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1 Welcome to UCL
1.1 Provost’s Welcome

Dear students

To those of you who are returning, welcome back. To those of you who are new, congratulations for choosing UCL as your university. Whatever your degree programme, your UCL education offers fantastic opportunities to stretch your intellect, expand your experience and develop your skills. And you are in London, which was this year recognised by QS as the best city in the world for students.

We want you to learn how to think, not what to think: through our Connected Curriculum you have the opportunity to take part in research and enquiry and to create new knowledge. Your programmes are informed by the work of UCL’s world-leading researchers and are designed to develop your skills of analysis and problem-solving, preparing you for your career, wherever it takes you. At UCL, we believe the best way to solve a problem is to bring together thinking from different academic disciplines. This is reflected in the UCL Grand Challenges, our joined-up approach to the world’s most pressing problems. Most of our degrees allow you to take elective modules from other disciplines within UCL and we encourage language study, to bring new perspectives to your studies.

I warmly encourage you to shape your journey at UCL. Take our university-wide surveys and make your voice heard. Become a ChangeMaker or an Academic Representative and work in partnership with academics to make your programme of study even better.

You’ll also have opportunities to learn outside your degree programme. Participate in our Global Citizenship Programme, exploring ways of addressing some of the world’s most pressing challenges in the two weeks of summer term following exams. Get involved with amazing volunteering opportunities (coordinated by the Volunteering Services Unit) and make a difference locally. Investigate opportunities for entrepreneurship through UCL Innovation and Enterprise.

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

Professor Michael Arthur
UCL President and Provost

2 Introduction to the department and faculty
2.1 Introduction to the department and its history

UCL has educated doctors since 1834 and the medical school sits in the heart of London. Working closely with several major teaching hospitals – including University College London Foundation Trust, the Great Ormond Street Hospital for Children, the National Hospital for Nervous Diseases (Queens Square), the Royal Free Hospital and Moorfields Eye Hospital, it provides truly world class medical education.

Many UCL Medical School alumni have gone on to become high-profile figures and leaders of the medical profession across the globe, including the most recent Presidents of the Royal College of Physicians, the Royal College of Surgeons and the Chair of the General Medical Council.

The Medical School is currently ranked 10th in the world in the QS World University Rankings (2018) and 7th in the UK by the Complete University Guide 2018.

Explanation of the relationship between department and faculty
UCL is made up of four Schools; each School is then split into Faculties which are further divided into Institutes and Divisions (or departments).

UCL Medical School is part of the School of Life and Medical Sciences (SLMS), the largest of UCL’s Schools, which is a major biomedical research centre and a leader in medical and health research (ranked number 1 in the UK for medical research - REF 2014).

The School of Life and Medical Sciences brings together four UCL Faculties to create one of the largest and most renowned groupings of academics in biomedical, life and population health sciences:

- Faculty of Brain Sciences
- Faculty of Life Sciences
- Faculty of Medical Sciences
- Faculty of Population and Health Sciences

The Faculty of Medical Sciences brings together the UCL Medical School and five other UCL Divisions and Institutes, creating a powerhouse of medical science research and education:

- UCL Cancer Institute
- UCL Eastman Dental Institute
- UCL Division of Infection and Immunity
- UCL Division of Medicine
- UCL Division of Surgery & Interventional Science
- UCL Medical School

2.2 Key staff members within the department and faculty

The Division of UCL Medical School is proud to have been awarded an Athena Swan silver award (2014) for good employment practices for women working in Science, Technology, Engineering, Maths and Medicine (STEMM) in higher education and research.

The Medical School houses the prestigious and long established MBBS undergraduate medicine programme. Three other centres within the Medical School house our postgraduate education programmes, our education research activity and our international consultancy unit.

Here you can find out more about our academics and researchers, and our Clinical Teaching Fellows.

Working alongside our academics are a dedicated team of Professional Services staff who support our full spectrum of activity.

A full list of divisional staff and their contact details can be found on our Current MBBS Students website at: https://www.ucl.ac.uk/medical-school/current-mbbs-students(mbbs-management-and-academic-contacts-and-in-year-Moodle-sites.

MBBS Management is the Medical School’s central professional services team responsible for co-ordinating the MBBS programme and for liaising with the large number of contributing module and placement academics and administration teams across SLMS and our NHS Provider Trusts. The main MBBS Management team is located in the Medical School Building, 74 Huntley Street which is open to students from 9am-5pm each day. MBBS Management works in four teams responsible for:

- Years 1-3
- Years 4-6
- Clinical and Professional Practice/Quality Assurance
- Medical Student Support and Records
Contact with the teams is via generic email addresses to enable the team to provide the most efficient and effective service for students.

- **Year 1:** mbbsy1@ucl.ac.uk
- **Year 2:** mbbsy2@ucl.ac.uk
- **Year 3:** medsch.mbbsy3@ucl.ac.uk
- **Year 4:** medsch.year4@ucl.ac.uk
- **Year 5:** medsch.year5@ucl.ac.uk
- **Year 6:** medsch.year6@ucl.ac.uk
- **Clinical & Professional Practice:** medsch.cpp@ucl.ac.uk
- **Student Support appointments and queries:** medsch.student-support@ucl.ac.uk
- **Personal Tutors issues:** medsch.ptutors1-6@ucl.ac.uk
- **Elective approval:** medsch.elective-approval@ucl.ac.uk

### 3 Departmental staff related to the programme

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

The MBBS is a long and complex programme. A significant number of staff are involved in co-ordinating the horizontal and vertical modules that make up the programme. The Programme Lead is Professor Deborah Gill and the Head of MBBS Management is Gaynor Jones. A full list of academic leads and professional services staff involved in the MBBS programme can be found on our Current MBBS Students website at [http://www.ucl.ac.uk/medical-school/staff-students/mbbs-contacts](http://www.ucl.ac.uk/medical-school/staff-students/mbbs-contacts), in Year Study Guides and on Year Moodle sites.

