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1 Welcome to UCL and UCLMS

1.1 Provost's Welcome

A warm welcome to those of you who are new and congratulations on making UCL your

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

We want you to learn how to think, not what to think,

-based
alongside world-leading academic staff to pursue excellence, break boundaries and

-edge as

possible.

Please feel free to feed back to us via your excellent student reps, learning surveys and in person to improve the student experience. Take opportunities to learn, question, research and explore. You are a valued member of our very special community.

With best wishes,

Prof Faye Gishen
Director, UCL Medical School

Our MBBS Handbook provides information from UCL and UCLMS to support you through your undergraduate medical studies. Alongside the handbook, our MBBS Current Student website provides an overview of the MBBS programme and each year of study; access to our Curriculum Map and Academic Support Record; information about Quality Assurance and Enhancement

2 Introduction to the Medical School

2.1 Introduction to the department and its history

UCL has a proud history of educating doctors and scientists in London since 1834. The medical school sits in the heart of London and we work 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.

- a highly capable, and patient-centred clinician, equipped to practise medicine in a professional.

capable, and patient-centred clinician, equipped to practise medicine in a professional, inclusive, and sustainable way grounded in science and best practice. This vision is underpinned by the values of scholarship, rigour and professionalism. The focus is on the development of the student as a scientifically informed, socially responsible professional who, in turn, can serve the health needs of individuals and communities.

Information about the Medical School and our history can be found at About Us.

2.2 Explanation of the relationship between department and faculty

UCL Medical School is part of the Faculty of Medical Sciences which, working in collaboration with the Faculties of Brain Sciences, Life Sciences and Population Health Sciences, forms a major biomedical research centre and leader in medical and health research with one of the largest and most renowned groupings of academics in these areas.

Information about our relationship with the Faculty can be found at Our Place at UCL.

2.3 Key staff members within the department and faculty

UCL Medical School houses our prestigious and long established MBBS undergraduate medicine programme, postgraduate education programmes, education research activity and Widening Participation Programme. Information about our activities can be found on our website here, including:

Undergraduate
Postgraduate
Research
Target Medicine
People

MBBS Education Management

services team responsible for co-ordinating the MBBS programme, supporting students and liaising with the large number of contributing academics and across UCL and NHS Provider Trusts. MBBS Education Management comprises 6 teams:

- Programme and Progression Support & Student Support and Personal Tutoring
- Clinical and Professional Practice & Quality Assurance
- Assessment
- Curriculum
- Digital Education
- Placements

Key contacts and team email addresses can be found on our MBBS Current Student Website here.

Where to find us

The Medical School Directorate and MBBS Senior Education Management, Assessment, Curriculum and Digital Education Teams are located on the ground, first and second floors of the Medical School Building, 74 Huntley Street.

Our Programme and Progression Support, Student Support and Personal Tutoring, Clinical and Professional Practice and Quality Assurance Teams are located on the ground floor or the Rockefeller Building, 21 University Street.

Placement Offices are located in the UG Centre at The Royal Free Hospital, UG Centre at The Whittington Hospital and 250 Euston Road at UCLH. The Primary Care and Community Medicine Office is based in the Department of Primary Care at Royal Free Hospital.

MBBS Student Offices are open to students from 9am-5pm each day.

3 Medical School 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 programme draws on a wide range of academic and clinical leads committed

4 Key dates

4.1 Term dates, exam dates and core activities (Module Selection)

4.1.1 UCL Term Dates: 2024/25

Please note these apply to MBBS Years 1 and 2 only. For MBBS Years 4,5,6 see MBBS Key Contacts and Dates).

Please also note that **UCL Module Selection and Verification Deadlines** do not apply in **the** MBBS as all MBBS modules are core. Students do not, therefore, need to participate in - our MBBS Education Management Team will ensure that all students are registered for all modules needed. Where student choice is offered in the MBBS, for example for Student Selected Components and Placement sites, these processes are managed by the MBBS Curriculum and Placement Teams, who will provide details of the process and deadlines for submitting preferences via Year Moodle Sites.

Term	Dates
First Term	Monday 23 September 2024 to Friday 13 December 2024
Second Term	Monday 13 January 2025 to Friday 28 March 2025
Third Term	Monday 28 April 2025 to Friday 13 June 202

MBBS examination dates are published at: MBBS Key Contacts and Dates.

4.2 Medical School key dates

The overall MBBS timetable with the dates of key events and core activities is published at: MBBS Key Contacts and Dates.

