



UCL and UCLMS Core Programme Information

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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. The global experience of Covid-19 will require some adjustments to our activities, but it also reinforces the vital importance of our distinctive UCL approach.

We want you to learn how to think, not what to think, through research-led learning. We call this the *Connected Curriculum*. Our students are partners, collaborators and contributors – supervised and informed by world-leading academic staff, working together to pursue excellence, break boundaries and make an impact on real world problems. Championing innovation, creativity and collaboration across our uniquely broad range of faculties and disciplines is proving vital to combating the Covid-19 pandemic, and will remain fundamental to the future of our world.

You can find the latest UCL information on the Coronavirus at: www.ucl.ac.uk/coronavirus

As we embark on the next academic year, UCL will ensure that the restrictions and negative effects of the Covid-19 pandemic in 2020 do not prevent the full enjoyment of teaching and learning and of a unique student experience. We will make sure that as a student you connect well with people (peers, teachers, researchers, and other UCL communities); with knowledge and research (in the form of carefully curated resources); and with the wider world. We are ready to deliver this unique *Connected Learning* approach through enhanced online resources and remote teaching, as well as through face-to-face teaching on campus, as soon as that is possible.

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. Get involved with amazing volunteering opportunities (coordinated by the Volunteering Service) 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 with us, so that your experience is the best possible.

Professor Michael Arthur
UCL President and Provost

1.2 Covid-19: Possible Changes to Information

UCL will do all it can to support you during the on-going Covid-19 pandemic and please be assured that your safety is our top priority. However, we would ask you to please be aware that the information and advice provided in this handbook/Moodle pages may be subject to change. In order for us to be as agile and responsive to your needs as possible, the most current information on services affected by Covid-19 is available on the UCL website and can be accessed from the main [Students' webpages](#). This also includes Frequently Asked Questions (FAQs) which may help you with any queries that you may have.

Advice and guidance on the support available to you can also be found on the [Student Support and Wellbeing](#) webpages.

When the campus is open, you can also access support from the [Student Enquiries Centre](#), though please note that this may need to be physically closed depending on circumstances. However, you can also log a query with UCL's new online enquiries system and self-help centre, [askUCL](#), which is always open.

Please remember that your department can also help with many queries, particularly questions about your programme or modules, so please check with them where you should enquire.

Please contact your MBBS year team or Medical Student Support Services for help:

mbbsy1@ucl.ac.uk

mbbsy2@ucl.ac.uk

medsch.mbbsy3@ucl.ac.uk

medsch.year4@ucl.ac.uk

medsch.year5@ucl.ac.uk

medsch.year6@ucl.ac.uk

medsch.student-support@ucl.ac.uk

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 (Queen 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.

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.

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

UCL 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.

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 and Rockefeller Building which are open to students from 9am-5pm each day. MBBS Management works in five teams responsible for:

- Medical Student Support and Records
- Clinical and Professional Practice/Quality Assurance
- Years 1-3
- Years 4-6
- Clinical Placements

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](mailto:mbbsy1@ucl.ac.uk)
 - [Year 2: mbbsy2@ucl.ac.uk](mailto:mbbsy2@ucl.ac.uk)
 - [Year 3: medsch.mbbsy3@ucl.ac.uk](mailto:medsch.mbbsy3@ucl.ac.uk)
 - [Year 4: medsch.year4@ucl.ac.uk](mailto:medsch.year4@ucl.ac.uk)
 - [Year 5: medsch.year5@ucl.ac.uk](mailto:medsch.year5@ucl.ac.uk)
 - [Year 6: medsch.year6@ucl.ac.uk](mailto:medsch.year6@ucl.ac.uk)
 - [Clinical & Professional Practice: medsch.cpp@ucl.ac.uk](mailto:medsch.cpp@ucl.ac.uk)
 - [Student Support appointments and queries: medsch.student-support@ucl.ac.uk](mailto:medsch.student-support@ucl.ac.uk)
 - [Personal Tutors issues: medsch.ptutors1-6@ucl.ac.uk](mailto:medsch.ptutors1-6@ucl.ac.uk)
 - [Elective approval: medsch.elective-approval@ucl.ac.uk](mailto:medsch.elective-approval@ucl.ac.uk)
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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 Leads are Professor Deborah Gill, Head of Programme, Dr Faye Gishen, Associate Head of Programme and Dr Sarah Bennett, Deputy Head of Programme. 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 [MBBS Contacts](#), in Year Study Guides and on Year Moodle sites.

