completing important tasks that support their time at UCL. These include paying any fees for tuition, accommodation and any library or other fines incurred. Students can also select their modules and track whether they have been accepted by departments, view the results of any assessments and book tickets for a Graduation Ceremony.

In order to support students in their departments, staff at UCL also have access to some pieces of functionality in Portico. They use these to create new programmes of study, update available modules and accept or reject students requesting to study them. Staff also enter details of studentships, monitor student engagement and assign tutors through options in Portico. In addition to these, staff access UCL Select through Portico which they use to process applications to study at UCL.

Contact

You can contact the Portico Helpdesk either by emailing portico-services@ucl.ac.uk, or by calling Mon to Fri 10am–4pm on 020 7679 0637 or by completing the webform at ucl.ac.uk/srs/portico/helpdesk. We endeavour to answer urgent queries within four working hours and non-urgent issues within one working day. Please note that in September and October, the Portico Helpdesk can be exceptionally busy so it may take a little longer than usual to respond.

UCL Student Centre

The UCL Student Centre, based in the Chadwick Building on the main UCL campus, is the Student and Registry Services face-to-face point of contact for student-related enquiries from current UCL students, UCL Alumni, UCL Academics, Faculties and Departments and the wider UCL community.

Current services offered by the Student Centre include:

- Production of statements of student status letters for proof of enrolment.
- Enrolment of new students outside of Opening of Session dates.
- Responding to queries a current UCL student or UCL Alumni may have about their student record in accordance with UCL’s Academic Regulations for taught programmes, Professional Doctorate students, and Research Degree Students.
- Responding to general Examinations queries from current UCL students and UCL Alumni.
- Responding to general queries a UCL student may have about Study Abroad, Graduation Ceremonies, and International Support.
- Submission of theses (Research degree students).
- Visa checking in collaboration with the UCL Student Immigration Compliance Officer and in accordance with the UK Visas and Immigration (UKVI) regulations for engagement monitoring of Tier 4 students.
- Checking a student’s Disclosure and Barring Service (DBS) Application form and verifying the information the student has provided in the DBS Application form is correct.
- Signing off a variety of forms including Learning Agreement Forms, Arrival and Departure forms for Erasmus students, and Railcard forms for Mature Students.
- Responding to reference requests from external agencies about current or former UCL students.

In addition to the above, the Student Centre also acts as a signpost for UCL, directing students where appropriate to other offices at UCL depending on their query.

Contact

The Student Centre is open 10am-4pm on Monday, Tuesday, Thursday and Friday, and 11am-5pm on Wednesday. Further information can be found on the Student Centre webpage ucl.ac.uk/current-students/student-centre or you can e-mail studentstatus@ucl.ac.uk.
Student Funding and Financial Welfare

The Student Funding Office covers two key areas: the administration of UCL’s main student funding schemes (e.g. bursaries, scholarships and financial support grants/loans) and the provision of financial welfare advice and guidance for UCL students.

Student funding

The Student Funding team administers UCL’s main bursary and scholarship schemes. If you are a current award holder, then the team is there to assist you with all aspects of your award. They also work in partnership with a range of external sponsors (e.g. Student Finance England, Commonwealth Scholarships Commission, Chevening, etc.) and therefore they can also assist award holders under these schemes. The team is also responsible for administering US Federal Loans and PGCE bursaries. Although the majority of scholarships and bursaries are awarded to prospective students, the student funding team does provide support for all current students. If, unfortunately, you experience unexpected financial need (e.g. loss of sponsor funding, personal crisis), you can apply to the UCL Financial Assistance Fund for a non-repayable grant. Short-term personal loans are also available to students who are experiencing delays with their funding. Your application for these schemes will be assessed by the Student Funding team.

Financial welfare

The Student Funding Office also provides a dedicated financial welfare service for students. Our Student Funding Welfare Co-ordinators offer a range of drop-in sessions throughout the year that include topics such as budgeting, money saving tips, and additional sources of funding. They also offer confidential one-to-one appointments where you can discuss any financial issues – this can range from SLC/SFE funding queries to advice on students’ entitlement to statutory benefits. Our Student Funding Welfare Service is aimed primarily at providing UCL students with the tools and advice to avoid financial problems. If, however, the unexpected does happen, our welfare co-ordinators are available to assist you with any applications that you make for financial support.

Student Mediator

The Student Mediator offers impartial advice and arbitration to resolve problems encountered by students during their period of study at UCL. Mediation is an informal process that can attempt to find lasting solutions to difficult relationships that develop between students and between staff and students. The Student Mediator is also the first port of call if you believe that you are the victim of bullying and harassment.

Why would I need to see the Student Mediator?

The UCL Student Mediator is responsible for advising and assisting UCL students with the resolution of complaints, involving staff or other students or services of UCL which the student has been unable to resolve through informal means. The Student Mediator will seek to achieve a resolution between the parties in dispute. The Student Mediator will not direct decision making but will enable both parties to put forward their views and facilitate a mutually agreed solution.

There are plenty of situations in which a student at UCL may find mediation useful. Various life and academic experiences can cause conflicts between students, staff and the University. Many issues and misunderstandings can often be quickly and confidentially resolved via mediation, without a need for the process to become ‘formal’. Although not for everybody and not suitable for all types of complaints, mediation can help to resolve many types of disputes.