An outline of roles and responsibilities can be found on our Current MBBS Students website at: [http://www.ucl.ac.uk/medical-school/staff-students/committees](http://www.ucl.ac.uk/medical-school/staff-students/committees)

### 4 Key dates

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

##### 4.1.1 UCL Term Dates (For Years 1, 2 and 3): 2018/19

<table>
<thead>
<tr>
<th>Term</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Term</td>
<td>Monday 24 September 2018 – Friday 14 December 2018</td>
</tr>
<tr>
<td>Second Term</td>
<td>Monday 07 January 2019 – Friday 22 March 2019</td>
</tr>
<tr>
<td>Third Term</td>
<td>Tuesday 23 April 2019 – Friday 07 June 2019</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christmas College Closure</td>
<td>Close 5.30pm Friday 21 December 2018</td>
</tr>
<tr>
<td></td>
<td>Open 9.00am Wednesday 02 January 2019</td>
</tr>
<tr>
<td>Easter College Closure</td>
<td>Close 5.30pm Tuesday 16 April 2019</td>
</tr>
<tr>
<td></td>
<td>Open 9.00am Tuesday 23 April 2019</td>
</tr>
<tr>
<td>Bank Holidays</td>
<td>Closed - Monday 06 May 2019</td>
</tr>
<tr>
<td></td>
<td>Closed - Monday 27 May 2019</td>
</tr>
<tr>
<td></td>
<td>Closed - Monday 26 August 2019</td>
</tr>
</tbody>
</table>

**Medical School MBBS Term Dates** (For Years 4, 5 and 6): 2018/19 can be found at: [http://www.ucl.ac.uk/medical-school/staff-students/general-information/dates/](http://www.ucl.ac.uk/medical-school/staff-students/general-information/dates/)

**Further UCL information:**
- **Term dates 2018/19**
4.1.2 Module Selection and Verification Deadlines

For MBBS Years 1, 2, 4, 5, and 6, module registration for all students for all core modules, all student selected components and all clinical placements is undertaken by the MBBS Management team. Details of the allocation process and deadlines for submitting preferences for student selected components and clinical placements can be found in the relevant Year Moodle Sites.

4.1.3 UCL Examination Periods 2018-19

Examination Period: 25 April to 7 June 2019
Late Summer Assessment Period: TBC by UCL

Medical School MBBS examination periods 2018/19 can be found at: [http://www.ucl.ac.uk/medical-school/staff-students/general-information/dates/](http://www.ucl.ac.uk/medical-school/staff-students/general-information/dates/).

4.2 Department- and faculty-level events and key dates

Medical School events and key dates can be found in the relevant Year Moodle Sites and Current MBBS Students website.

4.3 How UCL and the department will communicate with students (Central and Local)

UCL will communicate with students via:

- **UCL student email** – Students should check their UCL email regularly.
  
  Hyperlink: [UCL student email](mailto:)

- **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.
  
  Hyperlink: [UCL Moodle](mailto:)

- **myUCL** – A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.
  
  Hyperlink: [myUCL](mailto:)

- **UCL Instagram** – UCL’s official Instagram channel, featuring news, events, competitions and images from across the UCL community.
  
  Hyperlink: [UCL Instagram](mailto:)

- **@ucl Twitter channel** – Sharing highlights of life at UCL from across UCL’s diverse community.
  
  Hyperlink: [@ucl Twitter channel](mailto:)

Under the MBBS communications policy with which all staff who contribute to programme management are asked to comply, communications with students will be via:

- **UCL student email** – Students should check their UCL email regularly.
- **UCL Moodle** – UCL’s online learning space, used by module organisers, programme leaders, departments and faculties to provide essential information in addition to learning resources.
- Outlook Calendars – for placement timetables with subscription details notified 2 weeks prior to each placement.
The Communications Policy was drawn up in collaboration with Medical Student Representatives and can be found on the Current MBBS Students website at: http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#communications. Students are asked to report failure to comply with the policy via Student Evaluation Questionnaire feedback or to the MBBS Quality Assurance team so that the MBBS Leadership Team and Central MBBS Management Team can intervene with staff who fail to meet these standards.

5 Hours of Study

5.1 Hours of study (Central and Local)

The required hours of study for the MBBS, including personal study time, can be found in the Attendance and Engagement section of the A-Z of policies on the Current MBBS Students website at: https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#attendance

This time is made up of formal learning and teaching events such as lectures, seminars, tutorials, placements, as well as independent study.

5.2 Personal study time

Medical students are expected to spend a minimum of ten hours per week in additional study outside the prescribed course.

5.2.1 Attendance requirements

Attendance Requirements

UCL expects students to aim for 100% attendance, and has a minimum attendance requirement of 70% of scheduled learning, teaching and assessment activities. If a student does not meet this requirement they may be barred from summative assessment.

Further information:
- Academic Manual Chapter 3, Section 3: Attendance and Absence
- Academic Manual Chapter 6, Section 4: Learning Agreements, Barring, Suspensions and Termination of Study

Tier 4 students: Absence from teaching and learning activities

In line with UCL’s obligations under UK immigration laws, students who hold a Tier 4 visa must obtain authorisation for any absence from teaching or assessment activities. UCL is required to report to UK Visas and Immigration (UKVI) and engagement monitoring is undertaken by departments at regular points during a student’s registration. 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:
- Academic Manual Chapter 3, Section 3: Attendance and Absence
- UCL Immigration and Visas

6 Our expectations of students

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 conduct themselves at all times in a manner that does not bring UCL into disrepute. Students should ensure they read and familiarise themselves with UCL’s Student
Code of Conduct and other related policies and should be aware that any inappropriate behaviour may lead to actions under UCL’s Student Disciplinary Procedures.

Further information:

- UCL Code of Conduct for Students
- UCL Disciplinary Code and Procedure in Respect of Students
- UCL Policy on Harassment and Bullying
- UCL Code of Practice on Freedom of Speech
- Religion and Belief Equality Policy for Students
- Medical School Student Code of Conduct

7 Programme structure

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

An overview of the structure and duration of the MBBS programme can be found in the MBBS Programme Summary in Portico and at:

http://www.ucl.ac.uk/medical-school/staff-students/course-information

Details of the programme of study in each year can be found in the relevant year Moodle sites.

