



UCL

**DEPARTMENT OF
MATHEMATICS**

**UNDERGRADUATE
HANDBOOK
2023-2024**

Contents:

1	Welcome to UCL	3
2	Introduction to the department and parent faculty	5
3	Departmental staff related to the programme	7
4	Key dates	9
5	Hours of Study	11
6	Our expectations of students.....	12
7	UCL's Student Support Framework.....	13
8	Programme structure.....	17
9	Tutorials and supervision	20
10	Advice on choosing module options and electives	21
11	Changes to Registration Status.....	23
12	Progression, Award and Classification	25
13	Information on assessment	26
14	Learning resources and key facilities	33
15	Student support and wellbeing	37
16	Employability and Careers	44
17	Student representation	45
18	Student feedback and working in partnership with staff through You Shape UCL	49
19	Sport and Physical Activity.....	51
20	Volunteering Services	52
21	Data Protection and Intellectual Property	53
22	Health, Safety and Security.....	54
23	After study.....	56

1 Welcome to UCL

1.1 Provost's Welcome

Dear students,

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

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

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

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

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

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

Dr Michael Spence
UCL President and Provost

1.2 Covid-19: Possible Changes to Information

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

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

- [Students' webpages](#)

This includes advice on staying safe on campus:

- [Coronavirus Keeping safe on campus](#)

Your department can also help with any queries, particularly questions about your programme or modules, so please check with them where you should enquire.

2 Introduction to the department and parent faculty

2.1 Introduction to the department and its history

The Mathematics Department is situated at the corner of Gower Place and Gordon Street on the main College site. It occupies floors four to eight above the Students' Union and consists of lecture rooms, academic offices and the departmental office. There is also a student common room and a quiet study room with a small student library.

The Mathematics Department at UCL is an internationally renowned department within one of the world's most prestigious universities. It has a research rating in the official UK league tables comparable with that of Oxford and Cambridge. The department's reputation dates from 1826 when it was one of the founding departments of UCL, and as such is the third oldest mathematics department in England.

Since its beginning, mathematics at UCL has been enhanced by its many outstanding members of staff. Indeed two of its students (and later staff) Professor Klaus Roth (1958) and Professor Alan Baker (1970) have gone on to win the Fields Medal, the mathematician's equivalent of the Nobel Prize. Another former member of staff Professor Tim Gowers won the Fields Medal in 1998 for work he did whilst at UCL.

Since 2011, the department has grown considerably, and now teaches well over 1000 undergraduate students. The number of full-time academic members of staff has also expanded up to 100, of whom around a quarter are full professors, in addition to a number of Honorary members of staff, including four Fellows of the Royal Society. The department also has several Postdoctoral Research Fellows, around 90 PhD students, and 60 MSc students. We also welcome a regular stream of distinguished visiting academics from home and abroad. The broad range of research interests is reflected in the large choice of courses available in the third and fourth years of the degree programmes, from computational geometry to fluid mechanics and from mathematical ideas in biology to cosmology.

The original prospectus for the Mathematics Department in 1826 stated:

The Mathematical Sciences are so justly valued as a discipline of the reasoning faculties, and as an unerring measure of human advancement, that the commendation of them might seem disrespectful to the judgement of the reader, if they did not afford by far the most striking instance of the dependence of the most common and useful arts upon abstruse reasoning. The elementary propositions of Geometry were once merely speculative; but those to whom their subserviency to the speed and safety of voyages, is now familiar, will be slow to disparage any truth for the want of present and palpable usefulness.

Nearly all of this remains as true today as then.

2.2 Explanation of the relationship between department and faculty

Encompassing the logical, experimental and mathematical study of our universe, UCL Faculty of Mathematical & Physical Sciences consists of eight departments active in teaching and researching broad areas of science. These include Chemistry, Earth Sciences, Physics & Astronomy, Statistical Science, and Mathematics, among others.

The faculty also provides a base for a number of research centres and institutes: these facilitate in-depth and interdisciplinary research through collaboration between experts within MAPS, and in related areas in Engineering Sciences and Life Sciences. In addition, the faculty has its own interdepartmental undergraduate degree programme: Natural Sciences.

Front-line research feeds directly into our teaching programmes, and our students benefit from access to first-class facilities. All departments in the faculty are involved in teaching. The faculty offers an array of three-year BSc and four-year Masters-level MSci degrees in emerging as well as more traditional academic areas.

2.3 Key staff members within the department and faculty

Head of Department	Prof C Boehmer
Deputy Head of Department	Dr JM Talbot
Departmental Tutor	Dr ML Roberts
1 st Year Tutors	Dr R Reynolds
	Dr N Kalaydzhieva
2 nd Year Tutor	Dr Yusra Naqvi
	Dr Sam Coskey
3 rd Year Tutor	Dr Mark Roberts
4 th Year Tutor	Dr Isidoros Strouthos
Admissions Tutor	Dr RI Bowles
Chair of Maths Joint Honours Exams Sub-Boards	Dr M Towers
Chair of the Maths Exams Sub-Board	Prof D Vassiliev
Academic SoRA Liaison Contact	Dr L Garcia Martinez
Chair of the Departmental Teaching Committee	Dr N Sidorova
Postgraduate Tutor (Pure Maths)	Dr JM Talbot
Postgraduate Tutor (Applied Maths)	Dr CG Boehmer
Postgraduate Tutor (MSc Mathematical Modelling)	Dr SN Timoshin
Postgraduate Tutor (MSc Financial Mathematics)	Dr A Macrina
Affiliate Tutor	Dr I Petrow
Tutor for repeating and interrupting students	Dr Matthew Towers