An outline of roles and responsibilities can be found at: [MBBS Academic Framework](#).

4 Key dates

4.1 Term dates, exam/assessment period, core activities

4.1.1 UCL Term Dates: 2020/21

| Term | Dates |
|-------------|---|
| First Term | Monday 28 September 2020 to Friday 18 December 2020 |
| Second Term | Monday 11 January 2021 to Friday 26 March 2021 |
| Third Term | Monday 26 April 2021 to Friday 11 June 2021 |

For those departments that operate them, Reading Weeks are the weeks beginning Monday 09 November 2020 and Monday 15 February 2021.

| UCL Closure | Dates |
|---------------------------|--|
| Christmas College Closure | Close 5.30pm Friday 18 December 2020 Open 9.00am Monday 04 January 2021 |
| Easter College Closure | Close 5.30pm Thursday 1 April 2021 Open 9.00am Thursday 8 April 2021 |
| Bank Holidays | Closed - Monday 03 May 2021 Closed - Monday 31 May 2021 Closed - Monday 30 August 2021 |

Medical School MBBS Term Dates (For Years 4, 5 and 6) are published at: [MBBS Key Contacts and Dates](#).

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 are published on Year Moodle Sites.

4.1.3 UCL Examination Periods 2020-21

Examination Period: These dates will be published by UCL

Late Summer Assessment Period: These dates will be published by UCL

Medical School MBBS examination periods can be found at: [MBBS Key Contacts and Dates](#).

4.2 Department- and faculty-level events and key dates

Medical School events and key dates are published on the 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.
- [UCL Moodle](#) – UCL's online learning space, used by module organisers, programme leaders, departments and faculties to provide essential information in addition to learning resources.
- [myUCL](#) – A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.
- [UCL Instagram](#) – UCL's official Instagram channel, featuring news, events, competitions and images from across the UCL community.
- [@ucl Twitter channel](#) – Sharing highlights of life at UCL from across UCL's diverse community.

Under the MBBS communications policy applicable to all staff who contribute to programme management and delivery, communications with students are 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 is published at: [MBBS Communications Policy](#). Students are asked to provide feedback on failure to comply through Student Evaluation Questionnaire feedback or directly to the MBBS Quality Assurance team so that the MBBS Leadership Team and Central MBBS Management Team can raise this with staff who fail to meet the 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, is published in the the A-Z of policies on the Current MBBS Students website at: [Attendance and Engagement](#)

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.

5.3 Attendance requirements

5.3.1 Attendance Requirements

UCL has agreed that the 70% attendance requirement will be suspended for the 2020-21 academic session due to the Covid-19 pandemic. Departments will continue to meet all other requirements where possible as per the Academic Manual. UCL is planning to introduce a central student attendance system for the start of the Second Term 2020-21 as part of a project called Here to Succeed. The system will be supported by a new attendance recording policy. Regulatory requirements in Chapter 3: Section 3 of the Academic Manual will be amended to reflect the new system.

Further information:

- [Here to Succeed FAQ's Page](#)

5.3.2 The MBBS is a professionally regulated programme; all teaching is core with a 100% attendance requirement. Full details of the attendance and engagement requirements and procedures for reporting absence are set out on the MBBS Current Student website at: [Attendance and Engagement](#). 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 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 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 is published in the MBBS Programme Summary in Portico and at: [MBBS Course Information](#).

Details of each year of study is published 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 on 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 on Year Moodle sites.

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: [Elective Planning](#) and in the Year 5 and Year 6 Moodle sites.

7.3 Professional accreditation

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 2024-25, 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 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.

Please note that this information may be subject to change due to Covid-19 – please check the Personal Tutoring webpage below for the most up-to-date information.

Information about the Medical Student Personal Tutor scheme is published on the Current MBBS Students Student Support website at: [Personal Tutors](#). The contact email 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 a suite of offices at 21 University 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 are published on the Current MBBS Students website at: [MBBS Student Support](#).