7.2 Projects, placements and study abroad

7.2.1 Finding projects

Where applicable to MBBS modules, details are set out in the relevant Year Moodle site or provided by educational supervisors when students rotate to each clinical placement/student selected component.

Where applicable to Year 3/IBSc programmes, details are set out by local IBSc administrators on the relevant IBSc departmental website/Moodle site.

7.2.2 Information on placements

Full details of MBBS clinical placement arrangements and requirements are set out in the relevant Year Moodle site.

7.2.3 Information on study abroad options

Information about MBBS elective placements and the approval process can be found on the Current MBBS Students website at: http://www.ucl.ac.uk/medical-school/staff-students/course-information/year-6/electives and in the Year 5 and Year 6 Moodle sites.

7.3 Professional accreditation (if applicable)

7.3.1 Details of any professional accreditation and associated requirements integrated into the programme and requirements for students

The MBBS degrees which are awarded at the end of the undergraduate course are currently a primary medical qualification (PMQ). Holding a PMQ entitles you to provisional registration with the General Medical Council, subject only to its acceptance that there are no Fitness to Practise concerns that need consideration. Provisional registration is time limited to a maximum of three years and 30 days (1125 days in total). After this time period your provisional registration will normally expire. In 2022, the General Medical Council is introducing a Medical Licensing Assessment which all UK medical graduates will need to pass, in addition to their undergraduate medical degree, to be granted registration with a licence to practise.
8 Tutorials and supervision

8.1 What students can expect in terms of academic and personal tutoring (Central and Local)

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 and identity of their personal tutor, the date of their first meeting, and where and when the personal tutor can be found in term time. Students are encouraged to be proactive in engaging with their Personal Tutor, as it is the responsibility of the student to keep in touch.

In the Medical School, each student is allocated to a Personal Tutor for Years 1-3 and for Years 4-6. Full details of the Medical Student Personal Tutor scheme can be found on the Current MBBS Students Student Support website at: https://www.ucl.ac.uk/medical-school/current-mbbs-students/student-support/personal-tutors. The contact for information about Medical School Personal Tutors is: medsch.ptutors1-6@ucl.ac.uk.

Additionally, as the MBBS is a long and complex programme which draws on teaching commissioned from the SLMS Faculties of Life, Brain, Medical and Population Health Sciences and on clinical training commissioned from numerous Central and Associated NHS Trusts, Community and Primary Care Provider Trusts and other private providers, the MBBS leadership and NHS clinical structures provide additional support: each year of the programme has an Academic Year Lead, a Deputy Year Lead, individual Module Leads and Deputy Module Leads, each of whom may be approached for academic guidance; each clinical placement provides a named educational supervisor whose details will be provided by local placement administrators as students rotate to each.

Medical Student Support Services

The Medical School has an extensive student support service which is led by the Divisional Tutor and a team of Medical Student Support Tutors working in collaboration with a team of professional services staff led by the Head of Medical Student Support and Records. The professional services team is based in the Medical School Building at 74 Huntley Street. Clinics are held each day and appointments to see a Medical Student Support Tutor are booked via medsch.student-support@ucl.ac.uk.

Full details of Medical Student Support Services can be found on the Current MBBS Students website at: http://www.ucl.ac.uk/medical-school/staff-students/student-support/#student-support.

Further UCL information

- Personal Tutors

8.2 Transition Mentors

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

Further information:

- UCL Transition website
Advice on choosing module options and electives

9.1 Choosing modules

For the MBBS programme, all modules are core and students do not need to participate in UCL’s module registration process. Student Selected Components in Years 1, 2 and 6 are managed by the relevant year team in the Medical School’s central MBBS Management Team. Details of the process for submitting preferences can be found in the relevant Year Moodle Sites.

10 Changes to Registration Status

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

Changes to Registration

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

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

10.1.1 Changing programme

If a student wishes to transfer from one UCL degree programme to another, they must make a formal application. The usual deadline for change of degree programme during the academic session is the end of October each year (for students registering in September, with a later date for students registering in January) to be compatible with module selection deadlines, although later transfers may be possible, where the transfer does not affect module selections. Students should log in to their Portico account and complete the online application under the 'C2RS Home' menu. 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

Please note that students from other programmes cannot transfer into the MBBS.

10.1.2 Interruption of studies

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

Further information:
- Interrupting or withdrawing from your studies
- Academic Manual Chapter 3, Section 5: Interruption of Study

10.1.3 Withdrawing from a programme

If a student wishes to leave their degree programme prior to completing their final examinations they must apply for a formal withdrawal from their studies. Applications must be made in advance of the effective date of change. Students should log in to their Portico account and complete the online application under the 'C2RS Home' menu.

Further information:
- Interrupting or withdrawing from your studies
- Academic Manual Chapter 3, Section 8: Withdrawing from a programme
10.1.4 Informing the Student Loans Company of changes to your student status

If a student makes a change to their programme or registration status during the 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.

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

Medical students seeking advice may request advice from the Medical Student Support Team or an appointment with a Medical Student Support Tutor via medsch.student-support@ucl.ac.uk

11 Progression, Award and Classification

11.1 Information on how a student progresses through the programme – what does a student need to complete and pass to be awarded a degree; what are the criteria for condonement (if applicable), 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.

Programme-specific Progression and Award Requirements

Full details of the requirement for the MBBS can be found in the Format of Assessments and Schemes of Award on the Current MBBS Students website at https://www.ucl.ac.uk/medical-school/current-mbbs-students/assessment-and-prizes and in each Year Moodle Site. Portfolio requirements can be found at: http://www.ucl.ac.uk/medical-school/staff-students/course-information/portfolio/eportfolio.

Further information:
- Academic Manual Chapter 4, Section 9: Progression and Award

11.2 Information on 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.

Please note that Condonement does not apply in MBBS mark schemes.