3 Departmental staff related to the programme

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

		2023 - 2024 Staff List - Sep	
Academic/Lecturing Staff		Ext	Ext
608	Böhmer, Prof C G, HoD	33597	306
808	Ahmad, Dr R	32894	303
802b	Baigent, Prof SA	33593	302
402	Belletini, Prof C	09135	304
414	Beraldo, Dr D	09202	301
90 TCR	Betcke, Prof T	54088	304
807b	Burman, Prof E	33306	304
611	Busuioac, Dr C	32882	307
708	Cooper, Dr S	51557	304
808	Coskey, Dr S	tbc	301
409	Dalwadi, Dr M	53610	301
348 KLB	Doan, Dr A	51554	302
407	Dokchitser, Prof V	08075	
700	Esler, Prof G	32842	
709	Foscolo, Dr L	37896	
411	Galkowski, Prof J	08081	
404	Garcia Martinez, Dr L	08083	
712	Garcia Trillos, Dr CA	51577	
607	Ghazouani, Dr S	51559	
405	Hadzic, Prof M	08055	
808	Haight, Dr JA	32858	
703	Halburd, Prof R	32973	
413	Harris, Dr R	09239	
813	Hartmann, Dr B	51570	
412	Hewett, Prof D	09229	
808	Hill, Prof RM	32404	
413	Jensen, Dr M	51573	
805	Johnson, Prof ER	32854	
705	Johnson, Prof FEA	32845	
704	Kalaydzhieva, Dr N	51552	
715	Kamotski, Prof I	33937	
813	Karpukhin, Dr M	51572	
710	Kwasigroch, Dr M	51549	
408	Letzter, Dr S	09209	
802a	Louder, Dr L	33365	
814	Macrina, Prof A	51580	
M205 KLB	Marinelli, Prof C	31393	
808	Marshall, Dr J	51544	
807c	McDonald, Prof NR	09239	
401	Naqvi, Dr Y	51587	
401	Navarro Lameda, Dr B	51584	
603	Ni, Prof H	51542	
701	Ovenden, Prof NC	32128	
810	Page, Prof KM	33683	
607	Parnowski, Prof L	32847	
703	Pearce, Dr P	51582	
504b	Petridis, Prof I	37897	
404	Petrow, Dr I	08097	
414	Pokrovskiy, Dr A	51536	
605	Reynolds, Dr R	51585	
603	Rila, Dr L	32831	
604a	Roberts, Dr ML	32833	
405	Rodosthenous, Dr N	51584	
808	Rose, Mr S	51578	
812a	Schwarz, Dr DC	09228	
605	Segal, Prof E	32836	
809	Sidorova, Prof N	37864	
807a	Singer, Prof M	33190	
415	Smears, Dr I	09249	
708	Smyshlyaev, Prof V	33854	
710	Sobolev, Prof A	32883	
800	Sokal, Prof AD	32844	
808	Solomon, Dr D	51541	
501	Strouthos, Dr I	32862	
704	Talbot, Dr JM	34102	
803	Timoshin, Dr SN	32205	
408	Towers, Dr M	09218	
709	Tse, Dr A	53609	
814	Vanden-Broeck, Prof J-M	32835	
504a	Vassiliev, Prof D	32442	
808	Walton, Dr J	32858	
700	Wilson, Prof H J	31302	
812	Yafaev, Prof A	32881	
711	Zaikin, Prof A	34375	
		CORU (4 Taviton St)	
			Crowe, Prof S, Director
			Page, Prof C
			Diaz de la O, Dr FA
			Espuny Pujol, Dr F
			Grieco, Dr L
			Huang, Dr Q
			Jackson, Dr S
			Proulova, Irina
			Taylor, Julie
			Treasure, Prof T
			Utley, Prof M
			Volodina, Dr V
		Post-Doc Research Fellows	
		602	Al-Badri, Dr G
		90 TCR	Alexander, Dr C
		90 TCR	Arsovski, Dr B
		602	Bull, Dr F
		808	Butler, Dr M
		600	Celora, Dr G
		602	Davis, Dr L
		90 TCR	Dharmalingam, Dr V A
		604	Fang, Dr Y L
		604	Garg, Dr D
		90 TCR	Geudens, Dr S
		600	Gibbs, Dr A
		90 TCR	Griffin-Pickering, Dr M
		90 TCR	Hearnshaw, Mr P
		90 TCR	Jiang, Dr L
		602	Kwan, Dr C-H
		602	Petrenko, Dr S
		604	Preuss, Dr J
		602	Ross, Dr C
		604	Schrecker, Dr M
		90 TCR	Scroggs, Dr M
		90 TCR	Sguiglia, Mr A
		90 TCR	Souza Roso, Mr B
		602	Springer, Dr C
		602	Stein, Mr J
		602	Walker, Dr A
		90 TCR	Wang, Dr R
		602	Yeo, Dr E
		Professional Services Team	
		609	Higgins, Helen <i>Departmental Manager (DM)</i>
		610	Asif, Abdal
		410	Bulime, Ibrahim <i>Systems Administrator</i>
		610c	Crawford, Holly
		610	Datta, Soheni
		610	Donnelly, Harry
		610c	Dosanjh, Jagdeep
		610c	Dzewu, Vilma
		610c	Gomez Blasco, Almudena <i>LTCC</i>
		410	Hoyle, Richard <i>Systems Manager</i>
		610c	Hurley, Eimear
		610c	Malik, Sidrah
		Physics E25b	Saminathan, Sripathy <i>LSGNT</i>
		610	Slater, Adam
		610	Stewart, Jade
		Physics E25b	Townsend, Nicola <i>LSGNT</i>
		610	Wilson, Nancy
		Room Locations	
		403	PhD Room
		416	Tutorial Room
		417	4th floor Staff Room
		502 & 503	UG/MSc Common Room & Reading Room
		600/602/604	Postdoc Rooms
		606	6th floor Staff Room/Dept Library
		610	Departmental Office
		610c	Support Staff Office
		713	PhD Room
		808	Visitor Room
		M201 KLB	PhD Room
		KLB	Kathleen Lonsdale Building
		90 TCR	90 Tottenham Court Road 3rd Floor Hotel Space
			24953
			24501
			24508
			24507
			24502
			51558
			n/a
			tbc
			65084
			n/a
			24506
			n/a
			32840
			tbc
			tbc
			32840
			tbc
			tbc
			33935
			32840
			tbc
			33632
			33632
			tbc
			33935
			tbc
			tbc
			tbc
			33935
			32840
			33632
			32840
			33632
			tbc
			tbc
			tbc
			32840
			32840
			tbc
			32840
			32840
			32838
			51537
			09227
			07304
			32839
			51563
			31373
			65974
			51551
			33903
			51888
			58812
			45292
			51538
			53658
			59932
			15292
			08165
			08134
			08140
			37882
			32851
			32858
			37077/37881