Detailed year and module timetables are published on Year Moodle Sites.

Placement timetables are published in the MBBS Curriculum Map/ASR.

w UCL and the department will communicate with students

UCL will communicate with students via:

UCL student email Students should check their UCL email regularly.

UCL student email

UCL Moodle U**②**L's online learning space, used by module organisers, programme leaders, departments and faculties to provide essential information in addition to learning resources.

UCL Moodle

myUCL A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities.

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f UCL Instagram

5 Hours of Study

5.1 Hours of study

The required hours of study for the **MBBS**, including personal study time, are published in the A-Z of policies on the Current MBBS Students website at: <u>Attendance and Engagement</u>

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

Teaching finishes at 12.50pm on Wednesday afternoons to enable students to participate in extra-curricular activities including sports.

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.

Support process:	Use this if:	What this covers:
Adjustments and Student Support Cards)		health condition, and to students who need shorter-term support e.g. if you are pregnant, or have a broken arm.
Interruption of Study	You are thinking of taking time out from your studies .	Interruption of Study is for students who wish to take a break from their studies and return at a later date. You can take time out from your studies for a wide range of reasons - you might want to take up an internship or placement, take time out to travel, be planning to have children, or be facing personal challenges which are making it hard to study.
Support to Study	You are having persistent or other support processes are not providing the right level of help.	Support to Study aims to help you if you are having significant, persistent, longer-mechanisms (e.g. Reasonable Adjustments, Extenuating Circumstances, Interruption of Study) are not providing enough support. We will work with you to put together a Support Plan to help you get the most out of your studies.

The Student Support Framework is just one of the ways in which UCL helps you to get the most out of your time with us:

The Student Support Framework	Your Personal Tutor	Your Department
The Student Support Framework explains how you can apply for formal support with your studies such as extensions, reasonable adjustments, or taking time out from your studies.	One of your first priorities should be to meet your Personal Tutor. They will help you to get the most out of your studies, and provide support and encouragement during your time with us.	Help is also available from members of staff in your UCL department including academic staff and departmental administrators. You can find their contact details on Moodle or in your Student Handbook.
UCL Student Support and Wellbeing	FAQs and Enquiries	Students' Union UCL Advice Service

wellbeing, disability and mental health staff provide a safe, confidential and nonjudgemental space in which

that may be affecting your ability to study.	looking for, you can log an enquiry.	

The Medical School provides dedicated medical student support services through two teams led by our Divisional and Deputy Divisional Tutors.

Programme and Progression Support Team	Student Support and Personal Tutoring	Programme Governance and Student Experience Team
Led by our Divisional Tutor, our team of MBBS tutors provides clear and accessible advice on specific areas of the MBBS course and regulations, with a view to helping you make the best decisions for you. They cover:	Led by our Deputy Divisional Tutor, our team of support tutors offers: Pastoral support Academic support and study skills Careers advice Advice about financial support Directions to the most appropriate contacts in the university for further support	Our professional services team manage our medical support services and are available to you from for help and guidance from 9am to 5pm in Room G12, Ground Floor, Rockefeller Building, or in Teams, whichever you prefer.

7.1 Information on fitness to practise policies applicable to MBBS students

Students on professional training programmes are expected to conduct themselves and to behave in a professional manner at all times, both at UCL, in the workplace and in their conduct outside of work, in line with the professional codes of practice that apply to their discipline.

Professional programmes have a duty both to the public and to regulatory bodies to ensure that students seeking to enrol and students who are enrolled meet the relevant standards of professional conduct, and that graduates are fit to enter a regulated profession.

In the first instance programmes at UCL will always seek to support students and find ways to resolve any issues. Where this is not possible, and serious concerns remain, programmes may refer students to a Fitness to Practise panel.

as a Primary Medical Qualification (PMQ), and universities may not award a PMQ to a student who has unresolved fitness to practise issues.

In the Medical School, we fulfil this duty by enabling students to acquire knowledge and develop skills and attitudes appropriate to their future role as doctors; and by seeking to ensure that any fitness to practise concerns during the course are investigated, supportive interventions offered, and outcomes achieved prior to finals and the deadline for application for provisional registration with the GMC.

Further information:

- UCLMS Fitness to Practise Guidance for Students
- •

8 Programme structure

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

An overview of the structure and duration of the **MBBS** programme is published at:

- MBBS Overall Timetable
- MBBS Programme Information
- MBBS Course Structure.