Further information:
- Academic Manual Chapter 4, Section 9: Progression and Award
11.3 Modern Foreign Language requirement

Modern Foreign Language Requirements

UCL is committed to Modern Foreign Language education and requires all UK Honours Degree students to enter UCL with, or have developed by graduation, a basic level of language competence. Students who fail to satisfy the requirement by the end of their programme will not be eligible for the award of an Honours Degree. Students should speak to their personal tutor or programme leader in the first instance if they have any questions about the requirement.

Please note that for the MBBS, the foreign language requirement can be addressed through a Student Selected Component in Year 1 or Year 2.

Further information:
- Modern Foreign Language Requirements

11.4 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 to be confirmed) defines the Classification Schemes for each qualification.

The MBBS is a non-classified degree. Details of the degree award are set out in the MBBS mark schemes referenced above.

The IBSc is classified according to UCL’s Progression and Award Requirements as set out in the Academic Manual.

12 Information on assessment

12.1 How will students be assessed?

Full details of Medical School assessments and schemes of award can be found on the Current MBBS Students website at: http://www.ucl.ac.uk/medical-school/staff-students/assessments and at: http://www.ucl.ac.uk/medical-school/staff-students/course-information/portfolio; and on the relevant Year Moodle sites.

12.2 What are the marking criteria and learning outcomes?

Details of the marking criteria applied during MBBS modules are issued by the Module Leads/Module Managers responsible for the coursework and can be found on the relevant Module Moodle sites.

12.3 What marking scale is in use on the programme?

Full details of the MBBS Schemes of Award for summative assessments can be found on the Current MBBS Students website at: http://www.ucl.ac.uk/medical-school/staff-students/assessments and in Year Moodle sites.

12.4 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?

Details of assessment feedback and other feedback opportunities in the MBBS programme can be found on the Current MBBS Students Assessments webpage at: http://www.ucl.ac.uk/medical-school/staff-students/assessments. Further information is provided in instructions for Portfolio items where appropriate and in Case of the Month guidance.

12.5 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 8: Assessment Feedback

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

Examinations

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

- Examinations Guide for Candidates

Students should pay particular attention to the regulations around examination irregularities. Students who are suspected of any form of cheating or of breaching the Examination Regulations will be investigated under UCL’s Examination Irregularities and Plagiarism procedures.

Additional information specific to MBBS examinations and including OSCEs can be found in the Medical School’s Examinations Guide for Candidates on the Current MBBS Students website at: http://www.ucl.ac.uk/medical-school/staff-students/assessments.

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

Medical School information about coursework submissions is provided by the Module Leads and Module Administrators responsible for issuing each piece of coursework. Information about Portfolio requirements and Case of the Month submissions can be found on the relevant Year Moodle Sites.

12.8 Information about penalties for late submissions

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.
Medical School information about submission of extenuating circumstances potentially affecting coursework or assessments can be found in Current MBBS Students Assessments website at: http://www.ucl.ac.uk/medical-school/staff-students/assessments and in the A-Z of Medical School policies at: http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#exten_circum

Further information:
- Academic Manual Chapter 4, Section 3: Module Assessment
- Academic Manual Chapter 4, Section 6: Extenuating Circumstances

12.9 Information about absence from assessment

Absence from Assessment

Any student who is absent from an assessment will receive a mark of zero unless they obtain authorisation for the absence and formally defer their assessment to a later date by submitting a request for Extenuating Circumstances:

Further information:
- Academic Manual Chapter 4, Section 6: Extenuating Circumstances

Absences from assessment need to meet the criteria for Extenuating Circumstances and be supported by appropriate evidence. If Extenuating Circumstances are not approved, the mark of zero will stand.

In line with UCL’s obligations for students studying under a visa, Tier 4 students must also obtain authorisation for any absence from teaching or assessment activities under the Authorised Absence for Students on a Tier 4 Visa procedures.

Further information:
- Academic Manual Chapter 3, Section 3: Attendance and Absence

12.10 Information about word counts and penalties

Assignment briefs will include clear instructions about word counts, the inclusion of footnotes, diagrams, images, tables, figures and bibliographies etc. Students are expected to adhere to the requirements for each assessment. Students exceeding these parameters may receive a reduction in marks.

Further information:
- Academic Manual Chapter 4, Section 3: Module Assessment

12.11 Information about the consequences of failure

Medical School information about the consequences of failure, including eligibility for further attempts and arrangements for resit attempts are set out in the MBBS Schemes of Award for each year of the programme on the Current MBBS Students website at: http://www.ucl.ac.uk/medical-school/staff-students/assessments and in the Year Moodle sites.

Reassessment and Deferred Assessment

*In the MBBS, all modules and assessments are integrated and candidates must pass all parts at the same sitting. UCL’s rules below for Reassessment do not therefore apply.*

The Programme Summary describes the modules which students must pass in order to achieve their degree. Where a student fails to meet these requirements the Consequences of Failure regulations in the UCL Academic Manual (Chapter 4, Section 11: Consequences of Failure) apply.
If a student fails one or more modules the Board of Examiners may offer them a Reassessment opportunity. Depending on the amount of failure, this may take the form of either a Resit 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% for modules at UG Level/ Levels 4, 5 and 6; 50% for PGT modules at Masters Level/ Level 7. Students are permitted a maximum of two attempts at any given 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).

There are some circumstances in which students will not be offered another attempt:

- If students are eligible for Condonement their marks will be Condoned and they will not be offered a Resit (however if a student has Extenuating Circumstances the Condonement Criteria won’t be applied until all Deferrals are complete).
- Students cannot be reassessed in a passed module (unless they have valid Extenuating Circumstances).
- Students might not be allowed a second attempt if they have been excluded for academic insufficiency, academic misconduct or disciplinary issues.

Further information:
- [Academic Manual Chapter 4, Section 11: Consequences of Failure](#)
- [Academic Manual Chapter 4, Section 6: Extenuating Circumstances](#)

12.12 Absence from assessment

Any student who is absent from an assessment without prior permission will receive a mark of 0/ Grade F and will be considered to have made an attempt.

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

12.13 Information about accepted referencing methods on the programme

Information relevant to the MBBS programme is issued by the Module Lead and Module Manager responsible for issuing pieces of coursework to which this is applies.