INDIVIDUAL

Most of the academic and administrative questions or exam issues you may have during your studies can be answered by emailing the **ADMINISTRATORS**

All students are assigned a **PERSONAL TUTOR** who you can go to for general support with academic issues. You can also contact the Year Tutors listed below:

YEAR

Abdal Asif
math.ugteaching@ucl.ac.uk

We will contact you regarding:

- Your attendance at lectures and seminars
- Tier-4 Student visas

You should contact us for:

- Reporting your absence
- Your attendance record

Vilma Dzewu
Harry Donnelly
Adam Slater
math.ugteaching@ucl.ac.uk

We will contact you regarding:

- Your studies
- Timetables
- Unitu
- Examinations
- Other general information

You should contact us for:

- Any questions or concerns regarding the above

Go to your YEAR TUTORS who can help you if you have academic issues during your studies

Y1 Tutors
Dr Ruth Reynolds
Dr Niki Kalaydzhieva
n.kalaydzhieva@ucl.ac.uk
ruth.reynolds@ucl.ac.uk

Y2 Tutors
Dr Yusra Naqvi
Dr Sam Coskey
y.naqvi@ucl.ac.uk
scoskey@ucl.ac.uk

Y3 & Y4 Tutor
Mark Roberts
m.l.roberts@ucl.ac.uk

Go to your STUDENT ADVISORS who can help you if you have personal circumstances affecting you during your studies

Y1 students
Eimear Hurley

Eimear works for the Student Support and Wellbeing (SSW) department

To contact Eimear, email e.hurley@ucl.ac.uk

Y2, Y3, Y4 students
Jade Stewart
 Based in room 610, Mathematics building
math.ugwelfare@ucl.ac.uk

DEPARTMENTAL

Dr Mark Roberts
Departmental Tutor
 Helps with oversight of all Maths students.

Prof Christian Boehmer
Head of Department

4 Key dates

4.1 Term dates, exam/assessment period, core activities

4.1.1 UCL Term Dates: 2023/24

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

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

UCL Closure	Dates
Christmas College Closure	Close 5:30pm on Friday 22 December 2023
	Open 9:00am on Tuesday 2 January 2024
Easter College Closure	Close 5:30pm on Wednesday 27 March 2024
	Open 9:00am on Thursday 4 April 2024
Bank Holidays	Closed - Monday 06 May 2024
	Closed - Monday 27 May 2024
	Closed - Monday 26 August 2024

Further information:

- [Term Dates 2023-24](#)

4.1.2 UCL Examination Periods 2023-24

UCL Examination Dates are yet to be decided.

4.2 How UCL and the department will communicate with students

UCL will communicate with students via:

- **UCL student email** – Students should check their UCL email regularly.
 - [UCL student email](#)
- **UCL Moodle** – UCL's online learning space, used by module organisers, programme leaders, departments and faculties to provide essential information in addition to learning resources.
 - [UCL Moodle](#)

- **myUCL** – A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.
 - [myUCL](#)
- **UCL Instagram** – UCL’s official Instagram channel, featuring news, events, competitions and images from across the UCL community.
 - [UCL Instagram](#)
- **@ucl Twitter channel** – Sharing highlights of life at UCL from across UCL’s diverse community.
 - [@ucl Twitter channel](#)
- **Mathematics Department Twitter channel** – Sharing news and events for the department.
 - <https://twitter.com/mathematicsucl>
- **Mathematics Department ShapeUCL/UNITU** – for students to provide feedback on modules, teaching and exams.
 - <https://ucl.unitu.co.uk/>

5 Hours of Study

5.1 Hours of study

The primary method of teaching and learning in the Mathematics Department is by means of lectures, reinforced by coursework, problem classes, small group tutorials, self-study, peer-assisted learning (PAL), discussion with other students, and discussion with staff on an individual basis. Members of academic staff may have specified office hours where they are able to meet with students individually, or they may be able to arrange times for such meetings on an ad hoc basis. Some courses also involve computer work, and some have a substantial project component. Students are also expected to undertake some independent study with their time that is not occupied by timetabled teaching. Full Time undergraduate course typically consists of 40 hours of work per week during term time. This time is made up of formal learning and teaching events such as lectures, seminars and tutorials, as well as independent study. The departmental office has opening hours from 9am to 5pm, Monday to Friday.

5.2 Attendance requirements

5.2.1 Attendance Requirements

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

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

- [Students' webpages](#)

5.2.2 Student Visa students: Absence from teaching and learning activities

In line with UCL's obligations under UK immigration laws, UCL is required to report to UK Visas and Immigration (UKVI) when a student has not been engaging with their studies. RegisterUCL is used by departments and the central Student Immigration Compliance team to report on student attendance. This is not only to meet the UKVI requirements, but also to identify any problems as early as possible to ensure action is taken to advise or assist the student.