Further UCL information

- [Personal Tutors](#)

8.2 Transition Mentors (first year UG)

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.

Please note that this information may be subject to change due to Covid-19 – please check the UCL Transition Mentors webpage below for the most up to date information.

Further information:

- [UCL Transition website](#)

9 Modules and Student Selected Components

9.1 Choosing modules and Student Selected Components

For the **MBBS** programme, all modules are core and students do not need to participate in UCL's module selection and 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 are published on the relevant Year Moodle Sites.

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.

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. Students are strongly advised to discuss their plan with the departments involved before requesting a change of programme on Portico.

Transfer into the MBBS from other programmes is not possible.

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..

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 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 requirements for the **MBBS** can be found in the Format of Assessments and Mark Schemes published on the Current MBBS Students website at: [MBBS Assessments and Prizes](#) and in each Year Moodle Site. Portfolio requirements can be found at: [MBBS Portfolio](#). <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 Modern Foreign Language requirements

Please note that the Modern Foreign Language Requirement is under review – please check with your personal tutor or programme leader if you have any queries about the requirement.

Further information:

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

11.3 How will marks be combined to reach a classification?

The MBBS programme is awarded on a Pass/Fail basis only; students will not receive a Classification.

For IBSc degrees, students who have successfully completed the Progression and Award Requirements will be awarded a Classification. The UCL Academic Manual (Chapter 4, Section 10: Classification) defines the Classification Schemes for each qualification.

12 Information on assessment

Please note that this information may be subject to change due to Covid-19 – please check the Students' webpages for the most up-to-date information:

- [Students' webpages](#)

12.1 How will students be assessed?

Full details of **Medical School** assessments and schemes of award are published at: [MBBS Assessments and Prizes](#) and at: [MBBS 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?

The **MBBS** Mark Schemes for summative assessments are published at: [MBBS Assessments and Prizes](#) and on 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 are published at: [MBBS Assessment Feedback](#). 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, please see 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](#)

Further information:

- [Examinations and Assessments](#)
- [Academic Manual Chapter 4, Section 4: Examinations](#)

Additional information specific to **MBBS** written and practical/clinical examinations can be found in the **Medical School's** Examinations Guide for Candidates on the Current MBBS Students website at: [MBBS 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 who issue 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 at: [MBBS Assessments](#) and in the A-Z of Medical School policies at: [Extenuating Circumstances](#).

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 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.

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](#)
- [Academic Manual Chapter 4, Section 6: Extenuating Circumstances](#)

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

Please note that this information may be subject to change due to Covid-19 – please check the Students' webpages for the most up-to-date information:

- [Students' webpages](#)

Medical School information about the consequences of failure, including eligibility for further attempts and arrangements for resit attempts are set out in the MBBS Mark Schemes for each year of the programme at: [MBBS Assessments](#) and in the Year Moodle sites.

Reassessment

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.

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'.

12.12 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 written examinations should also familiarise themselves with the requirements set out in the *UCL Examination Guide for Candidates*, which is published annually on the Examinations and Awards website. 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 Manual Chapter 6, Section 9: Student Academic Misconduct Procedure](#)

- [Library Guide to References, Citations and Avoiding Plagiarism](#)
- [Academic Manual Chapter 4, Section 4: Examinations](#)
- [Examinations and Assessments](#)

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 each piece of coursework to which this 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 Practise is published in the A-Z of policies at:

[Fitness to Practise](#)

[Concerns over Professional Behaviours](#)

12.15 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: [Drug Studies](#) and [Research Project Recruitment](#)

12.16 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 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 during the assessment by internal examiners of a level of seniority appropriate to the station and who have undertaken OSCE training.

12.17 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.

13 Extenuating Circumstances and Reasonable Adjustments

13.1 Information about Reasonable Adjustments

Students with Disabilities and Long-term Conditions

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](#)
- [Disability support](#)
- [Mental health and wellbeing support](#)

Medical School guidance for reasonable adjustments at written and clinical assessments is published in the A-Z of policies at:

[Reasonable Adjustment](#)

And

[Support Cards](#)

Pregnancy and Maternity, Paternity, Parental and Adoption Leave

UCL can also make Reasonable Adjustments for students who are pregnant or who need to go on Maternity, Paternity, Parental Leave and Adoption Leave. Students do not have to apply for a Summary of Reasonable Adjustments but should instead contact UCL Student Support and Wellbeing to find out about the support available.