IBSc information is issued by the relevant IBSc department and students should refer to the relevant IBSc websites/Moodle sites.

12.14 Information about academic integrity (plagiarism) in the discipline

The Medical School works within UCL’s policy, detection system, definition and penalties set out below.

Additionally MBBS students should be aware that plagiarism may constitute a fitness to practise offence. Full details of the School of Life and Medical Sciences and Medical School guidance relating to Fitness to Practice can be found in the A-Z of policies on the Current MBBS Students website at: [https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#fitness_practise](https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#fitness_practise)

[https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#copb](https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#copb)
12.15 Information about UCL’s examination irregularities and plagiarism procedures

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:

- Academic Manual Chapter 6, Section 9: Examination Irregularities and Plagiarism Procedure
- Library Guide to References, Citations and Avoiding Plagiarism
- Plagiarism

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

- Students’ Union Advice Service

Medical Students should also be aware that examination irregularities including plagiarism may also constitute a fitness to practise concern. Details of the School of Life and Medical Sciences and the Medical School’s Fitness to Practise policies and procedures can be found in the A-Z at: https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#fitness_practise and https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#copb

12.16 Information about research ethics, approvals process, code of conduct, etc. on the programme

Medical School information can be found in the A-Z of policies at: http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#drug-studies and http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#research-project-recruitment

12.17 Information about Marking, Second-Marking and Moderation (Central and Local)

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 rigorous 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.

*This does not apply to MBBS assessments where:*

- summative written assessments are computer marked
- clinical assessments are marked by internal examiners of a level of seniority appropriate to the station and who have undertaken OSCE training.

**12.18 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 their Portico account or by contacting their Departmental Administrator in the first instance or Student and Registry Services directly at examiners@ucl.ac.uk.

**13 Extenuating Circumstances and Reasonable Adjustments**

**13.1 Information about Reasonable Adjustments**

**Reasonable Adjustments**

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

**Further information:**
- [Academic Manual Chapter 4, Section 5: Reasonable Adjustments](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#reasonable-adjustment)
- [Student Disability Services](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#support-cards)

**Medical School** guidance for reasonable adjustments at written and clinical assessments can be found in the A-Z of policies on the Current MBBS Students website at:

- [http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#reasonable-adjustment](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#reasonable-adjustment)
- [http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#support-cards](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#support-cards)

**13.2 Information about Special Examination Arrangements**
Special Examination Arrangements

Special Examination Arrangements (SEAs) are adjustments to central or departmental written examinations which can be made as a Reasonable Adjustment for students with a disability or longer-term condition or as a form of mitigation for students with shorter-term medical Extenuating Circumstances. This may include, but is not limited to extra time, a separate room, rest breaks and specialist equipment. Students must make an application to use the special examination facilities.

Further information:
- Special Exam Arrangements
- Academic Manual Chapter 4, Section 4: Examinations
- Student Disability Services
- Academic Manual Chapter 4, Section 5: Reasonable Adjustments

Medical School guidance specific to Special Examination Arrangements at practical and clinical assessments can be found in the A-Z of policies on the Current MBBS Students website at: http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#saa

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

Illness and other Extenuating Circumstances

UCL recognises that some students can experience serious difficulties and personal problems which affect their ability to complete an assessment such as a sudden, serious illness or the death of a close relative. Students need to make sure that they notify UCL of any circumstances which are unexpected, significantly disruptive and beyond their control, and which might have a significant impact on their performance at assessment. UCL can then put in place alternative arrangements, such as an extension or a deferral of assessment to a later date. The Extenuating Circumstances Panel will determine the nature and timing of the deferral, which may be offered with or without tuition/ attendance.

Longer-term conditions

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

- Academic Manual Chapter 4, Section 5: Reasonable Adjustments
- Academic Manual Chapter 4, Section 4: Examinations
- Student Disability Services
- Academic Manual Chapter 3, Section 5: Interruption of Study
- Student Psychological Services
- Student Support and Wellbeing
- Academic Manual Chapter 6: Section 3: Fitness to Study Procedure
- UCL Student Mental Health Policy

Further information:
- Academic Manual Chapter 4, Section 6: Extenuating Circumstances
- Academic Manual Link Chapter 4, Annex 4.1.1: Grounds for Extenuating Circumstances

13.4 Information on fitness to study

Support to Study Policy and Fitness to Study Procedure
Students with physical or mental health concerns are encouraged to make contact with the available support services as early as possible so that UCL can put in place reasonable adjustments to support them throughout their studies. However there may be occasions when a student’s physical or mental health, wellbeing or behaviour is having a detrimental effect on their ability to meet the requirements of their programme, or is impacting on the wellbeing, rights, safety and security of other students and staff. In such cases UCL may need to take action under the Fitness to Study Procedure.

Further Information:

- [Academic Manual Chapter 6: Section 3: Fitness to Study Procedure](#)
- [Student Disability Services](#)
- [Student Psychological Services](#)
- [Student Support and Wellbeing](#)
- [Academic Manual Chapter 6, Section 4: Learning Agreements, Barring, Suspensions and Termination of Study](#)
- [UCL Disciplinary Code and Procedure in Respect of Students](#)
- [UCL Student Mental Health Policy](#)

13.5 Information on local fitness to study or practise policies (if applicable)

Medical School and GMC guidance can be found on the Current MBBS Students website at: [http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#fitness_practise](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#fitness_practise) and [http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#copb](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#copb) and [http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#good-med-practice](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#good-med-practice)

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

Medical students seeking advice may request an appointment with a Medical Student Support Tutor via medsch.student-support@ucl.ac.uk

14 Learning resources and key facilities

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

**UCL Library and Learning Resources**

14.1.1 UCL Library Services

UCL has 19 libraries and a mixture of quiet study spaces, bookable study rooms and group work areas. Each library has staff that students can ask for help. The UCL Library Services page has information for students about using the library, services available, electronic resources and training and support.