Further information:

- [Student visa responsibilities](#)

6 Our expectations of students

6.1 UCL Code of Conduct

UCL enjoys a reputation as a world-class university. It was founded on the basis of equal opportunity, being the first English university to admit students irrespective of their faith and cultural background and the first to admit women. UCL expects its members to refrain from interfering with the proper functioning or activities of UCL, or of those who work or study at UCL. Students should ensure they read and familiarise themselves with UCL's Student Code of Conduct and other related policies and should be aware that any inappropriate behaviour may lead to actions under UCL's Student Disciplinary Procedures.

Further information:

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

7 UCL's Student Support Framework

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

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

The Framework includes the following components:

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

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

Part 2: Types of Support explains how each of the following processes works (PLEASE FOLLOW LINKS FOR COMPLETE AND UP TO DATE INFORMATION):

Support process:	Use this if:	What this covers:
Short-term Illness and other Extenuating Circumstances	<p>You have a short-term illness, bereavement or other unexpected emergency.</p> <p>NOTE: EC's are applied for via Portico – please check the link for the form and full info. Please contact math.ugwelfare@ucl.ac.uk if you have any further queries on the procedure.</p>	'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	<p>You need long-term or ongoing support with one or more of the following:</p> <ul style="list-style-type: none"> • You or your partner is pregnant or planning 	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:
	maternity, paternity or adoption leave <ul style="list-style-type: none"> • You are a parent or carer • You observe religious beliefs or cultural customs • 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 Student 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.

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

Eimear Hurley: Year 1 Student Advisor (SSW)

- Email: e.hurley@ucl.ac.uk

Jade Stewart: Student Welfare Adviser Undergraduate Students (Years 2, 3 and 4)

- Email: jade.stewart@ucl.ac.uk

The Teaching and Learning Administrative team can be reached at math.ugteaching@ucl.ac.uk.

Harry Donnelly: Senior Undergraduate Teaching and Learning Administrator

- Email: h.donnelly@ucl.ac.uk

Vilma Dzewu: Senior Undergraduate Teaching and Learning Administrator

- Email: v.dzewu@ucl.ac.uk

Abdal Asif: Undergraduate Teaching and Learning Administrator

- Email: abdal.asif@ucl.ac.uk

Adam Slater: Undergraduate Teaching and Learning Administrator

- Email: adam.slater@ucl.ac.uk

8 Programme structure

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

8.1.1 General Rules

Credits

All full-time undergraduate students take **120 credits** of modules each year (you cannot take more or less than this). Most modules are **15 credits**, so most students take 8 modules each year, although some modules are **30 credits**. [15 credits was previously called 0.5 units.]

Levels

All modules have a **level**, which is 4, 5, 6 or 7. Roughly speaking, these correspond to first, second, third and fourth year level [and were previously called First, Intermediate, Advanced and M level], although the modules you take in a given year may not be all at that level.

For the (3-year) **BSc** degree, you must take at least **90 credits at level 6 or above**.

For the (4-year) **MSci** you must also take at least **120 credits at level 7**.

Note: (i) It does not matter from this point of view if modules are mathematics or from other departments.

(ii) For both degrees, you also must **not take more than 150 credits at level 4**.

All standard third year mathematics modules are at level 6: so are some of the standard second year options. You may need to check the level of modules from other departments. Most students will automatically take at least 90 credits at advanced level, but if you are doing a combined degree and/or taking outside options you may need to be careful about this. Some of the level 7 modules are available in Year 3 as well as in Year 4. It is recommended that MSci students take at least one level 7 module in year 3 to give them more flexibility in choices in Year 4. All modules taken in Year 4 must be at level 7 or 6.

Further information:

Specific degree structures: <https://www.ucl.ac.uk/maths/current-students/current-undergraduates/degree-structures-and-options/specific-degree-structures>

Progression/graduation

In order to progress to the next year of the degree/graduate you need to pass all modules. Thus you need to:

- (i) pass 120 credits in year 1 to progress to year 2
- (ii) pass 240 credits to progress to year 3
- (iii) pass 360 credits to graduate with the BSc
- (iv) pass 360 credits and achieve an overall 2i or first class level to progress to year 4
- (v) pass 480 credits to graduate with the MSci.

This applies to both new and continuing students. However, please also see next section.

Condonement

Most fails can be **condoned**, i.e. counted as passes. Up to **30 credits** can be condoned each year, with a maximum for the whole degree of **60 credits**. Some modules are **non-condonable**: these are the compulsory first year maths modules, some other compulsory first year modules, and the fourth year project. If a module is not condoned (e.g. it is non-condonable, or you have too many fails), it may be re-sat, normally in the late summer assessment period (if more than 60 credits are failed, a student will need to re-sit in the following year).

You also need to have an overall mean mark of at least 40% for the year to progress/graduate.

[**NB** Students who started before 2018: past fail marks on any module will be condonable.]

Choice of options

More specific rules on choice of options are given on the departmental website at

<https://www.ucl.ac.uk/maths/current-students/current-undergraduates/degree-structures-and-options>.

See in particular the link to specific degree structures.

However, all choices must also follow the rules above.

Part-time study

- (i) Year 1/2: 60 credits are taken each year from the year 1 full-time diet;
- (ii) Year 3/4: 30 credits of compulsory modules and 30 credits of optional modules from the year 2 full-time diet are taken each year;
- (iii) Year 5/6: 60 credits from the full time year 3 diet are taken each year.

8.2 Projects, placements and study abroad

8.2.1 Finding projects

Second year project

Second year students will have the opportunity to take part in the second-year group project (remotely) during the last two weeks of term (28 May – 11 June).

Further details:

- [Second Year Project](#)

Fourth year project

The project is a central part of the fourth-year of the MSci degree: it is a compulsory module and is worth 30 credits (25% of the total for the year).

Further details:

- [Fourth Year Project](#)

8.2.2 Information on study abroad options

A limited number of students may be sent abroad under the auspices of the Study Abroad Programme. The International Office provides assistance and support. The department has an Erasmus exchange programme with Universite de Nantes and Universite de Bordeaux. It participates in the International Office Exchanges. Independent study abroad is not supported by the Mathematics Department.