Further details about each year of study are published annually in the relevant year Moodle sites.

Years 1 and 2 each carry 120 credits. Years 4,5,6 each carry 180 credits.

8.2 Placements and study abroad

8.2.1 Information on placements

An overview of MBBS clinical placements can be found at the links at 8.1.

More details about MBBS clinical placement arrangements, preferences and requirements are provided on Year and Module Moodle sites. Placement timetables are published in the Curriculum Map/ASR.

8.2.2 Information on study abroad options

Year 6 offers the opportunity for MBBS students to take a clinical elective placement overseas. Information about MBBS elective placements, Medical School requirements and the approval process are published at Elective Planning, with further details provided via the Year 5 and Year 6 Moodle sites.

Further information:

Go Abroad

8.3 Professional accreditation

8.3.1 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 a primary medical qualification (PMQ). Holding a PMQ entitles you to provisional registration with the General Medical Council. A candidate may not be awarded a PMQ where fitness to practise concerns have been raised or are under consideration. All

Faculty of Medical

Sciences Fitness to Practise Procedure and a determination reached before a candidate can graduate with a primary medical qualification.

GMC provisional registration is time limited to a maximum of three years and 30 days (1125 days in total). After this time period provisional registration will normally expire.

9.2 Transition Mentors (first-year UG)

9.2.1 Transition Mentors

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

Further information:

UCL Transition Mentors

10 Advice on choosing module options and electives

10.1 Choosing modules

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

10.1.1 Choosing Modules for 2024/25

In the MBBS programme, all **modules** are core and students do not need to participate in our Education Management Team will make sure all students are registered for all modules needed.

In Years 1 and 2, students will be invited to submit preferences for **Student Selected Components** at the beginning of Term 1. This process is managed by the relevant year team in the MBBS Curriculum Team. Details of the process for submitting preferences will be published in the relevant Year Moodle Sites.

During Year 2, all students except for graduate entrants will be invited to submit preferences for **Year 3 Intercalated BSc's**. Information about the programmes offered and the allocation process are set out <u>here</u>.

In Years 4, 5 and 6, students will be invited to submit preferences for **clinical placement** sites. This process is managed by the relevant year team in the MBBS Curriculum Team. Details of the process for submitting preferences will be published in the relevant Year Moodle Sites.

10.1.2 UCL Module Catalogue

access to a comprehensive catalogue of all modules across the whole of UCL, published in a consistent, searchable and accessible format.

An outline of the content of each MBBS core module is included in the catalogue.

Further information:

Module Catalogue

11 Changes to Registration Status

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

Changes to Registration

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

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

11.1.1 Changing programme

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

Transfer into the MBBS from other programmes is not possible.

Further information:

- Changing your degree programme or modules
- Academic Manual Chapter 3, Section 5 Programme Transfers

11.1.2 Withdrawing from a programme

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

Further information:

- Interrupting or withdrawing from your studies
- Academic Manual Chapter 3, Section 7: Withdrawing from a programme

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

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

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

12 Progression, Award and Classification

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

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.

Non-Modular Programmes:

The MBBS programme uses the Non-Modular Progression and Award Requirements in

13 Information on assessment

13.1 How will students be assessed?

Details of **Medical School** assessments and the mark scheme are set out at: <u>MBBS</u> <u>Assessments and Prizes</u> and in the <u>Assessment and Feedback Moodle</u> course.

Portfolio requirements are published at: MBBS Portfolio and on the relevan 6.28 Tm0.0196 0.38

provided within the timescale, students should bring the matter to the attention of their Departmental Tutor or Head of Department.

Further information:

• Academic Manual Chapter 4, Section 5: Assessment Feedback

Further information:

Academic Manual Chapter 4, Section 3: Module Assessment

13.11 Information about the consequences of failure

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

- Be eligible for Condonement does not apply in the MBBS as a non-modular programme in which all components must be passed in the same academic session
- Need to Resit or Repeat the assessment specific rules apply in the MBBS, please see below
- Apply for a Deferral or other support under the Extenuating Circumstances procedures specific rules apply in the MBBS, please see below

Further information:

•

Academic Manual Chapter 4, Section 9: Consequences of Failure

Condonement

Condonement allows a student to progress from one year to the next and/ or to be awarded a qualification where they are carrying a small amount of failure.

Condonement do not apply in the MBBS where

In the MBBS,

in Year 1, Year 3 iBSc and again in Year 5. Breaches of Academic Integrity will trigger a Concern over Professional Behaviour(s) and may constitute a Fitness to Practise issue.