- [Support for Pregnant Students](#)
- [Support for Student Parents](#)

Religious Observance

Students may need Reasonable Adjustments to help them observe their faith, particularly where classes or assessments might fall on important religious dates. Students do not have to apply for a Summary of Reasonable Adjustments but should instead contact the appropriate Chaplain for advice and support. Further information is also available in UCL's Religion and Belief Policy.

- [Religion and Faith](#)
- [Religion and Belief Equality Policy for Students](#)

MBBS Students are also asked to refer to the Medical School's policy at: [Personal Beliefs](#) and [Religious Beliefs](#).

13.2 Information about Examination Adjustments

Examination Adjustments are adjustments to written examinations for students with a disability, medical or mental health condition, such as extra time, rest breaks or specialist equipment.

Students should contact the Disability, Mental Health and Wellbeing team who can help them to complete an application and advise them on gathering the required documentary evidence. Applications need to be received by the Disability, Mental Health and Wellbeing team three weeks before the examination period in question.

After this deadline students will need to apply to defer their assessment to the next opportunity (normally the Late Summer Assessment period) if they require mitigation, under the regulations in Section 6: Extenuating Circumstances.

Further information:

- [Exam Arrangements](#)
- [Academic Manual Chapter 4, Section 4: Examinations](#)
- [Disability support](#)
- [Mental health and wellbeing support](#)

Medical Students must also refer to the Medical School's guidance relating practical and clinical assessments published in the A-Z of policies at: [MBBBS Special Assessment Arrangements](#).

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

Please note that this information may be subject to change due to Covid-19 – please check the Students' webpages for the most up-to-date information:

- [Students' webpages](#)

Illness and other Extenuating Circumstances

If a student's assessments are disrupted by events which are unexpected, significantly disruptive and beyond the student's control, such as serious illness or bereavement, they can apply for 'Extenuating Circumstances'.

Students are responsible for letting UCL know about any event that might affect their performance in assessments (exams or assignments) at the time that it takes place. **Applications need to be submitted within 1 week.** Meeting this deadline is important: we can only consider late applications if ongoing circumstances mean that it was genuinely impossible for the student to submit on time.

Students should not wait for supporting evidence to become available before submitting their EC claim.

If a student is unable to obtain the necessary evidence within the deadlines they should still submit their form on time and indicate that their evidence is to follow.

How to apply for Extenuating Circumstances

Step 1: Read the Extenuating Circumstances procedures

The regulations include important information about eligibility and how to make a claim:

- [Academic Manual Chapter 4, Section 6: Extenuating Circumstances](#)

Step 2: Check whether the circumstances are covered:

We may be able to support students better through reasonable adjustments, examination adjustments or an interruption of study.

- Grounds for Extenuating Circumstances

Step 3: Complete an Extenuating Circumstances Form

- EC application form

Students should make sure that they tick the box allowing us to share their request with members of staff who are directly responsible for making a decision (don't worry, we will keep data secure). Students should make sure that they tell us about every assessment that has been affected – we won't assume it applies to assessments that aren't on the form.

Step 4: Get supporting evidence

Please note that this information may be subject to change due to Covid-19 – please check the Students' webpages for the most up-to-date information:

- [Students' webpages](#)

This needs to be from a registered doctor or other verifiable source – students should ask their doctor or evidence provider to read the guidance notes on the form carefully – we need to understand how the circumstance has affected the student's ability to do their assessment. If students need time to get their evidence, they should submit their form on time and submit their evidence as soon as they can.

- [Extenuating Circumstances Evidence](#)

Step 5: Submit the form within 1 week of the Extenuating Circumstance taking place

We may not be able to help if a claim is late. Students need to submit their form to their home department or faculty office. The office will forward the form and evidence, confidentially, to the appropriate person.

What happens next

If students apply for a 1 week extension, this will be considered by staff in their department, who will try to give a response as quickly as possible.