Before contacting the Study Abroad Tutor Associate Prof Lars Louder (l.louder AT ucl.ac.uk), please read the information on the departments [study abroad pages](#), and on the college's website for information regarding studying abroad.

Further information:

- [Go Abroad](#)

8.2.3 Information on internships from UCL Careers

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

Further information:

- [Internships](#)

9 Tutorials and supervision

9.1 What students can expect in terms of academic and personal tutoring

Academic and Personal Tutoring

UCL is committed to providing all students with the academic guidance and personal support that they need to flourish as members of our active learning and research community. As part of the wider support infrastructure provided by a programme, every undergraduate or taught postgraduate student will be assigned a member of staff who can provide constructive academic and personal development guidance and support.

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

Further information:

- [Personal Tutors](#)

9.2 Transition Mentors

9.2.1 Transition Mentors

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

Further information:

- [UCL Transition Mentors](#)

10 Advice on choosing module options and electives

10.1 Choosing modules

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

10.1.1 Choosing Modules for 2023/24

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

10.1.2 New Process for Choosing Modules for 2023/24 (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.

10.1.3 UCL Module Catalogue

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

Further information:

- [Module Catalogue](#)

Affiliate students will be advised of the process for selecting modules by their home department. Modules may need to be selected before enrolment, or after the student has arrived at UCL.

10.1.4 Module Selection and Verification Deadlines

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

Further information:

- [Module Registration](#)

10.1.5 Change of Module Selection

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

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

Further information:

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

10.2 Contact details for staff who can give advice

The Teaching and Learning Administrative team can be reached at math.ugteaching@ucl.ac.uk.

Harry Donnelly: Senior Undergraduate Teaching and Learning Administrator

- Email: h.donnelly@ucl.ac.uk

Vilma Dzewu: Senior Undergraduate Teaching and Learning Administrator

- Email: v.dzewu@ucl.ac.uk

Abdal Asif: Undergraduate Teaching and Learning Administrator

- Email: abdal.asif@ucl.ac.uk

Adam Slater: Undergraduate Teaching and Learning Administrator

- Email: adam.slater@ucl.ac.uk

11 Changes to Registration Status

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

Changes to Registration

Students wishing to make changes to their registration status should first discuss their plans with their Personal Tutor or Supervisor who can explain the options available and help students to make the right decision. Students should also ensure that they read the relevant sections of the UCL Academic Manual before making any requests to change their academic record.

Applications must be made in advance of the effective date of change.

11.1.1 Changing programme

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

Further information:

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

11.1.2 Withdrawing from a programme

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

Further information:

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

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

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

a new programme. The SLC must also be notified when there is a change in mode of study or when a student has returned from an interruption.

To inform the SLC of a change in your student status, a Change of Circumstance (CoC) form must be completed online by your Faculty. See the Key Contacts section for details of who to contact in the Faculty if you require a CoC form to be submitted on your behalf or if you have any related queries.

11.2 Key contacts in the department and faculty for assistance with any of the above

The Teaching and Learning Administrative team can be reached at math.ugteaching@ucl.ac.uk.

Eimear Hurley: Year 1 Student Advisor (SSW)

- Email: e.hurley@ucl.ac.uk

Jade Stewart: Student Welfare Adviser - Undergraduate Students (all years)

- Email: jade.stewart@ucl.ac.uk

Harry Donnelly: Senior Undergraduate Teaching and Learning Administrator

- Email: h.donnelly@ucl.ac.uk

Vilma Dzewu: Senior Undergraduate Teaching and Learning Administrator

- Email: v.dzewu@ucl.ac.uk

Adam Slater: Undergraduate Teaching and Learning Administrator

- Email: adam.slater@ucl.ac.uk

Abdal Asif: Undergraduate Teaching and Learning Administrator

- Email: abdal.asif@ucl.ac.uk

12 Progression, Award and Classification

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

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

Bachelors and Integrated Masters Degrees:

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

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

Further information:

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

12.2 How will marks be combined to reach a classification?

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

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

Bachelors and Integrated Masters Degrees:

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

Further information:

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

13 Information on assessment

13.1 How will students be assessed?

Assessment is predominantly by formal written exams, held in the summer term. Many courses have a coursework component (often worth 10% of the final grade). It is necessary to attend and do coursework satisfactorily in order to pass a course. If inadequate coursework is attempted, you may be considered "Not complete" and withdrawn from the exam, resulting in automatic failure of that course.

Further Information:

Assessment: <https://www.ucl.ac.uk/math/current-students/current-undergraduates/teaching-and-learning>

Exam information: <https://www.ucl.ac.uk/math/current-students/current-undergraduates/exam-information>

13.2 What are the marking criteria and learning outcomes?

The majority of mathematics assessment are exams-based. Assessments are set to enable students to demonstrate the extent to which they have attained and exceeded the intended learning outcomes of the particular modules that they are studying.

13.3 What marking scale is in use on the programme?

The Department uses a numeric marking scale for all of its assessments, following the regulations in the UCL Academic Manual, Chapter 4, Section 3.8: Marking Scales.

First year honours mathematics modules generally have a 15% coursework component, which is obtained from written coursework, online quizzes, participation and attendance. MATH0010 also has an in-course test which accounts for 5% of the final mark. MATH0011 has a 5% coursework component and 20% programming component. MATH0002 has no coursework but two multiple choice quizzes worth 15% each.

For all these first year modules, in order to pass the module you must obtain a mark of at least 40% in both the final mark (exam and coursework combined) and in the exam mark alone.

Second and third year, and ancillary modules, also typically have a coursework component. In all these modules, in order to pass you must obtain a mark of more than 40% for the final combined mark. Fourth year modules can also feature a coursework component. In these modules, in order to pass you must obtain a mark of more than 50% for the final combined mark. Students should refer to the syllabus documents for detailed information about the composition of assessment for each module.