Further information:

- Academic Integrity
- <u>Library Guide to References, Citations and Avoiding Plagiarism</u>
- Academic Manual Chapter 6, Section 9: Student Academic Misconduct Procedure
- Examinations and Assessments
- FMS Fitness to Practise Procedure
- MBBS Fitness to Practise Guidance
- Concerns over Professional Behaviours

13.13Information about academic integrity and accepted referencing methods in the discipline

Information relevant to **MBBS** coursework is issued by the Module Lead / Curriculum Manager responsible for each piece of coursework to which this is applies.

13.14Information about academic integrity (plagiarism) in the discipline

Please see the links below for information about academic integrity in the MBBS

Dishonesty constitutes a fitness to practise offence and links to information about our procedures for addressing breaches of academic integrity are also given here.

- Cheating, Collusion and Plagiarism
- Concerns over Professional Behaviours

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

Internal moderation also helps UCL to ensure that marking is equitable across different

This does not apply to MBBS assessments as:

- summative written assessments are computer marked
- clinical assessments take the form of a circuit with multiple stations marked during the assessment by internal examiners at a level of seniority appropriate to the station who have undertaken OSCE training.

14 Learning resources and key facilities

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

14.1.1 UCL Library Services

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

Further information:

- Discover Library Services
- Library Subject Guides
- ReadingLists@UCL

14.1.2 UCL Information Services Division (ISD)

The UCL Information Services Division (ISD), the primary provider of IT services to UCL,

IDs and passwords, print, copy and scanning, wifi and networks on their web pages.

Help and support

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

Digital Skills Development

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

LinkedIn Learning

-toair channel programming for educational usage you can view TV programmes and is available to UCL students, and offers a wide range of movies: UCL launched its Sustainability Strategy in 2019 one of the most ambitious across the UK higher education sector. It includes many headline commitments to be a net zero carbon institution by 2030; to be single use plastic free; and that every student has the opportunity to engage with sustainability during their time at UCL. The Sustainable UCL team offers students many different opportunities to learn about sustainability as part of their studies or extracurricular activities.

In particular, students can engage with sustainability in their free-time by joining one of

on sustainability.

Further information:

- Sustainable UCL Website
- Sustainability Student Opportunity Website
- Student Sustainability Council

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

Information about **Medical School** and Placement Provider resources available at each of our central campuses can be found at:

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 Resource Centre

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

14.4.1 Portico

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

Updating personal data such as addresses or contact numbers

Completing online module registration

Viewing information about programmes/modules

Viewing module results

Pre-enrolment and re-enrolment

Applying for programme transfer Plan and record skills development Applying for graduation ceremonies

Further information:

- Portico Login
- What is Portico
- Portico Support

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

askUCL

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

Accessing our self-service options

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

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

Further information:

- askUCL
- Student Enquiries Centre

15.1.3 Student Advisers for First Year Undergraduates

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

Student Advisers

15.1.4 Disability, Mental Health and Wellbeing team

The Disability, Mental Health and Wellbeing Team in Student Support and Wellbeing (SSW) provide a safe,

equipment. They provide one-to-one tutoring and support for students with specific learning difficulties and mentoring for students with mental health conditions.

Further information:

- Support for Disabled Students
- Mental health and wellbeing support

15.1.5 Student Psychological and Counselling Services

Student Psychological and Counselling Services (SPCS) is dedicated to helping UCL students with personal, emotional and psychological concerns. The SPCS team is diverse and consists of a variety of highly trained and experienced professionals, who offer short-term CBT and psychodynamic support. There are currently two psychiatrists and ten therapists on staff with varying kinds of psychological training and expertise.

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

Further information:

Student Psychological and Counselling Services

15.1.6 International Student Support

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

Further information:

International Student Orientation Programme (ISOP)

15.1.7 Accommodation

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

Further information:

Wardens and Student Residence Advisers at UCL Residences

15.1.8 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.

The Medical School has various scholarships and bursaries available to us through bequests and active donations. Please see <u>Medical Student Money</u> for funds offered and the application processes for each.

Further information:

- UCL Financial Support
- Manage your Money

15.1.9 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:

information specialists who are trained by Citizens Advice and to professionally qualified and BACP-accredited counsellors who can help students with a range of emotional and psychological difficulties.

Further information:

• UCL 24/7 Student Support Line

15.2.3 Crisis support - immediate

Student Support and Wellbeing Team can offer advice on the support available both internally and externally.