If students apply for other help, requests will be considered by either the faculty or departmental Extenuating Circumstances Panel. The Panel will usually offer one of the following, although they may suggest something else:

- an extension of more than 1 week
- a 'deferral' i.e. postponing the assessment to the next scheduled occasion
- suspending the normal penalties for handing work in late.

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, disability or learning difficulty. Although there may be times when it is necessary for such students to use the EC regulations, students should make sure they take advantage of all the other support mechanisms provided by UCL such as:

Reasonable Adjustments:

- [Academic Manual Chapter 4, Section 5: Reasonable Adjustments](#)

Examination Adjustments:

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

Interruption of Study:

- [Academic Manual Chapter 3, Section 5: Interruption of Study](#)

Disability Support:

- [Disability support](#)

Mental Health and Wellbeing Support:

- [Mental health and wellbeing support](#)

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 2: Support to Study Policy](#)
- [Academic Manual Chapter 6: Section 3: Fitness to Study Procedure](#)
- [Academic Manual Chapter 6, Section 4: Learning Agreements, Barring, Suspensions and Termination of Study](#)
- [Disability support](#)
- [Mental health and wellbeing support](#)

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

Medical School and GMC guidance is published at:

[Fitness to Practise](#)

and

[Concerns over Professional Behaviours](#)

and

[Good Medical 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 16 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 resources. The UCL Library Services page has information for students about using the library, services available, electronic resources and training and support.

Please note that information on library opening times may be subject to change due to Covid-19 – please check the link to the Library below for current information.

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:

Please note that information on ISD services may be subject to change due to Covid-19 – please check the webpages below for current information.

- [Digital Skills Development](#)

UCL also has a licence for Lynda.com (now migrated to 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](#)

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.

Please note that the Modern Foreign Language Requirement is under review – please check with your personal tutor or programme leader if you have any queries about the requirement.

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
- Plan and record skills development
- Applying for graduation ceremonies

Further information:

- [Portico login](#)
- [What is Portico](#)

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 Students website provides more information:

- [Student Support and Wellbeing](#)

Details of **Medical Student Support Services** are published on the **Current MBBS Students website** at: [Medical Student Support](#).

15.1.1 The Student Enquiries Centre

The Student Enquiries Centre (SEC), now open from 8am to 6pm - Monday to Friday, except Tuesdays (11am – 5pm) - is based on the first floor of the new Student Centre building (open 24 hours a day, 365 days a year) in Gordon Square. It provides front-line administrative services to UCL students and is an excellent source of information about UCL in general and all of the services provided by Student and Registry Services (SRS).

Please note that information on the Student Enquiries Centre opening times may be subject to change due to Covid-19 – please check the link to the Centre below for current information. Students can also direct their queries to UCL's new online enquiries system and self-help centre, askUCL.

Further information:

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

15.1.2 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:

- [Disability support](#)
- [Mental health and wellbeing support](#)

15.1.3 Student Psychological and Counselling Services

15.1.4 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](#)

15.1.5 International Student Support and Welfare

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 Students](#)

15.1.6 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.

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

Further information:

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

15.1.7 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.

Medical School financial assistance may be found on the Current MBBS Students Website.

Further information:

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

15.1.8 Student of Concern

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

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

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 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 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 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 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)
Print URL: <https://www.uclh.nhs.uk/PandV/emergency/Pages/Home.aspx>
- 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
Print UCL: <https://www.samaritans.org/>
- [Nightline](#) are available overnight and can help students across London, call them on +44 (0) 207 631 0101
Print UCL: <http://nightline.org.uk/>

Further information:

- [Crisis Support](#)

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 Equalities 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.

15.3.1 Inclusion Leads (formerly DEOLOs)

Inclusion Leads (formerly Departmental Equal Opportunities Liaison Officers – DEOLOs) provide support and assistance for students and staff about issues relating to equalities and diversity.

The Inclusion Lead for Medical Students is a.crook@ucl.ac.uk.

Further information:

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

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.

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

Further information:

- [UCL Policy on Harassment and Bullying](#)
- [Report and Support](#)
- [Student Mediator](#)
- [Students' Union UCL Advice Service](#)

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 or the UCL Student Mediator:

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

- [Report and Support](#)

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: [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. 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 2 years after course completion).