Further information:

- Academic Manual: Module Assessment: <https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-3-module-assessment>

13.4 What is feedback, and how will students recognise it (questions in lectures, emails etc.)? How and when will students receive feedback on their work and what will it look like?

Students receive feedback on all items of assessed coursework, and on selected items of non-assessed work. Feedback may be given in tutorials, problems classes or electronically. It may take the form of verbal or written comments, individual discussions, group discussions, marker's answers, model answers or other solutions, and may be either personalised or in the form of general points that emerged from the class as a whole. These comments are intended to help you see what was done well and where there is room for improvement. For assessed work, the comments are also provided to help justify the grade awarded. Feedback will vary between modules and lecturers over the duration of the course. Students are invited to contact or arrange to meet with their personal tutor or lecturers during office hours if there are particular mathematical ideas, problems, or assessments that they would like to discuss individually. For more information about academic feedback in the Mathematics Department, please refer to the webpage below.

Further information:

- Academic Feedback: <https://www.ucl.ac.uk/maths/current-students/current-undergraduates/academic-feedback>

13.5 UCL Standard turnaround time for feedback

UCL Feedback Turnaround Policy

Regular feedback is an essential part of every student's learning. It is UCL policy that all students receive feedback on summative assessments within one calendar month of the submission deadline. This feedback may take the form of written feedback, individual discussions, group discussions, marker's answers, model answers or other solutions (although students should note that UCL is generally unable to return examination scripts). Students writing dissertations or research projects should also expect to receive feedback on a draft on at least one occasion.

If, for whatever reason, a department/division cannot ensure that the one calendar month deadline is met then they will tell students when the feedback will be provided - it is expected that the extra time needed should not exceed one week. Where feedback is not provided within the timescale, students should bring the matter to the attention of their Departmental Tutor or Head of Department.

Further information:

- [Academic Manual Chapter 4, Section 5: Assessment Feedback](#)
- For centrally organised assessments, instructions and Regulations on the Examinations and Awards website ([Centrally Provided](#))

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

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

- [Students' webpages](#)

13.6.1 Assessment Regulations

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

Further information:

- [Examinations and Assessments](#)

13.6.2 Intercollegiate Exams (If applicable)

UCL students taking examinations at other colleges as part of the University of London's intercollegiate module sharing scheme should refer to the Student Policy outlined in the Academic Manual, Chapter 8 (Annexe 11: "Intercollegiate Module Sharing with other University of London Colleges – Student Policy").

Further information:

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

13.7 Coursework Submissions

In many courses regular coursework is set. In most courses, this consists of problem sheets given out to be completed and handed in a week later. The lecturer will make it clear when and where coursework should be submitted. This is a very important part of the course – working on problems is one of the best ways of getting a good understanding of the topics.

The sheets can contain both assessed and unassessed questions. You are encouraged to attempt all questions. Some help with that will be available during synchronous classes. You should give in your solutions to the assessed questions on the date requested: your work will be marked and returned to you about one week later. You will receive model solutions for the assessed questions, and some of them may be gone over in class. It is important to look at your marked work (when returned) to see what you got right, what wrong and to note any comments from the marker.

All second year Mathematics courses and some third/fourth year courses also have coursework – assessed work may be given every week or less often. The lecturer will make it clear what work is assessed.

13.8 Information about penalties for late submissions

13.8.1 Coursework Late Submission Penalties

Planning, time-management and the meeting of deadlines are part of the personal and professional skills expected of all graduates. For this reason, UCL expects students to submit all coursework by the published deadline date and time, after which penalties will be applied.

If a student experiences something which prevents them from meeting a deadline that is sudden, unexpected, significantly disruptive and beyond their control, they should submit an Extenuating Circumstances (EC) Form. If the request is accepted, the student may be granted an extension. If the deadline has already passed, the late submission may be condoned i.e. there will be no penalty for submitting late.

Further information:

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

13.9 Information about absence from assessment

13.9.1 Absence from Assessment

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

Further information:

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

13.10 Information about the consequences of failure

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

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

Condonement

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

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

Further information:

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

Student Guides to Condonement

- [Undergraduate Student Guide to Condonement](#)

Reassessment

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

Further information:

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

Deferred Assessment

If an assessment has been affected by Extenuating Circumstances (ECs) students may be offered a Deferral i.e. a 'new first attempt' or a 'new second attempt'. If the student successfully completes a Deferral of their first attempt, their module marks will not be capped. If the student successfully completes a Deferral of their second attempt (i.e. they have ECs on a Resit or Repeat), their module marks will be capped at the Pass Mark (i.e. the existing cap will not be removed).

Further information:

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

13.11 Academic Integrity

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

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

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

The vast majority of students at UCL will maintain their Academic Integrity throughout their studies, but it is important to be aware that UCL may consider breaches to your Academic Integrity as an instance of Academic Misconduct. When Academic Misconduct occurs there can potentially be penalties imposed, and it is important to note that repeated breaches will be taken very seriously and could result in exclusion from UCL (see Academic Manual, Chapter 6, Section 9.3, web-link provided below). For students

who are unsure of what may be considered as Academic Misconduct, the procedures in Chapter 6 of the Academic Manual define all such behaviour and how this is taken forwards. UCL also has online tools available to help students identify what behaviours may be considered as Academic Misconduct.

Further information:

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

13.12 Information about academic integrity (plagiarism) in the discipline

Examination Irregularities and Plagiarism

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

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

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

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

Further information:

- Exams: <https://www.ucl.ac.uk/students/exams-and-assessments/exams>
- References & Plagiarism: <https://www.ucl.ac.uk/library/docs/guides/references-plagiarism>
- Academic Manual: <https://www.ucl.ac.uk/academic-manual/>

Students can also seek advice from the Students' Union Advice Service

- Advice Service: <https://studentsunionucl.org/help-and-advice/advice-service>

13.13 Information about Marking, Second-Marking and Moderation

All work that is submitted for summative assessment is marked by a UCL Internal Examiner or Assistant Internal Examiner. All UCL programmes also include second-marking and internal moderation processes to ensure that marking is consistent and fair. Second-marking can take a number of different forms depending on the type of assessment, but the overall aim is to ensure that marking is as accurate as possible. Internal moderation also helps UCL to ensure that marking is equitable across different modules, pathways, options and electives.

