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. Great minds don’t think alike and the reasons for your choice will be unique to you. But there are certain features of a UCL education that are constant, whatever your programme.

Through our Connected Curriculum, we seek to give you the opportunity to learn by participating in research and enquiry at all levels of study. You will be stretched intellectually, your programmes enriched by world-leading researchers pushing the boundaries of knowledge. You will have access to excellent digital and physical learning resources as well as a taught curriculum that makes our graduates so employable.

This doesn’t mean that your journey will be the same as everyone else’s. You can shape UCL and your experience within it. 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 parent 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 current 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 9th in the world in the QS World University Rankings (2016) and 4th in the UK by the Complete University Guide 2016.

Read about our history: http://www.ucl.ac.uk/medical-school/about/history
2.2 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 six of UCL's Divisions and Institutes, creating a powerhouse of medical science research and teaching:

- UCL Medical School
- UCL Division of Medicine
- UCL Cancer Institute
- UCL Eastman Dental Institute
- UCL Division of Infection and Immunity
- The UCL Division of Surgery & Interventional Science
- Wolfson Institute for Biomedical Research

2.3 Key staff members within the department and faculty

The Division of UCL Medical School is proud to hold a Silver Athena Swan award for good employment practices for women working in Science, Technology, Engineering, Maths and Medicine (STEMM) in higher education and research.

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 A-Z Staff Directory.

MBBS Management is the Medical School’s central professional services team responsible for co-ordinating the programme and for liaising with contributing module and placement administrators 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 4 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. Students are asked to address their enquiries only to the addresses below to avoid duplication:
• 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 for students: medsch.student-support@ucl.ac.uk
• Personal Tutors for students: 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

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, 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

4 Key dates

4.1 Term dates, exam/assessment period, core activities (Centrally Provided)

4.1.1 UCL Term Dates (For Years 1, 2 and 3): 2017/18

<table>
<thead>
<tr>
<th>Term</th>
<th>Dates</th>
</tr>
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<tbody>
<tr>
<td>First Term</td>
<td>Monday 25 September 2017 – Friday 15 December 2017</td>
</tr>
<tr>
<td>Second Term</td>
<td>Monday 08 January 2018 – Friday 23 March 2018</td>
</tr>
<tr>
<td>Third Term</td>
<td>Monday 23 April 2018 – Friday 08 June 2018</td>
</tr>
</tbody>
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For those Year 3/IBSc departments that operate them, Reading Weeks are the weeks beginning Monday 06 November 2017 (Term 1, Week 7), and Monday 12 February 2018 (Term 2, Week 6).

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
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<tbody>
<tr>
<td>Christmas College Closure</td>
<td>Close 5.30pm Friday 22 December 2017</td>
</tr>
<tr>
<td></td>
<td>Open 9.00am Tuesday 02 January 2018</td>
</tr>
<tr>
<td>Easter College Closure</td>
<td>Close 5.30pm Wednesday 28 March 2018</td>
</tr>
<tr>
<td></td>
<td>Open 9.00am Thursday 05 April 2018</td>
</tr>
<tr>
<td>Bank Holidays</td>
<td>Closed - Monday 07 May 2018</td>
</tr>
<tr>
<td></td>
<td>Closed - Monday 28 May 2018</td>
</tr>
<tr>
<td></td>
<td>Closed - Monday 27 August 2018</td>
</tr>
</tbody>
</table>

Medical School Term Dates (For Years 4, 5 and 6): 2017/18 can be found at: http://www.ucl.ac.uk/medical-school/staff-students/general-information/dates/

Further UCL information:
• Term dates 2017/18

Final Verification for Student term 2 module choices
For Year 3 IBSc programmes:

Student confirmation: Wednesday 06 December 2017
Department confirmation to SRS: Friday 15 December 2017

For MBBS Years 1, 2, 4, 5 and 6, module registration for all students for all core modules and all student selected components and all clinical placements is undertaken by MBBS Management. 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.

4.1.2 UCL Examination Periods 2017/18

Examination Period: Wednesday 25 April – Friday 08 June 2018
Late Summer Assessment Period: Monday 20 August – Friday 07 September 2018

Medical School Examination Periods 2017/18 can be found at: 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.
- **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.

Medical School 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.