Contact

Student funding enquiries:
studentfunding@ucl.ac.uk
Financial welfare:
studentfundingwelfare@ucl.ac.uk
US Financial Aid:
us-cdn-loans@ucl.ac.uk
PGCE Funding:
pgcefunding@ucl.ac.uk
Web: ucl.ac.uk/scholarships

We also offer a counter service at the Student Centre located in the Chadwick Building (Gower Street Campus), Mon-Fri, 10am-4pm (Except Wed 11am-5pm).

Contact

The Student Mediator is Dr Ruth Siddall. You can contact her directly via r.siddall@ucl.ac.uk or via studentmediator@ucl.ac.uk.

Visit ucl.ac.uk/student-mediator for further information.
Study Abroad

Opportunities for UCL students to study overseas

Studying abroad offers a unique opportunity for exposure to a different cultural and academic environment. The experience can be both challenging and rewarding, a chance for real personal growth – a recent study has shown that students who spend time abroad are less likely overall to be unemployed after graduating compared to their peers. Currently, nearly 23 per cent of UCL undergraduate students spend time overseas as part of their UCL degree – and over 30 of our undergraduate programmes offer a year or semester abroad as a structured study option.

To help support you in your overseas adventure, we have a dedicated Study Abroad Team who provide advice and assistance before, during and after your time abroad. From making your application, right through to your return to UCL, we are on hand with great information, resources and events to help you feel prepared to undertake a brand new challenge and become a truly global citizen.

Contact

Web: ucl.ac.uk/studyabroad
E: studyabroad@ucl.ac.uk
T: 0207 679 0121

Transport and Travel

London is well served by transport links, and getting around is easy, as is travelling to and from London from the UK, Europe and the wider world. UCL is located in the Bloomsbury district in the very centre of London.

Getting around the city

London’s excellent public transport system makes getting around the city an easy process.

In conjunction with Transport for London (TfL), full-time UCL students can apply online for a TfL Student Oyster Photocard. The Student Oyster Photocard entitles the holder to a 30 per cent discount on certain travel around London.

To check if you’re eligible for the card and to apply, visit: tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions/18-student

The closest tube stations to UCL’s Gower Street site are Euston Square, Warren Street, Euston and Russell Square. The Gower Street site is also served by many TfL bus routes. Buses travelling from north to south stop on Gower Street, immediately outside UCL’s main gate, while those travelling from south to north stop outside Warren Street station.

For shorter journeys, why not walk or ride your bike instead? Safe cycle routes are provided across central London making cycling the quicker, cheaper and healthier way to travel. Central London is smaller than you think. Buy a London A-Z and try and walk to your destination!

Contact

For further details on getting around London, visit the Transport for London website: www.tfl.gov.uk
Your Data and Conduct at UCL

Code of Conduct for Students at UCL
UCL enjoys a reputation as a world-class university. It was founded on the basis of equal opportunity, being the first English university to admit students irrespective of their faith and cultural background. It was the first university in England to admit women. UCL expects its members to conduct themselves at all times in a manner that does not bring UCL into disrepute. This includes conduct whilst not on UCL premises.

Every student is expected to adhere to the UCL Code of Conduct for Students which is available in the Academic Manual: ucl.ac.uk/srs/academic-manual/c1/code-of-conduct

Confidentiality
During your time at UCL there may occasionally be circumstances where you choose to share confidential information about yourself with your personal tutor or other staff from across UCL. It is important that you understand how we will deal with this information.

For details on this, read Student Confidentiality Statement which is available in the Academic Manual, Chapter 1 Annexes (item 1.2.5): ucl.ac.uk/srs/academic-manual/c1/annexes

Personal data and data protection
‘Personal data’ means any information which identifies you as an individual. It may include your name but it may also be other information such as your course, date of birth, nationality and gender which when combined identify you.

When you applied to become a student, you were told that UCL would use your personal data to process your application and for other purposes connected to that. In accordance with the Data Protection Act 1998 (the DPA), UCL is a Data Controller and this means that we are legally responsible for the personal data we collect and hold about you. One of our responsibilities is to tell you about the different ways in which we use your personal data.

The Data Protection Act 1998 (DPA): UCL General Student Privacy Notice provides further details about these uses now that you are a UCL student. You can read the statement online in the Academic Manual, Chapter 1 Annexes (item 1.2.6): ucl.ac.uk/srs/academic-manual/c1/annexes

Useful Dates

Term dates: 2016–17
First Term
Monday 26 September 2016 – Friday 16 December 2016
Second Term
Monday 09 January 2017 – Friday 24 March 2017
Third Term
Monday 24 April 2017 – Friday 09 June 2017

For those departments that operate them, College Reading Weeks are the weeks beginning Monday 7 November 2016 (Week 7), and Monday 13 February 2017 (Week 6).

Closures and bank holidays

Bank holidays
CLOSED – Monday 1 May 2017
CLOSED – Monday 29 May 2017
CLOSED – Monday 28 August 2017

For full details, including term dates exceptions, visit: ucl.ac.uk/staff/term-dates/2016-2017

Please can all master’s and research students, as well as all UCL Medical School, UCL School of Pharmacy and UCL Institute of Education students check the complete list of term and closures dates at: ucl.ac.uk/staff/term-dates/2016-2017

College closures
Christmas
CLOSE – Friday 23 December 2016 at 5.30 p.m.
RE-OPEN – Tuesday 3 January 2017

Easter
CLOSE – Wednesday 12 April 2017 at 5.30 p.m.
RE-OPEN – Thursday 20 April 2017