13.14 Information about the External Examiner process and how to access reports via Portico

External Examining at UCL

External Examiners are senior academics or practitioners from other universities who help UCL to monitor the quality of the education we provide to our students. In particular, External Examiners scrutinise the assessment processes on each programme, helping UCL to ensure that all students have been treated fairly, that academic standards have been upheld and that the qualifications awarded are comparable with similar degrees at other UK universities.

Each External Examiner submits an on-line annual report. Faculties and departments are required to reflect on any recommendations and address any issues raised in a formal response. The report and response are discussed with Student Reps at the Staff-Student Consultative Committee, and are scrutinised by faculty, department and institution-level committees. Students can access their External Examiner's report and departmental response via the "My Studies" page through their Portico account either through 'Module Assessment' or 'Summary of Results and Awards' or by contacting their Departmental Administrator in the first instance. On the same "My Studies" Portico page, students can also access UCL wide External Examiners reports for the last three years. For central queries relating to External Examining, please contact Student and Registry Services at examiners@ucl.ac.uk.

14 Learning resources and key facilities

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

14.1.1 UCL Library Services

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

Further information:

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

14.1.2 UCL Information Services Division (ISD)

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

- [Help and support](#)

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

- [Digital Skills Development](#)

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

- [LinkedIn Learning](#)

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

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

- [Kanopy](#)

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

- [Digital Education at UCL](#)

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

Departments may wish to highlight any subject specific software that is available to their students.

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

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

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

- [UCL Go](#)

14.1.3 UCL Centre for Languages & International Education (CLIE)

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

Further information:

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

14.1.4 Sustainable UCL

UCL launched its Sustainability Strategy in 2019 – one of the most ambitious across the UK higher education sector. It includes many headline commitments – to be a net zero carbon institution by 2030; to be single use plastic free; and that every student has the

opportunity to engage with sustainability during their time at UCL. The Sustainable UCL team offers students many different opportunities to learn about sustainability as part of their studies or extracurricular activities.

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

Further information:

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

14.2 How to access Moodle and support contacts

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

Further information:

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

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

14.3.1 Portico

Portico is the main UCL student information system which is used by all students for:

- Updating personal data such as addresses or contact numbers
- Completing online module registration
- Viewing information about programmes/modules
- Viewing module results
- Pre-enrolment and re-enrolment
- Applying for programme transfer
- Plan and record skills development
- Applying for graduation ceremonies

Further information:

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

15 Student support and wellbeing

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

15.1.1 UCL Student Support and Wellbeing

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

- [Student Support and Wellbeing](#)

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

15.1.2 The Student Enquiries Centre

Walk-in Service

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-Wednesday & Friday
10am to 4pm on & Thursday

Telephone Service

You can also contact us via our telephone service:

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

Telephone service hours:

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

askUCL

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

Accessing our self-service options

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

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

Further information:

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

15.1.3 Student Advisers for First Year Undergraduates

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

- [Student Advisers](#)

15.1.4 Disability, Mental Health and Wellbeing team

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

Further information:

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

15.1.5 Student Psychological and Counselling Services

Student Psychological and Counselling Services (SPCS) is dedicated to helping UCL students with personal, emotional and psychological concerns. The SPCS team is

diverse and consists of a variety of highly trained and experienced professionals, who offer short-term CBT and psychodynamic support. There are currently two psychiatrists and ten therapists on staff with varying kinds of psychological training and expertise.

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

Further information:

- [Student Psychological and Counselling Services](#)

15.1.6 International Student Support

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

Further information:

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

15.1.7 Study Abroad support

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

Further information:

- [Go Abroad](#)

15.1.8 Accommodation

UCL Accommodation provides a range of housing options which includes two Halls of Residence (catered), self-catered Student Houses and Intercollegiate Halls (both catered and self-catered) shared with other colleges of the University of London. Each Hall has a designated Warden supported by a number of live-in Student Residence Advisers (SRA) to provide support for students and to foster a positive environment within the accommodation.

Further information:

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

15.1.9 Financial support

The UCL Student Funding Office provides a central service aimed at supporting students with money matters. We can assist with scholarship, bursary and loan queries, and help signpost students to sources of funding. We also offer a range of resources and tips on

money management. The easiest way to access our information and guidance is online, but for students with more complex circumstances an appointment can be booked with one of our Student Funding Advisers.

Further information:

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

15.1.10 Student of Concern

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

- [Student of Concern](#)

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

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

15.2.1 Registering with a doctor

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

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

Further information:

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

15.2.2 Counselling, support and information helpline

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

Further information:

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

15.2.3 Crisis support - immediate and urgent help

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

- Attending an Accident & Emergency (A&E) department of a local hospital. University College Hospital is the nearest A&E department to UCL's main campus (this A&E department has a dedicated mental health unit)
- [University College Hospital](#)
- Calling 999 to request an ambulance if you are unable to reach the hospital yourself

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

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

Further information:

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

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

15.3.1 Equality, Diversity and Inclusion

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

The Equality, Diversity and Inclusion website brings together a range of information on issues relating to race, gender, religion and belief, sexual orientation, gender identity, and disability amongst other equalities initiatives at UCL.