Communications shall comply with the Medical School Communications Policy which has been drawn up in collaboration with Medical Student Representatives and which can be found on the Current MBBS Students website at: http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#communications

5 Programme structure

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

An overview of the structure and duration of the MBBS programme can be found at:

http://www.ucl.ac.uk/medical-school/staff-students/course-information and
6 Advice on choosing module options and electives

6.1 Choosing modules (Centrally Provided) (NB this applies to Year 3/IBSc programmes only)

Modules are the individual units of study which lead to the award of credit. Many programmes offer students the opportunity to choose between different modules that they are interested in. However some new students will find they do not need to make selections as all their modules are compulsory. If students need to choose modules, their department will advise them of how and when to do this, usually during departmental introductions. There may be a deadline by which students should make their term 1 choices, so students should keep an eye out for information from their IBSc department. The deadline for term 2 module choices is outlined in Key Dates section.

Further information:
- Selecting Modules

For MBBS Years 1,2,4,5 and 6, all modules are core, however the programme includes Student Selected Components in Years 1, 2 and 6. Details of the process for submitting preferences can be found in the relevant Year Moodle Sites.

6.2 Contact details for staff who can give advice

Contact details for staff who can give advice about IBSc module choices can be found at: http://www.ucl.ac.uk/medical-school/staff-students/course-information/year-3 and on the relevant IBSc departmental websites. IBSc programmes are managed locally by departmental teams, with the Medical School responsible only for the allocation process and progression to Year 4.

6.3 Deadlines for choosing modules, and how a student will know if they have secured a place

This applies to Year 3 IBSc modules only and details are set out on the relevant IBSc departmental websites/Moodle sites.

7 Progression and award requirements

7.1 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

Full details of MBBS requirements can be found in the Format of Assessments and Schemes of Award on the Current MBBS Students website at http://www.ucl.ac.uk/medical-school/staff-students/assessments 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.
Modern Foreign Language requirement (Centrally Provided)

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.

Further information:
- Modern Foreign Language Requirements

Tutorials and supervision

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 website at: http://www.ucl.ac.uk/medical-school/staff-students/student-support/#personal-tutor. 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.

Further information about UCL’s Personal Tutor requirements:
- Personal Tutors

Departmental pastoral tutoring

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.
8.3 How dissertation supervision operates and the expectations of both the supervisor and student

NB This applies to Year 3/IBSc programmes only. Details are set out by local IBSc administrators on the relevant IBSc departmental website/Moodle site.

8.4 Transition Mentors (Centrally Provided)

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

9 Projects, placements and study abroad

9.1 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.

9.2 Information on placements

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

9.3 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.

10 Professional accreditation

10.1 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.

11 Learning resources and key facilities
11.1 Information on university-wide learning resources and key contacts for support (Centrally Provided)

UCL Library and Learning Resources

11.1.1 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

11.1.2 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. UCL also has a licence for Lynda.com which provides thousands of high quality video-based courses from programming to presentation skills. Learning on Screen provides students with access to an archive of 65 free-to-air channel programming for educational usage. In addition, Kanopy is available to UCL students, and offers a wide range of movies.

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.

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

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.

11.1.3 UCL Centre for Languages & International Education (CLIE)

The UCL Centre for Languages & International Education (CLIE) offers courses in over 17 foreign languages (including English), along with teacher training courses, across a range of academic levels to support UCL students and staff and London’s wider academic and professional community. CLIE provides degree preparation courses for international students, courses satisfying UCL’s Modern Foreign Language requirements and a range of UCL summer school courses. Students can also access a database of language-learning resources online through the CLIE Self-Access Centre, including film and documentary recommendations and books for self-study.

Further information:
- CLIE website
- CLIE Self-Access Centre

11.2 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](http://www.ucl.ac.uk/medical-school/about/campuses)

11.3 How to access Moodle and support contacts (Centrally Provided)

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
- Frequently Asked Questions
- Quick Start Guide

11.4 Portico – what it is, why it is important and who to contact for support (Centrally Provided)

Portico

Portico is the main UCL student information system which is used by all students for:
- Uploading 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 graduation ceremonies

Further information:
- Portico login
- Portico Helpdesk

12 Student representation

12.1 Information on Students’ Union UCL, how to run for election and how to find a representative (Centrally Provided)

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.

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

12.2 Student Societies (Centrally Provided)

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.

Further information:
• Students’ Union Clubs & Societies

The Medical Student societies broadly come under RUMS (Royal Free, University College and Middlesex Students union) and the UCL Union Medical Society (Medsoc), both under the governance and auspices of UCL.

12.3 Information on Academic Representatives (Centrally Provided)

Academic Representatives
Your Students’ Union is there to make sure students have the best possible time while they’re studying at UCL. One of the ways we 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.