MBBS students may also contact any member of our Quality Assurance Team at any time for confidential help and advice (MBBS Quality Assurance Team).

Further information:

- Sexual Misconduct and Violence
- Support for Students affected by Gendered Violence
- <u>UCLMS Quality Assurance Unit Raising Concerns guidance for students affected by Gendered Violence during NHS placements</u>

16 Employability and Careers

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

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 three years after course completion).

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

UCL students are helped with applications and sourcing opportunities with web resources and advice. They can book appoi595.3f92 reW*nBT/F1 12 Tf1 0 0 1 36 497.56 Tm0 0

you have the best possible time while 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

your department to make sure that they understand what you most value, and take action to deal k with your Lead Department Representative as well as your Faculty Representatives and the Union to make things better across the whole of UCL.

These Academic Representatives are appointed during early October take up the role, staff in your department can tell you how. If you take up a representative ort. and

your department for the better.

for which students you feel will do the best job.

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 Education Committees and Student Partnership Committee. 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.

Further information:

- Academic Representatives
- Find your representative

17.4 Role of the Student Partnership Committee

Student Partnership Committee

Every department at UCL has a Student Partnership Committee (SPC) that meets at least three times a year. Student Partnership Committees are meetings where Academic

areas for improvement. SPCs are co-chaired by your Lead Department Representative. Some departments have a single SPC, while others split this into different levels of study. Most commonly, departments operate both an undergraduate and postgraduate SPC.

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 the MBBS programme are recognised and rewarded, and problems are rapidly identified and addressed.

feedback including Learning Surveys, Raising Concerns, Name and Proclaim, You Said We Listened. Full details can be found at:

MBBS Quality Assurance

17.6 Students' Union Advice Service

Further information:

those who have interrupted their studies or recently completed their programme. Trained and experienced staff are ready to support you with any difficulties that might occur during your time at UCL. The Advice Service specialises in:

- Academic Advice including extenuating circumstances, academic misconduct and the support to study framework
- **UCL Complaints and Disciplinaries**
- Housing Issues including tenancy contract checks and housemate disputes
- **Employment** Rights including unpaid wages and part time employment contracts
- Financial Support and Budgeting including income maximisation, money management and hardship funds

The service is free, independent, impartial and confidential. No information shared with the service is shared with your department or any other university staff unless you

request it or give your permission.	Students can complete the online contact form to)r
advice and support.		

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all complaints are treated fairly, impartially, effectively and in a timely manner, without fear of victimisation. The Complaints Procedure applies across all Schools, Faculties,

20 Volunteering Services

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

20.1.1 Volunteering Services

largest volunteering teams in UK Higher Education, meaning that UCL students have access to opportunities that their peers in other universities often do not.

The Service runs three main programmes:

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

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

Community Research Initiative -

organisations for collaborative research and Knowledge Exchange projects that form their dissertations.

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

22 Health, Safety and Security

22.1 UCL Health, Safety and Security information

Health, Safety and Security at UCL

staff, students, people who work with UCL and those who visit. Health and safety is an

22.2 Health and Safety information in the MBBS

Health related information specific to the MBBS programme can be found 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. Details are provided in the Year 5 and Year 6 Moodle Sites at the point at which the approval process opens and at:

• Elective Planning and Approval

Safety and Security related information specific to each Placement Provider is included in local inductions when students take up a new placement.

23 After study

23.1 Information on degree certificates and transcripts

23.1.1 Degree Certificates

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

Further information:

Degree Certificates

23.1.2 Transcripts

A copy of your official transcript, detailing examinations taken and results achieved, is issued automatically to all graduating students and sent to their home addresses as held on Portico within 3 months from the date the award is conferred by UCL authorities.

UCL Student Records can produce additional transcripts for students on taught programmes as well as for affiliasiTQ EMC /P &MCID 20>BDC 85.64 488.98 419.02 13.8 ref*EMC

Graduation Ceremonies

23.3 Information on UCL Alumni activities and key contacts

UCL Alumni Community

As UCL alumni, you join a global community of over 350,000 former students. All UCL alumni can take advantage of a huge range of exclusive benefits and support, including access to thousands of e-journals, use of the library, a UCL-branded email for life and UCL Careers services for up to three years. Stay connected through reunions, international networks, and interest-based groups. UCL students and alumni can also

professional development programme of panel events, workshops, and resources such as blogs, case studies and podcasts.

Further information:

UCL Alumni