Further information:

- [Equality, Diversity and Inclusion](#)

15.3.2 Inclusion Leads

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

Helen Higgins: Departmental Manager

- Email: h.higgins@ucl.ac.uk

Further information:

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

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

15.4.1 Bullying, harassment, sexual misconduct and/or domestic abuse

Every student and member of staff has a right to work and study without experiencing harm. Bullying, harassment, sexual misconduct and/or domestic abuse of one member of our community by another or others is never ok. UCL is working to eradicate these issues and seeks to promote an environment in which they are known to be unacceptable and where individuals have the confidence to raise concerns in the knowledge that they will be dealt with appropriately and fairly.

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

Unacceptable behaviour includes:

- Intimidating, hostile, degrading, humiliating or offensive behaviour which has the purpose or effect of violating a person's dignity or creating an intimidating environment.

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

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

Students can request to speak to all the following advisors:

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

Further information:

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

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

UCL will do its utmost to support anyone who has been, or is being, affected by sexual violence and/or domestic abuse. If a student would like to talk to somebody at UCL, the Student Support and Wellbeing Team can offer advice on the support available both internally and externally.

Further information:

- [Report and Support](#)

16 Employability and Careers

16.1 Information on UCL Careers

UCL Careers

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

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

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

Further information:

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

16.2 Entrepreneurship at UCL

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

Further information:

- [UCL Innovation and Enterprise](#)

17 Student representation

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

Students' Union UCL

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

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

Further information:

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

17.2 Student Clubs and Societies

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](#)
- The Augustus De Morgan (ADM) Mathematics Society:
<https://www.ucl.ac.uk/math/mathematics-society>

17.3 Information on Academic Representatives

Academic Representatives

Your Students' Union is there to make sure you have the best possible time while you're studying at UCL. One of the ways they do that is by working with departments and faculties to ensure that every student is represented and has a voice in the way that the university works.

Every student at UCL will have a Course Representative or a Research Student Representative who will be your eyes, ears, and voice. They'll work closely with staff in your department to make sure that they understand what you most value, and take action to deal with things you'd like to see improve. They'll also work with your Lead Department Representative as well as your Faculty Representatives and the Students' Union to make things better across the whole of UCL.

These Academic Representatives are appointed during early October – if you'd like to take up the role, staff in your department can tell you how. If you take up a representative role, the Students' Union will work closely with you to provide training, support, and advice, and you'll be able to change the experience of everyone on your course or in your department for the better.

Even if you don't fancy taking up a role yourself, keep an eye out for your chance to vote for which students you feel will do the best job.

Further information:

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

17.4 Role of the Staff-Student Consultative Committee

Staff-Student Consultative Committee

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

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

- **Mathematics Department ShapeUCL (formerly UNITU)** – for students to provide feedback on modules, teaching and exams.
- <https://ucl.unitu.co.uk/>

17.6 Students' Union Advice Service

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

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

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

Further information:

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

17.7 Informal and Formal Student Complaints

Student Complaints

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

17.7.1 Informal resolution

Many complaints can be resolved at an informal or local level without needing to submit a formal complaint. Students can speak to their Personal Tutor, Programme Leader, Departmental or Faculty Tutor, Course Representative, or Research Student Representative if they have any concerns about their programme. They can also speak to the UCL Student Mediator or the Students' Union's Advice Service. UCL strongly encourages this kind of resolution and does expect students to have attempted some form of informal resolution before making a formal complaint.

17.7.2 Formal complaints

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

Further information:

- [Academic Manual Chapter 6, Section 8: UCL Student Complaints Procedure](#)
- [Academic Manual Chapter 6, Section 7: UCL Academic Appeals Procedure](#)

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

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

18.1 The importance of feedback and how UCL uses the results

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.

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

Student Surveys

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

Further information:

- [You Shape UCL](#)

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

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

18.4 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).

Further information:

- [UCL ChangeMakers](#)

18.5 Student Quality Reviewers

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

Through the Student Quality Reviewer scheme, students can:

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

Further information:

- [Student Quality Reviewers](#)

19 Sport and Physical Activity

19.1.1 TeamUCL

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

- [Welcome to TeamUCL](#)

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

- [TeamUCL Elite Athlete Support Programme](#)

19.1.2 Project Active

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

- [Project Active](#)

19.1.3 Bloomsbury Fitness

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

- [Bloomsbury Fitness](#)

20 Volunteering Services

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

20.1.1 Volunteering Services

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

The Service runs three main programmes:

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

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

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

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

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

Further Information

- [Volunteering Services](#)

21 Data Protection and Intellectual Property

21.1 How UCL uses student information, for what purposes, and the steps taken to safeguard this information; Where to find information security, intellectual property and email policies; Information on how to enquire or make a related complaint

How UCL uses student information

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

Further information:

- [UCL General Student Privacy Notice](#)
- [Privacy notice for COVID-19 NHS Test & Trace data collection](#)
- [UCL Information Security Policies](#)
- [UCL Electronic \(email\) policy](#)
- [Data Protection](#)
- [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

22 Health, Safety and Security

22.1 UCL Health, Safety and Security information

Health, Safety and Security at UCL

UCL's overall objective is to provide and maintain a safe and healthy environment for staff, students, people who work with UCL and those who visit. Health and safety is an integral part of the way in which UCL's activities are managed and conducted.

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

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

In an emergency:

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

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

Safezone App:

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

Further information:

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

23 After study

23.1 Information on degree certificates and transcripts

23.1.1 Degree Certificates

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

Further information:

- [Degree Certificates](#)

23.1.2 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.

Affiliate students (if applicable):

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

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

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

Further information:

- [Transcripts](#)

23.2 Information about the HEAR

Higher Education Achievement Report (HEAR)

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

Further information:

- [Higher Education Achievement Report](#)

23.3 Graduation Ceremonies

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

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

Further information:

- [Graduation Ceremonies](#)

23.4 Information on UCL Alumni activities and key contacts

UCL Alumni Community

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

Further information:

- [UCL Alumni](#)
- Mathematics Alumni De Morgan Association: <https://www.ucl.ac.uk/math/alumni>