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. Course and Research Student Representatives are appointing during early October – if you’d like to take up the role, staff in your department can tell you how.

Further information:
• Academic Representation website
• Find your Representative
• Become an 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.

12.4 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.

12.5 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/

12.6 Students’ Union Advice Service (Centrally Provided)

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**

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 website](http://www.ucl.ac.uk/medical-school/quality/)

12.7 Informal and Formal Student Complaints (Centrally Provided)

**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 UCLU Rights and 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:
13 Student support and wellbeing

13.1 Information regarding central wellbeing and support services, including what services are offered, locations and contact information (Centrally Provided)

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. 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.

13.1.1 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

13.1.2 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

13.1.3 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

13.1.4 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:
13.1.5 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

13.1.6 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.

Further information:
• UCL Financial Support

13.1.7 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

13.2 Information about registering with a doctor and out-of-hours support services (Centrally Provided)

13.2.1 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

13.2.2 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](#)

### 13.2.3 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](#)

### 13.3 Information on how students can access support/information related to Equality and Diversity (Centrally Provided)

#### 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.

**Departmental Equal Opportunity Liaison Officers**

Departmental Equal Opportunity Liaison Officers (DEOLOs) provide support and assistance for students and staff about issues relating to equalities and diversity.

The DEOLO for the MBBS programme is Alison Crook, Head of Medical Student Support and Records – [a.crook@ucl.ac.uk](mailto:a.crook@ucl.ac.uk)

Further information:
- [Equalities and Diversity](#)
- [Support for Pregnant Students](#)
- [Support for Students who are Parents](#)
- [Religion and Belief Equality Policy for Students](#)
- [UCL LGBT Student Support Pages](#)
- [UCL Chaplain and Inter-Faith Adviser](#)
- [DEOLOs (Departmental Equal Opportunity Liaison Officers)](#)

### 13.4 Information about UCL’s Zero Tolerance policy on harassment and bullying (Centrally Provided)

#### 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:
- UCL Policy on Harassment and Bullying
- Students’ Union Rights & Advice Centre

13.4.2 Sexual harassment

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 UCLU 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, a UCLU student officer, the trained staff in the Students’ Union Rights & Advice Centre, or the UCL Student Mediator.

Further information:
- Zero Tolerance to Sexual Harassment

13.4.3 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 Who Have Been Affected by Sexual Violence

14 Student feedback

14.1 The importance of feedback and how UCL uses the results (Centrally Provided)

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.

14.2 Student surveys and how UCL uses the results, including information about the NSS, PTES and Student Barometer (Centrally Provided)

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 Student Barometer. 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. Each survey takes just a few minutes to complete, all responses 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:
- UCL Student Surveys
14.3 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

14.4 The ASER process and how student representatives are involved (Centrally Provided)

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:
- Annual Student Experience Review

15 ChangeMakers

15.1 About the project, who they are and how a student can find out more or become involved (Centrally Provided)

UCL ChangeMakers

UCL ChangeMakers encourages students and staff to work in partnership with each other on educational enhancement projects to improve the experiences of students across UCL. UCL ChangeMakers Projects supports students and staff in running projects to improve the learning experience at UCL. Anyone with an idea, or who wants get involved, 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.

Further information:
- UCL ChangeMakers

16 Employability and Careers

16.1 Opportunities available, where and how to get advice, career planning tips
16.2 **Information on UCL Careers (Centrally Provided)**

**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.

**Further information:**
- [UCL Careers](http://www.ucl.ac.uk/medical-school/staff-students/careers-foundation-training)

16.3 **Entrepreneurship at UCL (Centrally Provided)**

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 Enterprise](http://www.ucl.ac.uk/medical-school/staff-students/careers-foundation-training)

17 **Global Citizenship**

17.1 **What it is, who a student can contact or where they can go to find out more, or become involved (Centrally Provided)**

**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](http://www.ucl.ac.uk/medical-school/staff-students/careers-foundation-training)

18 **Information on assessment**
18.1 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.

18.2 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.

18.3 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.

IBSc programme Schemes of Award are published by the relevant IBSc departments.

18.4 How will marks be combined to reach a classification?

Full details of the MBBS Schemes of Award 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.

The Scheme of Award for Year 3 IBSc classifications can be found on the Current MBBS Students website at: http://www.ucl.ac.uk/medical-school/staff-students/assessments

18.5 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 and within the Format of Assessments documents for each year on the same site. Further details are set out in instructions for Portfolio items where appropriate and in Case of the Month guidance.