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

UCL students are helped with applications and sourcing opportunities with web resources and advice. They can book appointments and search for internship and graduate job vacancies via myUCLCareers, this includes our summer internships and global internships schemes.

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

Further information:

- [UCL Careers](#)
- [myUCLCareers](#)
- [UCL Careers Information on internships](#)

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.

Please note that information on Entrepreneurship at UCL may be subject to change due to Covid-19 – please check the UCL Innovation and Enterprise website below for current information.

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

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 student 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 there are more than 1500 other student representatives, who cover every part of UCL life, from your programme, research students or the UCL accommodation you live in.

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

Further information:

- [Students' Union UCL website](#)
- [Elections information \(including how to become a representative\)](#)

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 28 and 29 September.

Please note that information on student societies at UCL may be subject to change due to Covid-19 – please check with the Students' Union website below for current information.

Further information:

- [Students' Union UCL Clubs and Societies](#)
- [Club and Society Events](#)

*Please see the RUMS website for information about the **Medical Students Union***

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](#)

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. Staff Student Consultative Committees are meetings where Academic Reps and staff work together to develop solutions to students' concerns, and prioritise areas for improvement. 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.

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: [MBBS Quality Assurance](#).

17.6 Students' Union Advice Service

The Advice Service

The Students' Union Advice Service is available to all UCL students. 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** - including contract checks and housemate disputes
- **Employment** - including unpaid wages and part time employment contracts
- Many other legal and university matters

The service is free, confidential and independent. We will not disclose anything to your department or any other university staff unless at your request. Students can make an appointment or attend a drop-in session for advice and support.

Please note that information on the Students' Union Advice Service may be subject to change due to Covid-19 – please check with the Students' Union website below for current information.

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.

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. Students' attention should be drawn to the timescales set out in the Procedure.

Further information:

- [Academic Manual Chapter 6, Section 10: UCL Student Complaints Procedure](#)
 - [UCL Student Mediator](#)
 - [Students' Union Advice Service](#)
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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 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, 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>

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 Quality Assurance section on the MBBS Current Students 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 on projects that improve the learning environment at UCL. Each department in UCL is guaranteed funding of £850 for one project per year. Any student or member of staff can make a proposal, which should be submitted to the relevant department's Staff Student Consultative Committee (SSCC). If you are a student but are not a member of your department's SSCC, talk to one of the student representatives about your proposal and ask them to take it to the Committee on your behalf. Proposals must also be approved by the relevant Department Teaching Committee.

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

Further information:

- [UCL ChangeMakers](#)
-

20 Student Quality Reviewers (SQR)

Student Quality Reviewers are students who work with UCL to take an in-depth look at different areas of academic practice. They help to improve how the university works by providing detailed feedback and analysis from a student perspective. Taking part in the Student Quality Reviewer scheme gives students the opportunity to: act as a member of an Internal Quality Review panel; be a Student Reviewer for the Programme and Module Approval Panel; feed back on pedagogic practice as an ASER Facilitator; work with staff to reflect on their teaching practice as a Student Reviewer of Teaching; and/or providing a student view on how teaching can include more diverse perspectives as a Student Curriculum Partner.

Further information:

- [Student Quality Reviewers](#)
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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. Further information about how UCL uses student information can be found in the UCL General Student Privacy Notice.

Further information:

- [UCL General Student Privacy Notice](#)
- [UCL Information Security Policies](#)
- [UCL Electronic \(email\) policy](#)
- [UCL Data Protection Policy](#)

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
 - [Medical Student Code of Conduct](#)
 - [Patient Confidentiality](#)
 - [Patients in Education Information Governance](#)
-

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:

- [Safety Services](#)
- [UCL A-Z Safety Guidance](#)
- [General Fire Safety for UCL Students](#)
- [UCL Security Services](#)
- [Safety in London](#)

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:

[Health](#)
[Health Clearance](#)
[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: [Elective Planning and Approval](#) 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 degree certificates and transcripts and how to access replacements

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](#)

Transcripts

Information about **Medical School** transcripts can be found at: [Medical School Alumni and Transcripts](#).

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 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 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 (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: [Medical School Alumni](https://www.ucl.ac.uk/medical-school/alumni)<https://www.ucl.ac.uk/medical-school/alumni>.