Further information:
- [Library information for students](#)

14.1.2 UCL Information Services Division (ISD)

The UCL Information Services Division (ISD), the primary provider of IT services to UCL, offers IT learning opportunities for students and staff in the form of ‘How to’ guides which provide step-by-step guidance to all of ISD’s key services, including email and calendar services, user IDs and passwords, print, copy and scanning, wifi and networks.
There are also opportunities for Digital Skills Development through face-to-face training in areas such as data analysis, programming, desktop applications and more, along with individual support through drop-ins and via the ISD Service Desk:

- **Digital Skills Development**

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

- **Lynda.com**

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

- **Learning on Screen (“bob”)**
- **Kanopy**

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

- **E-learning services**

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

- **Laptop Loans**

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

- **Learning and Teaching Rooms and Spaces**
- **Map of Computer Workrooms**

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

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

- **ISD Software for Students**

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

### 14.1.3 UCL Centre for Languages & International Education (CLIE)

The UCL Centre for Languages & International Education (CLIE) offers courses in 12–13 foreign languages and English for Academic Purposes (EAP), across a range of academic levels to support UCL students, staff and London’s wider academic and professional community. CLIE provides modern foreign languages and EAP modules for UCL students, including courses satisfying UCL’s Modern Foreign Language requirements.
and degree preparation courses for international students. CLIE also offers UCL summer school courses. 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

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

Information about the Medical School and Trust resources available at each of our 3 central campuses can be found at: http://www.ucl.ac.uk/medical-school/about/campuses

14.3 How to access Moodle and support contacts

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

Further information:
- Moodle
- Moodle Frequently Asked Questions
- Moodle Quick Start Guide

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

Portico

Portico is the main UCL student information system which is used by all students for:
- Updating personal data such as addresses or contact numbers
- Completing online module registration
- Viewing information about programmes/modules
- Viewing examination timetables and results
- Pre-enrolment and re-enrolment
- Applying for programme transfer
- Applying for graduation ceremonies

Further information:
- Portico login
- Portico Helpdesk

15 Student support and wellbeing

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

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 Current Students Support 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.

Details of Medical Student Support Services may be found on the Current MBBS Students website.

15.1.1 The Student Centre

The Student Centre provides front-line administrative services to UCL students and is an excellent source of information about the services provided by Student Support and Wellbeing. They can also provide advice about a range of Student Records enquiries and fulfil requests for proof of student status.

Further information:
Student Centre website

15.1.2 Student Disability Services

Student Disability Services provide a comprehensive range of support services for students who have a disability which impacts upon their studies at UCL. They support students with physical and sensory impairments, specific learning difficulties, autistic spectrum disorders, mental health difficulties, and long-term health conditions. As well as arranging for adjustments to learning environments, the team loan out specialist equipment and provide one-to-one tutoring and support for students with specific learning difficulties.

Further information:
Student Disability Services

15.1.3 Student Psychological Services

Student Psychological Services is dedicated to helping UCL students with personal, emotional and psychological concerns. The Student Psychological Services 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.

Further information:
Student Psychological Services

15.1.4 International Student Support and Welfare

The International Student Support and Welfare Team provide specialist support and advice for all non-UK students at UCL. As well as immigration information, they help to support students through the transition to university in the UK by organising the International Student Orientation Programme (ISOP) at the start of each term, and arranging regular workshops for international students which tackle particular issues.

Further information:
International Student Support and Welfare

15.1.5 Accommodation

UCL Residences provides a range of accommodation options including three Halls of Residence, self-catered student houses and intercollegiate halls shared with other colleges of the University of London.
Each Hall has a Warden and Vice-Warden to support students and foster a positive environment within the accommodation.

**Further information:**  
[Wardens and Vice Wardens at UCL Residences](#)

### 15.1.6 Financial support

At UCL we understand students can face a range of financial issues. We aim to help and advise students as much as possible, so that they have more control over their own financial situation. The Student Funding Team offer online information and one-to-one support through appointments as well as a drop-in service. Students with a more complex or sensitive circumstances can make an appointment with the Student Funding Welfare Adviser.

**Medical School** financial assistance may be found on the [Current MBBS Students Website](#).

**Further information:**  
[UCL Financial Support](#)

### 15.1.7 Student of Concern

There are many sources of support for students who are having difficulties, but sometimes it is hard to know how to help a student who appears to be struggling, particularly if they seem unwilling or unable to seek the help they need. Anyone concerned about the behaviour of a student, who believes the problem may be related to health and wellbeing issues, is encouraged to complete the online [UCL Student of Concern Form](#). Depending on the concerns raised, Student and Registry Service may respond by offering support or advice to the student or the person who submitted the form, liaise with support services or, if necessary, work with the relevant authorities to ensure the student is safe.

**Further information:**  
[Student of Concern](#)

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

#### 15.2.1 Registering with a Doctor

Students are strongly encouraged to register with a doctor as soon as possible after they arrive in London so that they can access healthcare as quickly as possible if they become ill or injured. When attending a university in the UK students are also advised to be vaccinated against Meningitis C.

The [Ridgmount Practice](#) is a National Health Service (NHS) practice providing healthcare and dental services for students living within its catchment area (i.e. near the main UCL campus). Students can also choose to register with a practice closer to where they live if they prefer. The Ridgmount Practice also runs a Walk-in Surgery which any UCL student can attend, even if they are not registered with the practice.

**Further information:**  
[Register with a Doctor](#)  
[Ridgmount Practice website](#)

#### 15.2.2 Out-of-hours support and information helpline

UCL works in partnership with Care First to provide an out-of-hours support and information helpline. The helpline is free of charge and includes access to information specialists who are trained by Citizens Advice and to professionally-qualified and BACP-accredited counsellors who can help students with a range of emotional and psychological difficulties.
Further information:
Care First

15.2.3 Crisis support - immediate help

If a student is in crisis there are a range of UCL and external sources of help such as Nightline, Ridgmount Medical Practice, Hall Wardens, Student Psychological Services and the Samaritans.