18.6 UCL Standard turnaround time for feedback (Centrally Provided)

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 or comments on the same). 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:
- UCL Feedback Turnaround Policy
18.7 For written examinations, a link to the *UCL Examination Guide for Candidates* on the Examinations and Awards website (Centrally Provided)

**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 Awards website. 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.

**Further information:**
- Examinations and Awards website
- Examination Regulations
- Examination Irregularities and Plagiarism procedures

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

18.8 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.

18.9 Information about penalties for late submissions (Centrally Provided)

**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:**
- Late Submission Penalties
- Extenuating Circumstances

18.10 Information about absence from assessment (Centrally Provided)

**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. 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 procedures.

Further information:
- Extenuating Circumstances
- Authorised Absence Policy

### 18.11 Information about word counts and penalties (Centrally Provided)

**Word Counts**

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:
- Word Counts

### 18.12 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** (UCL information applicable to Year 3/IBSc degrees)

The Programme Scheme of Award describes the modules which students must complete and pass in order to achieve their degree. Where a student fails to meet these requirements at the first attempt, and there are no Extenuating Circumstances material to that failure, they may be reassessed on one more occasion only, unless they have been awarded a degree, are eligible for the award of a degree, or have been excluded from UCL on the grounds of academic insufficiency or as a result of misconduct. Students who have passed a module are not permitted to resit or repeat that module.

Students who fail in up to 60 taught credits will be required to Resit in the Late Summer Assessment Period. Students failing more than 60 credits will be expected to Repeat the module(s) with tuition in the following academic year, but may, at the board of examiners’ discretion, be permitted to Resit in the Late Summer Assessment Period.

There are separate provisions for students who fail due to Extenuating Circumstances - the Extenuating Circumstances Panel will determine the nature and timing of the Deferral, which may be offered with or without tuition/ attendance.

**Capping of Reassessment Marks**

NB This applies to Year 3/IBSc degrees not to MBBS Years 1,2,4,5,6
The marks for modules passed at the second attempt will be capped at the Pass Mark: 40% for modules at levels 4, 5 and 6 and 50% for modules at level 7. Students who defer their first attempt due to Extenuating Circumstances will not have their marks capped. Students deferring their second attempt (i.e. who have Extenuating Circumstances on a Resit or Repeat) will have their marks capped.

Further information:
- Consequences of Failure

18.13 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 applies.

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

18.14 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: 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

18.15 Information about UCL’s examination irregularities and plagiarism procedures (Centrally Provided)

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 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:
- **UCL Examination Guide for Candidates**
Medical Students should also be aware that examination irregularities including plagiarism may also constitute a fitness to practice. 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: 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

18.16 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

IBSc information is issued by the relevant IBSc department.

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

Marking, Second-Marking and Moderation

NB This applies to Year 3/IBSc programmes not to MBBS Years 1,2,4,5,6

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.

Medical School processes and practice apply to Years 1,2,4,5,6:

- 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.

18.18 Information about the External Examiner process and how to access reports via Portico (Centrally Provided)

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 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
19  **Extenuating Circumstances and Reasonable Adjustments**

19.1  **Information about Reasonable Adjustments (Centrally Provided)**

**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:**
- Reasonable Adjustments
- Student Disability Services

**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)

and

[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)

19.2  **Information about Special Examination Arrangements (Centrally Provided)**

**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 Examination Arrangements — guidance and forms
- Special Examination Arrangements — regulations
- Student Disability Services
- Reasonable Adjustments regulations

**Medical School** guidance specific to Special Examination Arrangements at 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](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#saa)

19.3  **Information about when, where and how to submit a claim for Extenuating Circumstances (Centrally Provided)**

**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:

- Reasonable Adjustments
- Special Examination Arrangements
- Student Disability Services
- Student Psychological Services
- Student Support and Wellbeing
- Support to Study Policy
- UCL Student Mental Health Policy

Further information:
- [Extenuating Circumstances Regulations](#)
- [Grounds for Extenuating Circumstances](#)
- [Extenuating Circumstances Form](#)

### 19.4 Information on fitness to study (Centrally Provided)

**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:
- [Support to Study Policy](#)
- [Fitness to Study Procedure](#)
- [Student Disability Services](#)
- [Student Psychological Services](#)
- [Student Support and Wellbeing](#)
- [Learning Agreements, Barring, Suspensions and Terminations of Study](#)
- [Student Disciplinary Code and Procedures](#)
- [UCL Student Mental Health Policy](#)

### 19.5 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
19.6 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

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20 Changes to Registration Status

20.1 Information on how to change, interrupt or withdraw from a programme (Centrally Provided)

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.