Further information:
Crisis Support – immediate help

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

Equality and Diversity

UCL fosters a positive cultural climate where all staff and students can flourish, where no-one will feel compelled to conceal or play down elements of their identity for fear of stigma. 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 and Diversity website brings together a range of information on issues relating to race, gender, religion and belief, sexual orientation, and disability amongst other equalities initiatives at UCL.

Inclusion Leads (formerly Departmental Equal Opportunity Liaison Officers - DEOLOs)

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

The Inclusion Leads for the MBBS programme is Alison Crook, Head of Medical Student Support and Records – a.crook@ucl.ac.uk

Further information:
- Equality, Diversity and Inclusion
- Support for Pregnant Students
- Support for Student Parents
- Religion and Belief Equality Policy for Students
- LGBTQ+ Students
- UCL Chaplain and Inter-Faith Adviser
- Inclusion Leads (formerly DEOLOs)

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

15.4.1 Harassment and bullying

Every student and member of staff has a right to work and study in a harmonious environment. UCL will not tolerate harassment or bullying of one member of its community by another or others and promotes an environment in which harassment and bullying 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.

Further information:
15.4.2 Sexual misconduct

It is unacceptable for any person at UCL, whether staff or student, to be subjected to any unwanted and persistent behaviour of a sexual nature. UCL is working with the Students Union to implement a two-year action plan to tackle issues of sexual harassment and make sure that staff and students have access to relevant training. Any UCL student experiencing sexual harassment may access confidential support from a range of sources including their personal tutor or any other member of staff in their department or faculty who they trust, their Hall Warden, or a Students’ Union student officer. Support is also available from the trained staff in the Students’ Union Advice Service:

- **Students’ Union Advice Service**

or the UCL Student Mediator

- **UCL Student Mediator**

Further information:

- **Zero Tolerance to Sexual Harassment**

15.4.3 Support for students who have been affected by sexual violence

UCL will do its utmost to support anyone who has been, or is being, affected by sexual violence. 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:

- **Support for students affected by sexual misconduct and/or sexual violation**

16 Employability and Careers

16.1 Opportunities available, where and how to get advice, career planning tips

Full details of Medical School careers events and advice can be found at: https://www.ucl.ac.uk/medical-school/current-mbbs-students/student-support/supporting-your-career

16.2 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, and 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. These specialised services and events are available to graduates, international students and Master’s students for up to two years following course completion.

UCL Careers also supports work-related learning, including internships and placements. UCL students who are required to complete a placement or internship as part of certain courses are supported in their search, application, and work by UCL Careers. Students can also sign up for UCL Talent Bank, a shortlisting service connecting students to small and medium sized organisations.
16.3 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 Careers

17 Student representation

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

Students’ Union UCL

The Union 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.

Students’ Union UCL 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 the Union’s leaders are elected annually by and from all current students. The elected leaders are called Sabbatical Officers and they represent students on various UCL committees and campaign on the issues that matter to students. Alongside the Sabbatical Officers are more than 1000 voluntary representatives, elected or appointed to cover every part of UCL life.

In addition to UCL SU, Medical Students have representation via RUMS.

Further information:
- Students’ Union website
- Elections information (including how to run for office)

17.2 Student Societies

Student Societies

UCL students currently run over 250 different clubs and societies through the Students’ Union, providing a wide range of extra-curricular activities for students to get involved with during their time at UCL. The Welcome Fair will be your opportunity to meet all of the clubs and societies in one place and will take place on 29 and 30 September.

Further information:
- Students’ Union Clubs and Societies
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 representatives in your Faculty 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
- Academic Representative

The Medical School’s student representatives are appointed by RUMS at the start of each year and take an active role in providing student feedback through the Teaching Sub-committees and the Staff-Student Consultative Committees. The student representatives are invited to attend a training session, held jointly with UCLU, in order to learn more about the role and its responsibilities.

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. The SSCC is a forum for discussion between staff and student academic representatives. It’s a great chance to work closely with staff to improve students’ learning experience, and a big part of how together we make education better at UCL.

The Medical School has 3 Staff-Student Consultative Committees because of the length and structure of the MBBS course: Years 1-2, Year 3 and Years 4-6.

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

The Medical School has a Quality Assurance Unit (QAU) whose role is to ensure that high standards and good practice within the teaching, learning and assessment processes for UCL’s undergraduate medical
programmes are recognised and rewarded, and problems are rapidly identified and addressed. The QAU manages a number of different sources of feedback including Student Evaluation Questionnaires, Raising Concerns, Name and Proclaim, You Said We Listened. Full details can be found on the QAU section on the Current MBBS Students website at: [http://www.ucl.ac.uk/medical-school/quality/](http://www.ucl.ac.uk/medical-school/quality/)

17.6 Students’ Union Advice Service

The Advice Service

The Students’ Union Advice Service is available to UCL students. Trained and experienced caseworkers are ready to support you with any difficulties that might occur during your time at UCL. The Advice Service specialises in:

- **Academic issues** - including examination irregularities and student complaints
- **Housing** - including contract checking and housemate disputes
- **Employment** - including unpaid wages and part time employment contracts
- **Money advice** - including advice on benefits
- Many other legal and university matters

Sessions are confidential and will not be reported to your department or any other university staff unless at your request. Students can make an appointment or attend a drop-in session for free, confidential and independent advice and support.

Further information:
[Students’ Union Advice Service](http://www.ucl.ac.uk/medical-school/quality/)

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.

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.

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.

Further information:

- [Academic Manual Chapter 6, Section 10: UCL Student Complaints Procedure](http://www.ucl.ac.uk/medical-school/quality/)
- [UCL Student Mediator](http://www.ucl.ac.uk/medical-school/quality/)
- [Students’ Union Advice Service](http://www.ucl.ac.uk/medical-school/quality/)
18 Student feedback

18.1 The importance of feedback and how UCL uses the results

Student Feedback

UCL’s goal is to put students’ feedback, insights and contributions at the heart of our decision-making. We value students’ feedback and work with students as partners in the process of shaping education at UCL. In recent years, as a direct result of student feedback, we extended library opening hours, opened new study spaces and scrapped graduation ticket fees for students.