20.1.1 Changing modules

NB This applies to Year 3 IBSc module and not to MBBS Years 1,2,4,5,6

If a student wishes to make changes to their individual modules, an application must be made by the Departmental Tutor to the Examinations Office, via the Faculty Office. The deadline for changes to modules during the session is 15 December. Any student wishing to make a change after this date must be referred to the relevant Faculty Tutor.

Further information:
- Change of Course Unit/ Module Selection
- Changes to Registration Status

20.1.2 Changing programme

If a student wishes to transfer from one UCL degree programme to another, they must make a formal application. The deadline for change of degree programme during the academic session is 31 October each year. 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:
- Programme Transfers
- Changes to Registration Status

20.1.3 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:
20.1.4 Withdrawal 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. Once withdrawn, the student cannot return to the programme at a later date. 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:
- Changes to Registration Status

20.2 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

21 Our expectations of students

21.1 Hours of study (Central and Local)

The MBBS hours of study, including personal study time, 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/#attendance

21.2 Attendance requirements and penalties for poor attendance (Centrally Provided)

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.

The Medical School's attendance and engagement policy, requirements, monitoring and instructions for reporting absence 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/#attendance
and
http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#absence

Further information:
- Attendance Requirements
- Barring Students from Assessment

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.

Further information:
- Authorised Absence
Absence from assessment

Any student who is absent from an assessment must obtain authorisation for the absence by submitting a request for Extenuating Circumstances.

Further information:
• Extenuating Circumstances

21.3 UCL disciplinary policies and expected behaviour (Centrally Provided)

21.3.1 Student Code of Conduct

UCL enjoys a reputation as a world-class university. It was founded on the basis of equal opportunity, being the first English university to admit students irrespective of their faith and cultural background and the first to admit women. UCL expects its members to 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 be aware that any inappropriate behaviour may lead to actions under UCL’s Student Disciplinary Procedures.

Further information:
• UCL Student Code of Conduct
• Student Disciplinary Code and Procedure

In addition the Medical School has a Medical Student Code of Conduct which can be found at:

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

22 Data Protection

22.1 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 (Centrally Provided)

How UCL uses student data

UCL uses student information for a range of purposes connected with their studies, health and safety. UCL takes the protection of student information very seriously and complies with the Data Protection Act (DPA) 1988. Information about students will only be shared within UCL when necessary. UCL may also be required by law to share information with some external agencies for a variety of purposes, such as the Students’ Union, the Higher Education Statistics Agency and UK Visas and Immigration. After students leave UCL their data is retained in the permanent archives.

Further information:
• UCL General Student Privacy Notice
• UCL Confidential Information Statement
• UCL Information Security Policies
• data-protection@ucl.ac.uk
In addition, **MBBS** students should refer to:

- the Medical Student [Code of Conduct](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#patient_confid) for details of information that the Medical School is required to share
- the Medical School A-Z of policies for information relating to patient data at: http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#patient_confid and http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#patients-edu-info-gov and http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#patients-edu-anaesthetic-form

## 23 Health, Safety and Security

### 23.1 UCL Health, Safety and Security information (Centrally Provided)

**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](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#health)
- [UCL A-Z Safety Guidance](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#immunisations)
- [General Fire Safety for UCL Students](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#health-clearance)
- [UCL Security Services](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#immunisations)
- [Staying Safe at UCL](http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#immunisations)

### 23.2 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:

http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#health and http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#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: [http://www.ucl.ac.uk/medical-school/staff-students/course-information/year-6/electives](http://www.ucl.ac.uk/medical-school/staff-students/course-information/year-6/electives) and in the Year 5 and Year 6 Moodle Sites at the point at which the approval process opens.
24 After study

24.1 Information on transcripts and how to access replacements (Centrally Provided)

Transcripts
An 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.

Further information:
- Transcripts

Further information about Medical School transcripts can be found at: http://www.ucl.ac.uk/medical-school/staff-students/general-information/a-z/#transcript

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.

Further information about final transcripts can be found at: http://www.ucl.ac.uk/medicalschool/alumni/academic-transcripts

24.2 Information about the HEAR (Centrally Provided)
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

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

UCL Alumni Community
The UCL Alumni Online Community is a global network of more than 200,000 former students of UCL. Alumni can take advantage of a wide range of benefits, services and discounts – 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 service. The UCL Alumni Online Community also posts information about events and reunions happening around the world and other ways to get involved, including the UCL Connect professional development series.

Further information:
Medical School and RUMS Alumni activities

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