18.2 Student surveys and how UCL uses the results, including information about the NSS, PTES and Student Barometer

Student Surveys

One of the principal ways in which UCL gathers and responds to student feedback is via online student experience surveys such as the National Student Survey, The Postgraduate Taught Experience Survey, and the New to UCL survey. Whether it’s about teaching, accommodation, or facilities, surveys are a chance for students to have their say about what works and what needs improving, to help us make sure that UCL is as good as it can be for current and future students. We aim to minimize the volume of surveys students are asked to take, so undergraduates will be invited to take just one institutional survey per year, and full-time postgraduate students will be invited to take two. Each survey takes just a few minutes to complete, all responses are anonymous, and some include a generous prize draw. Every piece of feedback is read and the results of each survey are shared with staff across UCL – including President & Provost Michael Arthur.

Further information:
- You Shape UCL

18.3 Student Evaluation Questionnaires – when they occur and why they are important (Central and Local)

Student Evaluation Questionnaires

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

The Medical School’s Quality Assurance Unit manages SEQs for the MBBS programme and details can be found on the QAU webpage at: [http://www.ucl.ac.uk/medical-school/quality](http://www.ucl.ac.uk/medical-school/quality)

18.4 The ASER process and how student representatives are involved

The Annual Student Experience Review (ASER)

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

Further information:
- Academic Manual Chapter 9, Section 2: Annual Student Experience Review (ASER)

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**19**  
**ChangeMakers**

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

**UCL ChangeMakers**

UCL ChangeMakers supports students and staff to work in partnership to enhance the student learning experience across UCL. [UCL ChangeMakers Projects](#) supports students and staff in running projects to improve the learning experience at UCL. Anyone with an idea can submit a proposal for funding and support. [UCL ChangeMakers ASER facilitators](#) are students who work with Student Academic Representatives and staff in selected departments to formulate the departmental educational enhancement action plan. [UCL ChangeMakers Student reviewers](#) work with staff to review their teaching practice.

Further information:
- [UCL ChangeMakers](#)

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**20**  
**Global Citizenship**

**20.1** What it is, who a student can contact or where they can go to find out more, or become involved

**UCL Global Citizenship Programme**

The UCL Global Citizenship Programme is a two-week programme for UCL undergraduates and taught postgraduates offering the chance to put their studies in a global context, learn new skills and see the world differently. The Programme runs for two weeks after summer exams have finished, providing a range of opportunities to help students boost their studies, enhance their future and make an impact on the world. Participation is free and open to all UCL undergraduate and taught postgraduate students on a first come, first served basis.

Further information:
- [UCL Global Citizenship Programme](#)

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**21**  
**Data Protection**

**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. Information about students will only be shared within UCL when necessary or appropriate. UCL may be required by law to share student information with some external agencies for a variety of purposes, such as the Higher Education Statistics Agency and the Office for Students. After students leave UCL, certain information is retained in accordance with UCL’s Data Retention Schedule. You can see how UCL uses student information in the UCL privacy statement.

Further information:

- UCL General Student Privacy Notice
- UCL Information Security Policies

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

In addition, MBBS students should refer to:

- Medical School Privacy Notice: https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#gdpr
- the Medical Student Code of Conduct for details of information that the Medical School is required to share: https://www.ucl.ac.uk/medical-school/sites/medical-school/files/1819-medical-code-of-conduct.pdf
- the Medical School A-Z of policies for information relating to patient data at: https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#patient_confid
  and https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#patients-edu-info-gov
  and https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#patients-edu
  and https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#patients-edu-anaesthetic-form

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. The UCL Safety Services webpage includes further information about health and safety policies and useful guidance and tools for risk assessment. The UCL Security Services webpage includes information regarding security operations, emergency contacts and tips for staying safe at UCL.

Further information:

- UCL Health and Safety Policy
- UCL A-Z Safety Guidance
- General Fire Safety for UCL Students
- UCL Security Services
• Staying Safe at UCL

22.2 Health and Safety information concerning the department

Medical School guidance on health and safety specific to the MBBS programme can be found in the A-Z of Medical School policies on the Current MBBS Students website at:

https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#health

and

https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#health-clearance

and

https://www.ucl.ac.uk/medical-school/current-mbbs-students/general-information/policies-and-regulations#immunisations

Additional requirements apply to the Year 6 elective placement where a risk assessment forms part of the elective approval process. Full details can be found on the Current MBBS Students website at: https://www.ucl.ac.uk/medical-school/current-mbbs-students/student-support/year-6-electives and in the Year 5 and Year 6 Moodle Sites at the point at which the approval process opens.

23 After study

23.1 Information on transcripts and how to access replacements

Transcripts

Five copies of your official transcript, detailing examinations taken and results achieved, is issued automatically to all graduating students and sent to their contact addresses as held on PORTICO approximately 8-10 weeks after the awards have been ratified by the UCL authorities.

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

• UCL Transcript Shop

Further information about Medical School transcripts can be found at: https://www.ucl.ac.uk/medical-school/alumni

Interim transcripts can be generated by medical students from Portico at any stage to support, for example, applications for bursaries, elective placements. Where official certification of an interim transcript is needed, students should put in a request through medsch.student-support@ucl.ac.uk.

23.2 Graduation Ceremonies

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

Further information:

• Graduation Ceremonies

23.3 Information about the HEAR
Undergraduate students (excluding affiliates, MBBS and some IOE and MPharm students)

Higher Education Achievement Report (HEAR)

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

23.4 Information on UCL Alumni activities and key contacts (Central and Local)

UCL Alumni Community

The UCL Alumni Community is a global network of more than 250,000 former students. Alumni can take advantage of a wide range of benefits on campus, across the UK and globally – including the Alumni Card, access to thousands of e-journals and library services, and a free UCL-branded email for life. All students and alumni can connect through the UCL Alumni Online Community, an exclusive mentoring platform with sector based and international networks, and get involved through events, reunions, and the UCL Connect professional development series.

Further information:
- UCL Alumni

Medical School and RUMS Alumni activities

Information about Medical School and RUMS Alumni activities can be found at: https://www.ucl.ac.uk/medical-school/alumni